

project nursery®

DUAL CONNECT BABY MONITOR

with Wi-Fi viewing and dedicated parent unit

User Guide

PNMDUAL5

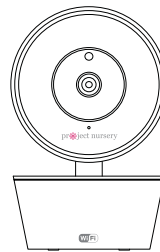
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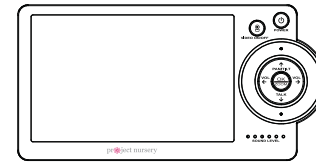
WELCOME!

This WiFi Baby Monitor makes it simple to keep your eyes and ears on your little one from home or from anywhere! This guide takes you through the steps to get started!

Step 1: Unpack



Rechargeable WiFi camera



Parent monitor

Check out our setup videos

On your computer
<http://bit.ly/pnw>
QR code here.

FPO



Before you start...

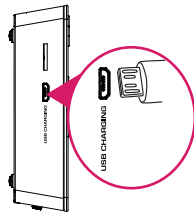
Make sure you read the Important Information sheet included in this package.

The accessories:

- (2) charging cables
- (2) power adapters
- (2) Mounting screws
- (1) 8GB Micro SD card
(pre-installed in the camera)

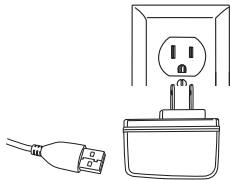
GETTING STARTED

Step 2: Charge the monitor



Find one of the charging cables included in this package.

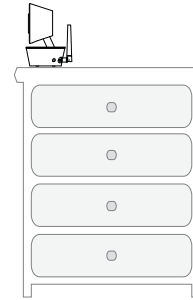
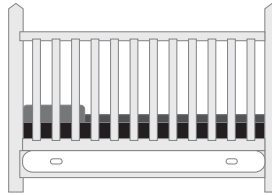
Plug one end of this cable into the **USB CHARGING** jack on the side of the parent monitor.



Plug the other end of the charging cable into one of the included charging adapters. Then plug the adapter into an outlet or surge protector.

Step 3: Position the camera(s)

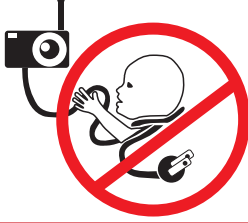
Find a location for the camera that gives you the best view of your baby in his or her crib.



Place the camera on a flat surface, like a dresser or shelf, or mount the camera to a wall using the keyhole slots on its bottom (see the mounting template included in this package).

IMPORTANT: NEVER place the camera or cords of any kind inside the crib. NEVER place the camera or cords within reach of the baby.

⚠ WARNING
Strangulation Hazard: Children have STRANGLED in cords. Keep this cord out of the reach of children (more than 3ft (0.9m) away). Never use extension cords with AC Adapters. Only use the AC Adapters provided.



Step 4: Test your WiFi signal

Your Project Nursery WiFi Camera needs strong enough signal from your WiFi router in order to send its video signal.

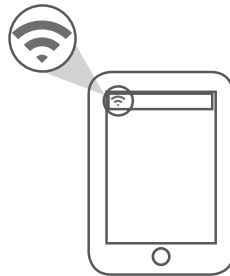
Here's how to test the strength of your WiFi signal in your baby's nursery using your smartphone or other portable wireless device (like a tablet or iPod touch).

First, go to where you want to put the camera.

Make sure your smartphone or other portable wireless device is connected to the WiFi network you want to test.

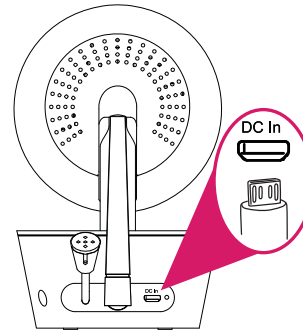
Look at the WiFi icon on your device screen to see the strength of the connection. For example, on iOS devices look in the upper left-hand corner of the screen for the WiFi icon (shown here).

For best results, look for a location with at least 50% strength to use the WiFi camera.

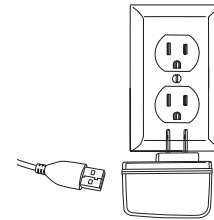


Step 5: Plug in the camera

Plug one end of the included charging cable into the **DC In** jack on the back of the camera.



Plug the other end into the included power adapter. Then plug the adapter into an outlet or surge protector.



The camera turns on automatically when you plug it in (the indicator light on its back panel turns solid red).

Step 6: Download and install the Project Nursery Monitor App on your phone or tablet



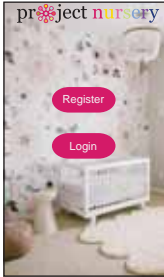
In the Google Play or Apple App Stores, search for "PROJECT NURSERY MONITOR" and look for the icon shown here. Then download and install the App.

Step 7: Launch the Project Nursery Monitor App

Once the Project Nursery Monitor App has installed on your smartphone or tablet, press the icon to launch the App.

IMPORTANT!
You must connect the WiFi camera through the App on your phone or tablet before you can connect it to the parent monitor.

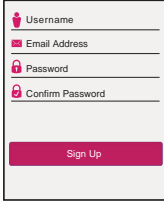
Step 8: Create a Project Nursery user name and password



The first time you launch the Project Nursery App, you'll need to create a user name and password so that you can access your camera securely.

Press the Register button to start, then follow the steps to set up your account.

IMPORTANT: *Make sure you give a valid email address that you have easy access to. The App will use this address if you ever need to recover or reset your password.*

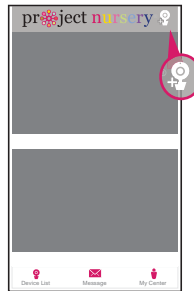



Once you've finished creating your user name and password, the App will ask you to Login with the name and password you created.

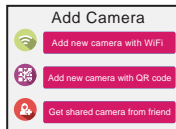
IMPORTANT: *Your user name cannot contain special characters (like "@")—only letters and numbers.*

Step 9: Pair the WiFi camera with the App.

Make sure the Project Nursery App is open on your phone or tablet. Also make sure that your phone or tablet is connected to your WiFi network.

