



# solaborate HELLO 2+ Powerful Video Communication Device User Guide

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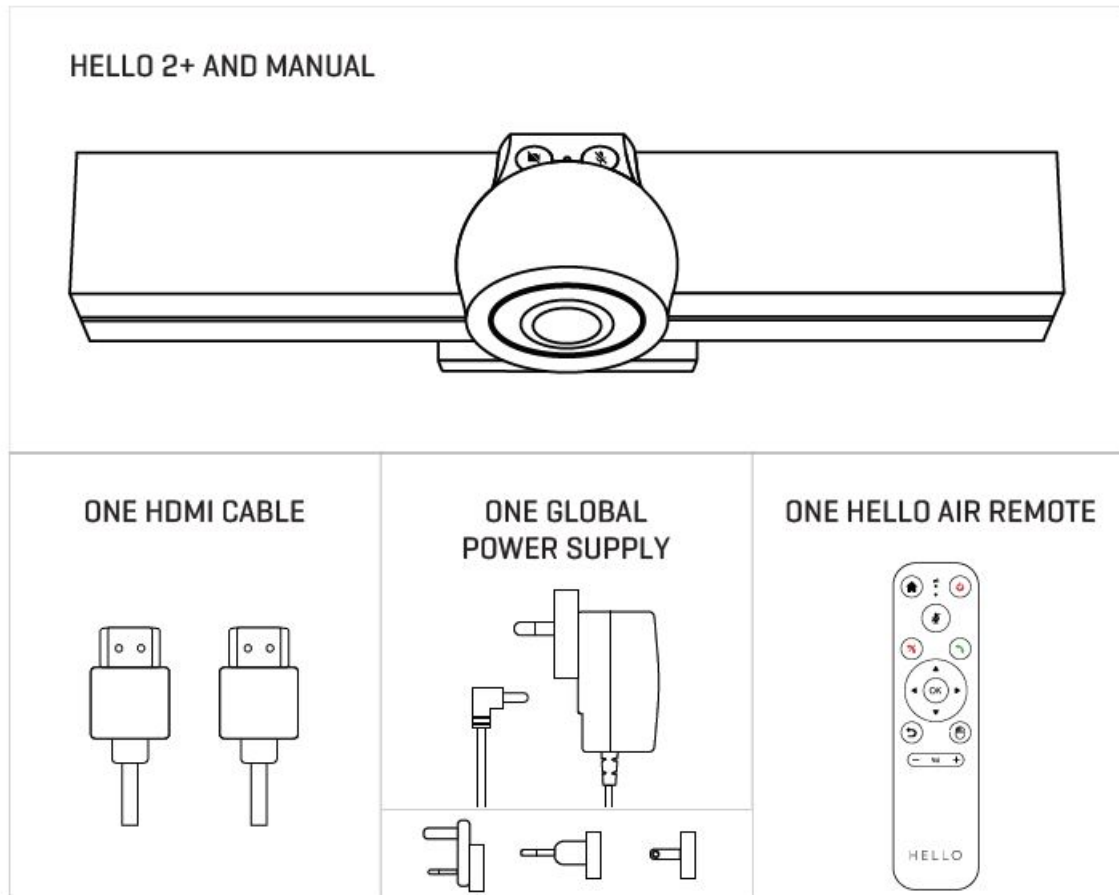
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**solaborate HELLO 2+ Powerful Video Communication**



## WHAT'S IN THE BOX



## CONNECT YOUR HELLO 2+ TO THE TV

Once you unpack your new HELLO 2+ device from the box, simply follow these steps to get started:

1. Place your HELLO 2+ on top or bottom of the TV.
2. Use the hinge to clamp your device to the TV.
3. Find the power supply port on the back of your device, and plug it in.
4. When you are done, hook in the power supply to the power outlet.
5. Locate the HDMI cable on the back of your device and connect the other end to the TV.
6. Aim the HELLO Air Remote at your HELLO 2+ and choose an internet connection.

