

ooma HD3

Ooma HD3 Handset Instruction Manual

Model: HD3

INTRODUCTION

The Ooma HD3 Handset is a third-generation cordless device designed to enhance your Ooma Telo VoIP Home Phone Service experience. It features a comfortable design, an intuitive menu system, and extended battery life. This manual provides detailed instructions for setup, operation, and maintenance of your HD3 Handset.

Compatibility Note: The Ooma HD3 Handset is compatible with Ooma Telo units of the second generation or later. It is not compatible with the original Ooma Telo Handset or the Ooma Hub. Each Ooma Telo can support up to four wireless peripherals.



Image: Ooma HD3 Handset in its charging cradle, showing the display with current time and a new voicemail notification.

WHAT'S IN THE BOX

Verify that all items are present in the package:

- Ooma HD3 Handset
- Charging cradle
- AAA Ni-MH rechargeable batteries (2)
- AC adapter
- Quick Start Guide

SETUP

1. Battery Installation and Charging

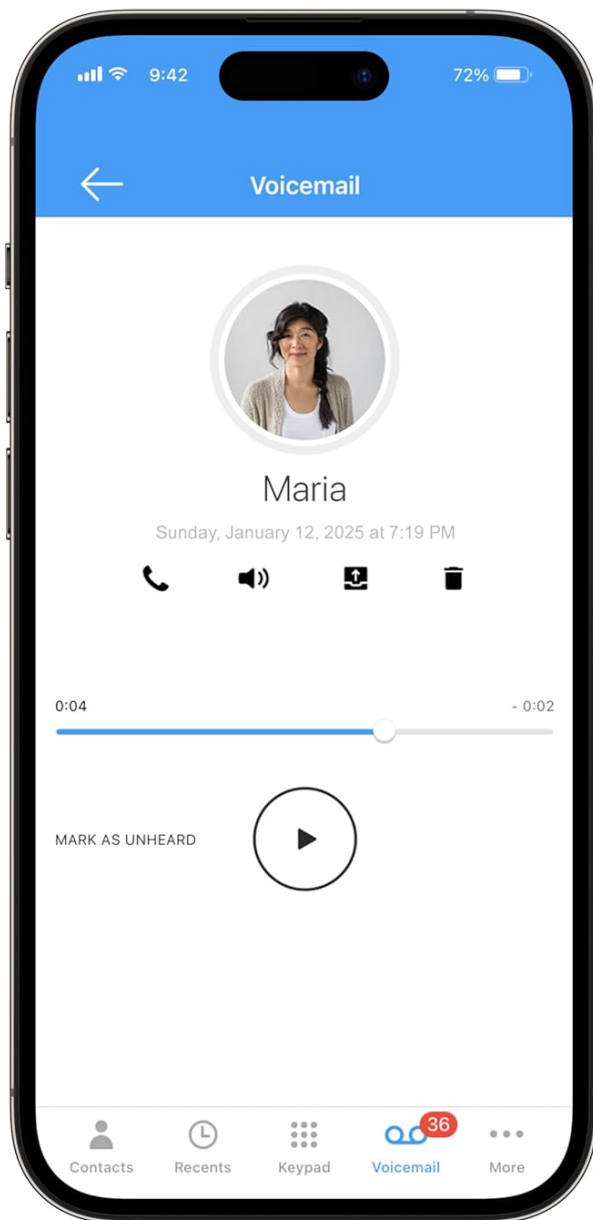
1. Open the battery compartment cover on the back of the HD3 Handset.
2. Insert the two provided AAA Ni-MH rechargeable batteries, ensuring correct polarity.
3. Close the battery compartment cover.
4. Connect the AC adapter to the charging cradle and plug it into a power outlet.
5. Place the HD3 Handset into the charging cradle. The handset should begin charging.
6. Allow the handset to charge for at least 30 minutes before proceeding with pairing. For optimal battery performance, a full initial charge of several hours is recommended.

Battery Recommendation: For extended talk time and standby, consider replacing the included batteries with high-quality rechargeable AAA Ni-MH cells from a reputable brand.

2. Pairing with Ooma Telo

The HD3 Handset must be paired with your Ooma Telo base station to function.

1. Ensure your Ooma Telo base station is powered on and connected to the internet.
2. On the HD3 Handset, the screen will prompt you to pair. Select "Yes" or follow the on-screen instructions.
3. On your Ooma Telo base station, press and hold the **PAGE** button (usually located on the back or top of the unit) for three seconds. The Telo will enter pairing mode.
4. The HD3 Handset will detect the Telo and complete the pairing process automatically. A confirmation message will appear on the handset screen.



Take your
home phone
on-the-go.

Image: The Ooma HD3 Handset, Ooma Telo base station, and the Ooma mobile application on a smartphone, demonstrating the integrated Ooma system.

3. Firmware Update

After initial pairing, the HD3 Handset may automatically download and install firmware updates. During this process, the screen might display "CONNECTING" for an extended period (potentially several hours). This is normal behavior. Do not interrupt the process by removing the handset from the charger or powering it off. Allow the update to complete fully before attempting to use the handset.

