

# User's Guide



**Bitdefender BOX**  
Smart Home Cybersecurity Hub

# Bitdefender BOX

## *User's Guide*

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# What is Bitdefender BOX?

Bitdefender BOX has been designed to keep safe all your internet connected devices, at home and on the go. Multi-layered cybersecurity is included to keep protected PCs, Macs, iOS, and Android smartphones, tablets and smart home devices such as game consoles, baby monitors, smart TVs and everything that is connected in your household. All connected devices can be managed from the Bitdefender Central app, which can be installed on iOS and Android-based devices.

With Bitdefender BOX you can create your own network to protect and monitor all devices that your house owns.

Both, the incoming and outgoing traffic are filtered to block the access of threats that may harm your network. Phishing websites and fraud attempts are detected and stopped on their way to collect personal data, such as passwords, credit card information, or bank account information.

## **Bitdefender BOX offers:**

- Protection against threats for devices belonging to the home network.
- Protection against phishing attacks, fraud attempts, and data leaks while surfing on the internet.
- Management of the network.
- Password-protected Wi-Fi network and share a protected internet connection to all household devices.
- Replacement of your existing Wi-Fi network using the same network name and password.

# 1. The Basics

Bitdefender BOX comes packed with a set of features fated to keep dangerous online attacks away from your network. To view the complete list of the included features, refer to the section *"Features"* (p. 3).

To know how to handle the BOX unit you have purchased, we have some recommendations for you. For detailed information, refer to the section *"Handling and Safety Tips"* (p. 6).

Installation is a simple two-stage process: connecting the BOX to your router or directly to the internet, and setting up the Bitdefender Central app. It takes about 10 minutes and requires minimum configuration on your internet-enabled devices. For the complete process, refer to the section *"Setting up BOX"* (p. 7).

The Bitdefender Central app enables the configuration of the BOX network, device administration, and reports regarding the network activity. Also, real-time notifications are displayed when security issues or malicious attacks are identified. For detailed information, refer to the section *"Bitdefender Central app Dashboard"* (p. 12).

Bitdefender BOX offers extended protection to all devices connected to your home network. Your Bitdefender BOX subscription has included for free a Bitdefender Total Security subscription whereby you can install local protection on up to 10 different PCs, Macs, iOS and Android smartphones and tablets. For detailed information, refer to the section *"Bitdefender Total Security"* (p. 14).

Beside the description of the security features you have included into your Bitdefender subscription, we have added some information which may be helpful at a time. For more details on the additional information, refer to the section *"Additional information"* (p. 21).

Whenever you need the help of one of our experts, feel free to contact us as described in *"Contact us"* (p. 22).

## 1.1. Overview of Bitdefender BOX

The BOX has three ports on the back of the unit:

1.  Power connector – for connecting the BOX to the AC power adapter.

2.  WAN (Wide Area Network) – for connecting the BOX to your Internet Service Provider’s router or modem.
3.  LAN (Local Area Network) – for connecting other devices or routers.

Next to the connection ports is the **Reset** (  ) little hole, that helps you to reboot the BOX, or launch the **Reset to factory settings** function. To reboot the BOX, insert a needle or a paperclip into the **Reset** (  ) little hole and press for a second, to launch the **Reset to factory settings** function, press for ten seconds.

BOX displays its status through the front mounted LED. The LED may have one of the following states:

- Solid cyan light. BOX is performing its functions properly.
- Spinning white light. BOX is booting up.
- White light. BOX is ready to be configured.
- Red. Your Bitdefender BOX subscription has expired or no internet connection could be found.

BOX needs to be permanently powered on.

### **Supported connection types**

Bitdefender BOX supports the following connection types:

- Dynamic IP (DHCP) - in case you connect to the internet using a dynamic IP or your Internet Service Provider supports DHCP (Dynamic Host Configuration Protocol).
- PPPoE - in case you use a DSL connection and your ISP uses Point-to-Point Protocol over Ethernet.
- Static IP - in case you use a fixed IP address to connect to the internet.

### **Technical Specifications**

- Dual Core ARM® Cortex®-A9 @1.2 GHz
- 1 GB of DDR3 Memory
- 4 GB of internal storage

Wireless

- Concurrent Dual Band wireless 2.4 GHz & 5 GHz with MU-MIMO 3x3 Antenna configuration
- IEEE 802.11a/b/g/n/ac Wave-2 @ AC1900

#### Connectivity

- 2 x 10/100/1000 BaseT Ethernet
- 1 x 1 LAN Port
- 1 x 1 WAN Port

## 1.2. Features

Bitdefender BOX comes packed with a set of features meant to protect all your smart devices, as follows:

**Web scanning** – malicious websites are detected and blocked to secure your network against phishing attacks and online fraud.

