

# ***ooma HD Handset***



## **User Manual**

*Rev 1.1*

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# Getting Started

## Package Contents

You should have the following items:

1. ooma HD handset,
2. Rechargeable battery pack,
3. Charging cradle,
4. Power supply adapter.

## Assembly and Installation

Remove the battery compartment cover at the back of the ooma HD handset by sliding it away from the center, then insert the battery plug to the connector and match the wire colors, place back the compartment cover by sliding it in the other direction.

Connect the power supply cable to the charging cradle, then plug the power supply to a power outlet.

Put the ooma HD Handset on the charging cradle.

## MUST READ - Safety Instructions

To prevent possible severe injury, loss of life, damage of equipment, or loss of property, please carefully follow these instructions:

- Use only the rechargeable battery pack and power supply adapter provided in the original package, if necessary order a new replacement parts from ooma or authorized retailers using the original part numbers.
- Do not overload power outlets and extensions cords, otherwise it can result in fire or serious electrical shock.
- Never touch any equipment, plugs and power outlets with wet hands.
- Do not expose the equipment and all related accessories to water or rain, nor plunge in water or any other liquid.
- The equipment and accessories must be operated only for its intended use and not for any other purposes.

## Setting Up the Handset

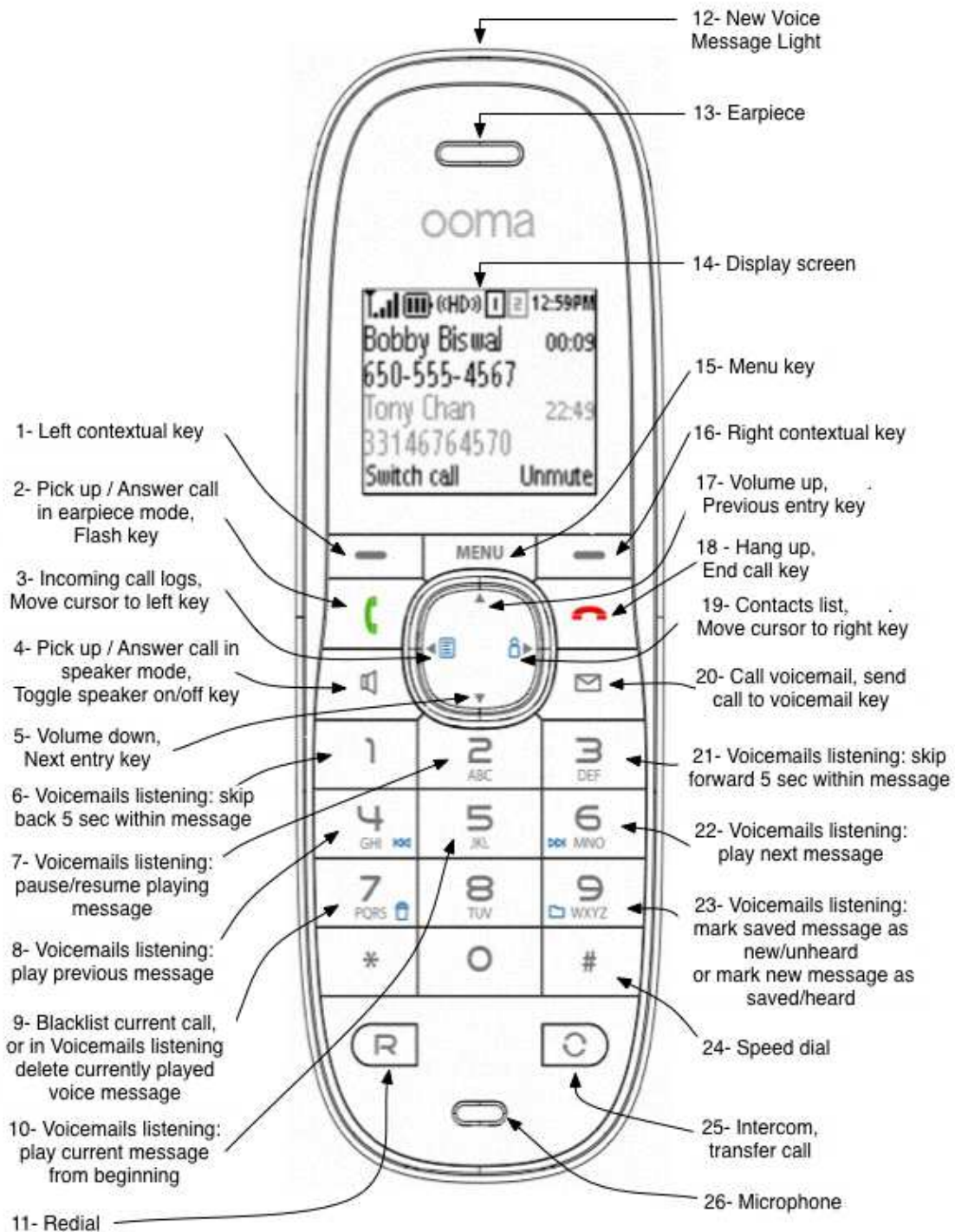
The first time the ooma HD handset is used or if the battery pack has been replaced, it must sit on its charging cradle for around seven hours before use or before registering it to the ooma Telo Hub base station.

