chillaxbaby

Developed by 5GEN CARE™

USER'S GUIDE

Smart 2K Quad-HD Wi-Fi® Pan-Tilt-Zoom Baby Camera

MODELS:

BCX500, BCX500-2, BCX500-3, BCX500-4

Welcome...

to your new Chillax Wi-Fi® Baby Camera !

Thank you for purchasing the Wi-Fi® Baby Camera. Now you can see and hear your family, elderly, babies and pets. Our Connected Monitor let you monitor your home from your smartphone. Watch over and communicate with your family from anywhere in the world.

Please keep your original dated sales receipt for your records. For warranty service of your Chillax product, you will need to provide a copy of your dated sales receipt to confirm warranty status. Registration is not required for warranty coverage.
For questions, warranty, support or service related to the product, please contact us by:
Live chat via app
Email: support@chillaxcare.com
Or, visit us at http://chillaxcare.com

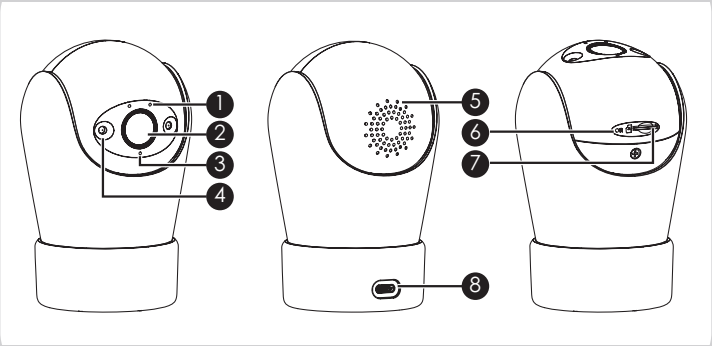
This User's Guide has all the information you need to make the most out of your product. Please read the Safety Instructions on pages 8-9 before you install the unit.

Inside the Box

- 1 x Camera Unit
- 1 x Power Adapter
- 1 x USB Power Cable
- 1 x Wall Mount Bracket
- 1 x User Guide

In multi-camera packs, you will find one or more additional Camera Units with power adapters.

Overview



1. **Power/Link LED indicator**
2. **Camera lens**
3. **Microphone**
4. **InfraRed LED**
5. **Speaker**
6. **RESET (PAIR) button***
7. **Micro-SD card slot***
   Support micro-SD card up to 32GB memory.
8. **USB-C Power socket**

* Tilt the camera head up or down to reach the RESET button and Micro-SD card slot.

Important guidelines for installing your Digital Video Monitor

- Any large metal object, like a refrigerator, a mirror, a filing cabinet, a metallic door or reinforced concrete, between the Camera Unit and Router may block the radio signal.
- The signal strength may also be reduced by other solid structures, like walls, or by radio or electrical equipment, such as TVs, computers, cordless or mobile phones, fluorescent lights or dimmer switches.
- Other 2.4GHz products, such as wireless networks Bluetooth™ systems, microwave ovens or other Home Monitors, may cause interference with this product, so keep the Camera unit at least 5ft (1.5m) away from these types of products, or switch them off if they appear to be causing interference.
- If the signal is weak, try moving the Camera Unit to different positions in the rooms.

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Wi-Fi® CAMERA UNIT SET UP & USE:

- **Choose a location for the Camera Unit that will provide the best view of your baby in his/her crib.**
- **Place the Camera Unit on a flat surface, such as a dresser, bureau or shelf, or mount the Camera Unit on a wall securely using the wall mount bracket.**

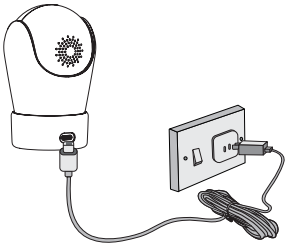
WARNING

This Smart 2K Baby Camera is compliant with all relevant standards regarding electromagnetic fields and is, when handled as described in the User's Guide, safe to use. Therefore, always read the instructions in this User's Guide carefully before using the device.