**On demand Vulnerability Assessment** – newly connected devices are scanned for security flaws.

**Brute force detection** – hackers are prevented from taking control over your network.

**Anomaly detection** – malicious activities are detected and blocked according to your devices' behavior.

**Sensitive data protection** – information about location data, credit card, and authentication is prevented from being sent over non-encrypted connections. External attempts to gain access are blocked as well.

**Device Management** - all devices connected to the network can be monitored from the Bitdefender Central app.

**Exploit prevention** – attempts to exploit vulnerabilities on your devices and network are identified and blocked.

**Parental Control** – your children's activities on their devices are carefully monitored wherever they are.

**Local Protection** – Windows, macOS, iOS and Android-based devices are safe with our product range included in the Bitdefender Total Security package.

## 1.3. Package Contents

Bitdefender BOX package contains the following accessories:

- The Bitdefender BOX.
- A power adapter for powering on the unit.
- An Ethernet cable for connecting BOX to the existing router.
- A Quick Start guide to get you started with the setup.
- A warranty card.

The BOX appliance has a serial number and MAC address for WAN typed on the back of the unit and on the package.

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### NOTE

If something is missing when opening the package, contact your Bitdefender dealer. Keep the package components intact to help us quickly assess the situation.

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## 1.4. System Requirements

### Setup Requirements

- Broadband Internet Connection (Cable/DSL/UTP)
- Bitdefender Central app

A mobile device with:

- 4G/3G data connection
- iOS 9 or higher
- Android 4.4 or higher

### Hardware Specifications

Hardware:

Powered by: Dual Core Cortex A9 @1.2 GHz with 1 GB of DDR3 memory and 4 GB internal storage

Wireless:

Concurrent Dual band Wireless 2.4GHz & 5GHz with MU-MIMO 3x3 antenna configuration IEEE 802.11a/b/g/n/ac Wave-2 @ AC1900

Connectivity:

- 1 x LAN port
- 10/100/1000BASE-T Ethernet
- 1x WAN port
- 10/100/1000BASE-T Ethernet

## 1.5. Bitdefender account and Subscriptions

A Bitdefender account is required to use the Bitdefender app, to setup Bitdefender BOX and manage your network. The Bitdefender account is tied to the service subscription.

A subscription can be activated during the installation process by using your Bitdefender account. Together with the activation process, its validity starts to count-down.

To find out the remaining number of days left on your Bitdefender subscription:

- Open the Bitdefender Central app, and then tap  **More**.
- Tap **My Account**.
- The expiration date is displayed.

For instructions on how to install the Bitdefender Central app, see *["Installing the Bitdefender Central app \(iOS and Android\)"](#)* (p. 7).

## 2. Handling and Safety Tips

The BOX unit and its accessories must be handled with care. Consider the following recommendations when using BOX:

- Operating temperature: 0° C - 35° C ; 32 ° F - 95° F
- Relative Humidity in operation: 20 % to 80 % relative humidity
- Keep BOX away from fire, heating sources, sources of liquid, or wet locations. In case you spill liquid or food on it, unplug BOX from the power source, wipe it clean, and then plug it back. The software application will resume its normal activity as soon as you reopen it.
- Do not place large or heavy objects on top of BOX to avoid breaking or crushing it. Avoid placing BOX near large pieces of furniture.
- Do not keep the hardware component of BOX upside down or on its side.
- Do not force cables into the BOX ports. Make sure that the cables match the ports and that you place them in the port correctly in relation to the port.
- In case of malfunction, do not attempt to open, disassemble, or repair the hardware component of the BOX by yourself. You are recommended to contact your reseller or the Bitdefender support team using the resources described in the section "*Contact us*" (p. 22).

## 3. Setting up BOX

The BOX network can be managed from one or more devices that have the Bitdefender Central app installed, activated with the same Bitdefender account.

The app guides you through the configuration process of the BOX in your network. Once it is completed you are able to manage the BOX from the Bitdefender app.

