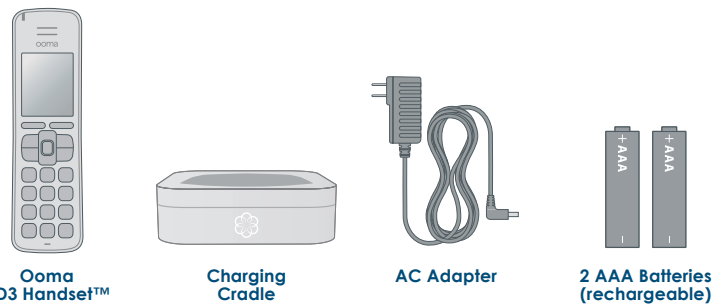


ooma HD3 handset

Quick Start Guide



Package Contents



Getting Started

You're just a few quick steps from making and receiving calls on your new Ooma HD3 Handset. This handset is the perfect companion to the Ooma Telo™—you'll be able to access all Ooma features and even unlock new functionality! Before you begin, please make sure that your Ooma Telo is installed and operating properly, as your new handset cannot be set up without a functioning Telo.

Step 1 Insert Batteries

Remove the battery cover located on the back of the handset by sliding it away from the center of the device. Insert the two rechargeable AAA batteries, making sure that you align the flat end against the springs. Replace the battery cover by sliding it in the opposite direction.

WARNING: If you need to replace the batteries included with your handset, use only rechargeable Nickel Metal-Hydrate (Ni-MH) batteries. Other types of batteries may damage the handset or create a risk of fire.

Step 2 Charge the Handset

Plug the AC adapter into a power outlet and then connect the AC adapter cable to the charging cradle. Put the handset on the cradle.

When the handset is on its cradle, it will show a lightning bolt in the battery icon when it is charging.

We recommend that you leave the handset on the cradle for 30 minutes before proceeding to the next step. The handset requires 10 hours to fully charge.

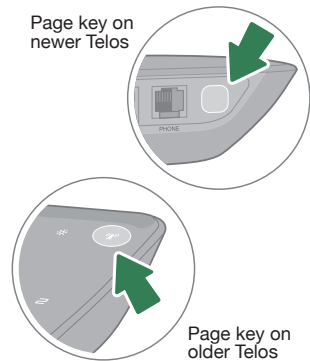


Step 3 Register the Handset

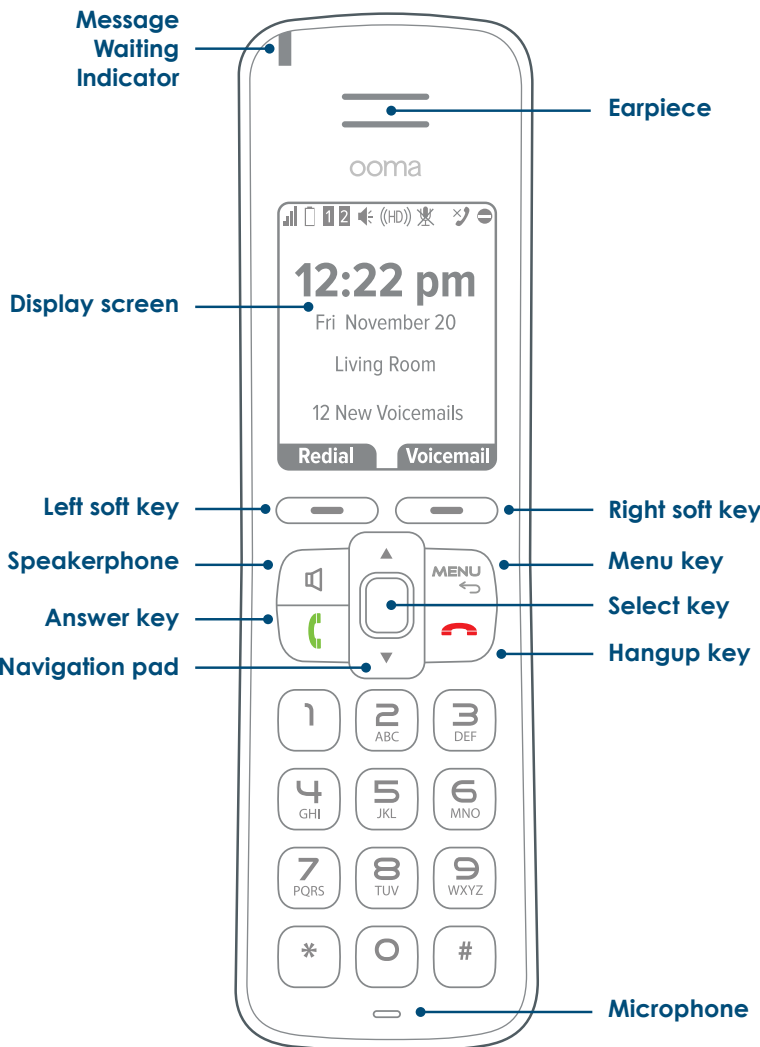
Press the **Page** key on your Ooma Telo and hold it down for three seconds to activate registration mode. When the handset detects the Telo, press the **YES** soft key to proceed.

