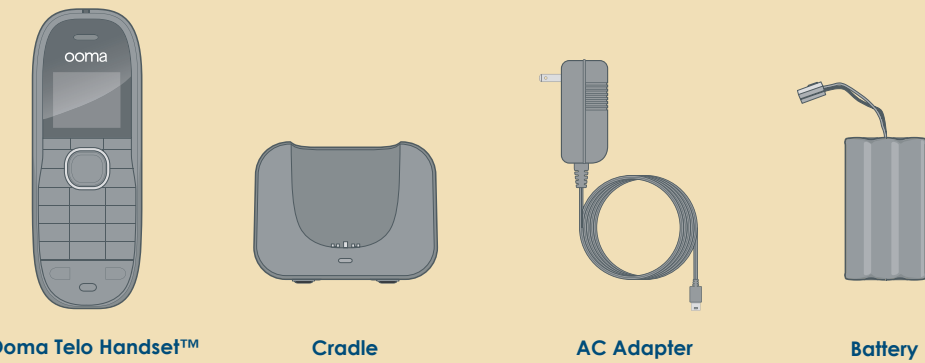




Ooma Telo Handset™

Quick Start Guide

Package Contents

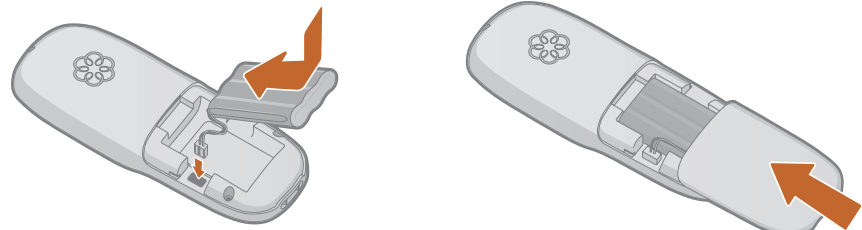


Getting Started

You're just a few quick steps from getting up and dialing with your Ooma Telo Handset. This handset is the perfect companion to the Ooma Telo™ — you'll be able to access all Ooma features and unlock new functionality! Before you begin, please make sure your Ooma Telo is installed and operating properly.

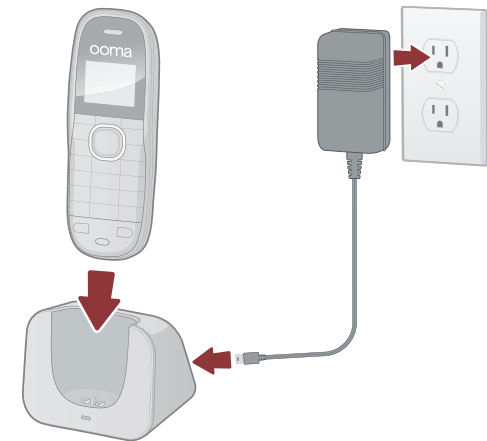
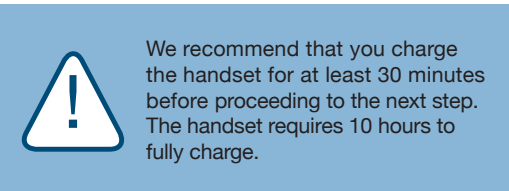
Step 1 Insert Battery

Remove the battery cover located on the back of the Ooma Telo Handset by sliding it away from the center of the device. Insert the battery plug into the connector on the handset. Replace the battery cover by sliding it in the other direction.



Step 2 Charge the Handset

Connect the AC adapter cable to the charging cradle and then plug the AC adapter into a power outlet. Put the Ooma Telo Handset on the charging cradle. When charging, you'll see the blue light on the front of the cradle light up.



Step 3 Register the Handset

Find the 4-digit PIN number for your Ooma Telo by logging into: <http://my.ooma.com/pin>

Bring the handset next to the Ooma Telo. Set the Ooma Telo in registration mode by pressing and holding the **[*]** key for 3 seconds. The **[*]** key will start flashing rapidly.

When prompted on the handset, enter the PIN number found above and press the **OK** soft-key. When the handset successfully registers, a home screen will be displayed.

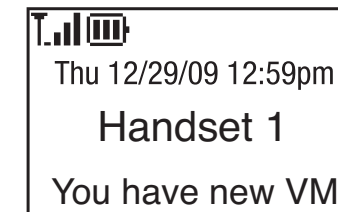
Each Ooma Telo supports up to four Ooma Telo Handsets. This is in addition to any phones plugged into the PHONE port of the device.



Display

Home screen

After registration, you'll see something like the following on the display:



Status indicators

The status indicators appear on the top row of the display:

	Signal Strength Indicator Signal bars show the connection strength to the Ooma Telo
	Battery Indicator Vertical bars show the battery level charge or flash when the battery is charging
	Line Indicators Shows which lines are currently in use.
	Ringer Off Indicator Shows the ringer volume is turned off.