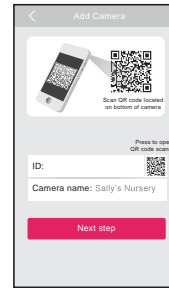


In the App's home screen, press the  icon (Add Camera) in the upper right corner of the screen.



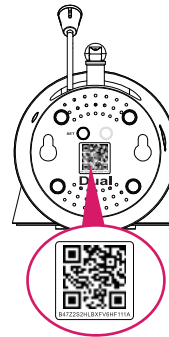
In the next screen, press the **Add new camera with WiFi** button.

The App will prompt you to make sure your camera is on. If you haven't already turned it on, press the POWER button on the right side of the camera (the camera's LED lights up), then press the **Next step** button in the App.

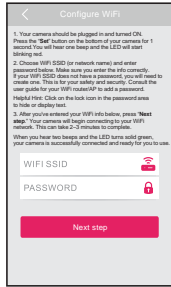


The next screen in the App lets you name the camera you're setting up and prompts you to scan the QR code on the bottom of the camera.

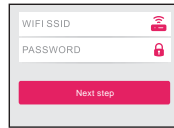
To name the camera you're setting up: Press in the **Camera name** field and enter the name you want to use.



To scan the QR code on the WiFi camera: Find the QR code on the bottom of the WiFi camera. Position your smartphone or tablet so that its camera can scan this QR code. Then press where indicated in the App to scan this QR code.



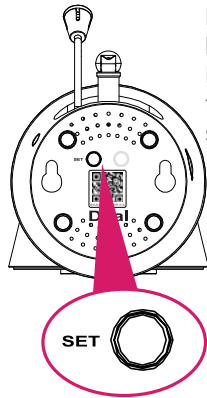
After you've scanned the QR code on the bottom of the WiFi Camera, the App will ask you to press the SET button on the bottom of the camera and enter the name (WIFI SSID) and password of your WiFi network.



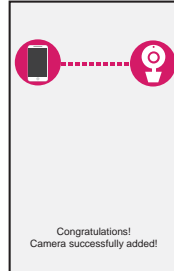
Enter the name (WIFI SSID) and password for your home WiFi network in the App.

IMPORTANT: Double check that you've typed your network name and password correctly—otherwise, the camera won't work with the App!

Once you've finished entering your network name and password, press the **Next step** button on the App screen. The indicator light on the back of the WiFi camera starts flashing—the camera is trying to join your WiFi network.



Find the SET button on the bottom of the WiFi camera. Press it for one second (until the camera gives an audio signal).



Once the WiFi camera has successfully connected to your WiFi network, you'll see the Success screen in the App and the indicator light on the back of the camera will turn green.

Congratulations—you've just set up your first camera!

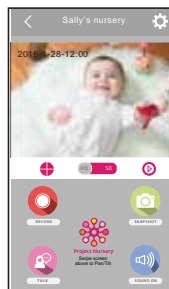
IMPORTANT: If this WiFi setup option doesn't work, try the Add new camera with QR code option in the Add Camera screen.

If the WiFi camera does not connect, follow the instructions in the App to troubleshoot.

Step 10: Choose the camera from the home screen



Press the part of the home screen showing the camera you set up in order to choose this camera.



The Camera View screen is your gateway to total control of your WiFi camera from virtually anywhere.

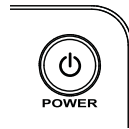
The next chapter gives you a tour of the features available from this screen.

Congratulations! You've just set up the camera for viewing on your smartphone. Now it's time to set it up with the local monitor.

Connection Troubleshooting

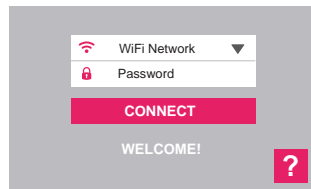
- + Make sure your phone or tablet is connected to the WiFi network you want to use.
- + Make sure the camera is getting a good signal from your WiFi router. See step 3 for more information.
- + Test your WiFi network with other devices to make sure its working.
- + Double check that you've entered the correct password for your WiFi network in the Project Nursery App.
- + Make sure your router is broadcasting its SSID (name). The Project Nursery WiFi camera does not support hidden SSIDs.
- + Make sure that Wi-Fi signal is 2.4GHz. The Project Nursery WiFi camera does not support 5GHz WiFi.
- + Make sure that your WiFi router uses either WPA2-PSK/WPA-PSK or AES as its encryption method.
- + Make sure that there is no MAC filter on router or add MAC address to router whitelist.
- + Reset the camera to set up connection again. Press and hold SET key for 10 seconds. The camera gives a long beep when it is fully reset.

Step 11: Turn on the monitor

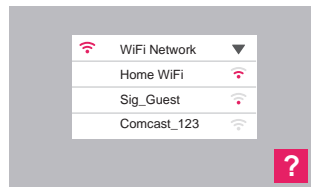


Press and hold the **POWER** button on the parent monitor to turn it on.

Step 12: Connect the monitor to your WiFi network



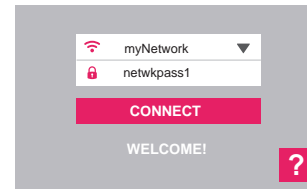
The first time you turn on the parent monitor, you'll be asked to choose your WiFi network and enter its password.



Press **WiFi Network** and choose your network from the list that appears.

IMPORTANT: Make sure you use the same WiFi network you used to set up the camera with the App!

Then press **Password** and use the on-screen keyboard to enter the password for this network.



Once you've chosen your network and entered your password, press the **CONNECT** button to connect to it.

The process of connecting the monitor and camera to your WiFi network might take several minutes to complete.

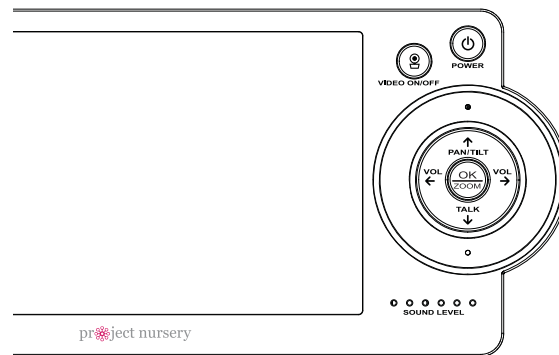


Once the monitor and camera have connected to your WiFi network, you should start seeing video from the camera on your monitor.