Once the handset is successfully registered, the home screen will be displayed.

Each Ooma Telo supports up to four Ooma HD3 Handsets.

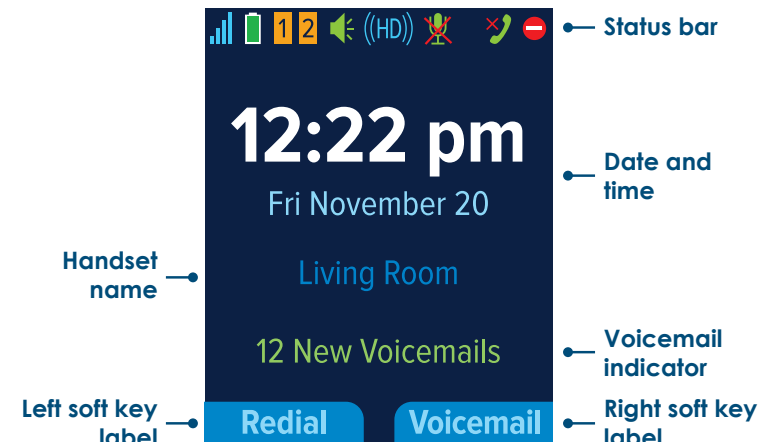


Quick Reference



Home Screen

After the handset is registered to your Telo, it will display a home screen similar to the one pictured below.



- Signal Strength Indicator**
Signal bars show the connection strength to the Ooma Telo
- Battery Indicator**
Shows the battery charge level. A lightning bolt will flash when the batteries are charging
- Line Indicators**
Shows which line or lines are currently in use
- Speakerphone Indicator**
Shows whether the speakerphone functionality is engaged
- HD Indicator**
Displays when you have established an HD-quality call
- Mute Indicator**
Displays whether the microphone is muted
- Missed Call Indicator**
Displays when you have missed calls to review
- Ringer Off Indicator**
Displays when the ringer volume is turned off (this phone will not ring)
- Do Not Disturb Indicator**
Displays when Do Not Disturb mode is enabled (no phones will ring)

Navigating the User Interface

Your Ooma HD3 Handset has an easy-to-use interface that puts the most common features at your fingertips while still letting you access all the advanced features the handset is capable of.

Accessing the main menu
Press the **[MENU]** key from the home screen.

To select an item
Use the navigation pad to scroll through a menu until you have highlighted the item you want, then press the center **Select** key.

Using the soft keys
There are two context-sensitive soft keys just under the display. Shortcuts to popular functions are assigned to these keys. The handset will update the label above the keys as you use the phone. Press the appropriate soft key to invoke the assigned function.

Accessing other options
To see a list of all available functions on a screen, press the **Options** soft key.

To exit a menu
Press the **[MENU]** key to go back one menu level. Press **[END]** to exit all menus.