## HOW TO SET UP YOUR HELLO 2+ DEVICE

1. Turn on the TV Screen you want to connect to, wait for the device to successfully boot and show on the screen.  
Make sure that the TV source is set at the HDMI port you connected the HELLO HDMI cable into.
2. After the window pops up, find the internet connection options and connect the HELLO 2+ to either Wifi or Ethernet.
3. Once the device is connected to the Internet, it will automatically start downloading the latest software update.
4. In case there are network restrictions, the IT Admin should whitelist the following domains in order for the device to receive the update:

- [login.solaborate.com](http://login.solaborate.com)
- [api.solaborate.com](http://api.solaborate.com)
- [signaling.solaborate.com](http://signaling.solaborate.com)

- [mobile.solaborate.com](http://mobile.solaborate.com)
- [ota.solaborate.com](http://ota.solaborate.com)

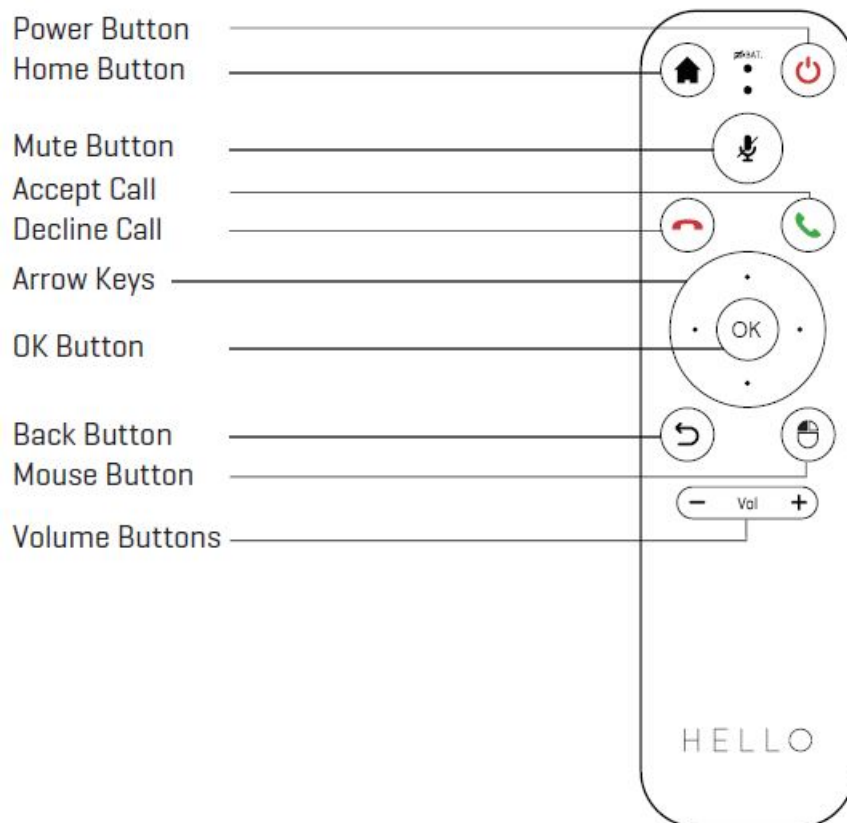
Lastly, the device will install the downloaded update and will be ready for use.

## HOW TO USE THE HELLO AIR REMOTE

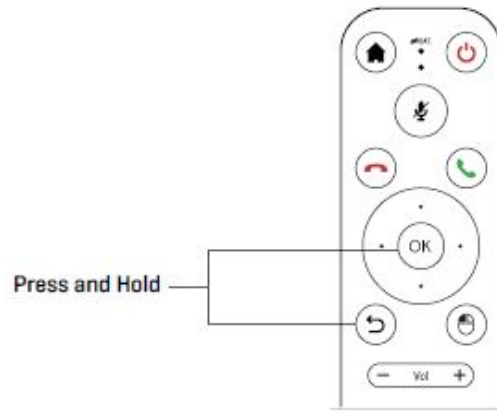
With the HELLO Air Remote you can control your HELLO 2+ device. The HELLO Air Remote comes pre-paired to your device.

1. Power Button (hold the button for three seconds to reboot HELLO 2+ device).
2. Accept/Decline Button (use the green button to answer calls and the red button to decline calls).
3. Mute Button (use the button to mute microphones during a call on your HELLO 2+).
4. Arrow Keys (use the buttons to navigate through the menu).
5. OK Button (use the button to select or click on the menu).
6. Mouse Button (use the button to enable or disable the air mouse).
7. Home Button (use the button to go to home screen).
8. Back Button (use the button to go to the previous screen).
9. Volume Buttons (use the buttons to increase or decrease the volume).

