

HPY·J

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HP-N327W USER MANUAL

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INTRODUCTION

Introducing the HPYJ Unlimited Range Radio — an innovative communication solution powered by global cellular networks to keep you connected. Our 4G POC LTE Walkie Talkie provide instant, worldwide communication with simple push-button operation straight out of the box.

HPYJ radios redefine long-range communication for those who can't afford to lose touch.

PACKAGE CONTENT

HP-N327W × 1

USB-C Cable × 1

Adapter × 1

Belt Clip × 1

Lanyard × 1

Sim Card × 1

User Manual × 1

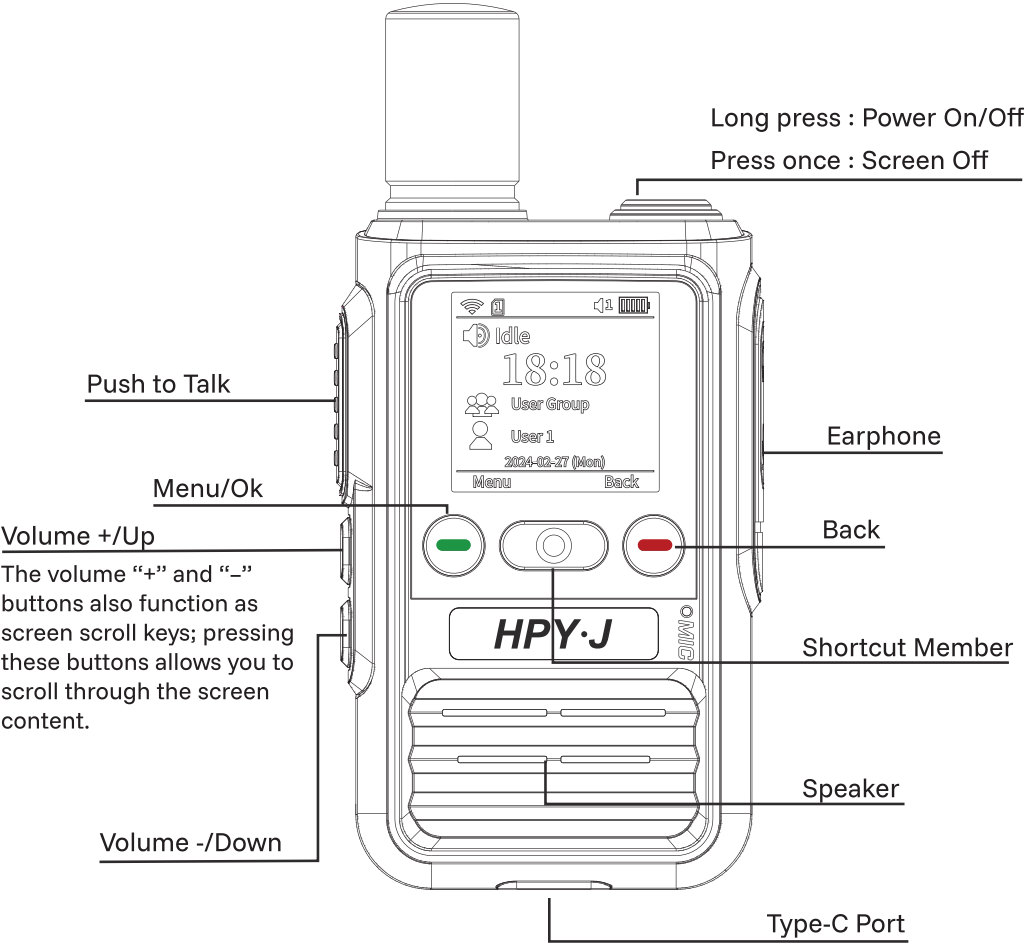
BUTTONS & INDICATORS

Familiarize with the key functions and controls of your HP-N327W radio before first use.

Top LED Display Light:

The top LED will help you to show the current radio status.