Main Menu Options

The following options are available from the main menu:

- Voicemail** — Listen to and manage your voicemail
- Intercom** — Intercom to or monitor other handsets
- Services** — Engage features like Do Not Disturb
- Phonebook** — Browse and search your contacts
- Favorites** — Speed dial your friends and family
- Call logs** — Access a list of your recent phone calls
- About handset** — Information about your Ooma system
- Settings** — Configure your phone preferences

Basic Operation

Placing and Receiving Calls

There are two ways to place a call. You can dial the number first like a cell phone, and then press **[CALL]**. This gives you the added convenience of automatically searching your phonebook as you dial. Alternatively, you can place a call in a traditional manner by pressing **[CALL]** first before you dial.

To answer a call, press **[CALL]** when the phone is ringing.

You may end a call by pressing **[END]**.

To make a second call while you are already on the phone, press **[CALL]** to switch lines and then dial the phone number.

Note: This requires the *Instant Second Line* feature of Ooma Premier.

Joining an Existing Call
You can join an existing call-in-progress by picking up an unused handset and pressing **[CALL]**. Press the **Join** soft key and then select the line you wish to join.

Picture Caller-ID
When an incoming call comes in, you'll see the associated phone number on the display.

If the caller is in your Ooma phonebook, you'll also see their name and picture (if available) shown on the handset display.

Note: Ooma Premier users will see the caller-ID name even if the caller is not in your phonebook.

Call-waiting

Switch to a second incoming call by pressing **[CALL]** or the **Answer** soft key. The current call will be automatically placed on hold. Switch back to the first call by pressing **[CALL]** again.

Speakerphone

Press the **[CALL]** key to start a call in speakerphone mode, or during a call to switch to speakerphone. Press **[CALL]** again to go back to using the earpiece.

Muting the Microphone

While you are on a call, you can turn the microphone off by pressing the **Mute** soft key. Press the **Unmute** soft key to turn the microphone on again.

Volume Adjustment

To adjust the ringer volume, press up/down on the navigation pad while you're on the home screen.

To adjust the call volume, press up/down while you're on a call. This will adjust the volume setting for the earpiece or speakerphone depending on which one is active.

Handset Paging

To locate your handset, press the **[PAGING]** key on the Ooma Telo (refer to Telo Quick Start Guide). All handsets that are powered on will chime for 30 seconds.

Press **[END]** on the handset to stop the chime.

International Calls

To place an international call, dial **[0] [1] [1]** followed by the country code and phone number. Depending on your account settings, you may hear your prepaid balance announced before the call is connected.

Note: To make international calls and access other premium services such as 411, you must charge up your prepaid account at: my.ooma.com/prepaid

Calling Features

Phonebook

Set up your phonebook by going to: my.ooma.com/contacts

You can add new contacts manually or import existing contacts from many popular applications and sites.

To sync your phonebook down to your handsets, click the **Sync** button on the web page or select **Services** from the main menu on your handset and then **Sync config**.

From the Home screen, select **Phonebook** from the main menu, or long-press on the speaker key to bring up a list of your contacts. Use the navigation pad to scroll and then press **Select** to view a list of phone numbers for a contact. Choose one and then press **[CALL]** to place the call.

To make a second call while you are already on the phone, press **[CALL]** to switch lines and then dial the phone number.

Voicemail Playback

To access your voicemail account, press the **Voicemail** soft key from the home screen and follow the audio prompts.

When listening to your voicemail, press **[CALL]** to play the previous message, press **[CALL]** to play the current message and **[CALL]** to skip to the next message. Delete the current message by pressing **[END]**.

Press **[END]** on the handset to stop the chime.

To end voicemail playback, press **[END]**.

Call Logs
Select **Call Logs** from the menu, or long-press on the Menu key, and use the navigation pad to scroll through a list of your recent calls. Press **[CALL]** to return a call.

Redial
Press the redial soft key to bring up a list of previously dialed numbers. Scroll through the list and then press **[CALL]** to redial.

Intercom

Use the intercom to connect with other members of your household. To use this feature, select **Intercom** from the main menu. Choose a handset you wish to call or select **Call All** to ring all handsets.

Baby Monitoring

Baby monitoring lets you listen in on another room when you're busy elsewhere in your home. Monitoring works in one direction, with one handset acting as a remote microphone and the other handset acting as a speaker.

