Ooma®

Ooma HD2 Handset™

Quick Start Guide

700-0118-303

Package Contents

Ooma HD2 Handset™

Charging Cradle

AC Adapter

**2 AA Batteries (rechargeable)**
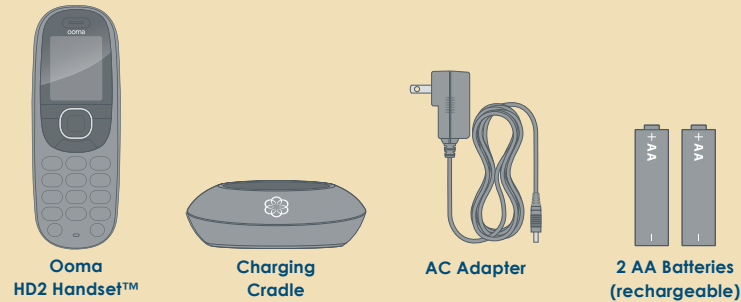
Getting Started

You're just a few quick steps from making and receiving calls on your new Ooma HD2 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 AA 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-Hydride (Ni-MH) batteries. Other types of batteries may damage the handset or create a risk of fire.
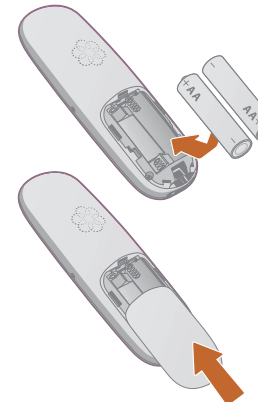

Step 2   Charge the Handset

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.
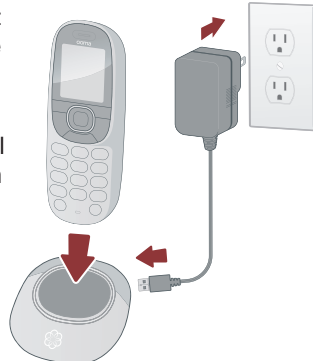
Step 3   Register the Handset

Press the 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 HD2 Handsets.
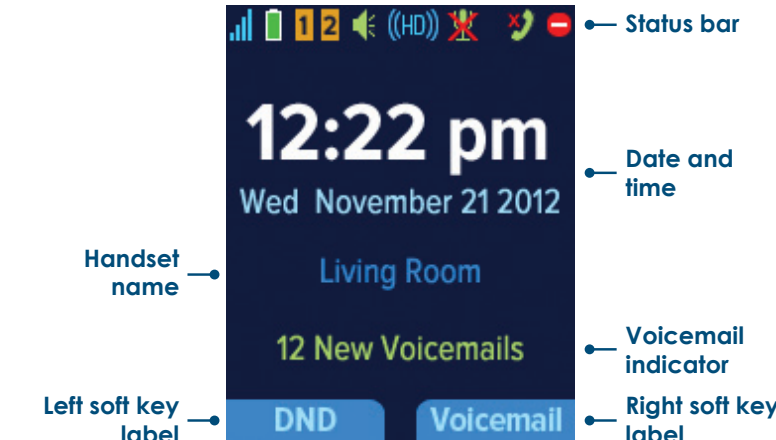
> ⚠ **IMPORTANT:** The Ooma HD2 Handset is not compatible with the first-generation Ooma Telo Handset. If you wish to switch from using the original Ooma Telo Handset to the new Ooma HD2 Handset, you must first dial on a phone connected to your Ooma Telo. The Telo will reboot and download a new version of software. The upgrade will take about 5 minutes to complete.
>
> Once the Telo is back in service, repeat Step 3. The Telo will now connect to your HD2 Handsets. Any older Telo Handsets will no longer work.

✓ Quick Reference

- Display screen
- Left soft key
- Navigation pad
- Answer key
- Menu key
- Redial
- Earpiece
- Right soft key
- Headset jack
- Select key
- Hangup key
- Speakerphone
- Microphone

🏠 Home Screen

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

- Status bar
- Date and time
- Voicemail indicator
- Right soft key label
- Handset name
- Left soft key label

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 HD2 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.

