

# USER GUIDE

HH500V

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# 1. Safety and use

We recommend that you read this chapter carefully before using your device. The manufacturer disclaims any liability for damage, which may result as a consequence of improper use or use contrary to the instructions contained herein.

## 1.1 Conditions of use:

Switch the device off before boarding an aircraft.

Switch the device off when you are in health care facilities, except in designated areas. As with many other types of equipment now in regular use, devices can interfere with other electrical or electronic devices, or equipment using radio frequency.

Switch the device off when you are near gas or flammable liquids. Strictly obey all signs and instructions posted in a fuel depot, petrol station, or chemical plant, or in any potentially explosive atmosphere.

When this device is switched on, it should be kept at least 20 cm from the body.

When the device is switched on, it should be kept at least 15 cm from any medical device such as a pacemaker, a hearing aid, or an insulin pump, etc.

Do not let children use the device and/or play with the device and accessories without supervision.

If your device has a removable cover, note that your device may contain substances that could create an allergic reaction.

If your device is a unibody device, the back cover is not removable. If you disassemble your device the warranty will not apply.

Always handle your device with care and keep it in a clean and dust-free place.

Do not allow your device to be exposed to adverse weather or environmental conditions (moisture, humidity, rain, infiltration of liquids, dust, sea air, etc.). The manufacturer's recommended operating temperature range is 0°C (32°F) to +45°C (113°F).

Do not open, dismantle, or attempt to repair your device yourself.

Do not drop, throw, or bend your device.

Do not paint it.

Use only chargers and accessories which are recommended by TCL Communication Ltd. and its affiliates and are compatible with your device model. TCL Communication Ltd. and its affiliates disclaim any liability for damage caused by the use of other chargers.

Please note your device is a unibody device, the back cover is not removable. Observe the following precautions:

- Do not attempt to open the back cover;
- Do not puncture the back cover of your device;
- Do not burn or dispose of your device in household rubbish or store it at temperature above 60°C (140°F).

Device as a unibody device must be disposed of in accordance with locally applicable environmental regulations.



This symbol on your device and the accessories means that these products must be taken to collection points at the end of their life:

- - Municipal waste disposal centres with specific bins for these items of equipment;
- Collection bins at points of sale.

They will then be recycled, preventing substances being disposed of in the environment, so that their components can be reused.

### **In European Union countries:**

- These collection points are accessible free of charge.
- All products with this sign must be brought to these collection points.

### **In non-European Union jurisdictions:**

Items of equipment with this symbol are not to be thrown into ordinary bins if your jurisdiction or your region has suitable recycling and collection facilities; instead they are to be taken to collection points for them to be recycled.

## 1.2 Adapters:

- Mains powered adapters will operate within the temperature range of: 0°C (32°F) to 40°C (104°F).
- The adapters designed for your device meet the standard for safety of information technology equipment and office equipment use. They are also compliant with the ecodesign directive 2009/125/EC.
- Due to different applicable electrical specifications, an adapter you purchased in one jurisdiction may not work in another jurisdiction. They should be used for this purpose only.

## 1.3 Radio waves

- Proof of compliance with international standards (ICNIRP) or with European Directive 2014/53/EU (RED) is required of all device models before they can be put on the market. The protection of the health and safety for the user and any other person is an essential requirement of these standards or this directive.
- THIS DEVICE MEETS INTERNATIONAL GUIDELINES FOR EXPOSURE TO RADIO WAVES.
- Your device is a radio transmitter and receiver. It is designed not to exceed the limits for exposure to radio waves (radio frequency electromagnetic fields) recommended by international guidelines. The guidelines were developed by an independent scientific organisation (ICNIRP) and include a substantial safety margin designed to assure the safety of all persons, regardless of age and health.
- The World Health Organization has stated that present scientific information does not indicate the need for any special precautions for the use of mobile devices. They recommend that if you are interested in further reducing your exposure then you can easily do so by limiting your usage or keep the device away from the head and body.
- Additional information about electromagnetic fields and public health are available on the following site: <http://www.who.int/peh-emf>.
- Your device is equipped with a built-in antenna. For optimal operation, you should avoid touching it or degrading it.

## Safety and use

### Licences



The WiFi Logo is a certification mark of the WiFi Alliance.  
This equipment may be operated in all European countries.

The 5150-5350 band is restricted to indoor use only.

	BE	BG	CZ	DK	DE	EE	IE	EL	ES
	FR	HR	IT	CY	LV	NO	IS	LT	LU
	HU	MT	NL	AT	PL	PT	RO	SI	SK
	FI	SE	LI	CH	TR	UK(NI)			

We hereby point out that the end user warranty for infringement IPR is solely limited to the EU/EEA/Switzerland.

If and to the extent that the Product is exported, taken with, or used by end customer or end user outside the EU/EEA/Switzerland any responsibility, warranty or indemnification of manufacturer and its suppliers in regard to the Product expires (including any indemnification in regard to infringement IPR).

## 1.4 FCC caution

### Federal Communication Commission (FCC) Radiation Exposure Statement

When using the product, maintain a distance of 20cm from the body to ensure compliance with RF exposure requirements.

FCC statements:

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.

NOTE: The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications or changes to this equipment. Such modifications or changes 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.