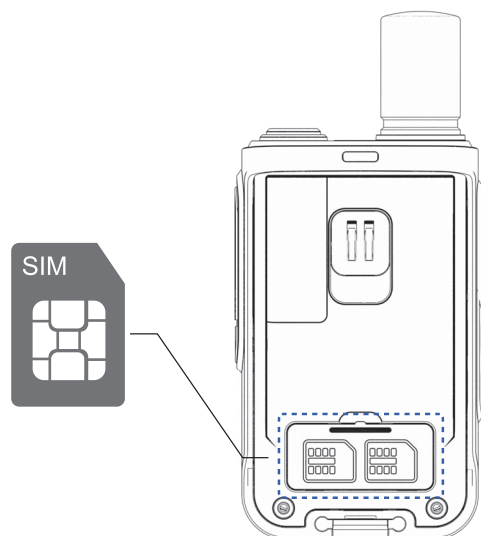
Status	LED Indication
Transmitting	Constant Red
Receiving	Constant Green



GETTING READY TO USE

STEP 1: Your SIM Card Is Pre-Installed

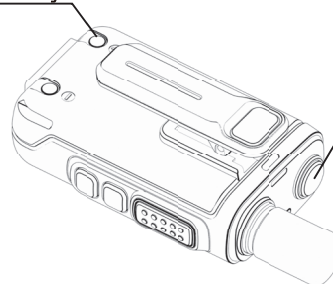
- For easy setup, we have pre-installed sim cards for you.
- Take off the battery and you will see the SIM card has been pre installed into the slot on the back of the radio.
- If you need to take the sim card off by any chance, please follow the arrow and push to unlock the cover instead of forcefully pulling it out.



STEP 2: Install Battery & Power On

1. Install the battery and turn on the radio
2. Wait for 30-60s for the device to connect to the Poclunk server.

1.Install the battery

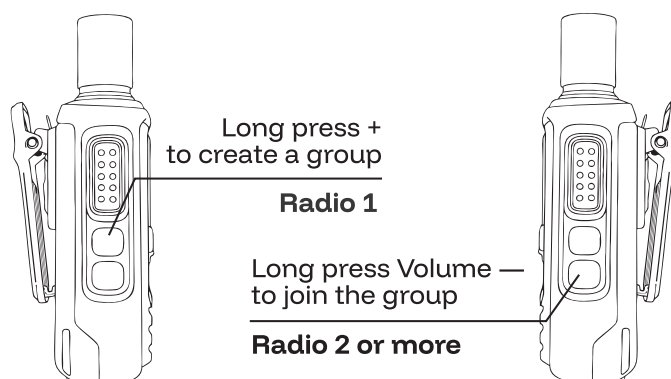


2.Long press :
Power On

STEP 3: Create Group Via Bluetooth

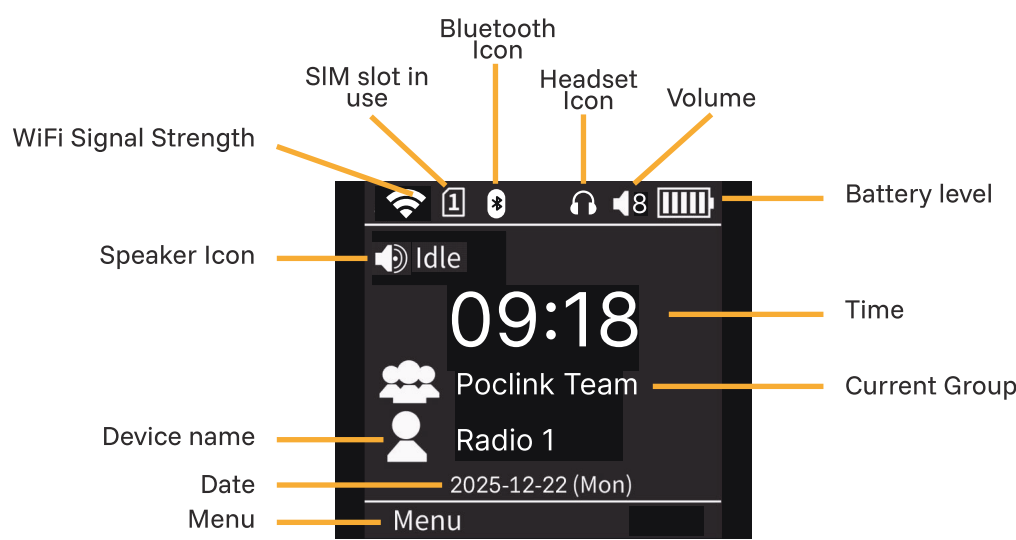
Recommended for quick pairing

1. On Radio 1, long press the Volume + button to create a group.
2. On radio 2 or more, press and hold the Volume - button to join the group created.