TOUR OF THE SYSTEM

Tour of the system

Parent Monitor




Watching baby


You can turn the display on and off without turning the monitor off (this can help extend battery life). You'll still hear your baby, but the display will be asleep until you awaken it.


To turn the display on or off: Press the **VIDEO ON/OFF** button on the parent monitor.


 **POWER** turns the monitor on and off (press and hold for 1 second).

 **VIDEO ON/OFF** turns the screen on and off. Press and hold for 2 seconds to switch cameras.

 **VOL** ← and  **VOL** → turn the volume down/up (you can also do this through the touchscreen). In menu screens, these navigate left/right.

 **OK ZOOM** zooms the camera in and out (you can also do this through the touchscreen). This button also selects items in menu screens.

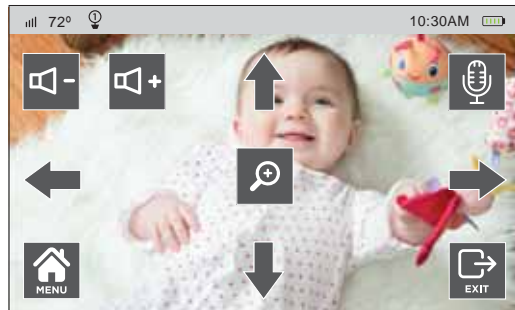
 **PAN/TILT** starts pan/tilt of the camera (you can also do this through the touchscreen). Use the arrows to pan and tilt once you've activated this function. This button also navigates up in menu screens.

 **TALK** ↓ lets you talk through the camera's speaker (you can also do this through the touchscreen). Press and hold while talking (release when you're done). This button also navigates down in menu screens.


SOUND LEVEL indicators show you the level of sound from your baby's room.

USB CHARGING jack (side panel, not shown) plugs into your charging cable to recharge or power the parent monitor.

Parent Monitor Touchscreen



Pan, Tilt, and Zoom

To zoom the active camera: Touch the parent monitor's touchscreen, then press . You can also press the **OK-ZOOM** button.

To pan or tilt the active camera: Touch the parent monitor's touchscreen, then press one of the arrow icons. You can also press the **PAN/TILT** button and use the arrow buttons.

Listening to baby

The **SOUND LEVEL** indicators on the parent monitor show you at a glance the sound level in your baby's room, regardless of how loud the audio is on the parent monitor.

To increase or decrease the volume of the audio monitor: Press the **VOL+** or **VOL-** buttons on the parent monitor.


Almost all of the parent monitor's features are accessible through its touchscreen. Just tap the screen to see icons for each feature.

 and  turn the volume down/up.

    pan and tilt the camera.


 accesses the parent monitor's menu system.

 zooms in on the camera image.

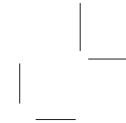
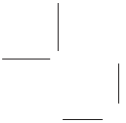
 lets you talk through the camera's speaker. Press and hold while talking.

 clears the icons from the screen.

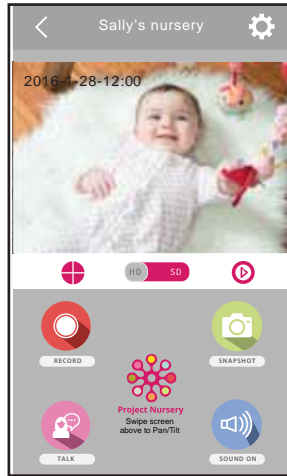
Talking to baby

To talk through the speaker on the active camera: Touch the parent monitor's touchscreen, then press and hold . You can also press and hold the **TALK** button on the parent monitor.


Talk normally to the parent monitor—your voice will come out on the camera's speaker. Release the on-screen microphone icon when you're done talking.




Tour of the system




App Camera View Screen

 **(Settings)** accesses the Settings menu for this camera. Press this icon to adjust the WiFi and other settings for this camera.


Camera view shows you the image from your WiFi camera. Pan and tilt the camera by swiping on the screen left/right or up/down. Zoom the camera by double-tapping the screen.


 **(Multi-Camera View)** lets you see multiple cameras at once on a single screen (if you've set up multiple cameras). Press this icon to access the multi-camera view screen (phone App only).

 **(HD-SD Select)** lets you switch between high- and standard-definition video on the view screen.

 **(Micro-SD Card)** accesses any content stored on the camera's Micro-SD Card (not included). Press this icon to start viewing or downloading motion/sound-activated videos or images from the camera's Micro-SD Card. (This is where you'll see auto recordings.)

 **(Record)** starts/stops recording video. The video file is saved to your smartphone or tablet.

 **(Snapshot)** takes a still photo of the camera video. The snapshot file is saved to your smartphone or tablet.

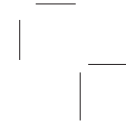
 **(Talk)** lets you speak through this camera's built-in speaker. Press and hold this icon to start speaking.

 **(Sound On/Off)** turns the sound from the camera on and off.

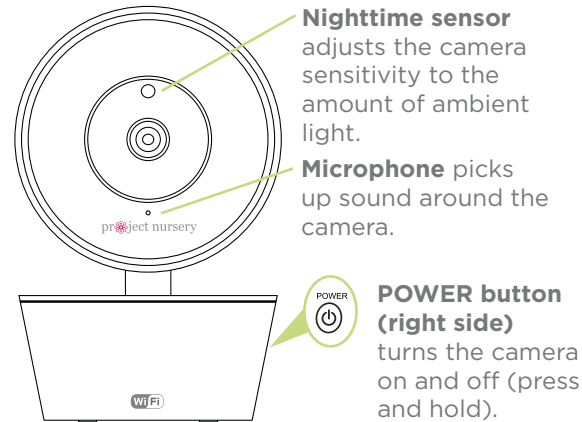
Pan, Tilt, and Zoom

To zoom the active camera: Double-tap the camera view screen.

