



solaborate HELLO2 Encrypted Communication Device User Guide

[Home](#) » [solaborate](#) » solaborate HELLO2 Encrypted Communication Device User Guide 

solaborate

HELLO 2

**The World's Most Powerful Video
Communication Device**

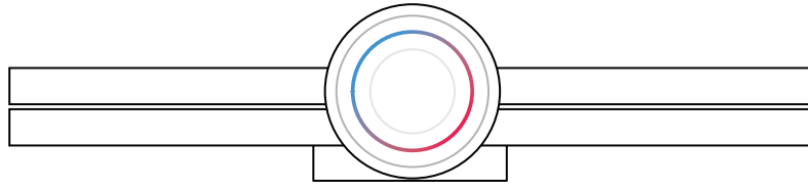


QUICK START GUIDE

THANK YOU

Dear Customer,

Thank you for purchasing HELLO 2 — An all-in-one communication device for Video Conferencing, Camera Feed with Voice and Motion detection, Night Vision, Wireless Screencasting, Screen Sharing, TV Streaming, and more.



Declaration of EU Compliance

Bluetooth: 2.402GHz – 2.480GHz

Max. output power: 9.79 dBm

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

Max. output power: 19.86 dBm

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

Max. output power: 21.81 dBm

5150-5350MHz for this device is restricted to indoor use only within all European Union countries.

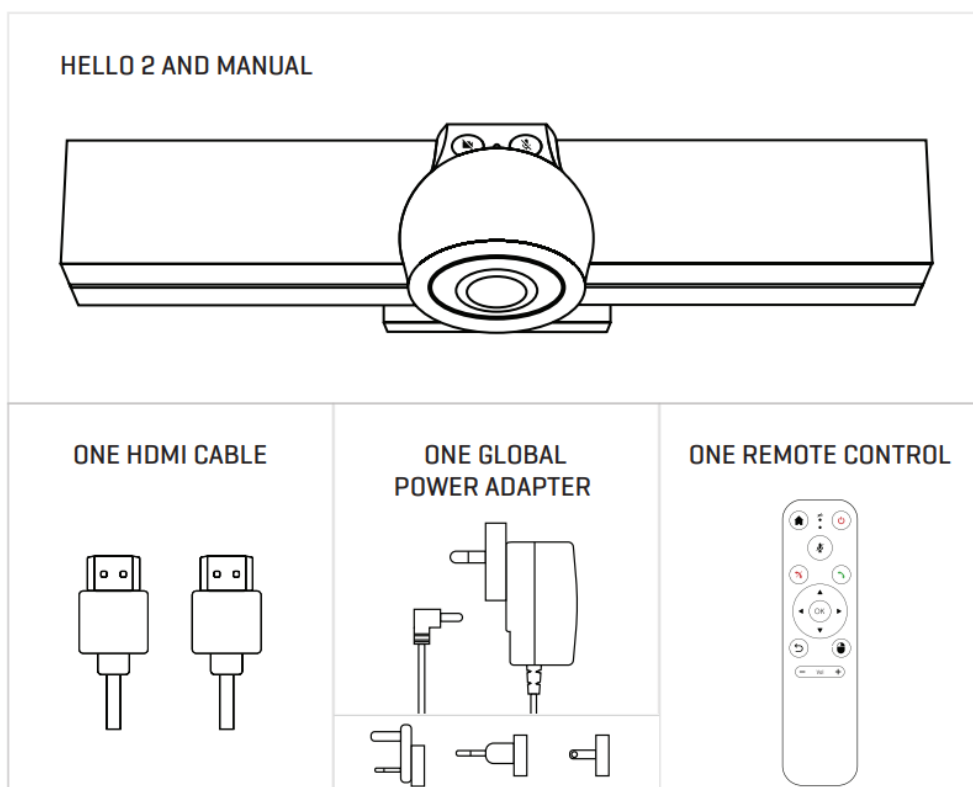
Hereby, Solaborate Inc. declares that the radio equipment type HELLO2 is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at the following internet address:

<https://www.solaborate.com>

Contents

- [1 WHAT'S IN THE BOX](#)
- [2 CONNECTING HELLO 2 TO YOUR TV](#)
- [3 SETTING UP HELLO 2](#)
- [4 HOW TO USE THE REMOTE CONTROL](#)
- [5 FCC WARNING STATEMENT](#)
- [6 HELLO 2 REMOTE DIAGRAM](#)
- [7 HOW TO PAIR A NEW REMOTE CONTROL](#)
- [8 PRIVACY BUTTONS](#)
- [9 Documents / Resources](#)
 - [9.1 References](#)
- [10 Related Posts](#)

WHAT'S IN THE BOX



CONNECTING HELLO 2 TO YOUR TV

Once you unbox the HELLO 2 device, follow these steps to connect HELLO 2 to your TV:

1. Place the HELLO 2 device on top or bottom of your TV. Use the hinge to clamp the HELLO 2 to the TV.
2. Plug in the power adapter on the back of the HELLO 2 device.
3. Connect the HELLO 2 to your TV via the HDMI cable.

Note: In case you are not using WiFi, make sure to connect a LAN/Ethernet cable on the back of the HELLO 2 device.

ISED 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:

1. This device may not cause interference.
2. 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 of 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.

SETTING UP HELLO 2

1. Connect the device to either Ethernet or Wifi using the HELLO Remote 3 after the device has successfully

booted and is shown on the TV screen.

2. Once the device is connected to the Internet the device will start downloading the latest update or your specific company software configured through the online administration console.
3. In case there are network restrictions the IT Admin should whitelist these domains in order for the device to receive the update:
 - login.solaborate.com
 - api.solaborate.com
 - signalin.solaborate.com
 - mobile.solaborate.com
 - ota.solaborate.com
4. The device will install the downloaded update and the device will be ready for use.

HOW TO USE THE REMOTE CONTROL

In the box with the HELLO 2 device, you will find a remote control which you can use to operate the applications on the HELLO 2.

Please ensure the batteries on the remote are plugged in before use.

Here is how to use the remote control buttons:

1. Power Button (hold the button for 3 seconds to reboot HELLO 2).
2. Accept/Decline (use the green button to answer calls and the red button to decline calls).
3. Mute Button (use the button to mute the microphones during a call on 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 the 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).

This equipment should be installed and operated with a minimum distance of 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.: HELLO2

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

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.

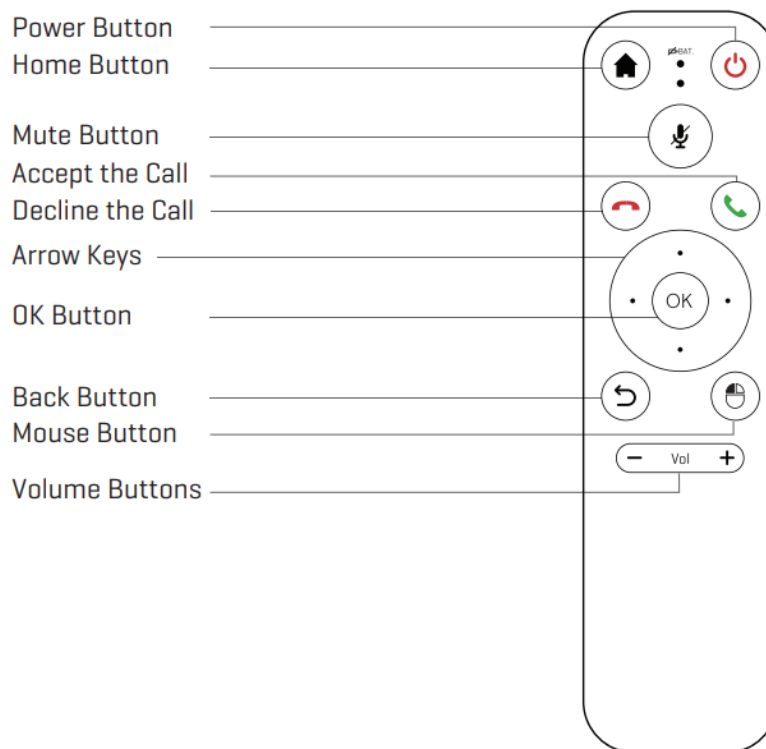
This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment 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.