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

## 1.5 General information

**Internet address:** [www.tcl.com](http://www.tcl.com)

**Hot Line Number:** see «SERVICES» leaflet or go to our website.

**Address:** 5/F, Building 22E, 22 Science Park East Avenue, Hong Kong Science Park, Shatin, NT, Hong Kong

This radio equipment operates with the following frequency bands and maximum radio-frequency power:

LTE FDD B1/3/7/8/20/28 (2100/1800/2600/900/800/700): 25.7 dBm

LTE TDD B34/B38/40/42/43 (2100/2600/2300/3500/3700): 25.7 dBm

5G NR FDD n1/n3/n7/n8/n20/n28/n38 (2100/1800/2600/900/800/700/2600): 25.7 dBm

5G NR TDD n77/n78 (2500/3700/3500): 25.7dBm

EN-DC Combination: 25.7dBm

802.11 b/g/n/ax 2.4GHz band: 16 dBm

802.11 a/n/ac/ax 5.0GHz band: 16 dBm

### Regulatory Compliance

- Hereby, TCL Communication Ltd. declares that the radio equipment type device 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.tcl.com/global/en/service-support-mobile/eu-doc.html](http://www.tcl.com/global/en/service-support-mobile/eu-doc.html)

## 1.6 Disclaimer

There may be certain differences between the user manual description and the device's operation, depending on the software release of your device or specific operator services.

TCL Communication Ltd. shall not be held legally responsible for such differences, if any, nor for their potential consequences, which responsibility shall be borne by the operator exclusively. This device may contain materials, including applications and software in executable or source code form, which is submitted by third parties for inclusion in this device ("Third Party Materials"). All Third Party Materials in this device are provided "as is", without warranty of any kind, whether express or implied. The purchaser undertakes that TCL Communication Ltd. has complied with all quality obligations incumbent upon it as a manufacturer of mobile devices and devices in complying with Intellectual Property rights. TCL Communication Ltd. will at no stage be responsible for the inability or failure of the Third Party Materials to operate on this device or in interaction with any other device. To the maximum extent permitted by law, TCL Communication Ltd. disclaims all liability for any claims, demands, suits or actions, and more specifically – but not limited to – tort law actions, under any theory of liability, arising out of the use, by whatever means, or attempts to use, such Third Party Materials. Moreover, the present Third Party Materials, which are provided free of charge by TCL Communication Ltd., may be subject to paid updates and upgrades in the future; TCL Communication Ltd. waives any responsibility regarding such additional costs, which shall be borne exclusively by the purchaser. TCL Communication Ltd. shall not be held responsible for the lack of availability of any application, as its availability depends on the country and the operator of the purchaser. TCL Communication Ltd. reserves the right at any time to add or remove Third Party Materials from its devices without prior notice; in no event shall TCL Communication Ltd. be held responsible by the purchaser for any consequences of such removal.

## 2. Overview

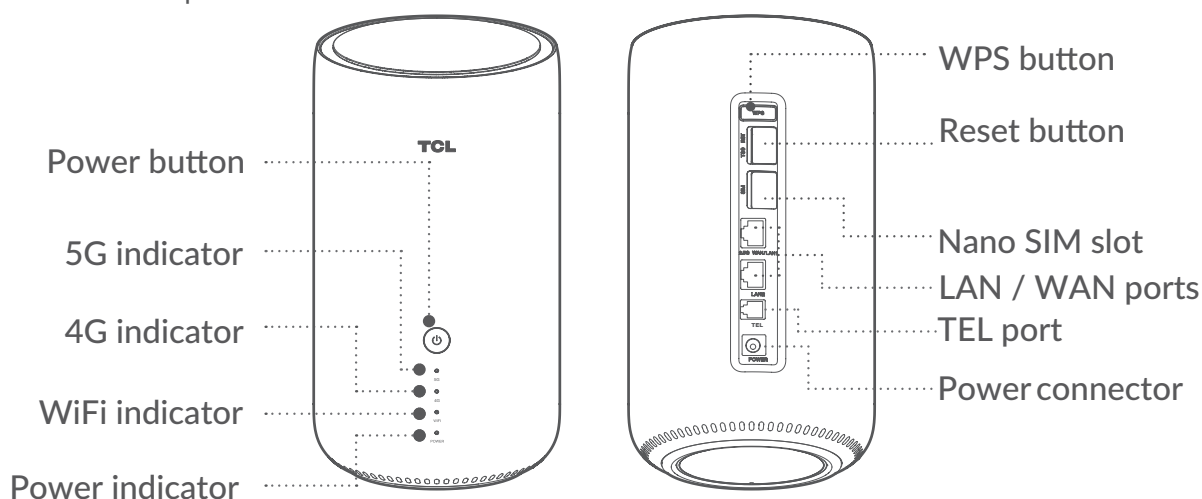
This device allows you to share a secure mobile broadband internet connection using WiFi or LAN. You can connect most WiFi enabled devices to it, e.g., PCs, mobile gaming devices, smartphones, and tablets, etc. To get the best signal, the ideal location for your device will be near a window. Try a few different locations until you find the one with the best signal.

### 2.1 System requirements

This device is compatible with WiFi devices which support 2.4GHz (802.11b/g/n/ax) or 5GHz (802.11a/n/ac/ax) and have a web browser.

### 2.2 Device description

The description for the device is as below:



#### Power button

- Once connected to a power outlet, your device will automatically power on.
- To power off your device, press and hold the power button for 3 seconds.
- To power on your device, press and hold the power button for 1 second.

#### WPS button

To enable WPS, press and hold the WPS button for 3 seconds. The WiFi indicator will start to flash blue. Then press the WPS button on the device you wish to connect to within two minutes. Your device will automatically assign your network settings to the device you wish to connect to.

#### Reset button

Use a paperclip or blunt pin to gently press and hold the reset button for 3 seconds. The power indicator will start to flash and turn solid blue once the reset is completed. You can also reset the device via the Web UI.