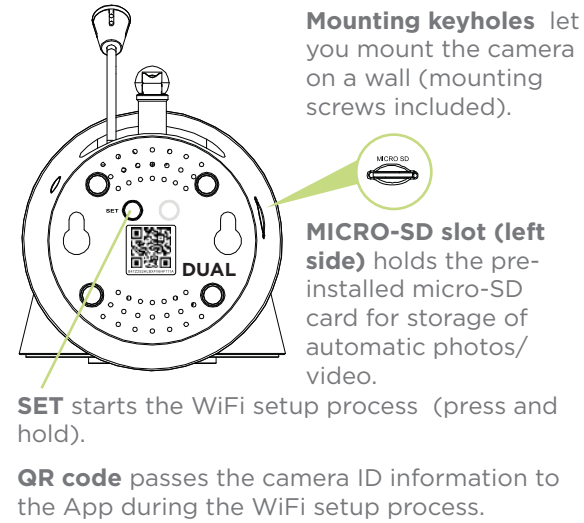
To pan or tilt the active camera: Swipe the camera view screen left/right or up/down.



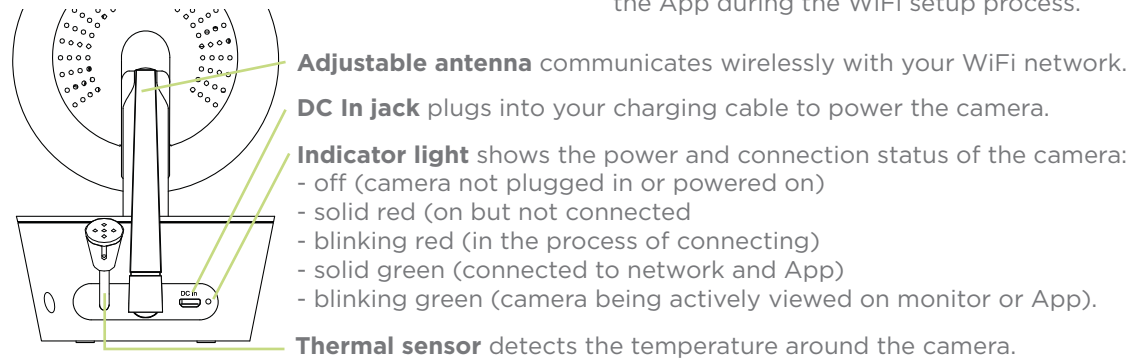
Camera (front)



Camera (bottom)



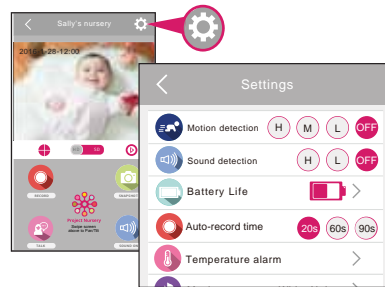
Camera (back)



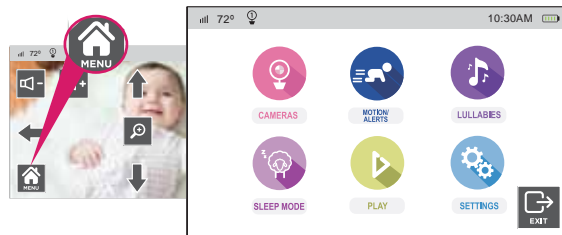
3. EVERYDAY USE

You customize your Dual-Connect Baby Monitor System to best fit your needs and environment, including motion, sound, and temperature alerts that notify you automatically. Access these settings through the App on your phone/tablet or through the menu system on the parent monitor. This chapter takes you through the settings you can customize, one by one.

Everyday use



To access the App menu system: In the Camera View screen, press the  (Settings) icon.



To access the parent monitor menu system:

Touch the screen. Then press the  icon.



Cameras (Parent Monitor only)

The **Cameras** menu on the parent monitor lets you change which camera you're viewing (if you have multiple cameras set up). It also offers several options for scanning through the cameras automatically.

IN THE APP: If you have multiple cameras set up, you can view up to 4 at once on the App using the button in the camera view screen.

ACCESSING CAMERAS ON THE PARENT MONITOR

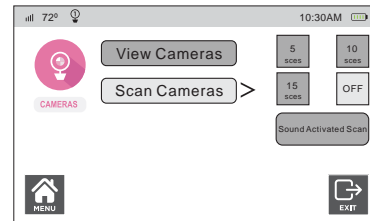
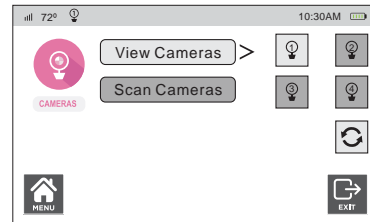
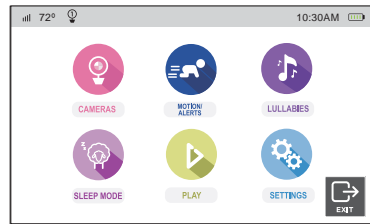
- 1 Touch the parent monitor's screen. Then press the icon.
- 2 Press the **Cameras** icon.

To view a different camera: In the **Cameras** menu, press **View Cameras**. Then press the icon for the camera you want to view. The screen switches to that camera, and the status bar at the top of the screen indicates the camera you're viewing: or .

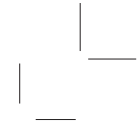
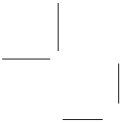
To scan through the cameras automatically: In the **Cameras** menu, press **Scan Cameras**. Select the scan option you want: switch every 5, 10, or 15 seconds, or sound-activated scan. The screen switches to the first camera, and the status bar at the top of the screen shows an indicator for scanning: or . It also shows the camera you're viewing

Note: You must have Sound Activated Video alerts turned on for the Sound Activated Scan to work. See the next page for details.

To stop scanning cameras: select **Scan Cameras** in the **Cameras** menu. Then select **Off**.



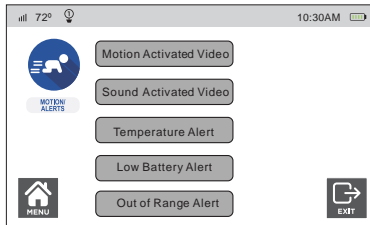
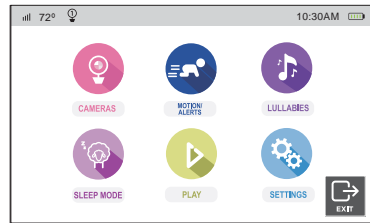
Everyday use



Motion/Alerts

The Dual Connect System lets you set up alerts that are activated by motion, sound, or temperature in your baby's room. It also lets you set up an alert for when the monitor's rechargeable battery needs to be recharged. You can set up these alerts through the parent monitor or through the App.


