

Having Trouble?

Follow these simple steps:

1. Check your power source

- Check to ensure the power cord is plugged into the nearest electrical outlet and is securely connected to the back of the video phone.
- If the power cord is plugged into a surge protector or power strip, make sure the power to the surge protector or power strip is turned on.
- Make sure the blue registration light located on the left is either illuminated or flashing.

2. Verify your network

- Make sure your video phone is installed correctly as illustrated on the other side of this guide.
- Verify your Internet connection is working properly.
- If you have DSL service, simply connect the blue Ethernet cable to Port 4 of the modem-router device.
- If you have a modem and no router, unplug your video phone and modem and then wait five minutes. Next, plug in your modem and wait one minute. Then, plug in your video phone. Your video phone will begin the registration process. Please do not attempt to make calls until the blue registration light located on the left is solid. Please do not unplug your video phone during this process.
- If you have a modem and a router, unplug your video phone, router and modem and then wait five minutes. Next, plug in your modem and wait one minute. Then, plug in your router and wait one minute. Finally, plug in your video phone. Your video phone will begin the registration process. Please do not attempt to make calls until the blue registration light on the left is solid. Also, please do not unplug your video phone during this process. If your video phone does not register after these steps, please go to ojosupport.com to understand how to test your router for compatibility and advanced configurations.

Everything you need for your Ojo Vision Video Phone is online at ojosupport.com

- [Frequently Asked Questions](#)
- [Video Phone User Manual](#)
- [Quick Reference Guide](#)
- [Account Management](#)



Ojo Vision Quick Installation Guide

Get Started

Before you begin, you will need the following:

- An active high-speed Internet connection (150 kbps or higher)
- Recommended Set-up: Router with Ethernet cable

The following are included with your Ojo Vision Video Phone:

If an item is missing, please contact Customer Support at 1-877-FOR MY OJO.



Video Phone and Handset



Power Adapter



Ethernet Cable (RJ-45)

Remember:

Plug the handset into the handset connector on the left side of the main body. Do not unplug your phone or attempt to make calls until the registration light turns steady blue (located on the left). The initial registration may take up to 15 minutes.

Installation without a Router

Ojo Services recommends you use a router with your video phone.

Note: If you have a combined modem-router device, please follow these steps.

Before installing your video phone, ensure your Internet is working.

5 minutes

STEP 1




Unplug and turn off your modem for five minutes.

STEP 2



Connect the blue Ethernet cable to blue WAN port on the back of your video phone.

STEP 3



Plug the blue Ethernet cable from the video phone into a line/Ethernet port on your modem. If you are a DSL customer, connect the Ethernet cable to Port 4 on your modem-router device.

STEP 4




Plug in and turn on the modem.
Note: It could take up to two minutes for the lights to turn a solid color on the modem.

STEP 5



Plug the power adapter into the video phone and an electrical outlet.

STEP 6



Your video phone will begin the registration process, which may take up to 15 minutes. Please do not press keys or try to make any calls during this process. Once the blue Power and Register light on the left is on and stops flashing, your video phone is ready to use.

Set-up Diagram

The Ojo Video Phone is not designed to serve as a router. Although you can connect your computer to the LAN port on the back of your video phone (as shown), for better quality, Ojo Services recommends using a router when installing your video phone.



Installation with a Router

Preferred method for optimal video quality.


Before installing your video phone, ensure your Internet is working.

STEP 1




Connect the blue Ethernet cable to the blue WAN port on the back of your video phone.

STEP 2




Connect the other end of the blue Ethernet cable to an open port on your router.

STEP 3



Plug the power adapter into the video phone and an electrical outlet.

STEP 4



Your video phone will begin the registration process, which may take up to 15 minutes. Please do not press keys or try to make any calls during this process. Once the blue Power and Register light on the left is on and stops flashing, your video phone is ready to use.

Set-up Diagram



Need Help?
Visit ojosupport.com