#### Power indicator

- Solid blue: the device is powered on
- Off: the device is powered off
- Flashing blue: the device is restoring to factory settings or upgrading software



## Overview

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### WiFi indicator

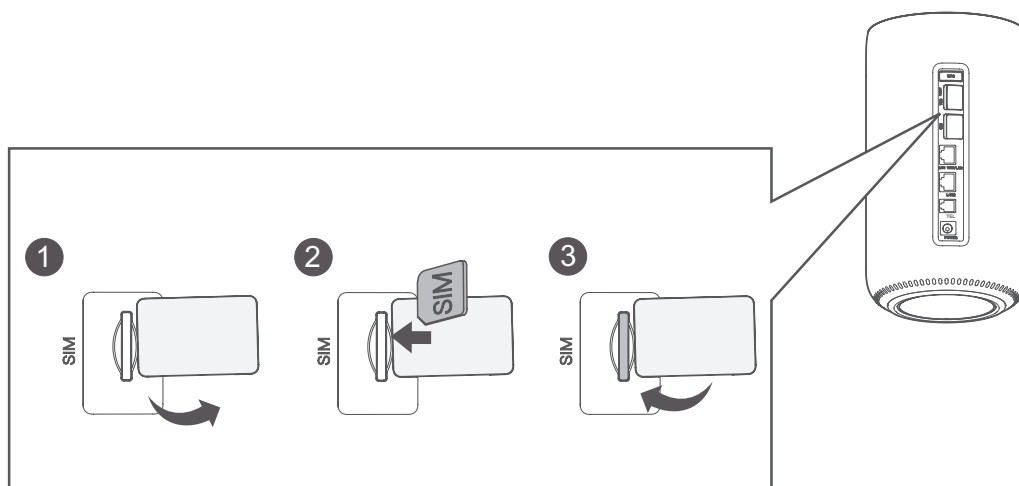
- Solid blue: WiFi is enabled
- Flashing blue: WPS connection is available
- Off: WiFi is disabled

### 4G/5G indicator

- Solid Blue: 4G/5G signal is strong
- Solid yellow: 4G/5G signal is normal
- Solid red: 4G/5G signal is weak
- Off: 4G/5G network is not working

## 3. Getting started with your device

### 3.1 Insert a SIM card



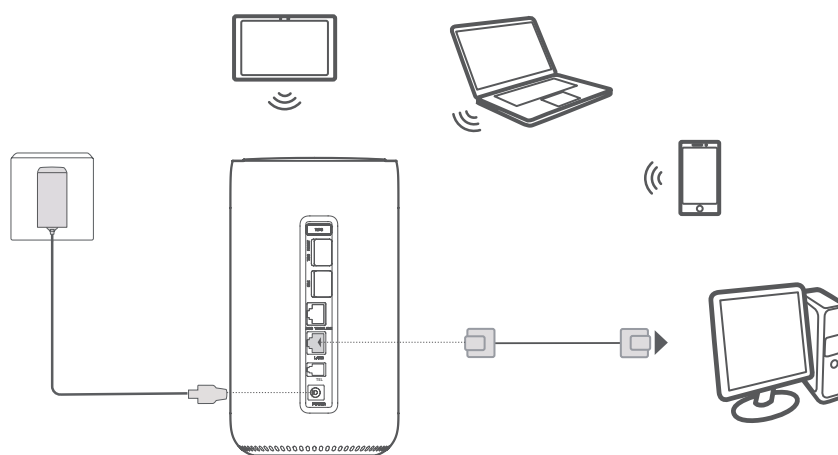
To insert a SIM card into your device, do the following:

1. Open the SIM slot cover.
2. Follow the SIM direction icon marked beside the SIM slot, insert the SIM into the slot.
3. Close the SIM slot cover.

**Note:** Don't remove the SIM card when your 5G CPE is in use, otherwise you may lose connectivity to the internet.

### 3.2 Connect the power adapter

Follow the illustration below to plug in the power adapter. Once connected to a power outlet, your device will automatically power on.



To prevent interference caused by radio signals, place the device at least one metre away from phones and other electrical devices.

### 3.3 Connect in WiFi mode and WPS mode

#### 3.3.1 Connect in WiFi mode

Following are 3 steps to connect in WiFi mode.

**Step 1:** Enable WiFi on your device.

When the WiFi indicator is solid blue, WiFi is enabled.

**Step 2:** Record the SSID and WiFi password.

The default SSID and WiFi password are printed on the device label, situated on the underside of your device.

To prevent unauthorised parties from accessing your WiFi network, it is recommended that you change the SSID and WiFi password from time to time. For more information, refer to “7. Settings”.



**Step 3:** Set up a WiFi connection.

- Set up a WiFi connection manually:
  - 1) Scan for wireless networks from your WiFi enabled client.
  - 2) Connect to the network name that matches the SSID found on the device label.
  - 3) When prompted for a password, enter the WiFi password found on the device label (this is case sensitive). Your client will notify you when it is connected.
- Set up a WiFi connection through WPS. For details, see “3.4.2 Connect in WPS mode”.

#### 3.3.2 Connect in WPS mode

Your client must support WPS. There are 3 ways to set up a WPS connection.

**Option 1:** via WPS button

- 1) Press and hold the WPS button for 3 seconds. The WiFi indicator will begin to flash blue.
- 2) Enable WPS on your personal device within 2 minutes.
- 3) Your personal device should then be connected to your device wirelessly.

**Option 2:** via **Start WPS** button in Web UI

- 1) Open the WPS page on your Web UI.
- 2) Go to **Settings > WiFi > WPS**.
- 3) Click on **Start WPS**.
- 4) Enable WPS on your personal device within 2 minutes.

- 5) Your personal device should then be connected to your device wirelessly.

### Option 3: enter PIN code

- 1) Open the WPS page on your Web UI.
- 2) Go to **Settings > WiFi > WPS**.
- 3) Switch on **Router's PIN**.
- 4) Enter the PIN code on your personal device.