Everyday use





Note about alert sensitivity:


You might want to test different levels of sensitivity for motion, sound, and temperature alerts, to find the best fit for your environment and preference.

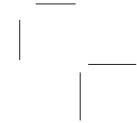
SETTING ALERTS ON THE PARENT MONITOR

- 1 Touch the parent monitor's screen. Then press the  icon.
- 2 Press the **MOTION/ALERTS** icon.
- 3 Select the kind of alert you would like to set.

Motion Activated Video automatically shows video when the active camera detects movement. It has three levels of sensitivity: **Low**, **Medium**, and **High**. Once you've selected the level of sensitivity you want, the status bar at the top of the screen shows an indicator for motion activation: . When the active camera senses motion, this indicator flashes.

Sound Activated Video automatically shows video when the active camera detects sound. It has two levels of sensitivity: **Low** and **High**. Once you've selected the level of sensitivity you want, the status bar at the top of the screen shows an indicator for sound activation: . When the active camera senses sound, this indicator flashes.


Temperature Alert notifies you when your baby's room is too hot or too cold. There are separate alerts for High and Low temperatures. Press the one you want to set, then use the + and - on-screen buttons to set the temperatures you want. Once you've set these up, the status bar at the top of the screen shows an indicator for temperature alerts: .




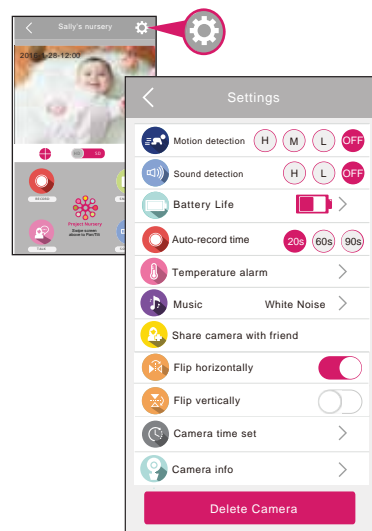
Notes about notifications:

- + Motion, sound, and temperature alerts you set on the parent monitor will send notifications on the App as well (if you have App notifications turned on).
- + The App sends a maximum of 2 notifications every 4 minutes. It prioritizes notifications in the following order: temperature, sound, motion.


If the temperature in your baby's room goes beyond the limit(s) you set, the parent monitor displays an alert and the temperature alert indicator turns red in the status bar.

Low Battery Alert tells you when the monitor needs to be recharged.. Once you've turned this alert on, the status bar at the top of the screen shows an indicator for low-battery alert: .

Out of Range Alert tells you when the monitor is disconnected from or out of range of the camera (for example, if the camera's lost power). Once you've turned this alert on, the status bar at the top of the screen shows an indicator for out-of-range alert: .



SETTING ALERTS ON THE APP

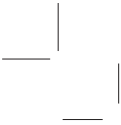
- 1 In the Camera View screen, press the  (Settings) icon.
- 2 In the **Settings** menu, set the sensitivity of the alerts you want to set.

Motion detection sends a notification on your phone when the camera detects movement. It has three levels of sensitivity: **H** (high), **M** (medium), and **L** (low).

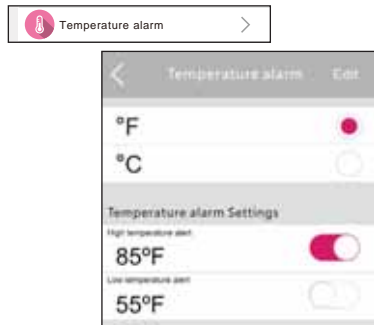
Sound detection sends a notification on your phone when the camera detects sound. It has two levels of sensitivity: **H** (high) and **L** (low).

Battery life sends a push notification when the rechargeable battery in the WiFi camera gets to a certain level. Select **Battery life**, then press the switch next to **Push Notifications for Camera Battery** and choose when you would like to be sent notifications.

Everyday use



Everyday use



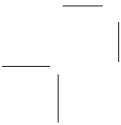
Auto-record time automatically records a certain amount of video when the camera detects a motion or sound alert. Select the amount of **Auto-record time** you want (in seconds) when a motion or sound alert is triggered: **20s**, **60s**, or **90s**. **IMPORTANT:** You must keep the provided micro SD card in its slot on the camera to use this feature.

Temperature Alarm sends a push notification to your phone when your baby's room is too hot or too cold. Select **Temperature alarm**, then press **Edit** at the top of the screen to change the settings.

To change from degrees Fahrenheit to Celsius:
Press the **C**.

To set a high temperature alert: Press the switch next to **High temperature alert**. Then set the temperature you want for the high temperature alert.

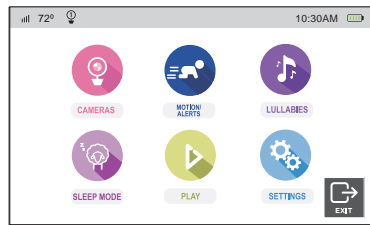
To set a low temperature alert: Press the switch next to **Low temperature alert**. Then set the temperature you want for the high temperature alert.



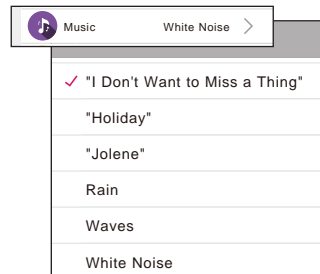


Lullabies

This Project Nursery system comes with 3 lullabies, 2 nature sounds, and white noise ready to play—simply choose the one you want, and the camera you're on will play it back.



NOTE: If there's a lullaby currently playing on a camera, a green arrow icon appears next to it.



