hubble connected™

PMN : HB565BU

USER'S GUIDE

5" Smart HD Baby Monitor with Night Light

Model: HB565BU, HB565, Nursery Pal Glow Plus Enhanced

The features described in this user's guide are subject to modifications without prior notice.

Welcome...

to your new Oricom Video Baby Monitor!

Thank you for purchasing your new Oricom Smart Nursery product. Now you can see and hear your baby sleeping in another room or you can monitor your older children in their playroom.
Please retain your original dated sales receipt for your records.
For warranty service of your Oricom 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 product related questions, please contact:

Live Chat: hubbleconnected.com
Email: support@hubbleconnected.com
https://hubbleconnected.com/warranty
https://hubbleconnected.com/apps/product-registration

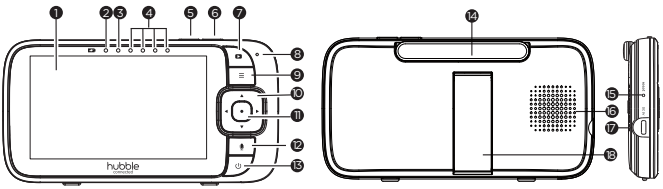
Visit **support@hubbleconnected.com** to download the User Guide with instructions, answers to frequently asked questions, and more to help you get the most from your product.

Inside the Box

- 1 x Parent Unit
- 1 x Baby Unit (Camera)
- 2 x Power adapters (Parent Unit and Baby Unit)
- 1 x Quick Start Quide

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

Overview of the Parent Unit



1. **Display (LCD screen)**
2. **Charging LED**
   RED when mains power connected.
3. **Parent Unit ON/OFF indicator**
4. **Sound Level indicators (Green, Amber, Red, Red)**
   Show the sound level detected by the Baby Unit - the louder of sound detected, the more LEDs light up.
5. **Volume -**
   Press to decrease Volume level.
6. **Volume +**
   Press to increase Volume level.
7. **Display ON/OFF button ▶**
   Press to turn the LCD screen ON/OFF (Note: audio is maintained.)
8. **Microphone**
9. **MENU button ≡**
   Press to open / close the Menu options.
10. **Navigation button ▲▼◀▶**
    In standby mode, control the Pan (Left/Right buttons) and the Tilt (Up/Down buttons) movements of the camera head. In menu mode, press once to move Up, Down, Right, or Left through the menu options.
11. **OK button ●**
    In menu mode, press to confirm a selection. In standby mode, press to choose sequentially the camera switching, camera patrol, and multi-split screen options (applicable if multiple cameras are paired to the parent unit)
12. **TALK button 🎤**
    Press and hold to speak to your baby.
13. **Power button ⏻**
    Press and Hold to turn the Parent Unit ON/OFF.
14. **Antenna**
15. **RESET pin hole** (recessed - use small pin)
16. **Speaker**
17. **Power Socket**
18. **Stand**

Parent Unit menu icons

Menu Icons	
	LCD Brightness Level Control (8 Levels).
	Zoom Level Control.
	Audio Media selection - Personal Recordings, Lullabies/Soothing Sounds, Audio Books, Volume control of media playback.
	Alarm Setting On status bar, indicates alarm set, and when flashing, that alarm time has been reached or missed.
	Tap to talk to Baby Unit.
	Tap to turn Night Light on or off.
	Camera Control (add +, del −, view, scan).
	Set Screen Off Timer (Off, 5 mins, 15 mins, 30 mins).
	Temperature scale select (°C) Readings display in grey, but turns RED if > 29 °C or < 14 °C. Displays HH °C if >36 °C. Displays LL °C if < 1 °C.

Audio Media Playback menu icons	
	Tap to display personal recording* playlist.
	Tap to display soothing sound or lullaby playlist.
	Tap to display audio book playlist.
	Volume control of media playback.
	Play selected audio media on the playlist.
	Stop playing audio media.