HELLO 2 REMOTE DIAGRAM



HOW TO PAIR A NEW REMOTE CONTROL

The remote control comes pre-paired with the device in the box. It is not recommended that you use this feature if you don't have any pairing issues with the remote. This feature will be needed only if you lose your remote and you get a new one.

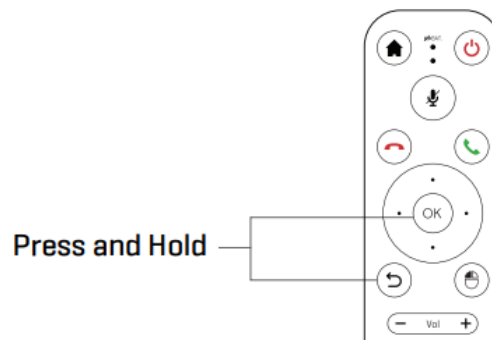
Process:

1. Ensure that the batteries are inserted into the remote control.
2. Turn off HELLO 2 by unplugging it and keeping the remote control close to the device.

3. Press and hold the back button  and OK button  on the remote.

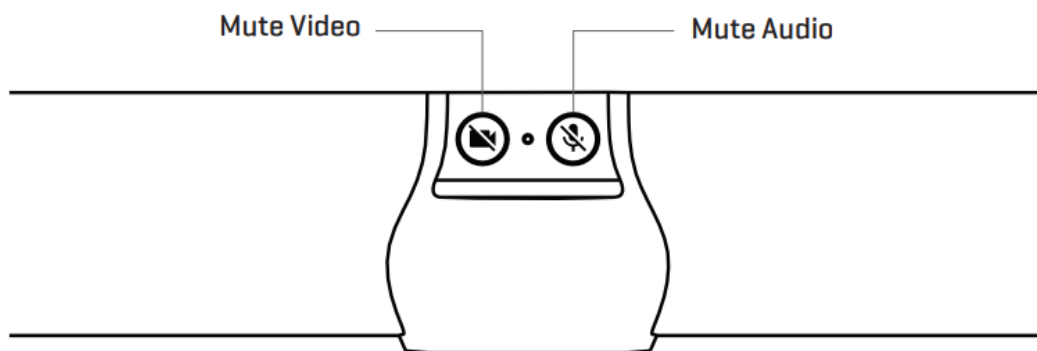
The red LED on the front of the remote will blink intermittently. After that release the buttons.

4. Plug in HELLO 2 again, and wait for it to successfully boot. After a few seconds, the red LED on the remote will flash again with a changed frequency to indicate the pairing process finished successfully.



PRIVACY BUTTONS

To ensure your absolute privacy we've designed two hardware switches into the HELLO 2 to physically connect and disconnect the camera and microphones from the system. This will guarantee your privacy with no hacking risks.



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

Documents / Resources

	solaborate HELLO2 Encrypted Communication Device [pdf] User Guide HELLO2, 2AW3M-HELLO2, 2AW3MHELLO2, HELLO2 Encrypted Communication Device, HELLO2, Encrypted Communication Device
---	---

References

- [S Solaborate — A secure communication and collaboration platform company - Solaborate](#)
- [ota.solaborate.com](#)
- [Mortgages, Loans, Home Buying & Refinance Mortgage Company | Guaranteed Rate](#)
- [signalin.solaborate.com](#)
- [S Solaborate — A secure communication and collaboration platform company - Solaborate](#)

