

HELLO | 2

[www.solaborate.com](http://www.solaborate.com)



Powered by  
**solaborate**

HELLO | 2

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



QUICK START GUIDE

## THANK YOU

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**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, Alexa, and Google Assistant Integration, Home Automation, Wireless Screencasting, Screen Sharing, TV Streaming, Gaming, and more.



## FCC WARNING STATEMENT

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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 be installed to provide a separation distance of at least 20 cm from all persons and must not be co-located for operating in conjunction with any other antenna or transmitters.

## PRODUCT INFO AND TERMS OF USE

- For safety, compliance, recycling, and other important information regarding your HELLO 2 device, please refer to the Legal & Compliance section under Terms of Use at [solaborate.com/termsfuse](http://solaborate.com/termsfuse)
- Before using HELLO 2-- , please read the terms of use of Solaborate LLC at the link above. All terms of use of Solaborate LLC apply to HELLO 2 as well. Please read all three sections of Terms & Policies; Terms of Use, Privacy Policies and Cookie Use
- By using HELLO 2 you agree to the terms of use of Solaborate LLC
- Your HELLO 2 is covered by a 1-Year Limited Hardware Warranty. You can find more details at: <http://help.solaborate.com/>

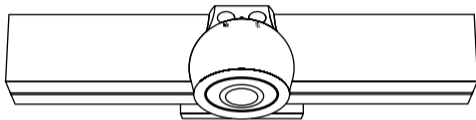
### Important notice

For any info regarding product technical documentation, user guide, "How To" videos, and more, go to <https://help.solaborate.com/>

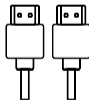
For technical support, you can reach out to our live support chat by using our app or by going to [www.solaborate.com/hellotwo](http://www.solaborate.com/hellotwo) and clicking on the 'live support chat' button. Our team is available to help and assist you with anything you need 24/7.

## WHAT'S IN THE BOX

### HELLO 2 AND MANUAL



### ONE HDMI CABLE



### ONE GLOBAL POWER ADAPTER



### ONE REMOTE CONTROL



## CONNECTING HELLO 2 TO YOUR TV

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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*

## WI-FI AND TROUBLESHOOTING

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- If the dot starts blinking (in the HELLO 2 home screen, under your HELLO 2's name), HELLO 2 is trying to reconnect to the Internet. Wait until your HELLO 2 is connected.
- If the dot is gray/transparent, HELLO 2 is not able to connect to Solaborate due to bad internet connection
- If the dot is fully white, HELLO 2 is connected and ready to be used
- When you are connected through Wi-Fi, the Wi-Fi icon appears. If you are connected to Ethernet, the Ethernet icon appears

### Tips to troubleshoot your HELLO 2:

#### **Reconnect to the internet**

If the Wi-Fi or the password changes, you can go to HELLO 2 Settings and click on Wi-Fi to reconfigure your network settings. Once you make the changes, HELLO 2 should be reconnected to the internet.

If your HELLO 2 is already connected to a network and you want to change it to another one, you can just follow the same steps by going to HELLO 2 Settings, navigating to the Wi-Fi section and connecting to another one.

HELLO 2 is not showing on the app but it's setup on the TV  
Make sure you've registered the HELLO 2 device with the same user account as you're logged in or try to log in/log out again.

## TIPS ON USING HELLO 2 FEATURES

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1. Before starting a video call:
  - Make sure your HELLO 2 is registered and you can see the same name on HELLO 2 and in your app
  - The small connection circle is fully visible on HELLO 2 and your app
  - Make sure your device of choice is connected to the same network as HELLO 2 to use Airplay and other screen sharing features\*
2. Deactivate the Movement Detection feature when family members or pets are around so the HELLO 2 doesn't send out notifications needlessly