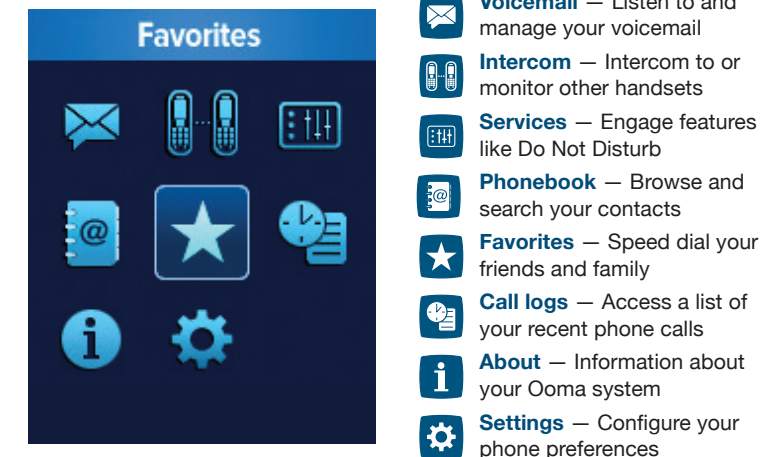### Using the soft keys
There are two context-sensitive soft keys just under the display. Shortcuts to popular functions are assigned to these keys. The handset will update the label above the keys as you use the phone. Press the appropriate soft key to invoke the assigned function.

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 or left on the navigation pad to go back one menu level. Press to exit all menus.

▦ Main Menu Options

The following options are available from the main menu:

Favorites

- **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** — Information about your Ooma system
- **Settings** — Configure your phone preferences

1   2   3   4

⚙ 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 📞. This gives you the added convenience of automatically searching your phonebook as you dial. Alternately, you can place a call in a traditional manner by pressing 📞 first before you dial.

To answer a call, press 📞 when the phone is ringing.

You may end a call by pressing 📵.

To make a second call while you are already on the phone, press 📞 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 📞. 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 📞 or the **Answer** soft key. The current call will be automatically placed on hold. Switch back to the first call by pressing 📞 again.

Speakerphone

Press the 🔊 key to start a call in speakerphone mode, or during a call to switch to speakerphone. Press 🔊 again to go back to using the earpiece (or headset if one is plugged in).

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, speakerphone, or headset depending on which one is active.

Handset Paging

To locate your handset, press the 🔍 key on the Ooma Telo. All handsets that are powered on will chime for 30 seconds.

Press 📵 on the handset to stop the chime.

International Calls

To place an international call, dial ⓪①① 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.**

To place a call using your phonebook, select **Phonebook** from the main menu 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 📞 to place the call.

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 ④ to play the previous message, press ⑤ to replay the current message and ⑥ to skip to the next message. Delete the current message by pressing ⑦, and save by pressing ⑨.

Press 📵 to end voicemail playback.

Call Logs

Select **Call Logs** from the main menu and use the navigation pad to scroll through a list of your recent calls. Press 📞 to return a call.

Redial

Press 🔁 to bring up a list of previously dialed numbers. Scroll through the list and then press 📞 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.

📞 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 HD2 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 pressing the **DND** soft key from the home screen or selecting the Do Not Disturb option from the **Services** menu.

Call Screening

When an incoming call goes to voicemail, you'll be able to hear the caller leaving their message through the handset speaker.

Press 📞 if you want to pick up the call, or press 📵 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 📞 to get a fresh Ooma dialtone to make a second call. You'll see the line ② indicator light up when you're on the second line.

Enhanced Call Waiting

If someone is already on the line and you receive a second incoming call, any Ooma handsets not in use will ring. Press 📞 to answer the call.

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.

Virtual 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 HD2 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 HD2 Handset. Dial ✳#✳#③⓪② 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 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 🔴 and all incoming calls will go directly to voicemail. To turn this feature off, press the **DND** soft key on the home screen.