CONTROLLING LULLABIES FROM THE PARENT MONITOR

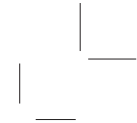
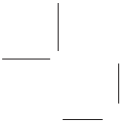
- 1 Make sure the monitor is displaying the camera you want to play the lullaby on. If you want to play on a different camera, press the **MENU** button and select **CAMERAS**. Then select **View Camera** and choose the camera you want.
- 2 Press the **MENU** button to access the main menu.
- 3 Press the **LULLABIES** icon.
- 4 Press the option you want to play. The status bar at the top of the screen shows an indicator for lullabies: 🎵.

CONTROLLING LULLABIES FROM THE APP

To play a lullaby, nature sound, or white noise from the active camera: Press **Music** in the **Setup** menu. Then press the option you want to play.

Note: Make sure you're displaying the camera you want to play the lullaby on. If you want to play on a different camera, go back to the App's home screen and choose that camera.

Everyday use

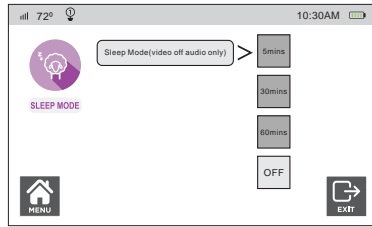


Sleep Mode (Parent Monitor only)

You can set up the parent monitor to turn off the display automatically after a set amount of time.

SETTING SLEEP MODE

- 1 Press **MENU** on the parent monitor.
- 2 Press the **Sleep Mode** icon.
- 3 In the **Sleep Mode** menu, press **Sleep Mode (video off, audio only)** to turn sleep mode on. Then select the delay before the display turns off automatically: **5**, **30**, or **60** minutes. (The audio from your camera will stay on even when the display is off.)

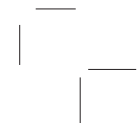


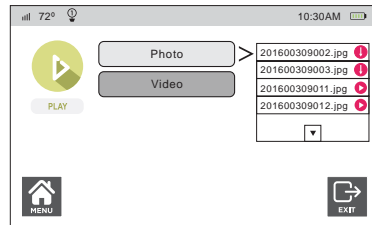
Everyday use



Playing Back Pictures and Videos

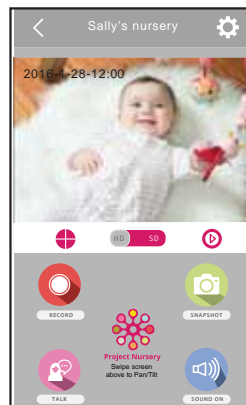
You can access the videos or pictures stored on the camera's SD card from the parent monitor and from the App. **IMPORTANT:** You must keep the provided micro SD card in its slot on the camera to use this feature—this is where motion and sound-activated videos are stored.






ACCESSING PICTURES/VIDEOS FROM THE PARENT MONITOR

- 1 Press **MENU** on the parent monitor.
- 2 Press the **Play** icon.
- 3 Press the button for the kind of media you want to play back: **Photo** or **Video**.
- 4 The screen displays a list of the photos or videos on the camera's SD card. Press the name of the image or video you want to see on the display.
- 5 Use the on-screen controls to stop, play/pause, and exit the screen.



ACCESSING PICTURES/VIDEOS FROM THE APP

- 1 Press  on the camera view screen in the App
- 2 Choose the photo or video you want to start playing.

Everyday use



Settings (Parent Menu only)

The Settings menu lets you customize the monitor to match your preferences. It also gives you technical information about the monitor and support.

ACCESSING THE PARENT MONITOR'S SETTINGS MENU

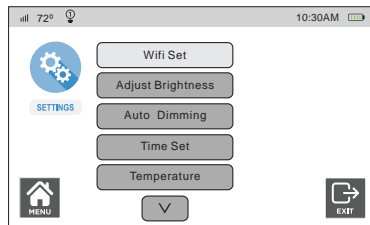
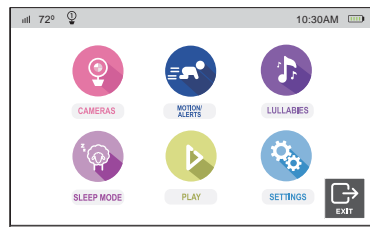
- 1 Press **MENU** on the parent monitor.
- 2 Press the **Settings** icon.
- 3 Press the setting you'd like to adjust. (Press the arrow down at the bottom of the list if you don't see the setting you want.)

Wifi Set lets you enter the network name and password for your monitor and camera. **IMPORTANT:** This must be the same network you used to set up the camera through the App. If you want to change networks, delete the camera in the App and follow the setup instructions from the beginning with the new network.

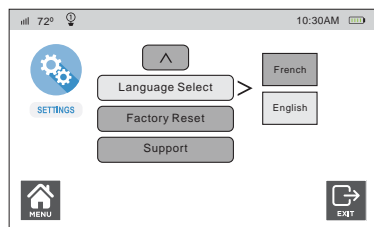
Adjust Brightness lets you adjust the level of brightness on the parent monitor. Press this option, then use the **+** and **-** on-screen buttons to set the level desired.

Auto Dimming lets you adjust the amount of time of inactivity before the parent monitor dims its display brightness to conserve energy. Press this option, then select the amount of time desired: **5**, **10**, or **15** minutes.

Time Set lets you adjust the time displayed on the parent monitor. Press this option, then use the up and down on-screen buttons to set the hours, minutes, and AM/PM.



Everyday use

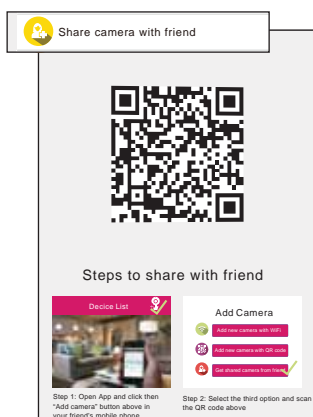


Temperature lets you select how you'd like temperature to be displayed: in degrees **Fahrenheit** or **Celsius**.

Language Select lets you select the language you want for the menu system on the parent monitor.

Factory Reset lets you return the parent monitor to the settings it had when you got it out of the box. If you've tried all of the troubleshooting solutions to solve a problem, and nothing seems to work, you might need to reset the monitor to its factory settings and start setup again. **WARNING: Resetting to factory settings erases all of your custom settings. You will have to set up the monitor from scratch.**

Support gives you information about the firmware version used in your monitor and camera. It also provides customer support information.