Before starting the setup of Bitdefender BOX, make sure you have the following items available:

- A working internet connection
- Your Wi-Fi username and password
- Your router access credentials
- An iOS or Android-based device for the setup

### 3.1. Installing the Bitdefender Central app (iOS and Android)

Before starting with the BOX setup process, the Bitdefender Central app has to be first installed on the device you will be using for management.

The Bitdefender Central app can be installed from the App Store on iPhone/iPad running iOS 9 or higher and from Google Play on smartphones and tablets running Android 4.4 or higher.

The Bitdefender Central app can be installed on multiple devices if needed. As a result, you can have two or more devices running as management devices at the same time, as long as you are signed in using the same Bitdefender account. It is recommended to do this on devices you own.

To install the Bitdefender Central app:

1. **On Android** – search Bitdefender Central on Google Play and install the app.  
**On iOS** - search Bitdefender Central on App Store and install the app.
2. Open the installed app.
3. Tap **Allow** on iOS to stay informed each time Bitdefender has to communicate you something relevant to your BOX network.

4. Tap **Sign in** if you already have a Bitdefender account, and then type your Bitdefender account email address and password in the corresponding fields.  
Tap **Create account** if you do not have a Bitdefender account, and then type the required information in the corresponding fields.

Before proceeding further you have to agree with the Terms of use. Access the Terms of use and read them carefully as they contain the terms and conditions under which you may use Bitdefender. Additionally, you can access and read the Privacy Policy.

## 3.2. Setting up BOX

You can configure Bitdefender BOX:

- with the ISP provided router
- with your personal wireless router
- as a standalone router

Before starting the setup process, make sure that the BOX accessories are at hand.

**To start configuring the BOX in one of the three ways, you have to follow these steps first:**

1. Open the Bitdefender Central app, and then tap **More**.
2. Tap **Set up Bitdefender BOX**.
3. Before going through the configuration steps, you have to agree with the **Subscription Agreement**. Please take some time to read the Subscription Agreement as it contains the terms and conditions under which you may use Bitdefender BOX. Additionally, you can access and read Privacy policy and send us reports containing information about how you use the product. This information is essential for improving the product and can help us provide a better experience in the future.
4. Tap **Continue**.  
The initial setup screen will show how to connect the BOX using the provided power connector. The process will be completed once the light starts spinning.

Connect to the Bitdefender BOX wireless network from the app or by manually going to your device settings page >Wireless & Networks. The password for the BOX network is written on the back of the device.

5. Connect one end of the provided Ethernet cable to the WAN port  of the BOX and the other end to one of the LAN ports on your ISP modem.  
At this stage the initial configuration of the BOX is completed. The subscription is also activated and you can start installing the Bitdefender products available in the package.
6. Follow the on-screen instructions to connect your Bitdefender BOX to the internet, and then tap **Next**.
7. Tap **Setup network security** to start securing your network.  
Depending on the way you choose to configure Bitdefender BOX, you have to follow different configuration steps. Just follow the on-screen instructions. Choose one of the three available options, as follows:

### **I have a Wi-Fi router from my ISP**

- a. At this step your existing wireless network is cloned by Bitdefender BOX. This means that all your connected devices will automatically be connected to the BOX network without the need for reconfiguration.  
If you don't want the BOX to clone your existing wireless network you can select the option to create a new wireless network. Once this option is selected you can manually enter the wireless network name and password.

Keep in mind that by creating a new wireless network you will need to reconnect all your devices to it in order to be protected by the BOX.

- b. Choose your wireless network name from the list, and then type in the password. BOX is configuring itself to be ready to broadcast the same wireless network as the ISP provided.
- c. Disable the wireless of the ISP provided router. To view detailed instructions on how to disable the wireless function, view the list of most common ISP provided routers.
- d. BOX starts to broadcast the secured wireless network.  
We recommend you to reconnect your devices to the network by toggling the wireless network off and back on or by restarting them. The setup is complete and all the connected devices will be protected by the Bitdefender BOX.

You should disable the wireless feature of your ISP provided modem to allow your devices use only the BOX secure network.

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## NOTE

We strongly advise to disable the wireless feature on your existing router to ensure that all of your devices will use the BOX protected network. If your devices will still use the previous network of the router they will not be protected by the Bitdefender BOX.

