

The World's Most Integrated Virtual Care Delivery Platform

Quick Start Guide



2605 Enterprise
RD E Suite 150
Clearwater,
FL 33759, US



1 813-324-1858

support@hellocare.ai



 hellocare

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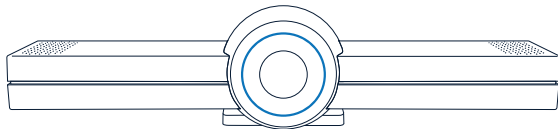
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Thank You!

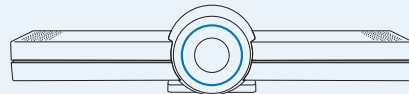


Dear Customer,

Thank you for purchasing **Hello 3**, an All-In-One Communication Device for Video Conferencing, Camera Feed with Voice and Motion Detection, Night Vision, AI features, Wired and Wireless Networking, Screen Sharing, TV Streaming, medical device integration and more.



What's In The Box



Hello 3



One HDMI
Cable



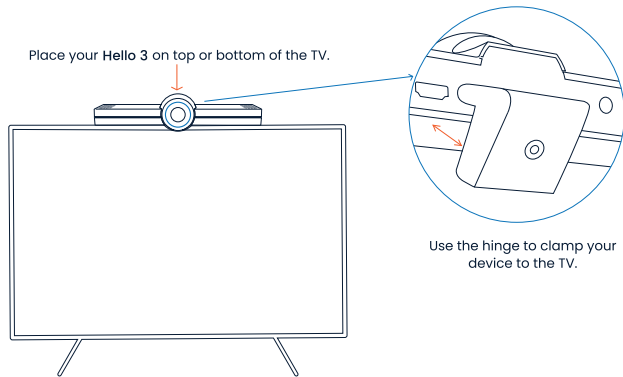
One Global
Power Supply



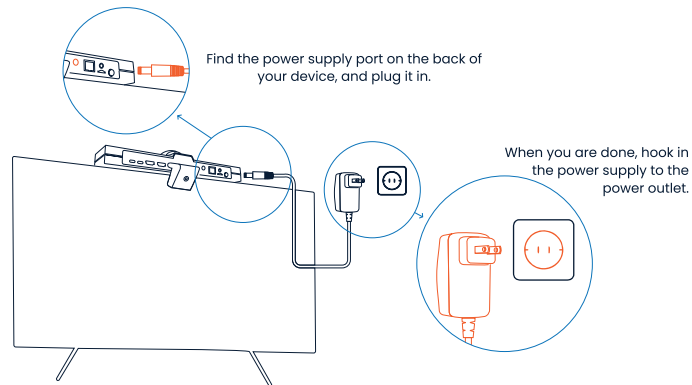
Manual



Once You Unpack Your New Hello 3 Device From The Box, Simply Follow These Steps To Get Started:

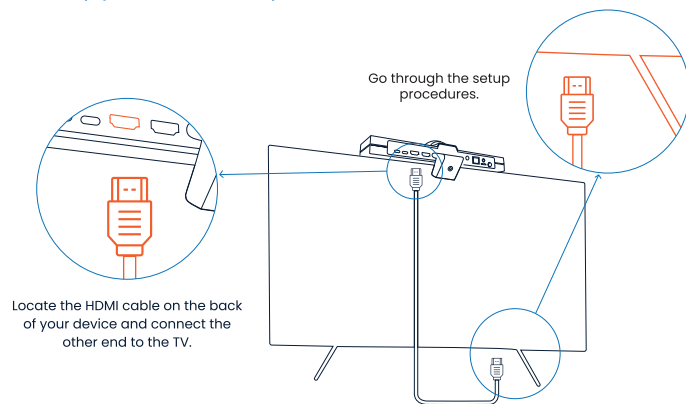


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How To Set Up Your Hello 3 Device

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. After the window pops up, find the internet connection options and connect the **Hello 3** to either Wifi or Ethernet. Register the device on the admin console on the web.