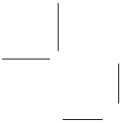
Share camera with friend (App only)

You can share video with friends and family, so that they can see what's happening with baby. These guest accounts have limited access to settings—they can view and talk through cameras and record pictures and videos directly to their phone.

- 1 Make sure the person you want to share with has downloaded the Project Nursery App on their phone/tablet.
- 2 On your phone or tablet, go to the **Settings** menu and press **Share camera with friend**. Have the person you want to share with follow the steps shown.

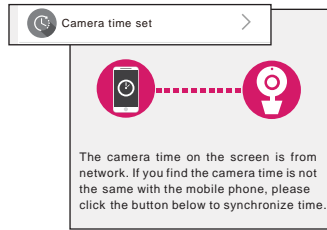
IMPORTANT: *Your friend or family member will need to scan the QR code on the screen. If they are not physically present to do so, either print the screen or do a screenshot and send it to a phone they can scan with their phone.*

Everyday use



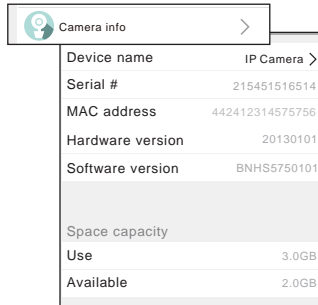
Flip horizontally / vertically (App only)

Flip horizontally and vertically let you reverse the orientation of the Camera View video. Press the switches next to each to toggle these on and off.



Camera time set (App only)

The WiFi camera's internal clock might need to be periodically synchronized with your phone's clock. If you notice the two times don't match, choose Camera time set in the App's Settings menu, and press the Camera time sync button at the bottom of the page. The App will sync the current WiFi camera's clock with your phone or tablet's clock.

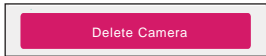


Camera info (App only)

The Device info screen gives you details about the current WiFi camera, including the amount of memory left on the micro-SD card if you have one installed.

The Format SD card button at the bottom of the Camera info screen lets you format a micro-SD card before you use it for the first time.

To format a micro-SD card: Insert the card into the WiFi camera's micro-SD card slot. Then press the Format SD card button at the bottom of the Camera info page.

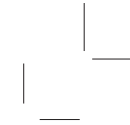
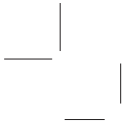


Delete Camera (App only)

If you've tried all of the troubleshooting solutions to solve a problem, and nothing seems to work, you might need to reset the WiFi camera and App to their factory settings and start setup again. **WARNING: Delete camera erases all of your custom settings. You will have to set up the WiFi camera from scratch.**

Everyday use





4. TROUBLESHOOTING / FAQs

Most issues with the Project Nursery baby monitoring system can be solved by following one of the troubleshooting tips below. For additional assistance, please call 1-844-393-7338.

WiFi Issues

I can't connect the WiFi camera to my network.

- + Make sure your phone or tablet is connected to the WiFi network you want to use.
- + Make sure the camera is getting a good signal from your WiFi router. See page xx for more information.
- + Make sure that Wi-Fi signal is 2.4GHz. The Project Nursery WiFi camera does not support 5GHz WiFi.
- + Make sure that your WiFi router uses either WPA2-PSK/WPA-PSK or AES as its encryption method.
- + Make sure that there is no MAC filter on router or add MAC address to router whitelist.
- + Reset the camera to set up connection again. Press and hold SET key for 10 seconds. The camera will give a long beep when it is fully reset.

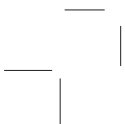
The WiFi camera's indicator light remains red (connection to network failed).

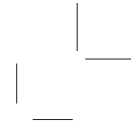
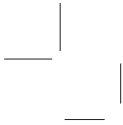
- + Double check that you've entered the correct password for your WiFi network in the Project Nursery App.
- + Test your WiFi network with other devices to make sure its working.
- + Make sure the camera is getting a good signal from your WiFi router. See page xx for more information.
- + Make sure that Wi-Fi signal is 2.4GHz. The Project Nursery WiFi camera does not support 5GHz WiFi.
- + Make sure that your WiFi router uses either WPA2-PSK/WPA-PSK or AES as its encryption method.

Camera Issues

The WiFi camera's indicator light flashes green.

- + The camera is being actively viewed.





I don't see video from the camera on my phone/tablet.

- + Make sure the camera is turned on and that it has enough charge or is plugged in to a working outlet.
- + Make sure the camera is within range of your WiFi router (certain kinds of signal obstacles, like large metal objects, might shorten the range somewhat).
- + Make sure your phone/tablet has an active data or WiFi connection and that the Project Nursery App is open and configured with the camera.

I can't record video or pictures on the camera (for motion or sound alerts).

- + Make sure you have an Micro SD card (included) inserted in the **MICRO SD** card slot on the side of the camera.
- + Make sure auto-record is set to on and a motion or sound alert is set.

App Issues

I can't record video or pictures on my phone/tablet.

- + Make sure your phone/tablet has enough available memory to record video or pictures.

My video feed is frozen.

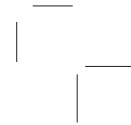
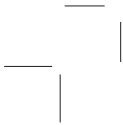
- + Check the time stamp on the video feed screen to make sure the video is frozen. Then return to the camera home screen and reload that camera again.
- + Close the app and re-open.

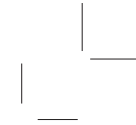
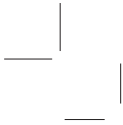
I can't pan/tilt the camera from my phone or tablet.

- + Make sure you're swiping on the video from the camera on your phone or tablet. Pan and tilt the camera by swiping on the screen left/right or up/down. Zoom the camera by double-tapping the screen.
- + Make sure the camera is moving freely. In certain positions, the camera might bump into the stand neck. If the neck is in the way, pan or tilt the camera in the other direction so that you have a free range of movement.

The App is frozen.

- + Force close the App on your phone or tablet. Then re-open it.





I can't hear sounds from baby's room.

- + Make sure the volume on your phone or tablet is turned up.
- + Make sure sound is turned on in the Camera view screen.
- + Make sure the microphone on the camera is not blocked. The microphone is just below the lens.

The lullabies/sounds aren't playing.