SCREEN DISPLAY INFO

The radio screen displays status information:



WiFi Signal Strength

Displays WiFi network signal strength

SIM Slot

Displays current slot in use

Volume

Displays the current volume level of the radio

Headset Icon

When displayed this means radio audio is going through the earpiece

Bluetooth Icon

When displayed, this means the radio's Bluetooth is turned on

Battery Icon

Shows current battery levels, more detailed battery information can be found in the radio's settings menu

Speaker Icon

Idle means listening to the channel, calling shows current member speaking

Time And Date

Shows current date and time

Group Icon

Shows current group channel

Device Name

Shows your current device's name

Menu

Enter the menu to view groups, members, Bluetooth, and settings

TIPS & TUTORIALS

GROUP SETTINGS

Group List:

- View the list of groups your device has joined.

Share Group:

- Share via 6-digit code (valid for 24 hours; a new code will be generated after expiration)
- Share via Bluetooth (for nearby pairing)

Create Group:

- Create a new group from the menu
- Once created, you can share it via 6 digit code or Bluetooth

Join Group:

- Join a group by entering a 6-digit code
- Use Bluetooth to find and join nearby shared groups

Transfer Group:

- Transfer the group creator role to another group member. (This action can only be performed by the group creator)

Disband Group:

- Permanently delete a group
- Only group creators (admins) can disband a group

Leave Group:

- Leave the current group
- Only members (non-creators) can leave a group

Remove Members:

- Only the group creators (admins) can remove group members.

GROUP SETUP SCENARIOS (BLUETOOTH / REMOTE) :

Send your location to the current group via the radio.

Scenario 1:

Quick Bluetooth Grouping (Devices Nearby)

- When your devices are nearby and you need to form a group quickly, you can create, share, or join a group via Bluetooth.

Scenario 2:

Remote Group Sharing (Device Gifted / Teaming Up Remotely)

- If you want to give the device to a friend far away, or team up with partners in different locations, simply provide them with the 6-digit group code.
- The other party can enter the group code in the app or directly on the radio to join.

(To join a group on the radio: Press and hold the volume +/- keys to input the digits one by one. After each correct digit, press OK or the middle white circle button to confirm. Once all 6 digits are entered, press OK again to join the group remotely.)

BLUETOOTH HEADSET PAIRING

Connect:

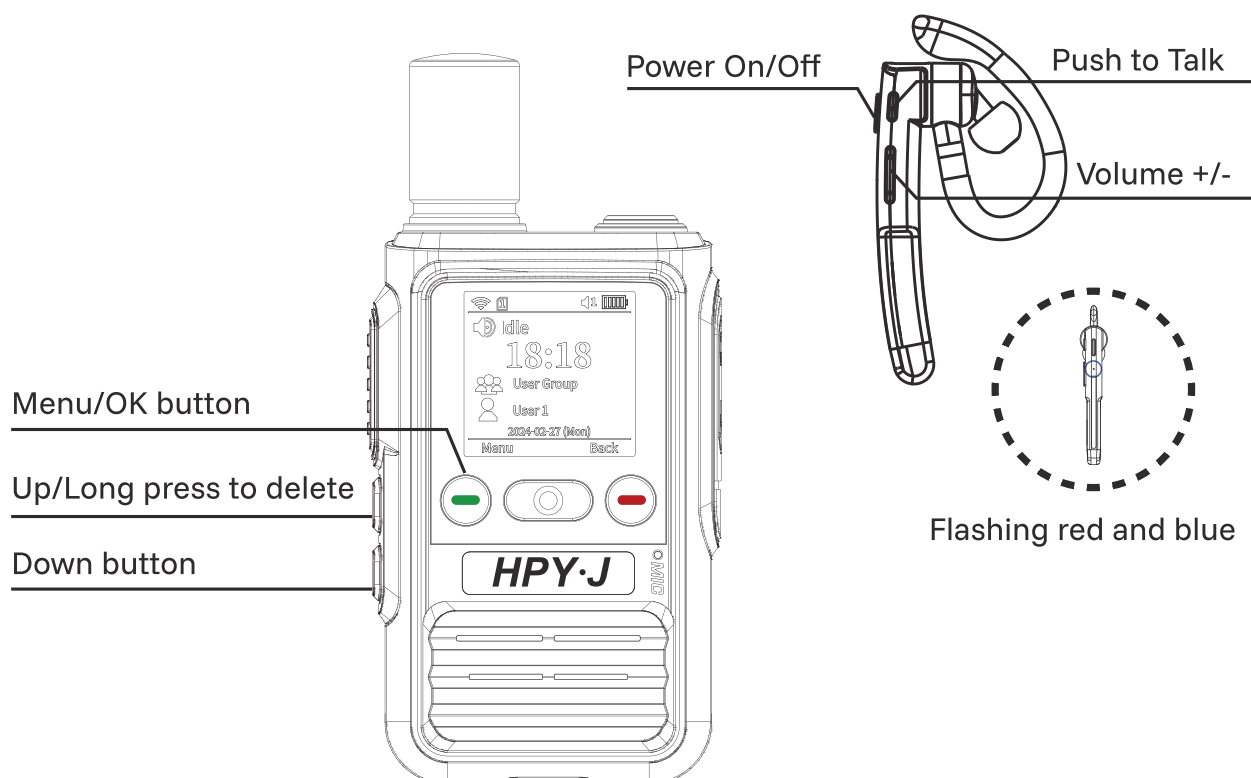
1. Press **Menu**, navigate to **Bluetooth**, and turn it on.
2. Connect to a WiFi for the first time:
3. Turn on your headset (flashing red/blue indicates pairing mode)
4. Select "BT35" from the scan results and press OK to connect.
5. Check "Connections " to confirm the pairing.

To Disconnect:

In the connection menu, press the OK to "**disconnect**"

To Delete Pairing:

In the connection menu, long press Up to delete (tips: after the first pairing, the device will auto-connect when Bluetooth is on)



WIFI CONNECTION

How To Connect To WiFi

First-time connection: (Supported WiFi frequency band: 2.4 GHz)

1. Go to the WiFi page → Tap "WLAN" → Turn on the switch (tap ON).
2. Tap "Scanning WLAN" to search for WiFi. After selecting the target WiFi you want to connect to, tap "Password" to enter the password.

A: Password input method:

- Use the round button to switch between uppercase/lowercase letters, numbers, and special characters;
- Use the volume buttons to scroll between characters, then press "OK" to confirm the selected character;

B: After entering the password, press the left-side PTT button and a pop up message will ask if you are sure to save the password. Press "save" to confirm it. Finally, in the menu, select "connect" and "OK" to complete the connection.

Connect to the saved WIFI :

All previously connected WiFi networks can be found in the "Saved WLAN" section. Go to the "Saved WLAN" interface, find the saved WiFi, and tap "connect" directly to connect.

How To Add A New WiFi (When It Can't Be Detected)

In the "WIFI" interface, tap "ADD", enter the name (SSID) of the WiFi you want to connect to, then input the password, and follow the steps to complete the connection.

How To Delete A Saved WiFi

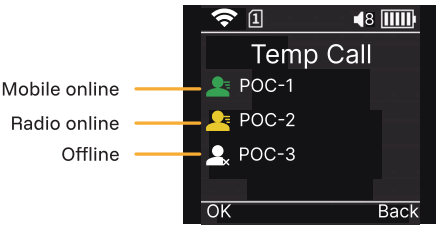
Go to "Saved WLAN", select the target WiFi and tap "delete" to remove it.

MEMBERS & PRIVATE CALL

Member List

View current group members:

- Green icon: Mobile Online
- Yellow icon: Radio online
- Gray icon: Offline



Private Call

1. Tap Private Call
2. Select an online member
3. Hold the **PTT button** to initiate a private call
4. The recipient's screen will show "**Private Call**" — press **OK** to answer
5. To exit the temporary group, simply tap **Back** on the main screen.

SETTINGS MENU

Display - Customize screen behavior and brightness:

Auto Sleep: Set the duration of inactivity before the screen turns off. Options include 5, 10, 20, 30, or 60 seconds, as well as "Never". When set to "Never", the screen will Always remain on.