## 4. Home page

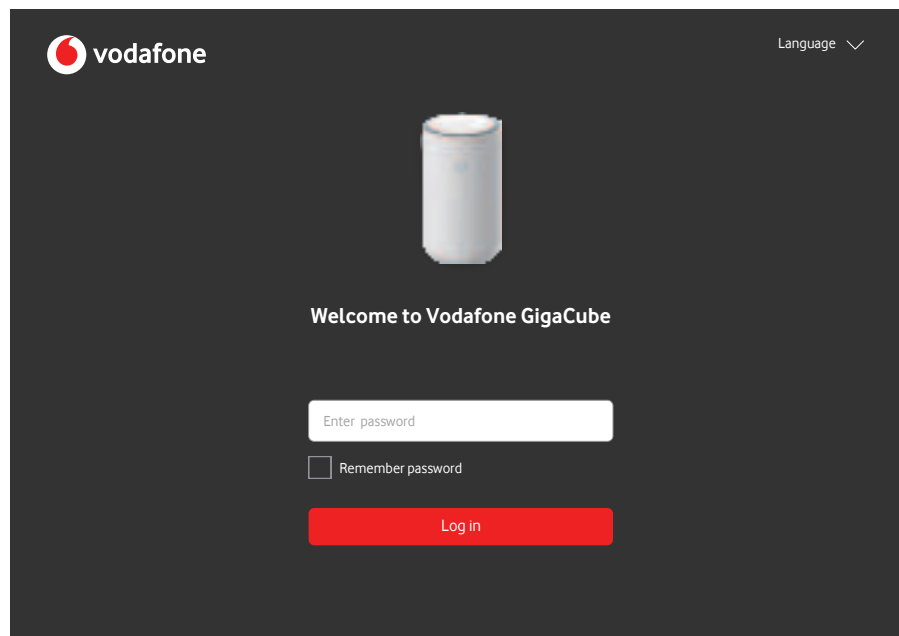
The Web User Interface is compatible with the following browsers:

- Mozilla Firefox
- Safari 13 or later
- Internet Explorer 11 or later
- Microsoft Edge
- Google Chrome

### 4.1 How to log in to the Home page

1. Open your web browser.
2. Type <http://192.168.1.1> into the address bar and press enter.

















The home page will then load, as shown in the screenshot below.



3. Log in to change your device device SSID and password, or change other basic settings.

**Note:** You can find your default WiFi password on the label located on the bottom of your device.

## 4.2 Web UI status bar icons

Description	Icon displayed
Network technology	 or  will be displayed, depending on the network available.
Signal indicator	      From no signal to excellent.
WiFi status	 WiFi is enabled.  WiFi is disabled.
Language	 Click to select language
Connection status	 Disconnected,  Connected
SMS	 New message / Unread message(s) in inbox  SMS inbox is full.
Logout	 Click to logout

## 5. Status

You can click on **Status** to view basic information about your device or check various statistics.

### 5.1 Status

Status allows you to view your device information including internet, LAN, WiFi, WAN and Diagnostics. You can connect, disconnect, or change the SSID of the device here.

### 5.2 Connected devices

Default for new connections: you can toggle the default setting for internet access for new connections.

All connected and blocked devices are also displayed here, you may toggle internet access for specific devices.

## 6. Service

### 6.1 SMS inbox

In this section, received messages are displayed here, you can read, reply, delete message and forward messages to a recipient's mobile number.

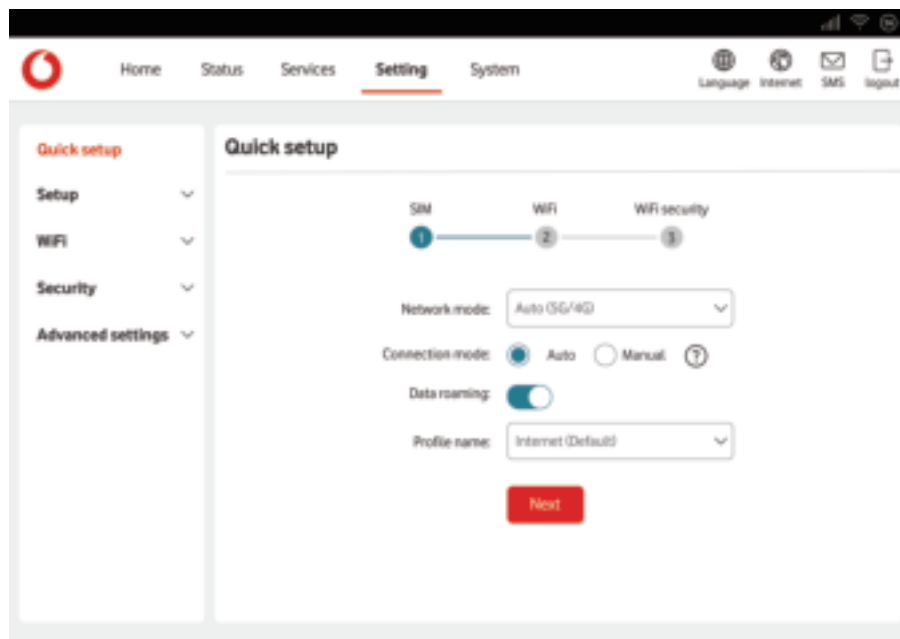
- How to read an SMS:
  - Click the content of the message you wish to read.
- How to reply to an SMS:
  - 1) Click the content of the message you wish to reply.
  - 2) Input the message content and click **Send**.
- How to delete an SMS:
  - 1) Find the message you wish to delete.
  - 2) Tick the box in the far right column for the message(s) that you wish to delete.
  - 3) Click **Delete**.
- How to forward an SMS:
  - 1) Click **Setup SMS forwarding**.
  - 2) Redirect to the SMS forwarding page.
  - 3) Input the new recipients number.
  - 4) Click **Apply**.

# 7. Settings

You can go to **Settings** page and make changes to the following:

- Quick setup
- Setup
- WiFi
- Security
- Advanced settings

## 7.1 Quick setup



### SIM settings

You can change basic connection settings here and enable/disable data roaming.

