

5.7 Camera Functions: Working with PC/Notebook

- Go to <https://app.hubbleconnected.com/#login>
- Enter your User Name and Password and then click Login if you have already created an account.
- Click on the Camera list paired in your account via Android™ device or iPhone®/iPad®, and the Camera view will appear on screen. You can easily stay connected with your favorite people, places and pets with live video streaming.
- On the website, you can change the Settings by following the Menu instructions.

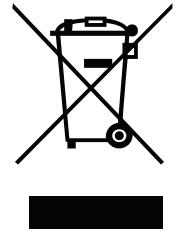
5.8 Procedure for Resetting the Camera

Note: If your Camera is moved from one router (e.g. home) to another (e.g. office) or you have Camera setup issues, then the Camera must be reset. Please reset the Camera with the following procedures:

1. Slide the ON/OFF switch to OFF.
2. Press and hold the PAIR button then slide the ON/OFF switch to ON.
3. Release the PAIR button when you hear a confirmation beep and wait for Camera to complete internal reset procedure, the LED indicator will be red and flashes slowly when Camera is reset successfully.
4. You can add your Camera again by following the steps in section 5.3.4 for Android devices or in section 5.4.4 for iOS devices.

6. *Disposal of The Device (environment)*

At the end of the product lifecycle, you should not dispose of this product with normal household waste. Take this product to a collection point for the recycling of electrical and electronic equipment. The symbol on the product, user's guide and/or box indicates this.



Some of the product materials can be reused if you take them to a recycling point. By reusing some parts or raw materials from used products you make an important contribution to the protection of the environment.

Please contact your local authorities in case you need more information on the collection points in your area.

Dispose of the battery pack in an environmentally-friendly manner according to your local regulations.

7. Cleaning

Clean the Baby Monitor with a slightly damp cloth or with an anti-static cloth. Never use cleaning agents or abrasive solvents.



Cleaning and care

- Do not clean any part of the product with thinners or other solvents and chemicals -- this may cause permanent damage to the product which is not covered by the warranty.
- Keep the Baby Monitor away from hot, humid areas or strong sunlight, and don't let it get wet.
- Every effort has been made to ensure high standards of reliability for your Baby Monitor. However, if something does go wrong, please do not try to repair it yourself -- contact Customer Service for assistance.

8. Help

Display

No display

- Try recharging or replacing the battery pack.
- Reset the units. Disconnect the battery pack of the Parent Unit and unplug both the units' electrical power, then plug them back in.
- Is the unit turned on?
Press and hold the ON/OFF button  on the Parent Unit to turn it ON.
- Is the correct camera selected?
Change the camera number, if necessary.
- Is the video display turned on?
Press the VIDEO ON/OFF button  to turn it on.
- When operating using batteries only, the Display will go blank after 5 minutes or 30 minutes or 60 minutes to save power (depending on video settings). The unit is still active and will give you audio alerts. You can reactivate the screen by pressing any button.

Registration

If the Baby Unit has lost its link with the Parent Unit

- Try recharging or replacing the battery pack.
- If the Baby Unit is too far away it may be going out of range, so move the Baby Unit closer to the Parent Unit.
- Reset the units by disconnecting them from the battery and electrical power. Wait about 15 seconds before reconnecting. Allow up to one minute for the Baby Unit and the Parent Unit to synchronize.
- See 2.3 Registration (Pairing), if there is a need to re-register the units.

Interference

Noise interference on your Parent Unit

- Your Baby and Parent Units may be too close. Move them farther apart.
- Make sure there is at least 3 to 6ft (1 to 2m) between the 2 units to avoid audio feedback.
- If the Baby Unit is too far away it may be out of range, so move the Baby Unit closer to the Parent Unit.
- Make sure the Baby and Parent Units are not near other electrical equipment, such as a television, computer or cordless/mobile telephone.
- Use of other 2.4 GHz products, such as wireless networks (Wi-Fi[®] routers), Bluetooth[®] systems, or microwave ovens, may cause interference with this product, so keep the Baby Monitor away at least 5ft (1.5m) from these types of products, or turn them off if they appear to be causing interference.
- If the signal is weak, try moving the Parent and/or Baby Unit to different positions in the rooms.

Noise interference on your device

To avoid background noise or echoes, ensure that there is enough distance between your device and the Wi-Fi[®] Camera Unit.

Use of other 2.4 GHz products, such as Bluetooth[®] systems or microwave ovens, may cause interference with this product. Keep the Wi-Fi[®] Camera Unit at least 3ft away from these types of products, or turn them off if they appear to be causing interference.