OPERATING INSTRUCTIONS

Making and Receiving Calls

- **To Make a Call:** Dial the desired number and press the **CALL** button (green handset icon).
- **To Answer a Call:** Press the **CALL** button when the phone rings.
- **To End a Call:** Press the **END** button (red handset icon).
- **Speakerphone:** During a call, press the **Speakerphone** button (speaker icon) to activate or deactivate the

speakerphone.

Voicemail Access

The HD3 Handset provides direct access to your Ooma voicemail messages.

- When you have new voicemail, the handset display will show a notification.
- Press the dedicated **Voicemail** button on the handset to listen to your messages.

Caller ID and Display Features

The 2-inch color screen displays caller ID information, call history, and menu options. Some features, such as photo caller ID, may require an Ooma Premier subscription.



Only works
with Ooma
home phone
service.

Image: The Ooma HD3 Handset display showing a message indicating its exclusive compatibility with Ooma home phone service.

Contact List Synchronization

Your contact list can be managed online through your Ooma account and automatically synchronized with your HD3 Handset. This allows for easy access to your contacts directly from the handset.

Paging Feature

To locate a misplaced HD3 Handset, press the **PAGE** button on your Ooma Telo base station. The handset will emit an audible sound.

MAINTENANCE

Battery Care

- Always use Ni-MH rechargeable AAA batteries. Do not use alkaline or other non-rechargeable battery types.
- If the handset will not be used for an extended period, remove the batteries to prevent potential leakage.
- Replace batteries when their performance significantly degrades.

Cleaning

Wipe the handset and charging cradle with a soft, damp cloth. Avoid using harsh chemicals or abrasive cleaners, as these can damage the surfaces.

TROUBLESHOOTING

- **Handset displays "CONNECTING" for a long time:** This indicates the handset is downloading a firmware update. This process can take several hours. Ensure the handset remains in the charging cradle and do not interrupt it.
- **Limited Range:** The HD3 Handset uses DECT 6.0 technology. Optimal range is achieved when the Ooma Telo base station is placed in a central location within your home, away from large metal objects or other electronic devices that may cause interference.
- **Handset not ringing:**
 - Check the ringer volume settings on the handset.
 - Ensure the handset is properly paired with the Ooma Telo.
 - Verify that the Ooma Telo itself is online and functioning correctly.
- **Poor Call Quality:**
 - Ensure the handset is within range of the Ooma Telo.
 - Check your internet connection speed and stability, as Ooma Telo relies on a stable internet connection.

SPECIFICATIONS

Model Number	HD3
Dimensions (L x W x H)	1.2 x 1.9 x 6.9 inches
Weight	4 ounces
Color	Black
Telephone Type	Cordless
Batteries	2 AAA Ni-MH rechargeable batteries (included)
Power Source	Battery Powered
Material	Plastic

Manufacturer	Ooma, Inc.
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SUPPORT

For additional assistance, technical support, or warranty information, please visit the official Ooma support website or contact Ooma customer service directly. Refer to your Quick Start Guide for specific contact details.

Ooma customer support is generally available and can assist with setup, troubleshooting, and feature inquiries.



Related Documents - HD3

	Ooma Telo LTE Pre-Activated Quick Start Guide A quick start guide for setting up the Ooma Telo LTE, including connecting the LTE adapter, battery backup, and phone, along with troubleshooting and feature information.
	Ooma LTE Adapter Quick Start Guide: Installation and Setup Concise guide to installing and setting up the Ooma LTE Adapter for your Ooma Telo, including status light explanations and placement advice.
	Ooma Telo Quick Start Guide: Setup and Usage This guide provides step-by-step instructions for setting up and using the Ooma Telo device, including activation, connection to your router, phone setup, and exploring advanced features like voicemail and Ooma Premier.
	Ooma IP Phone Quick Start Guide: Setup and Troubleshooting A concise guide to setting up your Ooma IP Phone with Ooma Office, including assembly, connection, and troubleshooting steps. Learn how to get your phone up and running quickly.
	Ooma AirDial Exterior Antenna Kit Quick Start Guide A quick start guide for installing the Ooma AirDial Exterior Antenna Kit, detailing kit contents, assembly instructions, connection diagrams, and waterproofing procedures.
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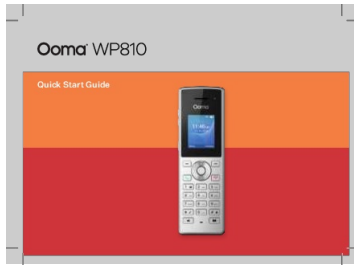
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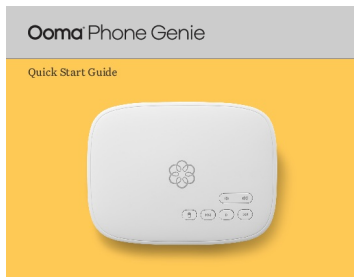