The first time you use this feature, you must enable the function on the handset you will use as a remote microphone. Go to **Settings** from the main menu and turn on the **Baby monitor** option. The handset is now ready to be monitored.

Now pick up the handset you will use as the speaker. Select **Intercom** from the main menu. Choose the handset you wish to monitor and then press the **Monitor** softkey.

Favorites
Set up a list of your favorite callers for easy access. Add a phone number from your call logs, redial list, or phonebook by highlighting the number and then pressing the **Options** softkey and selecting **Add to favorites**. Select which speed dial slot you want the number to be assigned to.

Access your favorites by pressing **[#]** from the home screen and then the speed dial slot number you wish to dial. You may also press and hold the speed dial slot number from the home screen to make the call directly.

Redial
Press the redial soft key to bring up a list of previously dialed numbers. Scroll through the list and then press **[CALL]** to redial.

Premier Features

Ooma Premier is a collection of advanced calling features that have been designed to enhance the capabilities of your home phone. With over 25 features to choose from, there's something for everyone!

In addition to the features described below which take advantage of your Ooma HD3 Handset, Premier subscribers can also access privacy protecting features to block telemarketers, call forwarding options to prevent missed calls, and many other convenient features that greatly enhance the capabilities of your home phone.

To learn more about all of the features available in Ooma Premier, visit: my.ooma.com/premier

Enhanced Voicemail

Send to Voicemail

When an incoming call comes in, press the **Options** softkey and then select **Send to VM** to send the call directly to voicemail. You can also send an active call to voicemail.

Do Not Disturb

You can engage Do Not Disturb and send all calls straight to voicemail. Toggle Do Not Disturb on and off by selecting the Do Not Disturb option from the **Services** menu.

Your personal device will have a separate My Ooma account, allowing you to customize your new phone line exactly the way you want it. To configure this feature, go to: my.ooma.com/numbers

Press **[CALL]** if you want to pick up the call, or press **[END]** to shut off the speaker.

Enhanced Calling

Instant Second Line™

If someone else is already on a call, pick up any Ooma handset and press **[CALL]** to get a fresh Ooma dialtone and your Telo is running in a mode that does not support the new Ooma HD3 Handset. Dial **[*] [#] [#] [#] [3] [0] [2]** from a phone connected directly to the Telo, wait for your Telo to reboot and then try again.

Make sure your batteries are properly installed and sufficiently charged.

Three-way Conferencing

With calls on both lines, press the **Options** softkey and then select the **3-way conference** option to merge both lines together. To split the conference into individual calls, press the **Options** softkey and then select the **Stop conference** option.

Select Numbers

Select a second phone number for your in-laws, home business, or to make it easy for loved ones living in another area code to reach you. To configure this feature, go to: my.ooma.com/numbers

Personal Devices

Each Ooma HD3 Handset can be configured as a personal device, allowing you to set up a separate phone number and voicemail account for a home office or a member of your household.

Your personal device will have a separate My Ooma account, allowing you to customize your new phone line exactly the way you want it. To configure this feature, go to: my.ooma.com/numbers

Troubleshooting

- My handset doesn't work**
 - If your phone cannot register to your Telo, you might have a first-generation Ooma Telo handset and your Telo is running in a mode that does not support the new Ooma HD3 Handset. Dial **[*] [#] [#] [#] [3] [0] [2]** from a phone connected directly to the Telo, wait for your Telo to reboot and then try again.
 - Make sure your batteries are properly installed and sufficiently charged.
- My handset won't charge**
 - Make sure the charging cradle is plugged in.
 - Make sure that the handset is placed in the cradle securely.
 - Remove the batteries from the handset and re-install them. Replace the batteries with new Ni-MH rechargeable batteries if your current set no longer works.
- I hear noise or static**
 - Bring the handset closer to the Ooma Telo to see if quality improves.
- My phone doesn't ring**
 - Your ringer may be turned off. Increase the ringer volume by pressing up on the navigation pad from the home screen.
 - Check the signal quality with the signal strength indicator. Bring the handset closer to the Telo and try to answer an incoming call.
 - When **DND** is on, the status bar will display **[DND]** and all incoming calls will go directly to voicemail. To turn this feature off, go to **Menu**, then **Settings** and choose **Do Not Disturb**.
- I don't hear a dialtone**
 - Verify that your Ooma Telo is powered on and working properly. The Ooma logo should be lit blue. If you have a regular phone, plug it into the **PHONE** port of the Telo to check for dialtone.