Basic Operation

Placing and receiving calls

To place a call, press **[Call]** and dial the phone number. You can also dial the number first and then press **[Call]**.

To answer a call, press **[Call]** when the phone rings.

You may end any call by pressing **[End Call]**.

Speakerphone

Press **[Speaker]** to start a call in speakerphone mode or you can press **[Speaker]** during a call to switch to speakerphone mode. Press **[Call]** to go back to using the earpiece.

Volume adjustment

To adjust the ringer volume, press **[Up/Down]** on the navigation pad while you're not on an active call.

To adjust the call volume, press **[Up/Down]** while you're on an active call. This will adjust the volume setting for both the earpiece and speakerphone.

Handset paging

To locate your handset, press the **[Paging]** key on the Ooma Telo. If your handset is charged, it will emit a chiming sound. The handset will chime for 30 seconds.

Press **[Mute]** on the handset to stop paging.

Calling Features

Caller-ID

When an incoming call rings your handset, you'll see the caller-ID number associated with the caller on your handset display (if available).

If the number is associated with a contact, you'll also see the name shown on the handset display.

Note: For numbers not in your contact list, you'll see the caller-ID name if you have Ooma Premier.

Contact list

You can add phone numbers to the contact list on your Ooma Telo Handset by logging into my.ooma.com/contacts.

To place a call using your contact list, press **[Contacts]** on the navigation pad to view a list of your contacts. Press **[Up/Down]** to select a contact and then press **[Call]** to call.

Call-waiting

Switch to a second incoming call by pressing **[Call]**. The current call will automatically be put on hold. Switch back to the first call by pressing **[Call]** again.

Call log

Press **[Call Log]** on the navigation pad to view recently received calls. Press **[Up/Down]** to select an entry. If the phone number is available, you can press **[Call]** to return the call.

Redial

Press **[Redial]** to bring up a list of previously dialed numbers. Press **[Up/Down]** to select an entry and then press **[Call]** to redial the number.

International calls

To place an international call, dial **[0][1][1]** followed by the country code and phone number. Your prepaid balance will be 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.

Read about Ooma Premier features on the backside

Premier Features

The features described in this panel are enabled with Ooma Premier*. To learn more, visit: www.ooma.com/premier.

Enhanced Voicemail

Voicemail Playback

When you have new voicemail, the New Voice Message Indicator on the top of the phone will flash. To access your voicemail, press and follow the prompts.

While listening to your voicemail, press to replay the current message. Press to skip to the next message.

While playing a message, press to delete the current message. If you want to save the message, press .

Press to end voicemail playback.

Send to Voicemail

When an incoming call comes in, you can press to send the call directly to voicemail.

Message Screening

When an incoming call goes to voicemail, you'll hear the caller leaving a message through the handset speaker. You can press to pick up the call or press to turn off the speaker.

* Ooma Premier is available on a trial or subscription basis.

Enhanced Calling Features

Instant Second Line™

If someone else is on the phone, simply press to get a fresh Ooma dialtone and make a second call. You'll see the line indicator light up when you're on the second line.

If there's already one active call and you receive a second call, any handsets not in use will ring. Press to answer the second call.

Three-way Conferencing

With calls on both lines, press and then select the **3-way Conf** option to bridge both lines together.

Virtual Numbers and Private Voicemail

Each Ooma Telo Handset can be configured as a personal device, allowing you to setup a separate phone number and voicemail account for each member of your household. To configure this feature, login to my.ooma.com.

Need Assistance?

Check out the below resources for troubleshooting guide or additional help:

Frequently asked questions: www.ooma.com/faq
Online knowledgebase: www.ooma.com/support

User manuals: www.ooma.com/userguide

Community forum: forums.ooma.com

Live customer support: **1-888-711-OOMA (6662)**

Troubleshooting

My handset doesn't work

- Make sure your battery is properly installed and is sufficiently charged.
- If your phone is unresponsive, try to unplug and re-plug the battery connector.
- Your handset may be turned off. Press to turn it on.

My handset won't charge

- Make sure the handset is placed in the cradle securely. When charging, the light on the front the cradle should be blue.
- Remove the battery from the handset and re-install it, following the instructions in Step 2.

Phone doesn't ring when I receive a call

- Your ringer may be off. To adjust the ringer volume, press on the navigation pad.
- Check your signal quality with the indicator. Bring the handset closer to the Ooma Telo and try to receive a call.
- You may have *Do not Disturb* turned on. When this mode is on, the Ooma Telo key will be yellow and all incoming calls will go directly to voicemail without ringing your phones. To turn off the feature, press-and-hold the key for three seconds.

When I press , I don't hear dialtone

- Verify your Ooma Telo is powered on and working properly. If you have a regular phone, try plugging into the PHONE port of the Ooma Telo and check for Ooma dialtone.