Lost connection

Check your Wi-Fi[®] settings. If necessary reconnect your Wi-Fi[®]. Ensure the Wi-Fi[®] Camera Unit is switched ON. Wait a few minutes to make the connection with the Wi-Fi[®] system.

If you forgot your password

If you do not remember your password, tap **Forgot password** and submit your e-mail address. A new password will be sent to your e-mail address immediately.

Troubleshooting for Wi-Fi® Internet Viewing

Category	Problem Description / Error	Solution
Account	I am unable to login even after registration.	Please check your user name and password.
Account	I receive an error message saying: "Email ID is not registered".	Please ensure that you have registered with us. Tap Create Account to create an account to be able to use the Wi-Fi® Home Video Baby Monitor Camera.
Account	What do I do if I forgot my password?	Click on the "Forgot Password" link on the https://app.hubbleconnected.com/#lostpassword website OR your Android™ or iOS application. An email will be sent to your registered email address.
Account	I am unable to receive a new password although I have used the "Forgot password" option.	<ol style="list-style-type: none"> 1. The e-mail might have been sent to your Junk Mail Folder. Please check your Junk Mail Folder. 2. There might be a delay in getting your e-mail. Please wait a few minutes and refresh your email account.



Connectivity Issues	I get a message: We are having problems accessing your camera. This could be due to lack of internet connection. Please wait and try again later.	<ol style="list-style-type: none">1. Please try again in a few minutes. This could be because of any issue with your internet connection.2. If the problem remains, please restart your Camera to check if this fixes the problem.3. Please restart your Wireless Router.
Viewing Camera	When I am in "remote mode", the video stops after 5 minutes. How do I view for longer?	<p>When you are accessing your Camera via a network different from your home network (over the internet) your video times out after 5 minutes.</p> <p>You can click on the Camera again from the Android™/iOS application to start streaming again.</p> <p>If you are accessing from your web-browser, then you can press on the Reload button to start viewing your Camera video stream again.</p>
Features	The sound alert setting threshold is not right.	You can adjust the Sound Sensitivity to trigger notifications under the Camera Settings menu.
Setting Up	While I am adding a new Camera to my account, I am not able to find any Cameras to add.	If you are trying to add a Camera which has previously been added into your account or another account, you will first have to reset the Camera. This can be done by pressing and holding the PAIR button at the bottom of the Camera for 5 seconds.



General	What are the supported browsers for accessing from my PC/Mac [®] ?	We recommend using Google Chrome™ 24 or above. However the following browsers are also supported: Internet Explorer [®] 9.0 or above (for PC), Safari [®] 6.0 or above (for Mac) or Firefox [®] 18.0 or above (both PC or Mac).
General	What is the significance of LED flashing?	A flashing LED indicates the following status: <u>Slow flashing:</u> 1. Your Camera is in setup mode. You can add the Camera to your account in this mode. Out of the box, the Camera is in setup mode. To reset to setup mode, press and hold the PAIR button on the bottom of the Camera until you hear a beep. <u>Slow flashing:</u> 2. The Camera is either connecting to the router or lost the link to the router. Please ensure that the Camera is in the Wi-Fi [®] signal range. <u>LED is stable:</u> The Camera is connected to the Wi-Fi [®] network.
Connectivity Issues	I am not able to access my Camera.	Please check if the Camera is within Wi-Fi [®] range. If the LED on your Camera is slow blinking, please try to move the Camera closer to the router for better Wi-Fi [®] range and try again.



Setting Up	During setup on device for Android™ and iOS, I am not able to find my Camera during the last step and the setup fails.	Please reset the Camera to setup mode and try again. Press and hold the PAIR button on the bottom of the Camera until you hear a beep. Wait for a minute for the Camera to restart. When the Camera LED is blinking, this indicates that it is in setup mode. Now restart the setup from your smartphone again.
Connectivity Issues	Even though I am accessing my Camera from the same Wi-Fi® network, I still find my Camera is shown as remote. I can only access it for 5 minutes at a time.	Please check your wireless router settings. For example, for Buffalo brand routers there is an option called Wireless Isolation. Please disable this option.
Camera	When I try to view the Camera, I get a prompt for Camera firmware upgrade. What should I do?	Please upgrade your firmware. This takes around 5 minutes. We push upgrades from time to time to improve the Camera features.
General	Which platforms are supported for accessing my Camera?	Minimum requirement: Windows® 7* *Java browser plug-in needed Mac OS version 10.7 Chrome™ version 24 Internet Explorer® version 9 Safari® version 6 Java™ version 7 Firefox® version 18.0 Adobe® Flash® Player 15.0 Android™ 4.2 iPhone® /iPad® iOS version 7.0