Once the battery pack in the ooma HD Handset is charged enough, it needs to be registered to the oomaTelo (unless already registered previously).

For registration purpose, bring the ooma HD handset next to the oomaTelo, follow the instructions on the ooma HD handset screen to go into registration mode, then press and hold the “Page” key on the oomaTelo then release when it starts flashing.

If the registration is successful, the “Page” key flashes faster for 10 sec then goes off, the ooma HD handset screen will show its handset number on the screen and no more asks to enter registration mode.

# Handset Layout



## Using the Handset

Note: Depending on the active Service Packages on your system (subscription or free trial of ooma Premier, ooma Enhanced Voice Mail, ooma Core, or ooma Basic), features with a (\*) may or may not be available for your usage.

### **Settings**

#### **Ringer Volume**

While the Handset is on hook, press the up or down arrow keys on the handset to adjust the ringer volume

#### **Earpiece Volume**

While the Handset is off-hook with speaker turned off, press the up or down arrow keys on the handset to adjust the earpiece audio volume

#### **Speaker Volume**

While the Handset is off-hook with speaker turned on, press the up or down arrow keys on the handset to adjust the speaker audio volume

### **Basic Operation**

#### **Going Off-Hook In Earpiece Mode**

Press the Pick-Up/Talk key.

#### **Going Off-Hook In Speaker Mode**

Press the Speaker key.

#### **Toggling Between Earpiece And Speaker Mode**

When off-hook, press the Speaker key to toggle mode.

#### **Making a Call by Dialing the Number**

Press the Pick-Up/Talk key or Speaker key, you will hear the ooma dial tone, then dial the destination phone number.

You may also dial the destination phone number first then press the Pick-Up/Talk key or Speaker key.

### **Making a Call using a Directory Entry**

Press the Pick-Up/Talk key or Speaker key, you will hear the ooma dial tone, press the Directory key (right cursor key), select the desired entry then press the “Dial” softkey.

You may also press the Directory key (right cursor key), select the desired entry then press either Pick-Up/Talk key or the Speaker key.

### **Making a Call using a Call Log Entry**

Press the Pick-Up/Talk key or Speaker key, you will hear the ooma dial tone, press the Call Log key (left cursor key), select the desired entry then press the “Dial” softkey.

You may also press the Call Log key (left cursor key), select the desired entry then press either Pick-Up/Talk key or the Speaker key.

### **Making a Call using Redial**

Press the Pick-Up/Talk key or Speaker key, you will hear the ooma dial tone, press the Redial key, select the desired entry then press the “Dial” softkey.

You may also press the Redial key, select the desired entry then press either Pick-Up/Talk key or the Speaker key.

### **Making a Call with Speed Dial**

Press the Pick-Up/Talk key or Speaker key, you will hear the ooma dial tone, press the ‘#’ key, then the 1 or 2-digit speed dial number.

You may also press the ‘#’ key, then the 1 or 2-digit speed dial number, the handset will immediately go in speaker mode and make the call.

### **Answering a Ringing Call**

Press the Pick-Up/Talk key or Speaker key to answer the call.

### **Answering a Call Waiting**

Press the softkey “Answer” to answer the call waiting.

### **Ending a Call**

Press the Hang Up key.