- Adult assembly is required. Keep small parts away from children when assembling.
- This product is not a toy. Do not allow children to play with it.
- Keep this User's Guide for future reference.
- Keep the cords out of reach of children.
- Test this monitor and all its functions so that you are familiar with it prior to actual use.
- Do not use the Camera unit in damp areas or close to water.
- Do not install the Camera unit in extreme cold or heat, direct sunlight, or close to a heat source.
- Only use the chargers and power adapters provided. Do not use other chargers or power adapters as this may damage the device.
- Do not touch the plug contacts with sharp or metal objects.
- Connect the power adapters to easily accessible electrical sockets.

1. Getting Started

1.1 Connecting the Power Supply for the Camera Unit



- Connecting the Power Supply for the Camera Unit.
- Insert the USB-C plug of the power adapter into the USB-C socket on low back bottom of the Camera Unit.
- Connect the other end of the power adapter to electrical outlet.
- The Camera Unit turns on and the power indicator lights in blue color.

NOTE: *only use the supplied power adapter (DC5V/1000mA).*

2. Using the Baby Camera

2.1 SD Card Installation

As an option, the Unit provides video recording on up to 32GB microSD card (NOT PROVIDED). Insert the microSD card into the SD slot.

2.2 Setting Up

Place the Camera Unit in a convenient location (e.g., on a table) and point the camera lens towards the area you want to monitor.

Adjust the angle of the Camera Unit's camera until you are satisfied with the image shown on the Parent Unit.

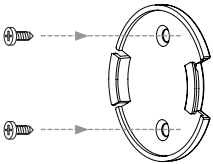
NOTE

Do not place the Camera Unit within the baby's reach! If there is interference with the picture or sound, try moving the units to different locations, and ensure they are not close to other electrical equipment.

2.3 Mount the Baby Camera (optional)

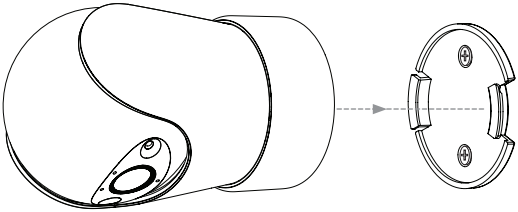
- You will need to purchase two ¼-inch screws and two anchors separately to mount your camera.

- Align vertically and drill two holes in the wall. Make sure they are the same distance apart as the wall mount holes on the bracket. Align the wall mount bracket and screws with the holes in the wall as shown. Tighten the screws so that the wall mount bracket position is fixed.

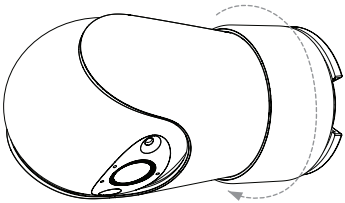


NOTE: *check for reception strength and camera angle before drilling the holes.*

- Align the notches beneath the camera bottom to line up with the catches of the wall mount bracket.



- Then turn at the camera base to lock the camera to the bracket. Turn until the USB-C socket at the camera bottom faces upwards to make sure the camera is locked securely with the bracket.



3. Wi-Fi® Internet Viewing

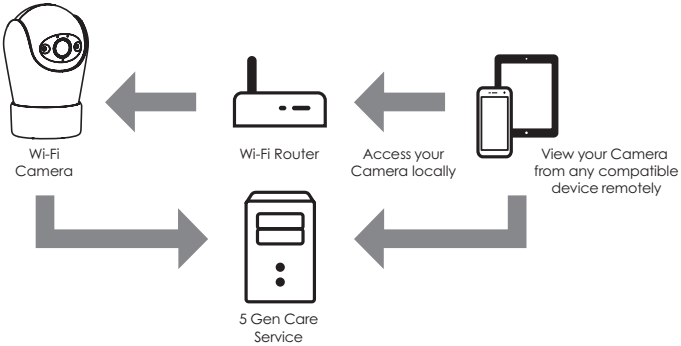
3.1 Minimum System Requirements

- Android™ System, Version 8.0 or above
- iPhone®/iPad® iOS, Version 10.0 or above
- High Speed (Wi-Fi®) Internet

At least 0.6 Mbps upload bandwidth per camera (you can test your internet speed here: http://www.speedtest.net)

3.2 Getting Started - Connecting Devices

How does it work?