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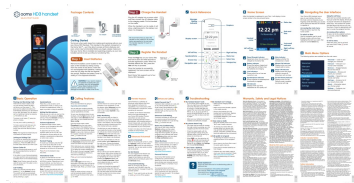


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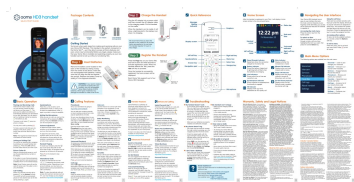


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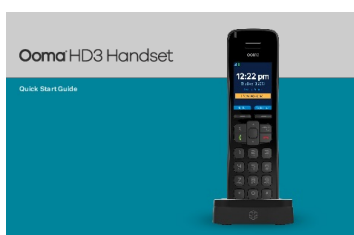


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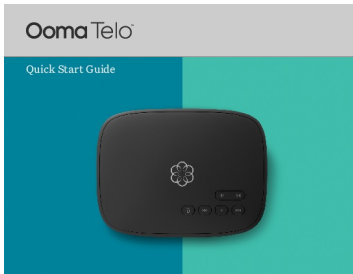
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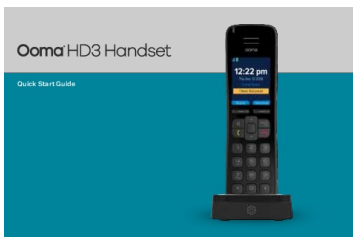


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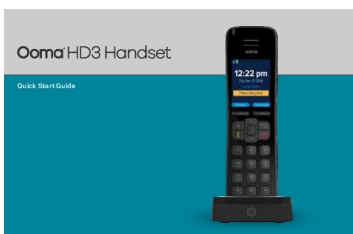


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[Ooma Telo LTE Pre-Activated Quick Start Guide](#)

A quick start guide for setting up the Ooma Telo LTE, including connecting the LTE adapter, battery backup, and phone, along with troubleshooting and feature information.

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[Ooma IP Phone Quick Start Guide: Setup and Troubleshooting](#)

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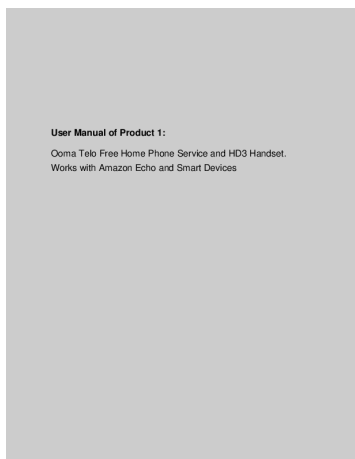
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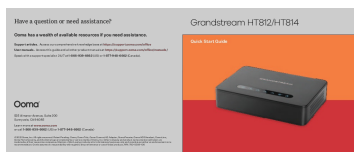
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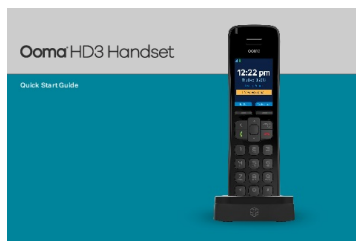


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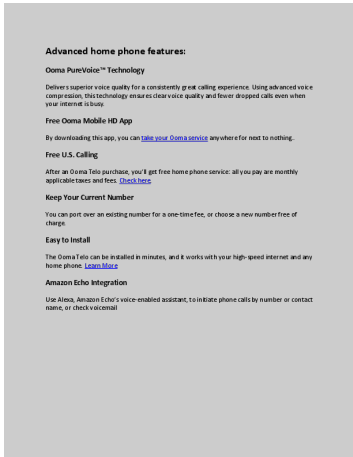
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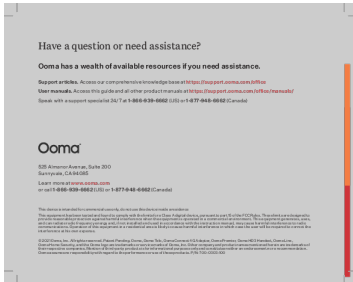




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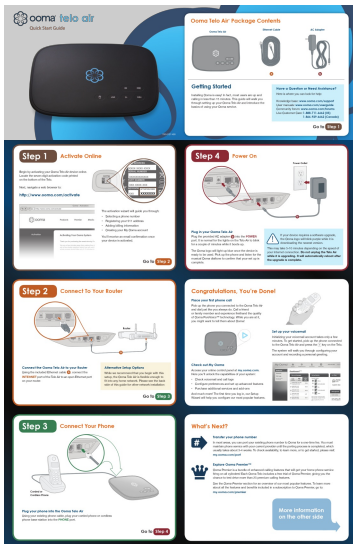
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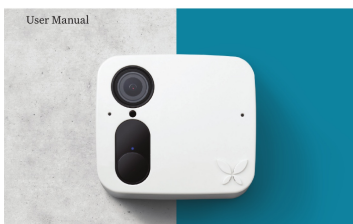
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