■ 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.

■ 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.

- Try moving your Ooma Telo and handset away from devices that may generate interference (other phones, computers, wireless devices, electrical appliances like microwaves).

■ Call quality is not good

- Try adjusting the earpiece volume by pressing up/down on the navigation pad.

- Move closer to the Ooma Telo to see if the audio quality improves.

- Ensure that the handset batteries are fully charged.

- Problems with voice quality might be due to your Internet connection. Please visit **www.ooma.com/support** for tips on troubleshooting your Internet connection.

? **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**

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 HD2 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 shipment for warranty service; or (b) any software (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 operation instructions, neglect, acts of god, inundation, fire, water or other liquid intrusion, or force majeure; or (d) any Product that has been damaged due to repair, alteration, or modification by anyone other than an authorized service representative of Ooma; or (e) any Product to the extent that the problem experienced is caused by signal conditions, network reliability or cable or antenna systems; or (f) any Product whose identifying information has been removed, altered or rendered illegible; 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 to properly operate, 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 before obtaining 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. NO ONE IS AUTHORIZED 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 WITH RESPECT TO ITS PRODUCTS, WHETHER EXPRESS, IMPLIED, STATUTORY OR OTHERWISE, INCLUDING WITHOUT LIMITATION, COURSE OF DEALING, TRADE USAGE OR PRACTICE OR THE WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, OR NON-INFRINGEMENT OF THIRD PARTY RIGHTS. MOREOVER, 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 UPON WHICH 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, TO THE EXTENT PERMITTED BY APPLICABLE LAW, OOMA LIMITS THE DURATION OF ANY IMPLIED WARRANTIES 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 received, including interference that may cause undesired operation. Privacy of communication may not be ensured when using this device.

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:

- Recient 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.

- Try moving your Ooma Telo and Ooma HD2 Handset away from devices that may generate interference, including: computers, wireless devices and electrical appliances (such as microwaves).

Changes or modifications to this equipment not expressively 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 Ooma HD2 Handset FCC model number is XFT-TELOHS400.

Industry Canada Notice
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 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 HD2 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 parts 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 can be 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, situate all parts of the product away from heat sources such as radiators, heat registers, stoves, or other fixtures, appliances and products that produce heat or any area where proper ventilation is not provided.

- Unplug with caution the product from power outlets 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 HD2 Handset, the battery cover is removable and the rechargeable batteries may be replaced. Do not disassemble any other part of the Ooma HD2 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 microfiber cloth for cleaning.

- Do not allow anything to rest on the Ooma HD2 Handset, its charging cradle, or power adapter.

- Unplug the product from the power outlet if the cable or power adapter prongs are damaged or frayed, if liquid has been spilled onto the product, if the product has been exposed to rain, water or any other liquid, if the internal components of the Ooma HD2 Handset, charging cradle, or its power adapter are exposed.

- Do not use the Ooma HD2 Handset to report a gas leak in the vicinity of the leak as it could ignite the gas.

- The power adapter is intended to be correctly oriented in a vertical or floor mount position, the prongs are not designed to hold the power adapter in place if it is plugged upside down, for example do not use facing down power outlets on a ceiling, under a table or in a cabinet.

- Use only RECHARGEABLE batteries. The batteries must be Ni-MH (Nickel-Metal Hydride) type and AA (R6) size. Do NOT use Alkaline, Manganese, Ni-Cd batteries.

- Do not mix 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 within or their combustion products could be harmful. Nickel is a chemical known to state of California to cause cancer.

- Be careful when handling the batteries. Conductive materials such as bracelets, silverware, metallic surfaces may create a short-circuit leading to a battery overheat and would cause burns or release of toxic ingredients.

- Do not intentionally short-circuit the batteries.

- Remove the batteries from the Ooma HD2 Handset before shipping or storing the product.

- Do not throw your old batteries in the trash. Please call 1-800-8-BATTERY (1-800-822-8837), they will provide you with the address of the recycling center nearest to you.

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