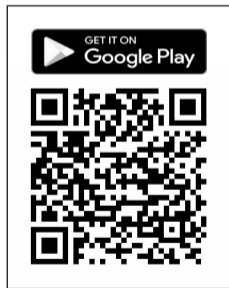
*\*Not needed if you're doing screen sharing from the web on HELLO 2*

## DOWNLOAD THE APP

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To download our Solaborate Messenger app, visit:  
[www.solaborate.com/messenger](http://www.solaborate.com/messenger)

Or scan the right QR code, go to our store, and download the app on:



## SETTING UP HELLO 2

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After you have successfully connected the HELLO 2 to your TV it's time to setup the device by following these steps:

1. After installing the HELLO 2 Solaborate Messenger, sign up via phone number, email, Facebook, LinkedIn or Gmail
2. Go to the HELLO 2 Tab and click on Setup HELLO 2 button
3. Set a name for your HELLO 2 device
4. Connect HELLO 2 via WiFi, Ethernet or Advanced Network Configurations
5. Show the generated QR Code to the HELLO 2 camera to pass the setup information to it

**Setup instructions [both through Voice and Text] will pop up on your screen once HELLO 2 is booted.**

If you face any issues contact our 24/7 live support chat on the app or web.

## HELLO 2 SETTINGS

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Under the settings button on the Solaborate Messenger App, you can view or edit the information about the HELLO 2 device, choose your Wi-Fi, add admins, change user permissions, and delete the device.

### View or edit information

- Click on the settings button of the device you want to view or edit
- You can now change the device's name and network
- Add admins
- View logs

### Set user permissions

- Click on the settings button of the device if you want to set or change user permissions.
- Click on the admin\* to change the user permissions
- Activate or deactivate the features the admin can use and save to confirm

### Delete device

- Select the device you want to delete on the settings button
- Scroll down until you reach the end and press the 'delete' button

\*Admins have the rights to use certain HELLO 2 features. Owners can control which features the admins can use.

## HOW TO USE VOICE ASSISTANTS

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### How to use Alexa?



1. Go to your Solaborate Messenger App on your phone
2. Click on HELLO 2 tab
3. On the HELLO 2 tab you will find Alexa
4. Click the Alexa icon [It will prompt a request to open your browser]
5. Sign in/Sign up on Amazon
6. Once you've signed in to your Amazon account on the screen you will see a confirmation message saying Alexa has been successfully set up
7. You can now use Alexa by asking any questions you might have by calling "Alexa..."

*Note: You have to have a Google Account in order to use Google Assistant*

### How to use Google Assistant?



1. Go to your Solaborate Messenger App on your phone
2. Click on HELLO 2 tab
3. On the HELLO 2 tab you will find Google Assistant
4. Click the Google Assistant icon [It will prompt a request to open your browser]
5. Sign in/Sign up on Google
6. Once you've signed in to your Google account on the screen you will see a confirmation message saying Google Assistant has been successfully set up
7. You can now use Google Assistant by asking any questions you might have by calling "Ok Google"

## HOW TO USE THE REMOTE CONTROL

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

### Here is how to use the remote control buttons:

1. Power Button [hold this for 3 seconds to reboot HELLO 2]
2. Voice Assistant button [use this button to activate the smart assistant after you've set it up]
3. Mute button [use this to mute microphones during a call on HELLO 2]
4. Arrow Keys [use them to navigate menus]
5. OK key [use this button to select or click]
6. Mouse button [use this to enable or disable the air mouse]
7. Home button [use this to go to the previous screen or the HELLO 2 thome screen]
8. Accept/Decline [use the green button to answer calls and the red button to decline calls]