When a user tries to access the Camera, our 5GenCare server authenticates the user's identity and permits access to the Camera.

3.3 Setup

Connect the Wi-Fi® Camera to the Power Adapter, then plug into mains power. The Camera must be within range of the Wi-Fi® router with which you want to connect. Make sure the password of the router is available for entering during the in-app setup process.

Status of LED Indication:

- Pair / Setup state: LED is Red and Flashing.
- Unconnected state: LED is Red and Flashing.
- Connected state: LED is Blue and always on.
- Video streaming: LED is Blue and Flashing.

NOTE: *you can only setup via a compatible smartphone or tablet and not via a PC.*

3.4 User Account and Camera Setup on Android™ Devices or iPhone®/iPad®

What you need

- Wi-Fi® Camera Unit
- Power adapter for the Camera
- Device with Android™ system version 8.0 and above
- Or iPhone®/iPad® with iOS version 10.0 and above

3.4.1 Power ON and Connect the Camera

- Connect the power adapter to mains power and insert the plug into the power socket on the back of the Camera Unit, the unit turns on.

3.4.2 Download ChillaxCare App

Download on the App Store

GET IT ON Google Play

- Scan the QR code with your smart device and download ChillaxCare App from the App Store for iOS devices or from the Google Play™ Store for Android™ devices.
- Install ChillaxCare App on your device.

3.4.3 Sign up with ChillaxCare on Your Smart Device

- Ensure that your smart device is connected to your Wi-Fi® router.
- Run ChillaxCare App, tap **"Create New Account"** (fig. 1).
- Enter your access code emailed to you to sign up with ChillaxCare (fig. 2).

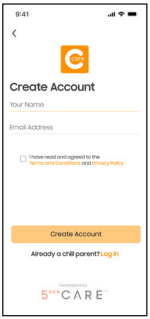


fig. 1

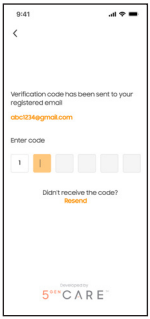


fig. 2

NOTE: *if you already have a ChillaxCare App account, please tap Log in to go to the next steps.*

3.4.4 Add the Camera to Your Account

- Tap BCX500 to add the new camera (fig. 3).

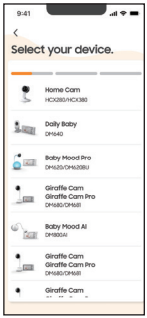


fig. 3

- The following setup instructions will appear on the screen, select your Wi-Fi network and enter "**Password**" (fig. 4).
- Power on your camera and wait for the RED LED flashing on the camera (fig. 5).

fig. 4

fig. 5

- Tilt the camera head to locate the RESET hole, press and hold the RESET hole with pointed tool until you hear "**Ready for Pairing**" (fig.6).
- Follow the instruction and generate a QR code (fig.7).

fig. 6

fig. 7

- Hold in **20-30 cm** in front of the camera to get it scanned (fig. 8). It will take a few minutes for the Camera to connect to the Wi-Fi® network.

fig. 8

NOTE: *if connection fails, please tap Retry and repeat the steps starting from Step 1.*

4. Procedure for Resetting the Camera

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:

- Use pointed tool to press and hold the Reset (PAIR) button approximately 20 seconds, you will hear the beep tone then release PAIR button, wait for the Camera Unit to complete an internal reset procedure. The RED LED will begin to flash when the Camera Unit is reset successfully.
- You can add your Camera again by following the steps in section 3.4.

5. Disposal of the Device (environment)

At the end of the product life cycle, 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 re-used 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.