- + If you have multiple cameras, make sure you've chosen the one you want the lullabies to play on before you start the lullaby. Go to the Home screen and choose the camera you want. Then go to **Settings**, then **Music** and select an option to play.

The temperature alerts don't work.

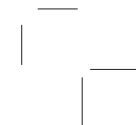
- + Make sure you've set the temperature preference to the system you use, Fahrenheit (standard in the US) or Celsius (standard outside the US). To switch your temperature preference, go to **Settings > Temperature alarm**.
- + Make sure you've set the right kind of temperature alert—for example, if you want to make sure your baby's room does not get below 68 degrees Fahrenheit, set the **Low Temperature Alert** to **68**. If you want to make sure your baby's room doesn't get above a certain temperature, set the **High Temperature Alert** to that temperature.

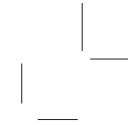
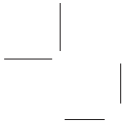
Motion alerts don't work.

- + You might need to adjust the sensitivity of the alerts—for example, if **Motion detection** is set to **Low**, the monitor will not come on as often as when **Motion detection** is set to **Medium** or **High**. To adjust this setting, go to **Settings > Motion detection**.
- + If you have multiple cameras, you might need to set an alert for the camera you're using—motion alerts need to be set separately for each camera.
- + The App gives a maximum of 2 notifications every 4 minutes.

Sound alerts don't work.

- + You might need to adjust the sensitivity of the alerts—for example, if **Sound detection** is set to **Low**, the monitor will not come on as often as when **Sound detection** is set to **High**. To adjust this setting, go to **Settings > Sound detection**.
- + If you have multiple cameras, you might need to set an alert for the camera you're using—sound alerts need to be set separately for each camera.
- + The App gives a maximum of 2 notifications every 4 minutes.





I'd like to stop sharing the camera view with a friend/family member.

+ Go to the Settings menu in the Project Nursery App on your phone/tablet and select Delete camera at the bottom of the menu. This will stop all sharing, but you'll need to set up the camera again on your phone.

I'd like to give someone full access to my camera (including settings).

+ Guess accounts have limited access to settings. If you want to give someone full access, you will need to give them your account log-in info and password (not recommended!).

I can't access the camera from my computer.

+ The Project Nursery WiFi camera works with the Project Nursery App on iOS and Android devices only. It does not support computers or other mobile device operating systems.

I can't open the App on my Android tablet.

+ The Project Nursery App is not compatible with some makes and models of Android tablets. Contact our customer service at 1-844-393-7338 to see if your Android tablet is compatible with the Project Nursery App.

Parent Monitor Issues

I don't see video from the camera on my monitor.

+ Make sure your monitor is turned on (press the Power button). If it is, press the **VIDEO ON/OFF** button (**VIDEO** on the mini monitor) to make sure the monitor's display is awake. Make sure the camera is plugged in to a working outlet and turned on.

I see the  icon on the screen.

+ Make sure the camera you're trying to view is plugged in to a working outlet and turned on.
+ Make sure the monitor is on the same WiFi network as the camera was set up on in the App.

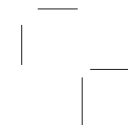
I can't record video or pictures.

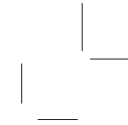
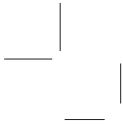
+ Make sure you have an Micro SD card (included) inserted in the **MICRO SD** card slot on the side of the camera.

I can't pan/tilt the camera from my monitor.

+ Make sure you're in pan mode—press and hold **OK/ZOOM** until you see arrows on the monitor display. Then use the arrows or joystick to pan the camera.
+ Make sure you're not zoomed in on the image—press **OK/ZOOM** to zoom out if you are. Then press and hold **OK/ZOOM** to enter pan mode.

Troubleshooting





- + Make sure the camera is moving freely. In certain positions, the camera might bump into stand neck. If the neck is in the way, pan or tilt the camera in the other direction so that you have a free range of movement.

I can't hear sounds from baby's room.

- + Make sure the monitor is turned up. Press the **VOL+** button until you hear sounds from your baby's room.
- + Make sure the microphone on the camera is not blocked. The microphone is just above the lens.

The lullabies aren't playing.

- + If you have multiple cameras, make sure you've chosen the one you want the lullabies to play on before you start the lullaby. Go to **Cameras > Select Camera** and choose the camera you want. Then go to **Lullabies** and select an option to play.

The temperature alerts don't work.

- + Make sure you've set the temperature preference to the system you use, Fahrenheit (standard in the US) or Celsius (standard outside the US). To switch your temperature preference, go to **Settings > Temperature**.
- + Make sure you've set the right kind of temperature alert—for example, if you want to make sure your baby's room does not get below 68 degrees Fahrenheit, set the **Low Temp Temperature Alert** to **68**. If you want to make sure your baby's room doesn't get above a certain temperature, set the **High Temp Temperature Alert** to that temperature.

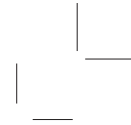
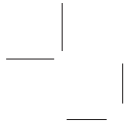
Motion alerts don't work.

- + You might need to adjust the sensitivity of the alerts—for example, if **Motion Activated Video** is set to **ON: Low**, the monitor will not come on as often as when **Motion Activated Video** is set to **ON: Medium** or **ON: High**. To adjust this setting, go to **Motion/Alerts > Motion Activated Video**.
- + If you have multiple cameras, you might need to change the active camera—motion alerts work for the active camera only. Press **VIDEO ON/OFF (VIDEO)** on the mini monitor) to make sure the camera you want to use for motion alerts—the one with the clearest view of your baby, for example—is the one displayed.

Sound alerts don't work.

- + You might need to adjust the sensitivity of the alerts—for example, if **Sound Activated Video** is set to **ON: Low**, the monitor will not come on as often as when **Sound Activated Video** is set to **ON: Medium** or **ON: High**. To adjust this setting, go to **Motion/Alerts > Sound Activated Video**.
- + If you have multiple cameras, you might need to change the active camera—sound alerts work for the active camera only. Press **VIDEO ON/OFF (VIDEO)** on the mini monitor) to make sure the camera you want to use for sound alerts—the one closest to your baby, for example—is the one displayed.





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