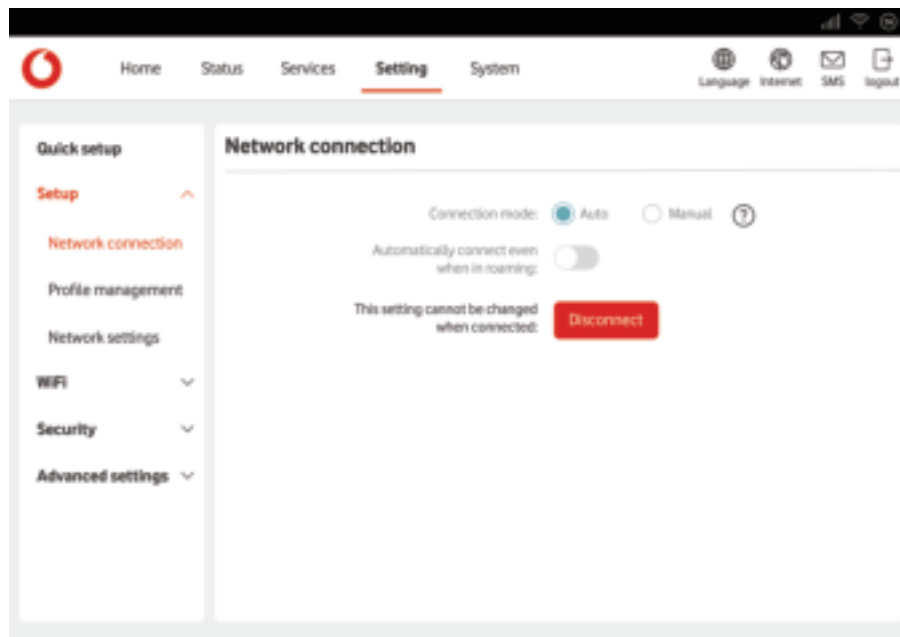
### WiFi settings

You can change the 2.4 and 5GHz Wireless network name (SSID), SSID broadcast function or disable the WiFi.

### WiFi security

You can setup your WiFi security settings, and change the WiFi password here.

### 7.2 Setup



#### Network connection

Mobile Connection lets you configure connection mode, Data roaming and connect IP mode.

#### Profile management

Profile Management allows you to set up a new APN profile or edit/delete existing profiles that have been created.

- How to add a new profile:
  - 1) Click **New**.
  - 2) Input the correct parameters for your Network Operator. **Profile Name** / **Dial number** / **APN** are required as a minimum.
  - 3) Click **Save**.
- How to Edit a profile:
  - 1) Select the profile from the Profile management list.
  - 2) Click **Edit** to change the parameters.
  - 3) Click **Save**.
- How to delete a profile:
  - 1) Select the profile from the Profile management list.
  - 2) Click **Delete**.

**Note:** The default profile cannot be deleted.

- Setting as default:
  - 1) Select the profile from the Profile management list.
  - 2) Click **Set as default**.

**Note:** Once the new profile has been set as default, (Default) will be added next to the profile name.



## Settings

### Network Selection:

You can set the **Network search mode** to either **Auto (5G/4G)** or **4G only**. Ensure that you click **Apply** after making any changes.

## 7.3 WiFi

### 7.3.1 Basic

The screenshot shows a web interface for configuring WiFi settings. The top navigation bar includes 'Home', 'Status', 'Services', 'Setting' (highlighted), and 'System'. On the right, there are icons for 'Language', 'Internet', 'SMS', and 'Logout'. A left sidebar lists 'Quick setup' and 'Setup' with sub-items: 'WiFi' (highlighted), 'Basic', 'Advanced', 'Guest network', 'WPS', 'WMM', 'Security', and 'Advanced settings'. The main content area is titled 'Basic' and contains two sections for 2.4GHz and 5GHz networks. Each section has a frequency toggle, a 'Wireless network name (SSID)' field, an 'SSID broadcast' toggle, 'Security' and 'Encryption' dropdowns, and a 'WiFi password' field. At the bottom, there are 'Cancel' and 'Apply' buttons. A note at the very bottom explains the effect of enabling '5GHz preferred'.

5GHz preferred: ☐

2.4GHz: ☒

\* Wireless network name (SSID): gigacube-XXXX

SSID broadcast: ☒

Security: WPA2

Encryption: AES

\* WiFi password: \*\*\*\*\*

5GHz: ☒

\* Wireless network name (SSID): gigacube\_5G-XXXX

SSID broadcast: ☒

Security: WPA2

Encryption: AES

\* WiFi password: \*\*\*\*\*

Cancel Apply

Note:  
Once you enable the option of 5GHz preferred, your 5G CPE will use only one Wireless network name (SSID) and your 5G CPE will connect automatically to 5GHz if 5GHz throughput is better than that of 2.4GHz. Meanwhile, 2.4GHz frequencies still remain available for legacy products.