The internal battery should be disposed of with the Parent unit in an environmentally friendly manner according to your local regulations.

6. Cleaning

Clean the Baby Camera 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 Camera away from hot, humid areas or strong sunlight, and do not let it get wet.
- Every effort has been made to ensure high standards of reliability for your Baby Camera. However, if something does go wrong, please do not try to repair it yourself – contact Customer Service for assistance.

IMPORTANT

Always switch off and disconnect the power adapter before cleaning your Baby Camera.

7. Help

Display

No display

- Reset the Units. Unplug the electrical power of the camera unit, then plug them back in.
- Is the Unit switched on?

Noise interference on your device

- To avoid background noise or echoes, ensure that there is enough distance between your smart 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 1.5 meter away from these types of products or switch them off if they appear to be causing interference.

Lost connectionn

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

8. 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.

Account	What do I do if I forgot my pass-word?	Check 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.	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.
Setting up	When the video is cut off, the application attempts to reconnect and this results in lost sound and choppy video.	You will need to turn off the Auto Lock function of your device to ensure continuous video/audio streaming.
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 following the re-setting procedure stated in section 4 of this guide.
Setting Up	During setup on devices 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 RESET button with a pointed tool for more than 5s of the camera until you hear a beep and voice prompt 'Ready for pairing'. When the Camera LED is off, this indicates that it is in setup mode. Now restart the setup from your smartphone again.

Connectivity issues	I found interference caused by my other webcam 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.
Connectivity issues	I am not able to access my Camera.	Check if the Camera is within Wi-Fi® range. Please move the Camera closer to the router for better Wi-Fi® connectivity and try again. Check if you enabled privacy protection (shut down Wi-Fi® protection). To disable the protection, please slide the knob to ᯤ position.
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. 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.
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.

General	What is the significance of the camera LED?	The LED indicates the following status: LED flashing Red: Your Camera is booting up. After a voice prompt the camera is booted up and ready for pairing. LED Cycling Blue/Red: Your camera is in pairing mode. LED Solid Blue: The camera is paired and set up to your account. LED Flashing Blue: The camera is live streaming. LED Off: No Power to camera.
General	Which platforms are supported for accessing my Camera?	Minimum requirement: Android™ 8.0 iPhone®/iPad® iOS version 10.0.
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?	• Open the Google Play Store on your Android™ device or App Store™ on your iOS device. • Select Search • Type in "ChillaxCare" • The results will show the ChillaxCare App • Select to install it
Features	The sound alert setting threshold is not right.	You can Adjust Sound Sensitivity to trigger notifications under Camera Setting menu.
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.
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.
Viewing Camera	When I am in "remote mode", the video stops after 5 minutes. How do I view for longer?	When you are accessing your Camera via a network different from your home network (over the internet) your video times out after 5 minutes. You can click on the Camera again from the Android™/iOS application to start streaming again. If you are accessing from your web browser, then you can press on the Reload button to start viewing your Camera video stream again.

9. *Standard Warranty*

Consumer Products and Accessories Limited Warranty ("Warranty"). Thank you for purchasing this ChillaxHome or ChillaxBaby product manufactured by CHILLAX LTD ("Chillax").

What Does this Limited Warranty Cover?

Subject to the items listed below in the section "What is not Covered" Chillax warrants that this ChillaxHome or ChillaxBaby ("Product") will be free from defects in material and workmanship under normal use for a period of 1 year from the date of purchase and that any certified accessory ("Accessory") sold for use with this product will be free from defects in materials and workmanship under normal use for a period of 90-days from the date of purchase. This Limited Warranty is your exclusive warranty and is not transferable.

What is not covered?

This Limited Warranty excludes and does not cover:

- Normal deterioration or wear resulting from use;
- Damage caused by or resulting from misuse, abuse, or accident;
- Damage caused by or resulting from improper operation or storage;
- Damage caused by or resulting from contact with foreign substances, including, but not limited, to liquid, water, rain, humidity, perspiration, sand, dirt, and/or food;
- Damage caused by or resulting from the use of Non-Chillax branded or certified Products or Accessories or other peripheral equipment;
- Damage caused by or resulting from modifications, alterations, tampering, improper installation, or repairs by someone other than Chillax or their authorized representatives;
- 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; and,
- Periodic maintenance, repair and replacement of parts due to normal wear and tear.