## **Putting a Call on Hold**

While a call is active, press Menu key, “Put Call on Hold” is already selected, then press the softkey “Ok” or press the softkey “Cancel” to stay with the active call .

## **Retrieving a Held Call**

Press the softkey “Unhold”

## **Switching Call (\*)**

To switch from one call to another (and put automatically on hold the current active call, press the softkey “Switch Call” .

## **Muting the Microphone**

When in a call, to mute the microphone, press the softkey “Mute” .

## **Transferring an Established Call**

While a call is active or on hold, press the “Intercom/Transfer” key, then follow the instructions on the Handset screen to transfer to another handset, to a preset directory entry or to another destination which number will then be entered.

## ***Voicemail Access***

### **Calling Own Voicemail**

Press the “Voicemail” key or dial any number associated to the account to access the account’s voicemail.

### **Calling Another Account’s Voicemail (\*)**

To access another account’s voicemail box, dial any number associated to another account on your ooma system, you will then be prompted to enter a PIN followed by ‘#’ .

### **Transferring a Ringing Call to Voicemail (\*)**

On a incoming ringing call, press the softkey “Send to VM” or “Envelope” key to transfer the ringing call to voicemail.



## **Transferring a Call Waiting to Voicemail (\*)**

On a call waiting, press the softkey “Send to VM” or “Envelope” key to transfer the call waiting to voicemail.

## **Transferring an Active Call to Voicemail (\*)**

To transfer an active call to voicemail, press the “Envelope” key.

## ***3-Way Conference***

### **Start a 3-Way Conference (\*)**

While the ooma system has two calls established (either or both can be on hold), press the Menu key, select ‘Start 3-way Conference’, then press the softkey ‘Ok’ or the softkey ‘Cancel’ to not start the conference.

### **Stop a 3-Way Conference (\*)**

While a 3-way conference is established, press the softkey ‘Unjoin’ to stop the 3-way conference or another way is press the Menu key, select ‘Stop 3-way Conference’, then press the softkey ‘Ok’.

One call will then be put on hold, the other call will stay active with no more sound mixing.

## ***Intercom***

### **Calling Another Handset**

While the Handset is off-hook with no active call, i.e. dial tone is heard, press the Intercom/Call Transfer key, select the desired Handset on the screen, then press the softkey “Ok” or the softkey “Cancel”.

If the Handset is on-hook, press the Intercom/Call Transfer key, select the desired Handset on the screen then press “Pick-up” key or ‘Speaker’ key.

## ***Paging***

### **Paging all Handsets**

This will help you locate a misplaced registered handset.

Press the “Page” key on the Telo Hub to Page all Telo HD Handsets.

Press any key on any Telo HD Handset or again on the “Page” key on the Telo Hub to stop paging.

## ***Do Not Disturb and Multi-Ring***

### **Do Not Disturb (\*)**

When the Handset is on-hook, press the softkey labeled “DND on” or “DND off” to turn on or off Do Not Disturb.

When Do Not Disturb is turned on, all incoming calls will be sent to your voice mail without ringing any phones on the associated account nor ringing a possible Multi-Ring destination.

### **Multi-Ring (\*)**

Multi-Ring can be on only if DND is off (DND on takes precedence over Multi-Ring).

When DND is off and the Handset is on-hook, press the softkey labeled “Multi-Ring on” or “Multi-Ring off” to turn on or off Multi-Ring.

When Multi-Ring is on, press the Menu key to have the option to turn on or off Local Ring, meaning if an incoming call should ring only the external destination (of Multi-Ring) or ring the external destination and the handsets attached to the account.

# FCC Information

## ***FCC Part 15***

This device complies with Part 15 of the FCC rules. Operation is subject to the following conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. Privacy of communication may not be ensured when using this phone.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against producing harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna,
- Increase the separation between the equipment and receiver,
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected,
- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications to this equipment not expressly approved by the party responsible for compliance, or operation of this product in any way other than as detailed to by the User Manual could void the user's authority to operate this equipment.

To insure the safety of many users, the FCC has established criteria for the amount of radio frequency energy various products may produce depending on their intended use. This product has been tested and found to comply with the FCC's exposure criteria. The handset may be safely held against the ear of the user. For body worn operation, the FCC RF exposure guidelines were also met. Use of other accessories may not ensure compliance with FCC RF exposure guidelines and should be avoided.