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### I have a personal Wi-Fi router

- a. Tap **Secure your existing Wi-Fi**.
- b. Disconnect your existing router from the ISP provided modem and connect your existing router to the LAN port of BOX.  
We recommend you to have the login credentials of your router at hand.
- c. Follow the on-screen instructions to connect your router to Bitdefender BOX, and then tap **Next**.
- d. Set your personal Wi-Fi router to Bridge Mode. If you do not know how to set your router in Bridge Mode, tap one of the most commonly models from the list to view instructions.  
Give some minutes to the BOX to finish the configuration process.
- e. Tap **Next**, and then **Done**.

### As a standalone router

- a. Tap **Create a new secured Wi-Fi network**.
- b. Type a name and password to your BOX network and select your region, and then tap **Create new Wi-Fi network**.
- c. Tap **Done**.

## 3.3. Adding devices to the BOX network

Once the configuration process of your BOX network is done, the BOX is starting to identify the nearby devices that are connected to your network. By default, the BOX has two main users profiles, Guest and Household. In addition to the two main users profiles there can be also added Children and Adults profiles.

You can add devices to the protection environment by following these steps:

1. Open the Bitdefender Central app, and then tap  **Users**.
2. Tap **+ Add**.
3. Select one of the three available options: **Import from Contacts**, **Add new user** or **Add new child**.
4. Follow the on-screen instructions to add a new device to your BOX network.

## 4. The BOX Network

### 4.1. Bitdefender Central app Dashboard

Bitdefender Central is the place where you can add devices to your BOX network, receive notifications each time something relevant to your network happens, view the activity of your Bitdefender products, and monitor your children's online activities.

-  **Activity.** Here you can view:
  - The number of devices that are protected.
  - The number of the devices that have issues.
  - The number of the devices that are not protected.
  - The number of threats blocked in the last seven days.
  - Your children's online activities including cyberbullying and predatory behavior.

Bitdefender BOX is using in-the-cloud scanning to detect threats, such as malware, spyware, ransomware, potentially unwanted app (PUA), exploits, botnets, trojans, etc., that may affect the security of your network. To take action to improve the security of an issue device, tap the desired card, and then follow our recommendations.

-  **Notifications.** Here you can view a detailed log on events concerning the activity of Bitdefender on the connected devices. Also, you are informed when a new device is detected within your network. Each time an event occurs, a counter can be noticed on the icon. To view details about a specific notification and tips on how you can improve the security of the issue device, tap the desired notification. To mark the notifications as read or to clear them, tap **Edit** in the upper-right corner of the screen.
-  **Devices.** Here you can view the devices you have added to your network and their security status. Tap the desired device to view details about it. To add more devices, tap **+ Add** in the upper-right corner. To have displayed the network devices by their status, users, or without a profile tap the filtering icon (  on Android,  on iOS).

-  **Users.** Here you can assign devices to your network. On the devices of your children you can install the Bitdefender Parental Control app.
-  **More.** Here you can install the Bitdefender products available in the Total Security Package, scan your network, view information about the installed app, and send us feedback.

## 4.2. Scanning your home network

Bitdefender BOX automatically scans your network for threats, vulnerabilities, and intruders that might be using your Wi-Fi network, but you also can run a manually scan, as follows:

1. Open the Bitdefender Central app, and then tap  **More.**
2. Tap **Network scan**, and then tap **Scan your home network.**  
Wait until the connected devices are detected. To keep your network protected, follow our recommendations displayed at the top of the screen.

## 5. Bitdefender Total Security

The Bitdefender BOX subscription you have purchased has also included for free a Bitdefender Total Security subscription that allows to protect up to 10 different PCs, Macs, iOS and Android-based devices. The management of the protected devices can be done through a Bitdefender account as long as the Bitdefender BOX subscription is valid.

The products included in the Bitdefender Total Security package, are:

- Bitdefender Total Security on Windows-based devices.
- Antivirus for Mac on macOS-based devices.
- Mobile Security on Android-based devices.
- Mobile Security for iOS on iOS-based devices.

Each product has included a set of features aimed to keep your devices protected against different kinds of threats, such as malware, spyware, ransomware, exploits, botnets and trojans. To find out more details about what each product has to offer, visit our official web page <http://www.bitdefender.com>. On each product page you can access the user guides that are constantly updated.

### 5.1. Remote Tasks

Different tasks can be run remotely on devices that are part of the network and have installed one of the Bitdefender products included in the Bitdefender Total Security package. Depending on the platform the products are installed, the following tasks can be run remotely:

- **On Windows:**
  - **Protection.** From this screen you can run remotely a Quick, System and Vulnerability Scan.  
**Quick Scan** uses in-the-cloud scanning to detect threats running on your system. Running a Quick Scan usually takes less than a minute and uses a fraction of the system resources needed by a regular antivirus scan.