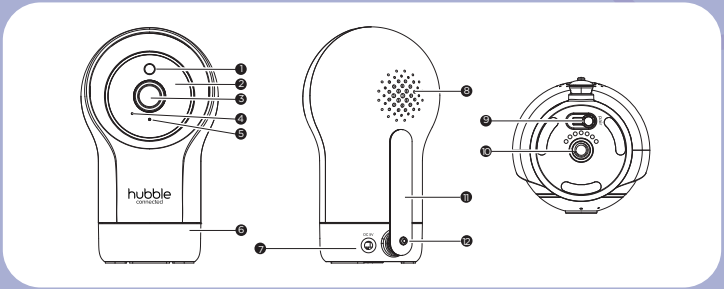
* The playlist appears only if you make the audio recording via Hubble app.

Display icons	
	Signal Level (5 Levels).
	Night Vision Mode (Video also changes to Black/White).
	Indicates the screen off timer is set.
	Volume Level Control (8 Levels).
	No Baby Unit detected.
	Battery Level Indicator (4 Levels).

Note: *The feature is not available in this version when the icons appear grayed out.*

IMPORTANT: Download the full User Guide for complete instruction and button location, from the **Oricom website: oricom.com.au/support/**

Overview of Your Baby Unit



1. **Light Sensor**
2. **Infrared LEDs (x8, for night vision)**
3. **Camera Lens**
4. **High Sensitivity Microphone**
5. **Power/Link indicator**
   - Steady Red: Offline
   - Steady Blue: Connected
   - Blink between Red and Blue alternatively: Pairing
6. **Mood Light**
   Select up to 7 light colors via parent unit control and Hubble app
7. **Power Socket**
8. **Speaker**
9. **PAIR button**
10. **1/4" Screw Hole**
    For fastening to Hubble grip and general camera tripod
11. **Antenna**
12. **Room Temperature**

Important guidelines for installing your Digital Video Baby Monitor

- To use your Baby Unit and Parent Unit together, you must be able to establish a radio link between them, and the range will be affected by environmental conditions.
- Any large metal object, like a refrigerator, a mirror, a filing cabinet, a metallic door or reinforced concrete, between the Baby Unit and Parent Unit 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 (Wi-Fi® routers), microwave ovens or other Baby Monitors, may cause interference with this product, so keep the Baby Monitor at least 5ft (1.5m) away from these types of product, or switch them off if they appear to be causing interference.
- If the signal is weak, try moving the Parent and/or the Baby Unit to different positions in the rooms.

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1. Safety Instructions

⚠ WARNING:

Strangulation Hazard: Children have STRANGLED in cords. Keep this cord out of the reach of children (more than 3ft (1m) away). Never use extension cords with AC Adapters. Only use the AC Adapters provided.

BABY UNIT SET UP & USE:

- Choose a location for the Baby Unit that will provide the best view of your baby in his/her crib.
- Place the Baby Unit on a flat surface, such as a dresser, bureau or shelf, or mount the Baby Unit with Hubble Grip (Not Included).
- NEVER place the Baby Unit or cords within the crib.

Warning:

This Baby Monitor 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.
- This Baby Monitor is not a substitute for responsible adult supervision.
- Keep this User's Guide for future reference.
- Keep the cords out of reach of children.
- Do not cover the Baby Monitor with a towel or blanket.
- Test this monitor and all its functions so that you are familiar with it prior to actual use.
- Do not use the Baby Monitor in damp areas or close to water.
- Do not install the Baby Monitor 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 and battery pack.
- Do not touch the plug contacts with sharp or metal objects.
- Connect the power adapters to easily accessible electrical sockets.

Caution:

There is a risk of explosion if the battery is replaced by an incorrect type. Dispose of used batteries according to their instructions. Use only the rechargeable battery pack with rating: 3.8V 2100mAh.

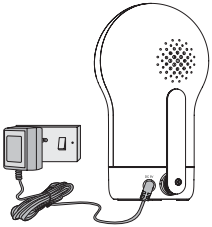
⚠ WARNING:

There is a risk of explosion if the battery is replaced by an incorrect type.
Dispose of used batteries according to their instructions.
To reduce risk of fire or burns.

- Do not attempt to disassemble, or service the battery pack.
- Do not crush, puncture, short external contacts, or dispose of in fire or water.
- Do not heat above 60°C (140°F).
- Use specific charger only.
- Replace only with the battery pack designated for this product.