General	I do not hear any sound when I am accessing a remote Camera.	You can tap on the speaker icon in the video stream screen to hear audio. By default the audio is not ON when you are accessing a remote Camera.
General	What is the meaning of "Local Camera" and "Remote Camera"?	When you are accessing your Camera from the same wireless network (Home) in which it is configured, it is a Local Camera. When you are accessing your Camera away from your home it is a Remote Camera. You may be using 3G, 4G or 4G LTE or a Wi-Fi® connection outside of your home.
General	How do I download the App for Android™ and iOS devices?	Android™: <ul style="list-style-type: none">- Open the Google Play Store on your Android™ device- Select Search- Type in "Hubble for Motorola Monitors"- The results will show the Hubble App- Select to install it iOS Device: <ul style="list-style-type: none">- Open the App StoreSM- Select Search- Type in "Hubble for Motorola Monitors"- The results will show the Hubble App- Select to install it



Setting up	When the video is cut off, the application attempts to reconnect and results in lost sound and choppy video.	You will need to turn off the auto lock function of your smart device to ensure continuous video/audio feeding.
Features	How many users can access the Camera at one time?	If you are accessing in Local Mode, two users are supported, after two users all streaming will go through the remote server. This allows for unlimited user access to a single Camera at one time.
Connectivity issues	I found interference caused by my other web cam devices.	Video streaming performance is related to internet bandwidth, especially if you have 2 or more video streaming devices that are working through the same router.

9. General Information

If your product is not working properly....

1. Read this User's Guide or the Quick Start Guide.
2. Contact Customer Service:
US and Canada 1-888-331-3383
Email: support@motorolamonitors.com

To order a replacement battery pack, contact customer service.

Consumer Products and Accessories Limited Warranty ("Warranty")

Thank you for purchasing this Motorola branded product manufactured under license by Binatone Electronics International LTD ("BINATONE").

What Does this Warranty Cover?

Subject to the exclusions contained below, BINATONE warrants that this Motorola branded product ("Product") or certified accessory ("Accessory") sold for use with this product that it manufactured to be free from defects in materials and workmanship under normal consumer usage for the period outlined below. This Warranty is your exclusive warranty and is not transferable.

Who is covered?

This Warranty extends only to the first consumer purchaser, and is not transferable.

What will BINATONE do?

BINATONE or its authorized distributor at its option and within a commercially reasonable time, will at no charge repair or replace any Products or Accessories that does not conform to this Warranty. We may use functionally equivalent reconditioned/ refurbished/ pre-owned or new Products, Accessories or parts.

What Other Limitations Are There?

ANY IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, SHALL BE LIMITED TO THE DURATION OF THIS LIMITED WARRANTY, OTHERWISE THE REPAIR OR REPLACEMENT PROVIDED UNDER THIS EXPRESS LIMITED WARRANTY IS THE EXCLUSIVE REMEDY OF THE CONSUMER, AND IS PROVIDED IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. IN NO EVENT SHALL MOTOROLA OR BINATONE BE LIABLE, WHETHER IN CONTRACT OR TORT (INCLUDING NEGLIGENCE) FOR DAMAGES IN EXCESS OF THE PURCHASE PRICE OF THE PRODUCT OR ACCESSORY, OR FOR ANY INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES OF ANY KIND, OR LOSS OF REVENUE OR PROFITS, LOSS OF BUSINESS, LOSS OF INFORMATION OR OTHER FINANCIAL LOSS ARISING OUT OF OR IN CONNECTION WITH THE ABILITY OR INABILITY TO USE THE PRODUCTS OR ACCESSORIES TO THE FULL EXTENT THESE DAMAGES MAY BE DISCLAIMED BY LAW.

Some jurisdictions do not allow the limitation or exclusion of incidental or consequential damages, or limitation on the length of an implied warranty, so the above limitations or exclusions may not apply to you. This Warranty gives you specific legal rights, and you may also have other rights that vary from one jurisdiction to another.

Products Covered	Length of Coverage
Consumer Products	One (1) year from the date of the products original purchase by the first consumer purchaser of the product.
Consumer Accessories	Ninety (90) days from the date of the accessories original purchase by the first consumer purchaser of the product.
Consumer Products and Accessories that are Repaired or Replaced	The balance of the original warranty or for Ninety (90) days from the date returned to the consumer, whichever is longer.