The **System Scan** task scans the entire computer for all types of threats endangering its security, such as malware, spyware, adware, rootkits and others.

**Vulnerability Scan** looks for vulnerabilities to make sure that all installed apps along with the operating system are updated and properly functioning.

- **Privacy.** From this screen you can access the Anti-Theft feature. Should one of your devices get lost or be stolen, Anti-theft helps you to remotely locate or lock your device and even wipe all data from it.
- **Tools.** From this screen you can launch OneClick Optimizer. OneClick Optimizer saves you valuable time when you want a quick way to improve your system performance by rapidly scanning, detecting, and cleaning useless files.

- **On macOS:**

**Protection.** From this screen you can run remotely a Quick and Full Scan.

**Quick Scan** uses in-the-cloud scanning to detect threats running in your system. Running a Quick Scan usually takes less than a minute and uses a fraction of the system resources needed by a regular antivirus scan.

The **Full Scan** task scans the entire computer for all types of threats endangering its security, such as malware, spyware, adware, rootkits and others.

- **On iOS:**

**Privacy.** From this screen you can access the Anti-Theft feature.

Should one of your devices get lost or be stolen, Anti-theft helps you to remotely locate or lock your device and even wipe all data from it.

- **On Android:**

- **Protection.** From this screen you can run remotely an in-depth scan.

- **Privacy.** From this screen you can access the Anti-Theft feature.

Should one of your devices get lost or be stolen, Anti-theft helps you to remotely locate or lock your device and even wipe all data from it.

## 5.2. Installing Local Protection

To start protecting devices with the products included in the Bitdefender Total Security package:

1. Open the Bitdefender Central app, and then tap  **Devices**.

2. Tap **+ Add**, and then select **Install protection**.

3. Tap **Share download link** and then use email installed apps to be able to send via email the provided link.

Note that the generated download link is valid for the next 24 hours only. If the link expires, you will have to generate a new one by following the same steps.

On the device you want to install Bitdefender check the email account that you typed in, and then press the corresponding download button.

4. Run the Bitdefender product you have downloaded and follow the installation steps.

The new device on which you have installed the Bitdefender product will appear in the Bitdefender Central dashboard. Repeat the same steps for each device you want to install our products.

The management of the installed products from the Bitdefender Total Security package can be done on Android and iOS from the Bitdefender Central app, and on Windows and macOS from the Bitdefender Central web platform, which can be accessed at <https://central.bitdefender.com>. The login process requires your Bitdefender Central account credentials.

### 5.3. Device Settings

Whether you want to remove a device from your network, assign a device to another user, or you want to edit its type:

1. In the Bitdefender Central app interface, tap  **Devices**.

2. Select the desired device

3. Tap  More, and then select the action you would like to take on the selected device.

## 6. Parental Control

Bitdefender Parental Control allows you to control the access to the internet and to specific apps for each device the app is installed on. Once you have configured Parental Control, you can easily find out what your children are doing on the devices they use, where they have been in the last 24 hours and whether they are victims of online predators and bullies when using popular social media apps and pages. Moreover, to help you know better what your children are doing, the app gives you statistics about their activities and interests.

The features included in Bitdefender Parental Control, are:

- **Applications** - allows you to monitor the apps your children are using.
- **Screen Time** - allows you to block the access to the devices you specified at your child's profile'.
- **Find my child** - allows you to locate the devices your child is using.
- **Social** - allows you to find out if your child has been involved in potential bullying by sending or receiving offensive or malicious messages.

### 6.1. Adding child profile

To start monitoring your children's activities, you need to configure a profile and install the Bitdefender Parental Control app.

To add your child's profile to Parental Control:

1. Open the Bitdefender Central app, and then tap  **Users**.
2. Tap **+ Add**, and then select **Add new child**.
3. In the **Add new child** area, tap the name of your child, and then tap **Next**.
4. Tap **Add a photo** to set a photo for your child's profile, and then tap **Next**.
5. Set the date of birth and gender of your child, and then tap **Save**. Your child's profile has been created.
6. Now it is time to assign a device. In the **CHILDREN** list, select the new created profile, and then tap **Assign device**.

If your child's device is already part of the BOX network, select **Assign available device**.