Once the device is connected to the Internet, it will automatically start downloading the latest software update. In case there are network restrictions, the IT Admin should whitelist domains list provided by Solaborate upon request. Lastly, the device will install the downloaded update and will be ready for use.



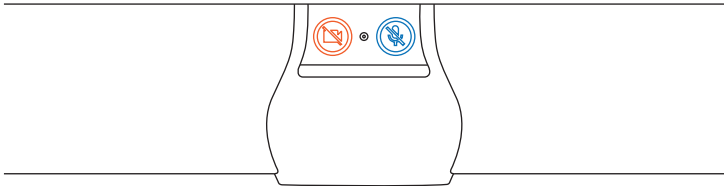


Privacy Buttons

To guarantee your privacy with no hacking risks, we have designed two hardware switches into the HELLO 3 device so you can physically enable or disable the camera and microphones from the system.

Mute Video

Mute Audio



FCC Regulatory Compliance Statement

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.

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/ISED RF Exposure Compliance

This equipment complies with FCC/IC RSS-102 radiation exposure limits set forth for an uncontrolled environment. This transmitter must not be co-located or 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.

Cet équipement est conforme aux limites d'exposition aux radiations IC CNR-102 établies pour un environnement non contrôlé. Cet émetteur ne doit pas être colocalisé ou fonctionner en conjonction avec une autre antenne ou un autre émetteur. Cet équipement doit être installé et utilisé avec une distance minimale de 20cm entre le radiateur et votre corps.



FCC SDoC

Supplier's Declaration of Conformity

47 CFR § 2.1077

Compliance Information

Unique Identifier

Trade Name: [hellocare](#)

Model No.: [Hello 3](#)

Responsible Party:

U.S. Contact Information.

US Company Name: [Solaborate Inc.](#)

Address: [2605 Enterprise, RD E Suite 150
Clearwater, FL 33759, US](#)

Telephone number or internet contact
information: [1 813-324-1858](#)



DECLARATION OF EU COMPLIANCE

Bluetooth: 2.402GHz – 2.480GHz

Max. output power: 7.91 dBm

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

Max. output power: 19.91 dBm

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

Max. output power: 19.03 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 Hello 3 is in compliance with
Directive 2014/53/EU.

The full text of the EU declaration of conformity is
available at the following internet address:

www.hellocare.ai

USB Load Limitation

USB Type-C: Max current 0.9A



ISED Compliance Statements

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

L'émetteur/récepteur exempt de licence contenu
dans le présent appareil est conforme aux CNR
d'Innovation, Sciences et Développement
économique Canada applicables aux appareils
radio exempts de licence. L'exploitation est autorisée
aux deux conditions suivantes :

- (1) L'appareil ne doit pas produire de brouillage;
- (2) L'appareil doit accepter tout brouillage
radioélectrique subi, même si le brouillage est
susceptible d'en compromettre le fonctionnement.



ISED Compliance Statements

i. 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.

i. le dispositif utilisé dans la bande 5150–5250 MHz est réservé à une utilisation en intérieur afin de réduire le risque de brouillage préjudiciable aux systèmes mobiles par satellite dans le même canal.



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 that may result in an explosion or the leakage of flammable liquid or gas.

RISQUE D'EXPLOSION SI LA BATTERIE EST REMPLACÉE PAR UN TYPE INCORRECT.

Élimination d'une batterie dans le feu ou un four chaud, ou concassage mécaniquement ou coupe d'une batterie, qui peut entraîner une explosion.

Laisser une batterie dans un environnement environnant à température extrêmement élevée qui peut entraîner une explosion ou une fuite de liquide ou de gaz inflammable. Batterie soumise à une pression d'air extrêmement basse qui peut entraîner une explosion ou une fuite de liquide ou de gaz inflammable.