Exclusions

Normal Wear and Tear. Periodic maintenance, repair and replacement of parts due to normal wear and tear are excluded from coverage.

Batteries. Only batteries whose fully charged capacity falls below 80% of their rated capacity and batteries that leak are covered by this Warranty.

Abuse & Misuse. Defects or damage that result from: (a) improper operation, storage, misuse or abuse, accident or neglect, such as physical damage (cracks, scratches, etc.) to the surface of the product resulting from misuse; (b) contact with liquid, water, rain, extreme humidity or heavy perspiration, sand, dirt or the like, extreme heat, or food; (c) use of the Products or Accessories for commercial purposes or subjecting the Product or Accessory to abnormal usage or conditions; or (d) other acts which are not the fault of MOTOROLA or BINATONE, are excluded from coverage.

Use of Non-Motorola branded Products and Accessories. Defects or damage that result from the use of Non-Motorola branded or certified Products or Accessories or other peripheral equipment are excluded from coverage.

Unauthorized Service or Modification. Defects or damages resulting from service, testing, adjustment, installation, maintenance, alteration, or modification in any way by someone other than MOTOROLA, BINATONE or its authorized service centers, are excluded from coverage.

Altered Products. Products or Accessories with (a) serial numbers or date tags that have been removed, altered or obliterated; (b) broken seals or that show evidence of tampering; (c) mismatched board serial numbers; or (d) nonconforming or non-Motorola branded housings, or parts, are excluded from coverage.

Communication Services. Defects, damages, or the failure of Products or Accessories due to any communication service or signal you may subscribe to or use with the Products or Accessories is excluded from coverage.

How to Obtain Warranty Service or Other Information?

To obtain service or information, please call:

US and Canada 1-888-331-3383

Email: support@motorolamonitors.com

You will receive instructions on how to ship the Products or Accessories at your expense and risk, to a BINATONE authorized Repair Center.

To obtain service, you must include: (a) the Product or Accessory; (b) the original proof of purchase (receipt) which includes the date, place and seller of the Product; (c) if a warranty card was included in your box, a completed warranty card showing the serial number of the Product; (d) a written description of the problem; and, most importantly; (e) your address and telephone number.

These terms and conditions constitute the complete warranty agreement between you and BINATONE regarding the Products or Accessories purchased by you, and supersede any prior agreement or representations, including representations made in any literature publications or promotional materials issued by BINATONE or representations made by any agent, employee or staff of BINATONE, that may have been made in connection with the said purchase.

FCC and IC regulations

FCC Part 15

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 Federal Communications Commission (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.

Changes or modifications to this equipment 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. Privacy of communications may not be ensured when using this device.

To ensure safety of users, the FCC has established criteria for the amount of radio frequency energy that can be safely absorbed by a user or bystander according to the intended usage of the product. This product has been tested and found to comply with the FCC criteria.

This Class B digital apparatus complies with Canadian ICES-003.

CAN ICES-3(B)/NMB-3(B)

WARNING

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

The socket-outlet shall be installed near the equipment and shall be easily accessible.

Industry Canada

This device complies with Industry Canada licence-exempt RSS standard(s): 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.

The term "IC: " before the certification/registration number only signifies that the Industry Canada technical specifications were met. This product meets the applicable Industry Canada technical specifications.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Technical Specifications

Baby Unit

Frequency	2.4 GHz to 2.48 GHz
Image sensor	color CMOS 1M Pixels
Lens	f 2.5mm, F 2.8
IR LED	8 pcs
Power Adapter	Ten Pao International Ltd. S009GU0500150 Input: 100-240V AC, 50/60Hz, 300mA; Output: 5.0V DC, 1500mA

WARNING

Use only with supplied power supply.

Parent Unit

Frequency	2.4 GHz to 2.48 GHz
Display	4.3" diagonal TFT LCD
Display colors	16.7M color LCD
Brightness control	8 steps
Volume control	8 steps
Power Adapter	Ten Pao International Ltd. S009GU0500150 Input: 100-240V AC, 50/60Hz, 300mA; Output: 5.0V DC, 1500mA

WARNING

Use only with provided power supply.

Battery	Motorola BF6X 3.7V, 1880mAh Lithium-Ion Polymer, rechargeable battery pack
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WARNING

Do not use non-rechargeable batteries for the Parent Unit. Risk of explosion if battery is replaced by an incorrect type. Dispose of used batteries according to the instructions.



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