## 6.2. Linking Parental Control to Bitdefender Central

To monitor your children's online activities on Android and iOS, you must link their devices to your Bitdefender account by logging in to the account from the app.

To link a device to your Bitdefender account:

- On **Android**: Search Bitdefender Parental Control on Google Play Store, and then download and install the app. Grant to have access to all the necessary permissions.
- On **iOS**: Search Bitdefender Parental Control on App Store, and then download and install the app. Grant to have access to all the necessary permissions.
- On **Windows**: The Bitdefender Total Security product you have included in the Bitdefender Total Security subscription has to be downloaded and installed.
- On **macOS**: The Bitdefender Antivirus for Mac product you have included in the Bitdefender Total Security subscription has to be downloaded and installed.

For detailed information on how to install Bitdefender on Windows and macOS-based devices, refer to *"Installing Local Protection" (p. 15)*.

## 6.3. Activity

To keep you informed about what your child is doing online, Bitdefender Parental Control gives you the possibility to view his entire activity.

To view your child's online activity:

1. Open the Bitdefender Central app, and then tap  **Users**.
2. Select the desired card, and then tap **SOCIAL ACTIVITY** to expand the available information.

## 6.4. Applications

The Applications area allows you to block apps from running on Windows, macOS, iOS and Android-based devices. Games, media, and messaging software, as well as other categories of software can be blocked this way.

Here you can also view a list of used apps in the past 30 days. Information about the used apps can only be retrieved from Windows, macOS and Android-based devices.

To configure application control for a specific user account:

1. Select the card with the device on which you want to restrict app access.
2. Enable **Monitor Apps**.
3. Tap the monitored device.  
A list with the installed apps is displayed.
4. Tap the app you want to block, and the tap **Blocked**.
5. Tap **Save** to save the settings.

## 6.5. Screen Time

In the Screen Time area you can set time restrictions for different times of the day, such as bed time, homework or private lessons.

To start configuring time restrictions:

1. From the Activity window, select the card with the device on which you want to add time restrictions.
2. Tap **Screen Time**.
3. Tap **+ Add**.
4. Give a name to the restriction you want to set, for example, bed time, homework, tennis lessons, etc.
5. Set the time frame and days when the restrictions should be applied, and then click **Save** to save the settings.

## 6.6. Find my child

In the Child Location area you can view on Google Maps (on Android) and on Maps (on iOS) the device's current location.

The accuracy of the location depends on how is able to determine it:

- If the GPS is enabled on the device, its location can be pinpointed to within a couple of meters as long it is in the range of GPS satellites (i.e. not inside a building).

- If the device is indoors, its location can be determined to within tens of meters if Wi-Fi is enabled and there are wireless networks available in its range.
- Otherwise, the location will be determined using only information from the mobile network, which can offer an accuracy no better than several hundred meters.

## **6.7. Social**

In the Social Activity area you have access to your child's activity from the last 30 days on WhatsApp, Facebook Messenger and Instagram. To guide you to possible online traps your child may fall into, cyberbullying and predator behavior attempts are detected and displayed in this area. This is possible due to the artificial intelligence technologies we are using to detect photos containing nudity, mean text messages, disclosure of personal information and many other similar hazards.

## 7. Additional information

### 7.1. Updating Bitdefender BOX (Firmware update)

Bitdefender BOX is set up to update in background whenever a new firmware update is available. If you would like to receive notifications each time a firmware update is available:

1. Open the Bitdefender Central app, and then tap  **More**.
2. Disable **Automatic Updates**.

### 7.2. Restore to factory settings

Either you want to setup your Bitdefender BOX in a different way than you already did, to login to the Bitdefender Central app with another Bitdefender account, or you are changing your residence, you can restore your Bitdefender BOX to factory settings.

By restoring the BOX to factory settings you will have to start over with the configuration process. However, the devices you have added to your network will still be available in your Bitdefender Central interface, but will stay unprotected until you configure again Bitdefender BOX.

To restore Bitdefender BOX to factory settings simply insert a needle or a paperclip into the **Reset** () little hole placed on the back of your BOX and press for ten seconds.

### 7.3. Disabling the internet connection

Once a device is added to your BOX network, you can decide whether it should or not stay connected to the internet. The connectivity can be cut as long as you want.

To disable the internet connection on a device:

1. Open the Bitdefender Central app, and then tap  **Users**.
2. Select the desired card, and then tap  **Pause** next to the profile name.