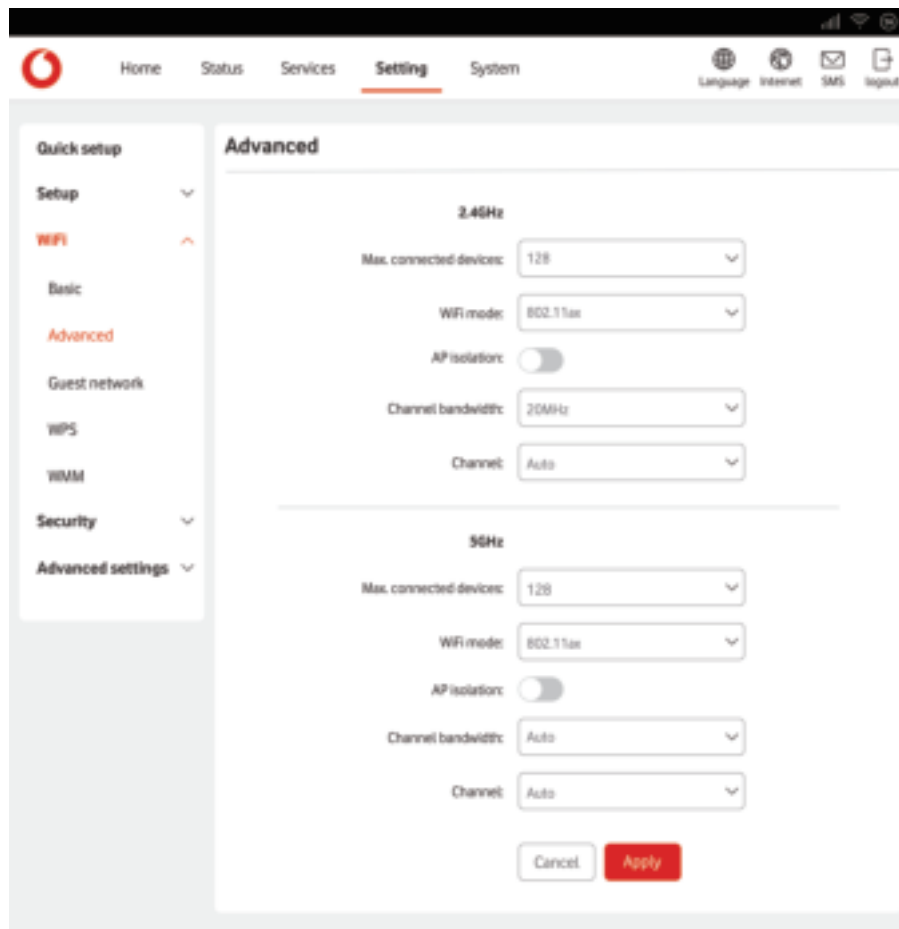
- **Wireless network name (SSID):** This is the name of the wireless network and is used to identify your wireless network. The SSID can be between 1 and 32 characters long.
- **SSID Broadcast:** This is enabled by default.

**Note:** If you do choose to disable this, the SSID will no longer be displayed and will need to be entered manually.

- **Security:** You can choose the security mode, available options are **WPA2**, **WPA/WPA2**, **WPA2/WPA3**, **WPA3** or **Disabled**.
- **Encryption:** This is set to **AES** by default, and the available options are **AES** or **Auto**.

**Note:** If security mode is set to **WPA3** or **WPA2/WPA3**, encryption mode can be set to **AES** only.

### 7.3.2 Advanced



- **Max. connected devices:** you can set the maximum number of devices that can be connected to your device from the drop-down menu. This is set to **128** by default.
- **WiFi mode:** you can select from the available options via the drop-down menu. This is set to **802.11ax** by default.
- **AP isolation:** you can enable or disable this function. When you enable it, connected devices cannot communicate with each other on the same SSID.
- **Channel bandwidth:** you can select from the available options via the drop-down menu. It is set to **20MHz** by default for 2.4 GHz and set to **Auto** for 5GHz.
- **Channel:** select **Auto** and the device will select the best channel for you to use automatically, or you can select a WiFi channel manually.

### 7.3.3 Guest network

The guest network is a temporary wireless network for guest users. You can set a duration you want the network to transmit. Devices connected to the guest network will not be able to communicate with each other, but will have full access to the Internet.



- **Wireless network name (SSID):** this is the name of the guest network and is used to identify your guest network. The SSID can be between 1 and 32 characters long.
- **Duration:** you can set the length of time of the guest network that clients can use. The default value is 1 day.
- **Security:** you can choose the security mode, available options are WPA2, WPA/WPA2, WPA2/WPA3, WPA3 or Disabled.
- **WiFi password:** set the WiFi password for the guest network.

- **Time remaining:** this is the time remaining for the guest network to continue to transmit. Click **Extend by 4 hours** to add time to the guest network.

### 7.3.4 WPS

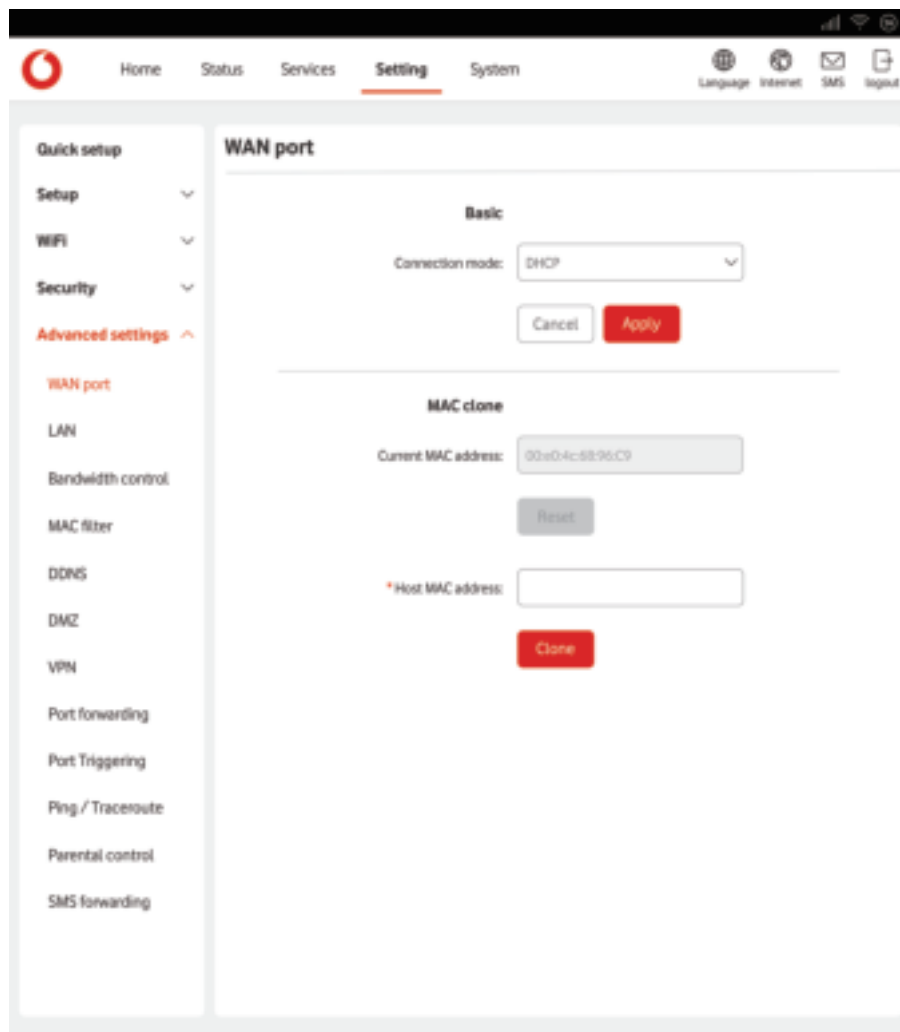
WPS (Wi-Fi Protected Setup) allows you to connect WPS compatible clients to the your device via push-button or PIN modes. WPS is enabled by default, but can be disabled on this page. See section 3.4.2 for more information on connecting devices using WPS.