What Other Limitations Are There?

THIS LIMITED WARRANTY SETS FORTH THE ENTIRE LIABILITY OF CHILLAX AND CONTAINS YOUR SOLE AND EXCLUSIVE REMEDY. OTHER THAN THIS LIMITED WARRANTY, CHILLAX MAKES NO ADDITIONAL REPRESENTATIONS OR WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. IF YOUR STATE DOES NOT PERMIT THE DISCLAIMER OF WARRANTIES, THEN THE IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE IS LIMITED TO THE DURATION OF THIS LIMITED WARRANTY. REPAIR OR REPLACEMENT IS YOUR SOLE AND EXCLUSIVE REMEDY AGAINST CHILLAX. IN NO EVENT SHALL CHILLAX'S LIABILITY TO REPAIR OR REPLACE YOUR PRODUCT OR ACCESSORY EXCEED THE ORIGINAL PURCHASE PRICE OF THE PRODUCT AND ACCESSORY AND CHILLAX'S TOTAL LIABILITY FOR DAMAGES ARISING FROM THIS LIMITED WARRANTY SHALL NOT EXCEED THE PRICE YOU PAID FOR THE PRODUCT AND ACCESSORY REGARDLESS OF WHETHER SUCH CLAIM ARISES UNDER CONTRACT, STATUTE, TORT OR OTHERWISE. IN NO EVENT AND UNDER NO CIRCUMSTANCES WILL CHILLAX BE LIABLE FOR DIRECT, 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. ALL DISCLAIMERS, LIMITATIONS OF LIABILITY AND MODIFICAITONS OF WARRANTIES STILL APPLY EVEN IF THE LIMITED REMEDY OF REPAIR AND REPLACEMENT FAILS OF ITS ESSENTIAL PURPOSE.

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

Who is covered?

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

What will CHILLAX do?

CHILLAX or its authorized distributor at its sole discretion will, at no charge, repair or replace any Products or Accessories that do not conform to this Warranty. In the event that the replacement is necessary to remedy a defect in material or workmanship, CHILLAX may use new or remanufactured products, accessories or parts of equal quality to the original Product or Accessory.

How to Obtain Warranty Service or Other Information?

To obtain service or information, please email us at
hello@chillaxcare.com

You will receive instructions on how to ship the Products or Accessories at your expense and risk, to a CHILLAX Authorized Repair Centre. 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, (e) your name, address, email address and telephone number.

FCC and IC regulations

FCC Part I5

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.

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.

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 Transmitter must be installed to provide a separation distance of at least 20 cm from all persons.

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 expressively 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 license-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. IC RF Radiation Exposure Statement Caution: This device is compliance with F exposure guidelines, users can obtain Canadian information on F exposure and compliance.The minimum distance from body to use the device is 20cm.

IC Radiation Déclaration d'exposition Attention: Le présent appareil est conforme Aprs examen de ce matériel aux conformité ou aux limites d'intensité de champ RF, les utilisateurs peuvent sur l'exposition aux radiofréuences et la conformité and compliance d'acuérir les informations correspondantes. La distance minimale du corps utiliser le dispositif est de 20cm.

10. Technical Specifications

Camera Unit

Radio Frequency	Wi-Fi® 802.11 b/g/n, 2.4GHz
Image sensor	Color CMOS 3M Pixels
IR LED	2 pcs
Operating Temperature	41 °F- 104°F (5 °C ~ 40 °C)
Power Adapter	Input: 100-240V AC, 50/60Hz, 0.25A Max; Output: 5.0V DC, 1000mA ***WARNING*** *Use only with provided power supply.*

Specifications are subject to change without prior notice.

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