## 8. Contact us

Whether you are looking for information about Bitdefender BOX that couldn't be found in this Guide, you need to report a situation, or simply wish to contact us with feedback, visit our dedicated Support web page <https://www.bitdefender.com/box/support/>. Here you can find answers to most frequently asked questions, or you can use our **Feedback** form which you can fill in whenever you need and our support team will answer your questions and assist you in a timely manner.

If you need to talk with one of our technicians, you can give us a call at (+1)800 804 4602, or drop us an email at [boxsupport@bitdefender.com](mailto:boxsupport@bitdefender.com).

For more information about the Bitdefender products, access our official web page: <https://www.bitdefender.com>.

If you have any suggestions regarding the content of this User's Guide, send us your feedback at [documentation@bitdefender.com](mailto:documentation@bitdefender.com).

# 9. Regulatory Compliance Information

## 9.1. FCC conformity

This device complies with Part 15 of the FCC Rules. Operation is subject to the following 2 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.

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

In order to comply with the RF exposure limits established in the ANSI C95.1 standards, this product should be installed and operated with minimum distance [20cm] between the BOX product and your body. Use only with supplied internal antenna. Unauthorized antenna, modification, or attachments could damage the transmitter and may violate FCC regulations.

**Warning:** Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. It is essential that only the supplied power supply and power cord be used. Use only shielded cables to connect I/O devices to this equipment.

This device is restricted to indoor use when operating in the 5.15 to 5.25 GHz frequency band.

## 9.2. Canadian compliance

This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus set out in the Radio Interference Regulations of the Canadian Department of Communications. This Class B digital apparatus complies with Canadian ICES-003. Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

This device complies with Industry Canada's license-exempt RSSs. Operation is subject to the following two conditions:

1. This device may not cause interference; and
2. This device must accept any interference, including interference that may cause undesired operation of the device.

Cet appareil est conforme aux RSS d'exemption de licence d'Industrie Canada. L'opération est soumise aux deux conditions suivantes:

1. Cet appareil ne doit pas causer d'interférence; et
2. Cet appareil doit accepter toute interférence, y compris les interférences, qui pourrait causer un fonctionnement indésirable de l'appareil.

**Warning:** Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. It is essential that only the supplied power supply and power cord be used. Use only shielded cables to connect I/O devices to this equipment.

This device is restricted to indoor use when operating in the 5.15 to 5.25 GHz frequency band.

**Avertissement:** Les modifications ou modifications de cette unité non expressément approuvées par la partie responsable de la conformité peuvent annuler le droit de l'utilisateur à utiliser l'équipement. Il est essentiel de n'utiliser que l'alimentation électrique et le cordon d'alimentation fournis. Utilisez uniquement des câbles blindés pour connecter les périphériques d'E / S à cet équipement.

Cet appareil est limité à une utilisation en intérieur lorsqu'il fonctionne dans la bande de fréquences de 5,15 à 5,25 GHz.

### **9.3. European compliance**

This product complies with the requirements of European Directive 2014/53/EU.



### **9.4. EU declaration of conformity**

#### **English**

Bitdefender SRL hereby declares that BOX product is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU.

#### **Français**

Bitdefender SRL déclare par la présente que le produit BOX est conforme aux exigences essentielles et aux autres dispositions pertinentes de la directive 2014/53/EU.

#### **Deutsch**

Bitdefender SRL ist ein Produkt der Marke BOX, das den Anforderungen der Richtlinie 2014/53/EU entspricht.

#### **Română**

Bitdefender SRL declară că acest aparat BOX este în conformitate cu cerințele esențiale și cu celelalte prevederi relevante ale Directivei 2014/53/EU.

#### **Español**

Bitdefender SRL declara por la presente que el producto BOX está conforme a las exigencias esenciales y otras disposiciones pertinentes de la directiva 2014/53/EU.

#### **Italiano**

Bitdefender SRL si occupa della progettazione di BOX conforme ai requisiti essenziali e ai dispositivi pertinenti della direttiva 2014/53/EU.

## 9.5. Disposal and Recycling



This symbol indicates that your product must be disposed of properly according to local laws and regulations. When your product reaches its end of life, contact your local authorities to learn about recycling options.

### European Union – Disposal Information



This symbol means that used electrical and electronic equipment (WEEE) should not be mixed with general household waste. For proper treatment, recovery and recycling, please take this product to designated collection points where it will be accepted free of charge. Disposing of this product correctly will help save valuable resources and prevent any potential negative effects on human health and the environment, which could otherwise arise from inappropriate waste handling. Please contact your local authority for further details of your nearest designated collection point. Penalties may be applicable for incorrect disposal of this waste, in accordance with your national legislation.