## 7.4 Security (SIM PIN management)

- Enabling SIM PIN:
  - 1) When SIM PIN is disabled, click .
  - 2) Enter a SIM PIN that is 4-8 digits long.
  - 3) Click **Apply**.
- Disabling SIM PIN:
  - 1) When SIM PIN is enabled, click .
  - 2) Enter the current SIM PIN.
  - 3) Click **Apply**.
- Changing SIM PIN:
  - 1) When SIM PIN is enabled, click **Change SIM PIN**.
  - 2) Enter the old SIM PIN and confirm the new SIM PIN.
  - 3) Click **Apply**.

**Note:** When a SIM PIN is entered incorrectly 3 times, a PUK code is required.

### 7.5 Advanced settings



#### 7.5.1 WAN port

##### Basic

Set up the WAN connection mode and parameters here. You can set the connection mode to DHCP, PPPoE or Static IP.

- **DHCP:** Dynamic Host Configuration Protocol (DHCP) is a client /server protocol that automatically provides you with an internet Protocol (IP) host. The IP address and related configuration settings such as subnet mask and default gateway are all automatically assigned. Select DHCP and click **Apply**.
- **PPPoE:** PPPoE stands for Point-to-Point Protocol over Ethernet. This is a network protocol that is mainly used for DSL services where individual users connect to a modem using an Ethernet connection. Enter the username and password provided by your network service provider and click **Apply**.
- **Static IP:** access the internet using a fixed IP address, subnet mask, gateway IP address and Primary DNS server, these should be provided by your network service provider.

##### MAC Clone

Using the MAC Clone function, multiple clients can connect to the device and access the internet.

Your current MAC address is displayed here. Click **Reset** to set a new MAC address. Click **Clone** to copy your host Mac address.

### 7.5.2 LAN

Local area network (LAN) parameters are displayed here. The default Gateway address is 192.168.1.1.

The default Subnet Mask is 255.255.255.0.

DHCP Server will automatically assign IP addresses to devices in the network, it is enabled by default.

### 7.5.3 Bandwidth control

Bandwidth control lets you limit the amount of bandwidth available to connected clients.

You can enable **Bandwidth control** and set the **Downlink bandwidth limit** and **Uplink bandwidth limit** for the specified devices. Set the value to 0 if you don't want to limit the bandwidth for a device.

### 7.5.4 WAN ping

For improved security, your device will not respond to ping commands when this function is disabled.

### 7.5.5 LAN IP filter

By default, any device connected to your device is allowed to access the internet. You can use the IP filter to block specific devices from accessing the internet.

- Disabled: users are allowed to access all the IP addresses.
- Whitelist: users are allowed to access IP addresses in this list only.
- Blacklist: users are not allowed to access IP addresses in this list.

### 7.5.6 MAC filter


By default, any device can connect to your device. You can use the MAC filter to block specific devices from accessing your device by MAC address.

- Disable: all MAC addresses are allowed to access the router.
- Whitelist: only the MAC addresses in this list are allowed to access the router.
- Blacklist: MAC addresses in this list are blocked from accessing the router.

### 7.5.7 DDNS

Dynamic DNS (DDNS) is a method of updating domain names in real time. This service is used to provide a domain name for a device that may change its IP address on the network.

### 7.5.8 DMZ


If external users cannot access certain network services provided by the LAN, you can enable **DMZ** and set a new Host IP address. Click  to enable it. Enter an appropriate Host IP address and then click **Apply**.

**Note:** Clients in the DMZ will be exposed to WAN traffic.

### 7.5.9 UPnP

Universal Plug and Play (UPnP) is a set of networking protocols that allows devices connected to your device to detect each other and establish functional network services for data sharing, communications, and entertainment.