The light on the top of my phone is flashing

You have new voicemail. Press to listen to your new voicemail messages.

I have difficulty hearing the other person through the handset

- Try adjusting the earpiece volume by pressing on the navigation pad.
- While on the phone, move closer to the Ooma Telo and check if the audio improves.
- Ensure the handset's battery is fully charged.

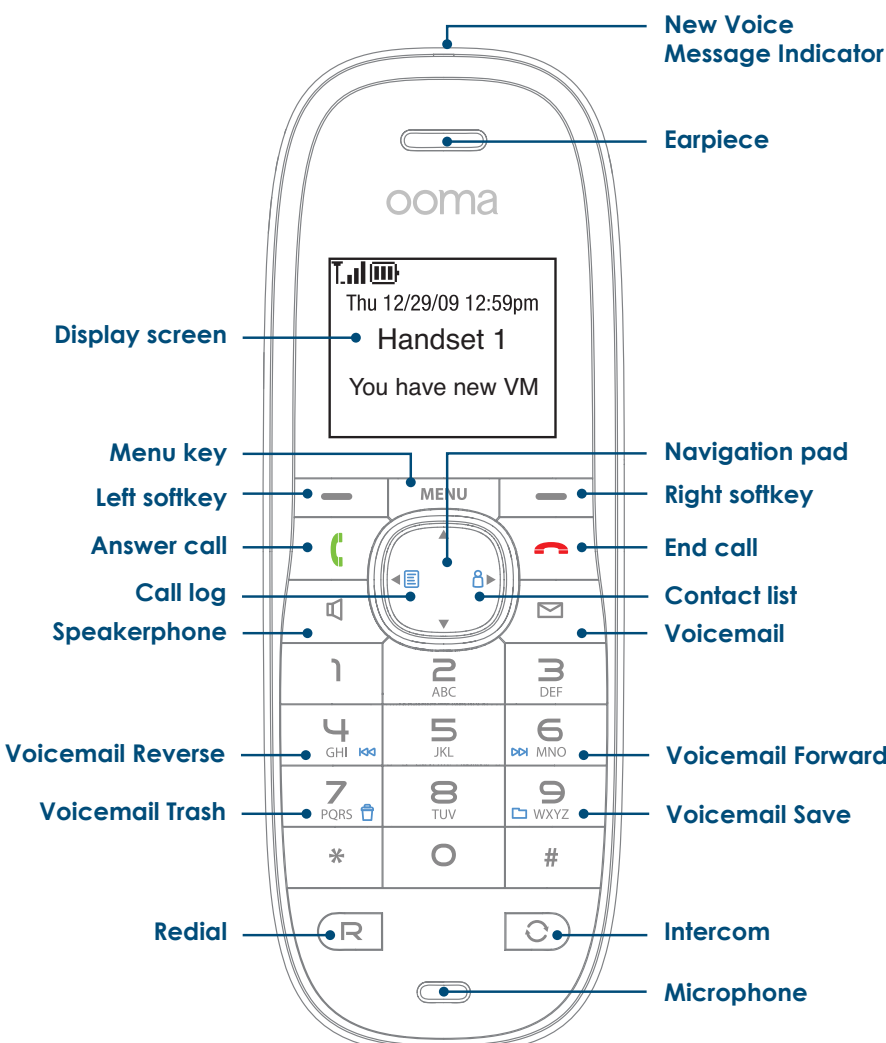
I hear noise or static when I'm on a call

- Bring the handset closer to the Ooma Telo.
- Try moving your Ooma Telo and handset away from devices that may generate interference, including: computers, wireless devices and electrical appliances (such as microwaves).

People I call complain about poor voice quality.

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

Quick Reference



Limited Warranty

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 Telo Handset device 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.

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 major; 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 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 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

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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.

FCC and Safety Information

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:

- 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. Try moving your Ooma Telo and Ooma Telo 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 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 Ooma Telo Handset FCC model number is XFT-TELOHS101.

Safety Information

When using telephone equipment, including the Ooma Telo 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 rechargeable battery pack indicated in this manual and included in the original product box, if necessary order a new replacement rechargeable battery pack from Ooma using the original part number.
- 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 using the original part number.
- 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 Telo Handset, the battery cover is removeable and the rechargeable battery pack may be replaced. Do not disassemble any other part of the Ooma Telo Handset, it contains no user-serviceable parts.
- When replacing the rechargeable battery pack, make sure the power connector is inserted in the correct orientation. Never forcefully insert the connector. Forcing the insertion of a mis-aligned connector may break or damage the Ooma Telo Handset.
- Do not disassemble the rechargeable battery pack, 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 Telo 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 Telo Handset, charging cradle, or its power adapter are exposed.
- Do not use the Ooma Telo 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.
- The equipment and accessories must be operated only for its intended use and not for any other purposes.