2. Getting Started

2.1 Connecting the Power Supply for the Baby Unit

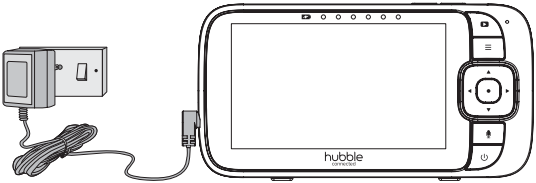


- Insert the DC plug of the power adapter into the DC socket on the back of the Baby Unit.
- Connect the other end of the power adapter to a suitable electrical outlet.
- The baby unit turns on and the power indicator lights in Green colour.

Note:
Only use the supplied power adapter (DC5V/1500mA).

2.2 Connecting the Power Supply of the Parent Unit

A rechargeable battery (Lithium ion battery 2100mAh) inside the Parent Unit allows you to move it without losing the link and picture from the Baby Unit. We recommend charging the for at least 16 hours before first use, and when the Parent Unit indicates the battery is low.



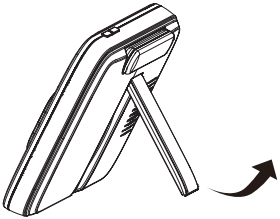
- Connect the small plug of the power adapter to the parent unit and the other end to the electrical outlet. Only use the enclosed adapter (5VDC/1500mA).
- Press and hold the ⏻ button to turn the Parent unit on, the Parent unit and Baby unit are automatically linked and ready to use.

Note:

When the Baby and Parent Units are both turned on and within range, the Parent Unit should show a color image from the Baby Unit camera, but if the room is dark, the image will be in black and white, with an ☽ icon showing the Baby Unit is in Night Vision mode.

2.3 Desktop Stand of the Parent Unit

- The parent unit comes with a desktop stand attached to the back of the parent unit.
- To place the parent unit on a desk, simply pull out the stand, as shown.



Note:
Place the parent unit on a flat, even surface.

2.2 Registration (Pairing)

The Baby Unit is pre-registered to your Parent Unit. You do not need to register it again unless the Baby Unit loses its link with the Parent Unit.
To re-register your Baby Unit, or register a new Baby Unit (CU950, CU950BK), follow the procedures below:

1. Press the ☰ button and the menu bar will pop up.
2. Press the ◀ LEFT button or ▶ RIGHT button until is highlighted, and the - (delete) / + (add) / (view) / (scan) menu will pop up.
3. Press the ▲ UP button or ▼ DOWN button to select + (add), and press the ● button to confirm.
4. Camera **1** / **2** / **3** / **4** will pop up. Press the ▲ UP button or ▼ DOWN button to select the desired Camera, and press the ● button to start searching for a camera unit.
   Note: *If a camera is currently paired with the Parent Unit, its camera location (with a * beside it) cannot be selected for a new registration.*
5. Press and hold the **PAIR** button on the bottom of the Baby Unit until the Parent Unit finds the camera, beeps and **PAIR OK** appears on the screen. The video from the camera will then appear.

Note:
A camera can only be registered to one Parent Unit at any one time.

3. Using the Baby Monitor

3.1 Setting Up

Place the Baby 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 Baby Unit's camera until you are satisfied with the image shown on the Parent Unit.

Note: *Do not place the Baby 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.*

3.2 Night Vision Mode

The Baby Unit has 8 high-intensity infrared LEDs for picking up clear images in the dark. When the built-in Light sensor on the top of the Unit detects a low level of ambient light, the LEDs will automatically activate and the screen on the Parent Unit will display in black and white. The ☽ icon will be displayed at the top of the screen.

3.3 Pan and Tilt

The camera can be remotely controlled from the Parent Unit when in a camera viewing mode.

1. Press the ▲ UP button or ▼ DOWN button to tilt up or down.
2. Press the ◄ LEFT button or ► RIGHT button to pan left or right.

3.4 Talk Mode

Press and hold the TALK button 🎙 on the Parent Unit to talk to your baby through the Baby Unit's speaker.