## SETTING UP HELLO 2

Power Button

Mute Button

Voice Assistant

Arrow Key

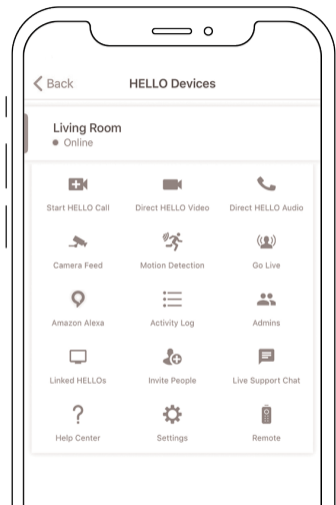
OK Button

Home Button

Mouse Button

Decline Call

Accept Call





## BASIC FUNCTIONS OF HELLO 2

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### Video/Audio Calls

Make direct video/audio calls to HELLO 2 whenever you want to get a hold of someone or a group of people who are in the same room as the HELLO 2 device. You can do this only if you are the owner of HELLO 2 or have admin permissions to that specific device.

### Wireless Screencasting

Besides allowing you to wirelessly share content, photos, files, videos, advanced device HELLO 2 allows you to also cast your phone screen to HELLO 2 so that everyone in the room can easily follow what you're doing on your phone in real time.

### Screen sharing



HELLO 2 allows you to wirelessly share your screen from the web to HELLO 2 to keep everyone in the room involved. By sharing your screen wirelessly, you'll save time and effort. Besides, it will guarantee an easy-going meeting that focuses on increasing productivity instead of setting up the equipment.

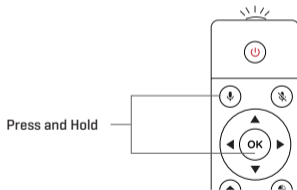
### Camera Feed with Motion Detection and Night Vision

The Camera Feed of HELLO 2 is packed with motion detection as well as infrared night vision features which offer you full power and let you know whenever someone moves in front of your HELLO 2 at home or even office so you will be alerted at all times and take the necessary measures. Camera Feed also offers you the option to talk through your HELLO 2 device or simply mute it, to mute or unmute the HELLO Microphones, as well as take a screenshot of your feed whenever you need to.

## HOW TO PAIR THE REMOTE CONTROL







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- Ensure that the batteries are inserted into the remote control
- Turn off HELLO 2 by unplugging it and keep the remote control close to it
- Press and hold the voice assistant  and  OK buttons, the red LED on the front of the remote will flash three times. After that release the buttons.
- Plug-in HELLO 2 again, the red LED will flash three times to indicate pairing process finished successfully



## NEW HELLO 2 FEATURES

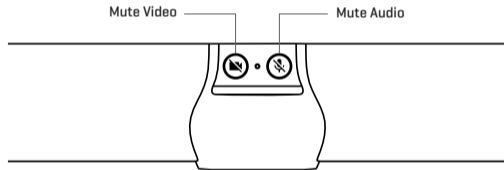
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 Digital Whiteboarding	 Dual-Screen	 HELLO Rooms SIP Client
 Gaming	 TV Streaming	 Home Automation

## PRIVACY BUTTONS

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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 (including the HELLO Solaborate messenger app)

**FCC Statement for HELLO Remote**  
**FCC ID: 2ALUI-REM2**

1. 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.
- (2) This device must accept any interference received, including interference that may cause undesired operation.

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

**NOTE:**

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 device has been evaluated to meet general RF exposure requirement. The device can be used in portable exposure condition without restriction.

This device must not be co-located for operating in conjunction with any other antenna or transmitter.

**ISED Statement for HELLO Remote**  
**IC:24458-REM2**

Model: HELLORemote2

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licenceexempt 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.

Ce dispositif contient les émetteurs/récepteurs autoriser-exemptés qui sont conformes au permis RSS exempt du Canada d'innovation, de la Science et de développement économique.

L'opération est sujette aux deux conditions suivantes:

- (1) Ce dispositif peut ne pas causer l'interférence.
- (2) Ce dispositif doit accepter n'importe quelle interférence, y compris l'interférence qui peut causer le fonctionnement peu désiré du dispositif.

This equipment complies with IC radiation exposure limits set forth for an uncontrolled environment. End user must follow the specific operating instructions for satisfying RF exposure compliance. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.