### Union européenne - Informations sur l'élimination



Ce symbole signifie que les équipements électriques et électroniques usagés (DEEE) ne doivent pas être mélangés avec les ordures ménagères. Pour un traitement, une récupération et un recyclage adéquats, veuillez apporter ce produit aux points de collecte désignés où il sera accepté gratuitement. La mise au rebut correcte de ce produit aidera à économiser des ressources précieuses et à prévenir tout effet négatif potentiel sur la santé humaine et l'environnement qui pourrait résulter d'une manipulation inappropriée des déchets. Veuillez contacter votre autorité locale pour plus de détails sur le point de collecte désigné le plus proche. Des pénalités peuvent être applicables pour l'élimination incorrecte de ces déchets, conformément à votre législation nationale.

## Europäische Union - Informationen zur Entsorgung



Dieses Symbol bedeutet, dass gebrauchte Elektro- und Elektronikgeräte (WEEE) nicht mit dem normalen Hausmüll vermischt werden dürfen. Für eine ordnungsgemäße Behandlung, Verwertung und Recycling nehmen Sie dieses Produkt an die dafür vorgesehenen Sammelstellen, wo es kostenlos angenommen wird. Die korrekte Entsorgung dieses Produkts trägt dazu bei, wertvolle Ressourcen zu sparen und mögliche negative Auswirkungen auf die menschliche Gesundheit und die Umwelt zu vermeiden, die sonst durch unsachgemäße Entsorgung entstehen könnten. Bitte kontaktieren Sie Ihre örtliche Behörde, um weitere Informationen zu Ihrer nächstgelegenen Sammelstelle zu erhalten. Für eine fehlerhafte Entsorgung dieses Abfalls können gemäß Ihrer nationalen Gesetzgebung Sanktionen verhängt werden.

## Uniunea Europeană - Informații privind eliminarea



Acest simbol înseamnă că echipamentele electrice și electronice (DEEE) utilizate nu trebuie amestecate cu deșeurile menajere. Pentru tratarea, recuperarea și reciclarea corespunzătoare, vă rugăm să predați acest produs în punctele de colectare desemnate unde acesta va fi acceptat gratuit. Eliminarea corectă a acestui produs va contribui la economisirea resurselor valoroase și la prevenirea eventualelor efecte negative asupra sănătății umane și asupra mediului, care ar putea rezulta din manipularea inadecvată a deșeurilor. Contactați autoritatea locală pentru mai multe detalii despre cel mai apropiat punct de colectare desemnat. Se pot aplica sancțiuni pentru eliminarea incorectă a acestor deșeuri, în conformitate cu legislația națională.

## Unión Europea - Información de eliminación



Este símbolo significa que los equipos eléctricos y electrónicos usados (RAEE) no deben mezclarse con los residuos domésticos generales. Para un tratamiento, recuperación y reciclaje adecuados, lleve este producto a los puntos de recogida

designados donde será aceptado de forma gratuita. La eliminación correcta de este producto ayudará a ahorrar recursos valiosos y evitará posibles efectos negativos en la salud humana y el medio ambiente, que podrían surgir de la manipulación inadecuada de los residuos. Póngase en contacto con su autoridad local para obtener más información sobre el punto de recogida designado más cercano. Las sanciones pueden ser aplicables por la eliminación incorrecta de este residuo, de acuerdo con su legislación nacional.

### **Unione Europea - Informazioni sullo smaltimento**



Questo simbolo significa che le apparecchiature elettriche ed elettroniche usate (WEEE) non devono essere mescolate con i rifiuti domestici generici. Per un corretto trattamento, recupero e riciclaggio, si consiglia di prendere questo prodotto in punti di raccolta designati in cui sarà accettato gratuitamente. Lo smaltimento di questo prodotto in modo corretto contribuirà a salvare risorse preziose e impedire eventuali effetti negativi sulla salute umana e sull'ambiente, che altrimenti potrebbero derivare da una manipolazione inappropriata dei rifiuti. Per ulteriori informazioni sul punto di raccolta specificato più vicino, rivolgersi all'amministrazione locale. Le sanzioni possono essere applicabili per un errato smaltimento di questi rifiuti, in conformità alla legislazione nazionale.