The 🎙 icon will be displayed at the top of the LCD screen.

3.5 Video ON/OFF

Press ▶ Display On/Off button to turn the LCD screen on or off, while still leaving the audio monitor on.

3.6 Temperature Display (HH °C / °F or LL °C / °F)

The temperature reading from the temperature sensor at the back of the Baby Unit will be displayed at the top of the LCD screen. The readings will turn RED if the temperature goes above 29°C / 84°F or below 14°C / 57°F. The reading will change to HH °C / °F if the temperature goes above 36°C / 97°F. The reading will change to LL °C / °F if the temperature goes below 1°C / 34°F.

4. Parent Unit Menu Options

4.1 Volume

Press the + or - button to adjust the volume level.
The 🔊 icon will pop up and you can select the desired volume from level 0~8. (The default volume level setting is level 4, and level 0 is OFF.)

4.2 Brightness

1. Press the ☰ button and the menu bar will pop up.
2. Press the ◀ LEFT button or ▶ RIGHT button until ☼ is highlighted.
3. Press the ▲ UP button or ▼ DOWN button to select the desired brightness from level 1 ~ 8. (The default brightness is level 4.)

4.3 Zoom

1. Tap the ☰ in the menu bar to zoom.
2. Tap the ◀ or ▶ button to select 1X to 4X zoom.

Note: *After zoom-in, you can press Left ◀ and Right ▶ buttons to pan and Up ▲ and Down ▼ buttons to tilt to locate the desired views.*

4.4 Audio Media

You can playback audio content - Lullabies, Soothing Sounds and Audio Book on the Baby Unit. You have 10 preloaded lullabies/soothing sounds and 8 audio books in the Baby Unit.

4.4.1 Personal Recording Playback

The unit allows playback of your personal audio to soothe your baby. Before playback, record a personal audio via HubbleClub by Hubble Connected App.

1. Tap the ▷ in the menu bar.
2. Tap the 🎙▶ to view the desired Personal Recording. The Personal Recording names appear on the screen.
3. Tap the desired recording to play the selection to soothe your baby.

4.4.2 Lullaby/Soothing Sounds Playback

1. Tap the ▷ in the menu bar.
2. Tap the ♫ to view the desired Lullaby/Soothing Sounds. The song names appear on the screen.
3. Tap the desired Lullaby to play the selection to soothe your baby.

4.4.3 Audio Book Playback

1. Tap the ▷ in the menu bar.
2. Tap the 🕮 to view the desired Audio Book. The book titles appear on the screen.
3. Tap the desired Audio Book to play the selection.

4.4 Alarm

1. Press the ☰ button and the menu bar will pop up.
2. Press the ◄ LEFT button or ► RIGHT button until ⏰ is highlighted.
3. Press the ▲ UP button or ▼ DOWN button to select alarm, off after 2 hours, 4 hours or 6 hours.

4.5 Camera Control

4.5.1 Add (pair) a camera

1. Press the ☰ button and the menu bar will pop up.
2. Press the ◄ LEFT button or ► RIGHT button until 📷 is highlighted, and the - (delete) / + (add) / 👁 (view) / ↻ (scan) menu will pop up.
3. Press the ▲ UP button or ▼ DOWN button to select + (add), and press the ● button to confirm.
4. Camera **1** / **2** / **3** / **4** will pop up. Press the ▲ UP button or ▼ DOWN button to select the desired Camera, and press the ● button to start searching for a camera unit.

   Note: *If a camera is currently paired with the Parent Unit, its camera location (with a * beside it) cannot be selected for a new registration.*
5. Press and hold the **PAIR** button on the bottom of the Baby Unit until the Parent Unit finds the camera, beeps and **PAIR OK** appears on the screen. The video from the camera will then appear.

Note: *A camera can only be registered to one Parent Unit at any one time.*

4.5.2 View a camera

1. Press the ☰ button and the menu bar will pop up.
2. Press the ◀ LEFT button or ▶ RIGHT button until is highlighted, and the - (delete) / + (add) / (view) / (scan) menu will pop up.
3. Press the ▲ UP button or ▼ DOWN button to select (view), and press the ● button to confirm.
4. Camera **1** / **2** / **3** / **4** will pop up, press the ▲ UP button or ▼ DOWN button to select the desired Camera, and press the ● button to view the picture from that camera.