## HELLO AIR REMOTE DIAGRAM

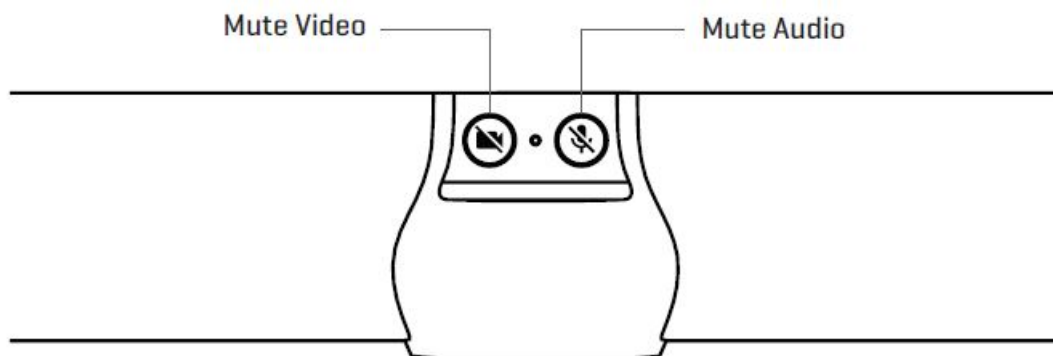


## HOW TO PAIR A NEW HELLO AIR REMOTE



1. Make sure to unplug your HELLO2+ device from power in order to initialize the re-pairing process.
2. On the HELLO Air Remote press and hold the and buttons. You will notice the RED LED blinking intermittently. After that, release the buttons.
3. Plug back in your HELLO 2+ device and wait for it to start. A few seconds after, the red LED on the HELLO Air Remote will blink again indicating that the device is paired successfully.
4. Test the HELLO Air Remote. Try checking the arrows, volume and other functions. If the HELLO Air Remote is responding as expected, your setup is complete.

## PRIVACY BUTTONS



To guarantee your privacy with no hacking risks, we have designed two hardware switches into the HELLO 2+ device so you can physically enable or disable the camera and microphones from the system.

**Note:** To ensure these buttons are un-hackable, their function cannot be controlled from the HELLO Air Remote or any software.

## FCC WARNING STATEMENT

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. 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 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.

### **FCC Radiation Exposure Statement**

The antennas used for this transmitter must not be co-located for operating in conjunction with any other antenna or transmitter. This equipment should be installed and operated with minimum distance 20cm between the radiator and your body.

### **FCC Regulatory Compliance**

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.

#### **FCC SDoC**

Supplier's Declaration of Conformity 47 CFR § 2.1077 Compliance Information Unique Identifier Trade Name: Solaborate

**Model No.:** HELLO2PLUS Responsible Party – U.S. Contact Information US Company Name: Solaborate Inc.

**Address:** #283-8300 Utica Ave, Rancho Cucamonga, CA 91730 USA Telephone number or internet contact information: 909-947-7851

### **Declaration of EU Compliance**

**Bluetooth:** 2.402GHz – 2.480GHz

**Max. output power:** 7.58 dBm

WiFi 2.4GHz: 2.4 GHz – 2.4835 GHz (2.4 GHz ISM Band)

**Max. output power:** 17.47 dBm

**WiFi 5GHz:** 5.15 – 5.35GHz, 5.47 – 5.725GHz and 5.725 – 5.85GHz

**Max. output power:** 19.34 dBm

5150-5350MHz for this device are restricted to indoor use only within all European Union countries. Hereby, Solaborate Inc. declares that the radio equipment type HELLO2PLUS is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at the following internet address:

<https://www.solaborate.com>.

### **IT Regulatory Compliance**

This device contains license-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's license-exempt RSS(s). Operation is subject to the following two conditions:

This device may not cause interference. This device must accept any interference, including interference that may cause undesired operation of the device. This equipment complies with IC RSS-102 radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance 20cm between the radiator and your body. The device for operation in the band 5150–5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems.

### **CAUTION**

#### **RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE.**

Disposal of a battery into fire or a hot oven, or mechanically crushing or cutting of a battery, that can result in an explosion. Leaving a battery in an extremely high temperature surrounding environment that can result in an explosion or the leakage of flammable liquid or gas. A battery subjected to extremely low air pressure may result in an explosion or the leakage of flammable liquid or gas.

### **Documents / Resources**



[solaborate HELLO 2+ Powerful Video Communication Device](#) [pdf] User Guide  
HELLO2PLUS, 2AW3M-HELLO2PLUS, 2AW3MHELLO2PLUS, HELLO 2 Powerful Video Communication Device, Powerful Video Communication Device, HELLO 2, All-In-One Communication Device for Video Conferencing Camera Feed

## References

- [S Solaborate — A secure communication and collaboration platform company - Solaborate](#)
- [ota.solaborate.com](#)
- [S Solaborate — A secure communication and collaboration platform company - Solaborate](#)

Manuals+.