Need Assistance?

Check out these resources for troubleshooting guides or additional help:

Online knowledgebase: www.ooma.com/support
User manuals: www.ooma.com/userguide
Community forum: forums.ooma.com
Live customer care: 1-888-711-6662 (US)
1-866-929-6662 (Canada)

Warranty, Safety and Legal Notices

What this Warranty Covers. Ooma agrees to provide a limited warranty to the holder of a valid proof of purchase ("Consumer" or "you") that the Ooma HD3 Handset contained in this package ("Product") is free from material defects in material and workmanship, subject to the exclusions noted below. This limited warranty extends only to the Consumer for Products purchased and used in the United States of America or Canada.

What Ooma Will Do. During the warranty period, Ooma or its authorized service representative will repair or replace, at its option, without charge, a Product which is found to be materially defective in materials or workmanship and returned to Ooma. Ooma, at its option, may use new or refurbished replacement parts to repair the Product, or may replace the Product with a new or refurbished product having the same or similar function.

How Long this Warranty Lasts. This limited warranty shall expire one (1) year from the date of the Product purchase. Replacement or refurbished parts and products are warranted for the original Product warranty period. This warranty terminates if you sell or transfer your Product.

What this Warranty Excludes. This limited warranty does not cover: (a) the cost of shipping and handling for returned and replacement products, or damage or loss during shipping for warranty service; or (b) any Product (which is governed exclusively by the licensing terms of such software); or (c) any Product that has been subjected to misuse, accident, shipping or other physical damage, improper installation, abnormal operation or handling that is contrary to the instructions, or modification by anyone other than an authorized service representative of Ooma; or (d) any Product that has been damaged due to fire, flood, or other natural disaster, or modification by anyone other than an authorized service representative of Ooma; or (e) any Product that has been subjected to misuse, accident, shipping or other physical damage, improper installation, abnormal operation or handling that is contrary to the instructions, or modification by anyone other than an authorized service representative of Ooma; or (f) any Product that has been subjected to misuse, accident, shipping or other physical damage, improper installation, abnormal operation or handling that is contrary to the instructions, or modification by anyone other than an authorized service representative of Ooma; or (g) any Product purchased, used, serviced, or shipped for repair from outside the United States or Canada, or that is returned without a valid proof of purchase; or (h) any indirect or consequential harm caused as a result of any defect or failure of the Product, or any damage, including without limitation lost data or inability to communicate.

How to Get Warranty Service. To obtain warranty service, call Customer Support toll-free at 1-888-711-6662 (USA) or 1-866-929-6662 (Canada) for detailed information, including instructions on how and where to return your Product and on any applicable costs associated with a repair, replacement or exchange. You may be required to provide proof of purchase to obtain warranty service, and it is your sole responsibility to maintain such proof (e.g., a sales receipt). Returned products that are determined not to be materially defective will be subject to a handling fee. If you disagree with any of our decisions with respect to warranty service, you have the right to contest that decision as permitted under applicable laws and regulations.

How State Law Applies. This limited warranty gives you specific legal rights. You may also have other rights which vary from state to state.