### 7.5.10 Port forwarding

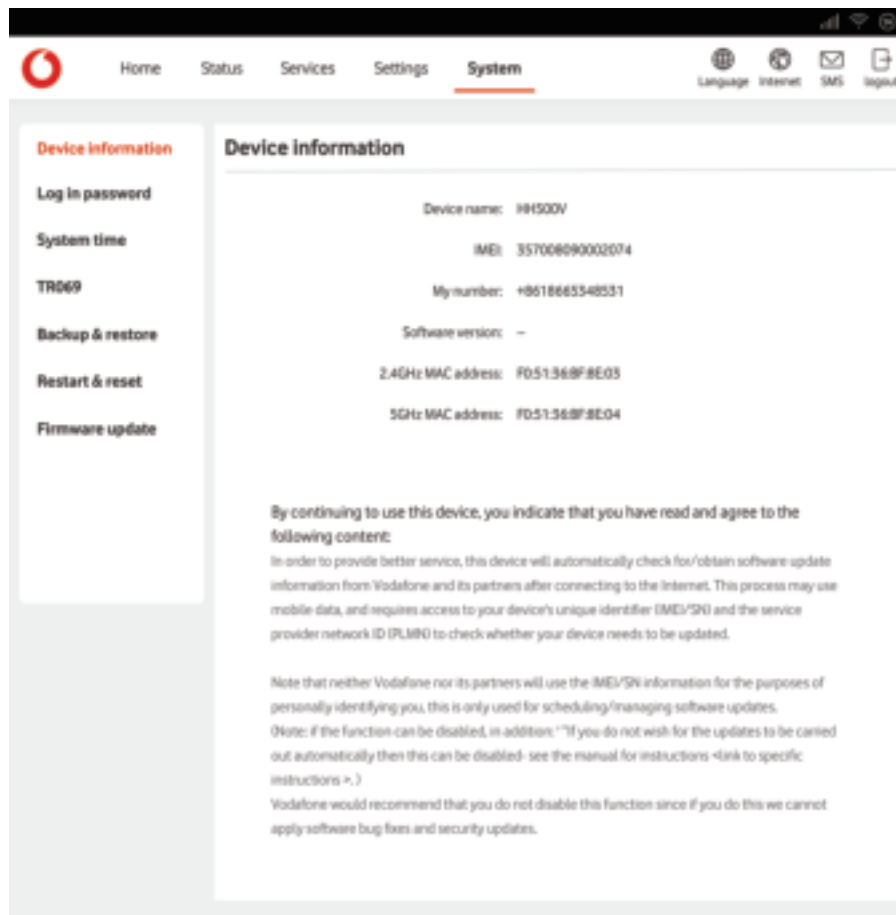
Port forwarding allows external users to connect to services inside the local network (LAN). Click  to create a new Port forwarding rule, and specify the LAN IP address, LAN ports, WAN ports and Protocol types for traffic to be forwarded.

### 7.5.11 Parental control

This function enables the administrator to only allow specific devices to access the internet at particular times and days of the week. Website URLs can also be blocked by adding them to **Website restrictions**.

**Note:** Blocking a URL may not block the associated app. For example, adding `www.facebook.com` may not block the specified device from using the Facebook mobile app.

## 8. System



### 8.1 Device information

You can view information for your device here such as IMEI, software version and MAC address.

### 8.2 Log in password

Click on **Show** to display the password and click on **Hide** to hide it. You can enter a new password and click **Apply** to apply. The length of your login password should be 8-32 characters, and must contain letters and numbers, including 0-9, a-z, A-Z, "-+!@\$#^&\*"%/=:;,.

**Note:** You can find your default WiFi password and also Web-UI password printed on label located on the bottom of your device.

### 8.3 System time

You can select the correct time zone here.

Daylight saving time will be set automatically but can be overridden by changing the settings.

### 8.4 Backup & restore

- How to save the configuration:

Click **Backup** to backup current device configuration. On both Windows and macOS, this is saved to your 'Downloads' folder.

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- How to restore the configuration:
  - 1) Click **Browse** to select a file.
  - 2) Click **Restore**.

### 8.5 Restart and reset

Click **Restart** to reboot the device and click **Reset** to restore Factory default settings.

You also can use the reset button on your device.

### 8.6 Firmware update

Click **Check for update**. Your device will check if there is an update available. If one is found, you may click **Download**. Once the file has downloaded successfully you will be able to click **Update**.

**Note:** Do not power off your device during the update process as this may damage it.

### 8.7 System log

Click **System log**, your device will show a list of important events that have occurred since your device was last powered on or restarted. The events include successful/failed login, login password change, device restarted, reset to default, configuration restored and firmware updated.

## 9. Warranty

Your device is warranted against any defect or malfunctioning which may occur in conditions of normal use during the warranty period of twenty-four (24) months<sup>(1)</sup> from the date of purchase as shown on your original invoice.

Accessories sold with your device are also warranted against any defect which may occur during the first twelve (12) months<sup>(1)</sup> from the date of purchase as shown on your original invoice.

In case of any defect of your device which prevents you from normal use thereof, you must immediately inform your vendor and present your device with your proof of purchase.

If the defect is confirmed, your device or part thereof will be either replaced or repaired, as appropriate. Repaired device and accessories are entitled to a one (1) month warranty for the same defect. Repair or replacement may be carried out using reconditioned components offering equivalent functionality.

This warranty covers the cost of parts and labor but excludes any other costs.

This warranty shall not apply to defects to your device and/or accessory due to (without any limitation):

- Non-compliance with the instructions for use or installation, or with technical and safety standards applicable in the geographical area where your device is used;
- Connection to any equipment not recommended in the TCL user manual;
- Modification or repair performed by individuals not authorised by TCL Communication Ltd. or its affiliates or your vendor;

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(1) The warranty period may vary depending on your country.



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- Modification, adjustment or alteration of software or hardware performed by individuals not authorised by TCL Communication Ltd.;
- Inclement weather, lightning, fire, humidity, infiltration of liquids or foods, chemical products, download of files, crash, high voltage, corrosion, oxidation.

Your device will not be repaired in case labels or serial numbers (IMEI) have been removed or altered.

There are no express warranties, whether written, oral or implied, other than this printed limited warranty or the mandatory warranty provided by your country or jurisdiction.

In no event shall TCL Communication Ltd. or any of its affiliates be liable for indirect, incidental or consequential damages of any nature whatsoever, including but not limited to commercial or financial loss or damage, loss of data or loss of image to the full extent those damages can be disclaimed by law.

Some countries/states do not allow the exclusion or limitation of indirect, incidental or consequential damages, or limitation of the duration of implied warranties, so the preceding limitations or exclusions may not apply to you.