Brightness: Adjust screen brightness across five levels. Level 1 is the dimmest; level 5 is the brightest.

Time Zone: Set the displayed time based on your time zone. Time is shown in 24-hour format.

Volume - Customize radio sound feedback:

PTT Tone: After enabling this function, press and releasethe PTT key will emit a "beep" prompt sound, which will improve the call experience. When this function is turned off, pressing the PTT key will result in no prompt sound.

Key Tones: When enabled, a sound is played each time a button is pressed.

TTS Clew Tone: When enabled, the radio reads menu names aloud using text-to-speech (TTS).

Offset	Time Zone	Abbreviatio \& Name
UTC-10	HST	Hawaii Standard Time
UTC-9	AKST	Alaska Standard Time
UTC-8	PST	Pacific Standard Time
UTC-7	MST	Mountain Standard Time
UTC-6	CST	Central Standard Time
UTC-5	EST	Eastern Standard Time

Call Popup

Displays the caller's name during an incoming call.

Power Modes - Choose from three modes:

Efficiency, Power Save, or Ultra Save.

In areas with weak signal or poor call quality, switching to Power Save or Efficiency mode can help improve performance, but may increase power consumption.



Signal Value

Displays the current radio signal strength. If you're experiencing connection issues, this menu can help assess signal quality. Acceptable RSSI (signal strength) ranges from -48 dB to -120 dB.

SIM Card

Set the priority SIM card slot. For optimal performance, it is recommended to keep this setting on Automatic.

Battery

Displays the current battery status as a numeric value, along with the elapsed time since the device was powered on.

System Info

Displays device information, including ICCID, SIM card number, and software version.

GPS

Displays the number of satellites detected and the device's coordinates. This feature is disabled by default and can be enabled in the app.

Update

Keeps your device up to date.

When a software update is available, ensure the radio is fully charged before proceeding. After turning on the radio, wait approximately one minute, then press the Menu button. Scroll down to Settings, select Update, and confirm the update.

The device will automatically begin updating. Please make sure it stays powered on throughout the process, and do not remove or use the battery during the update.

Last Message

Replay the last received voice message.

IMEI Code

Displays the device's IMEI number and a scannable QR code.

Online Users

View the number of users currently online.

Reset

Restore the radio to factory default settings.

APN - Select the preferred APN type:

Station APN, Auto APN, or Manual APN.

Note: Do Not Change This Setting Unless Instructed By Authorized Support Personnel.

TROUBLESHOOTING

Issue	Possible Cause & Solution
Device Not Working	• Check Group Settings: Ensure all devices that need to communicate are in the same group. Verify that the group name or group code matches on each device. • SIM Card Coverage: Confirm that your SIM card supports the country or region where you are using the device. • First-time Network Connection: The first connection may take longer. If the signal is weak, try moving to a different location or region, switch to Auto APN, or change the SIM card slot. Subsequent connections will be faster.
Third-Party Accessories	• Compatibility: To ensure full functionality, use official accessories. Third-party accessories may not be fully compatible and could cause some functions to fail.
Battery and Charging	• Short Battery Life: Battery performance degradation: Replace the battery. • Charging Issues: Use the original charger. • Battery Fault: If the battery cannot be charged or shows abnormal performance, replace the battery. • Charger Fault: If the charger cannot charge the device properly, replace the charger.
Poclink App Issues	• Bound Device Missing: Ensure you log in using the same method as before. Devices bound with email login will not sync if you later log in with Google. • Cannot Log In: Ensure you are not using a proxy or VPN. • GPS Issues: Use the device outdoors in an open area for best GPS performance.
Noise Issues	• Noise or Interference: Update the device firmware or try changing your location.