Limitation on Liability. THIS WARRANTY IS THE COMPLETE AND EXCLUSIVE WARRANTY AGREEMENT FOR THE PRODUCT BETWEEN YOU AND OOMA. IT IS NOT INTENDED TO MAKE MODIFICATIONS TO THIS LIMITED WARRANTY AND YOU SHOULD NOT RELY ON ANY SUCH MODIFICATION. OOMA RESERVES THE RIGHT TO CHANGE ITS LIMITED WARRANTY WITHOUT PRIOR NOTICE FOR FUTURE SALES. OOMA DISCLAIMS ALL OTHER WARRANTIES, EXPRESS, IMPLIED, STATUTORY OR OTHERWISE, INCLUDING WITHOUT LIMITATION, COURSE OF DEALING, TRADE USAGE, CUSTOM, OR THE WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, OR NON-INFRINGEMENT OF THIRD PARTY RIGHTS. OOMA SHALL NOT BE LIABLE FOR INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, PUNITIVE, OR CONSEQUENTIAL DAMAGES OF ANY NATURE ARISING OUT OF OR IN CONNECTION WITH THE LIMITED WARRANTY OR THE USE OR PERFORMANCE OF ANY PRODUCT, WHETHER BASED ON CONTRACT OR TORT, INCLUDING NEGLIGENCE, OR ANY OTHER LEGAL THEORY, EVEN IF WE HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. THE TOTAL AGGREGATE LIABILITY BY OOMA FOR DAMAGES OF ANY NATURE, REGARDLESS OF FORM, ACTION OR FORESEEABILITY, SHALL IN NO EVENT EXCEED THE AMOUNT PAID BY YOU TO US FOR THE PRODUCT UNLESS SUCH LIABILITY IS BASED, SOME STATES AND/OR COUNTRIES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, AND/OR DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS AND/OR EXCLUSIONS MAY NOT APPLY TO YOU. IF SUCH IS THE CASE, THE EXTENT OF ANY SUCH LIMITATION SHALL BE LIMITED TO THE DURATION OF THIS EXPRESS LIMITED WARRANTY.

What the FCC wants you to know
This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Industry Canada Notice
This product meets the applicable Innovation, Science and Economic Development Canada technical specifications. This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent produit est conforme aux spécifications techniques applicables d'Innovation, Sciences et Développement économique Canada. Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes: (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Safety Information
When using telephone equipment, including the Ooma HD3 Handset, basic safety precautions should always be followed to reduce the risk of fire, electric shock, damage to equipment, loss of property, severe injury to persons or even loss of life, including the following:
• Do not use this equipment and all related accessories near or under water, for example, near a bathtub, wash bowl, kitchen sink or laundry tub, in a wet basement, near a swimming pool, under the rain, do not plunge any part in water or any other liquid.
• Avoid using this product during an electrical storm. There may be a remote risk of electric shock from lightning.
• Use only the charging cradle indicated in this manual and included in the original product box, if necessary order a new replacement charging cradle from Ooma.
• Do not insert the power adapter into an extension cord, receptacle or outlet unless the prongs are fully inserted. Failure to do so may cause electric shock or excessive heat resulting in a fire.
• Do not overload power outlets and extensions cords, otherwise it can result in fire or serious electrical shock.
• To prevent overheating, shut all parts of the product away from heat sources such as radiators, heat registers, stoves, or other fixtures, appliances and products that produce heat and/or areas where proper ventilation is not provided.
• Unplug the cord from the power outlet or USB ports if it emits smoke, an abnormal smell or makes unusual noise. These conditions may cause fire or electrical shock.
• Do not disassemble the charging cradle, it contains no user-serviceable parts.
• On the Ooma HD3 Handset, the battery cover is removable and the rechargeable batteries may be replaced. Do not disassemble any other part of the Ooma HD3 Handset, it contains no user-serviceable parts.
• Unplug the product from any power outlet or USB port before cleaning. Do not use liquid or aerosol cleaners, use a damp cloth or a microfibre cloth for cleaning.
• Do not allow anything to rest on the Ooma HD3 Handset, its charging cradle, or power adapter.
• Unplug the product from the power outlet if the cable or USB ports if it emits smoke, an abnormal smell or makes unusual noise. These conditions may cause fire or electrical shock.
• Do not use old and new batteries. Batteries must be inserted with the polarities (+) and (-) in correct positions.
• Do not try to open, mutilate or burn batteries. Exposure to or swallowing the ingredients contained in the prongs are not designed to hold the power adapter in place if it is plugged upside down on a ceiling, under a table or in a cabinet.
• Do not throw your old batteries in the trash. Please call 1-800-E-BATTERY (1-800-822-6284) to get a battery overhaul with the address of the recycling center nearest to you.



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