SPECIFICATIONS

Battery	3000mAh
4G Bands	B2/4/5/7/12/13/17/38/41/66
Wifi	802.11b/g/n20:2412-2462 MHz
Bluetooth	BT/BLE:2402-2480MHz
GPS	1575.42MHz
Charging Method	Type-C charging
Screen Size	1.44 inches
Headset Port	K cable
Product Material	ABS
Operating Temperature	-20°+60°C
Size	115mm (L) × 55mm (W) × 30mm (H)
Weight	136g
Accessories	SIM Card, Battery, Lanyard, USB-C Charger, Cable, Belt Clip

CHARGING INSTRUCTIONS

1. Connect a Type-C cable to the device An indicator light is located at the bottom left of the charging port.
2. **Red Light:** Charging
3. **Green Light:** Fully charged
4. **Low Battery:** Voice prompt notification

SAFETY PRECAUTIONS

Please follow these safety guidelines to ensure safe usage and prolong the lifespan of the device:

Use Original or Certified Accessories:

Use adapters and cables approved by the device manufacturer. Ensure that the voltage meets the required standards.

Avoid Disassembly or Modification:

Use adapters and cables approved by the device manufacturer. Ensure that the voltage meets the required standards.

Protect from Moisture and Liquids:

Avoid contact with water or other liquids. Do not use or charge the device in humid environments (such as bathrooms). Do not charge the device if they are wet to prevent short circuits.

Keep Away from Heat and Fire Sources:

Do not place the device near stoves, ovens, microwaves, heaters, or any heat sources. Do not expose it to high temperatures (such as in dryers, saunas, or hot water).

Avoid Strong Impacts:

Do not apply heavy pressure or subject the device to strong impacts to avoid internal damage.

Keep Away from Magnetic Fields and Conductive Materials:

Do not place the device near magnetic stripe cards, microwaves, or other strong electromagnetic sources.

Ensure Ventilation and Signal Strength:

If the device overheats, stop using it. Use the device in well-ventilated areas with strong signal reception.

Proper Power Disconnection and Storage:

Disconnect all cables when the device is not in use. Store it in a cool, dry place away from children and pets.

Disposal and Recycling

Do not dispose of the device in household trash. When the device reaches the end of its service life, take it to a designated recycling facility. **You can visit the CTIA website to learn more about how to recycle your mobile device:**

www.ctia.org/news/how-to-recycle-your-mobile-device

(CTIA - Cellular Telecommunications and Internet Association)

Proper Disposal:

Follow local environmental regulations for proper disposal of the device at the end of its life cycle.

Avoid Strong Impacts:

Do not apply heavy pressure or subject the device to strong impacts to avoid internal damage.

Maintenance and Care:

To maintain device performance and extend its lifespan, please follow these maintenance recommendations:

- Avoid exposing the device to extreme temperatures, direct sunlight, or humid environments. When storing, keep it away from heat and enclosed damp containers.
- Keep the device and accessories dry. Clean the device regularly using a soft, dry cloth.
- Avoid frequent drops or heavy impacts to prevent damage.
- If the device shows any abnormalities, please contact customer service immediately.

FCC STATEMENT

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

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.

SAR tests are conducted using standard operating positions accepted by FCC with the device transmitting at its highest certified power level in all tested frequency bands, although the SAR is determined at the highest certified power level, the actual SAR level of the device while operating can be well below the maximum value. Before a new model is available for sale to the public, it must be tested and certified to the FCC that it does not exceed the exposure limit established by the FCC.

Tests for each product are performed in positions and locations as required by the FCC. For body worn operation, this device has been tested and meets the FCC RF exposure guidelines when used with and accessory designated for this product or when used with and accessory that contains no metal. To maintain compliance with FCC RF exposure guidelines hold the transmitter and antenna at least (25 mm) from your face and speak in a normal voice, with the antenna pointed up and away from the face.

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.

SUPPORT

Thank you for purchasing a HPYJ product. For more information, please visit <https://hpyjglobal.com>

If you need assistance, you can contact us by

Email: business@hpyjglobal.com

WARRANTY

For non-artificial quality issues from the date of purchase, present your warranty card and purchase proof to enjoy a 1-year warranty service. Part of the cost will be charged for damages not covered by the warranty card or caused by human factors. Consumables and gifts are not covered by the warranty. The warranty does not cover faults due to unauthorized disassembly, improper use, maintenance, or storage as per the user manual, or damage caused by human factors, natural disasters, or force majeure.

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Changes

The functions of the product and its associated peripherals or accessories described in this document are based on the hardware, software, and local network conditions at the time of writing. Actual conditions may vary due to local network service providers, carriers, or differences in the product itself.

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