Note: *Only camera locations with a * can be selected.*

TIP : *You can also press the ● button repeatedly to select the available camera options from* **1** / **2** / **3** / **4**, (scan).

4.5.3 Delete a camera

1. Press the ☰ button and the menu bar will pop up.
2. Press the ◀ LEFT button or ▶ RIGHT button until is highlighted, and the - (delete) / + (add) / (view) / (scan) menu will pop up.
3. Press the ▲ UP button or ▼ DOWN button to select - (delete), and press the ● button to confirm.
4. Camera **1** / **2** / **3** / **4** will pop up, press the ▲ UP button or ▼ DOWN button to select the desired Camera, and press the ● button.
5. Press the ▲ UP button or ▼ DOWN button to select ✓ , then press the ● button to delete that camera.

Note: *You are not allowed to delete the camera if there is only one registered camera in the system.*

4.5.4 Scan camera

This function is only available when you have more than 1 Baby Unit (Camera).

1. Press the ≡ button and the menu bar will pop up.
2. Press the ◄ LEFT button or ► RIGHT button until is highlighted, and the - (delete) / + (add) / (view) / (scan) menu will pop up.
3. Press the ▲ UP button or ▼ DOWN button to select (scan), and press the ● button to confirm.
4. The screen will then display images from the different cameras in a loop of Camera **1** / **2** / **3** / **4** , changing about every 12 seconds.

TIP : *You can also press the ● button repeatedly to select the available camera options from* **1** / **2** / **3** / **4**, (scan).

4.6 Temperature

1. Press the ≡ button and the menu bar will pop up.
2. Press the ◄ LEFT button or ► RIGHT button until is highlighted.
3. Press ▲ UP / ▼ DOWN to select **°C** or **°F**.

4.7 Power Saving mode

1. Press the ≡ button and the menu bar will pop up.
2. Press the ◄ LEFT button or ► RIGHT button until is highlighted.
3. Press the ▲ UP button or ▼ DOWN button to select auto video off after 5 mins, 15 mins or 30 mins (if operating on batteries only).

Note: *The audio will remain and you can press any key to switch the video back on.*

4.8 View multiple cameras on screen

This function is only available when you have more than 1 Baby Unit (Camera).
When the Split Screen function is On, you can view multiple cameras on the screen.

1. Press the ≡ button and the menu bar will pop up.
2. Press the ◄ LEFT button or ► RIGHT button until is highlighted.
3. Press ▲ UP button or ▼ DOWN button to select Split Screen On ✓ / Off **X** .
4. When the Split Screen function is On, you can press the ◄ LEFT button / ► RIGHT button / ▲ UP button / ▼ DOWN button to switch between cameras to hear the audio from the selected camera.

5. Wi-Fi® Internet Viewing

5.1 Minimum System Requirements

Android™ System

- Version 8.0 or above

iPhone®/iPad® iOS

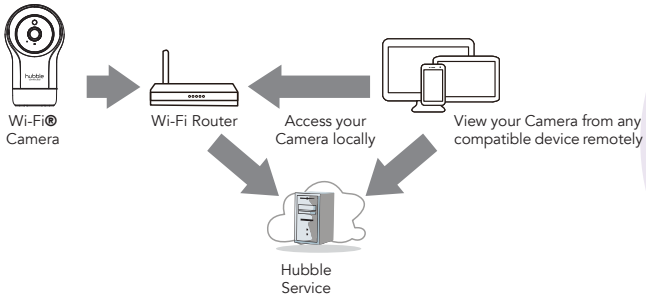
- Version 14.0 or above

High Speed (Wi-Fi®) Internet

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

5.2 Getting started - Connecting Devices

How does it work?



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

5.3 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 Green and Flashing.
- Unconnected state: LED is Red and Flashing.
- Connected state: LED is Green and always on.
- Video streaming: LED is Green and always on.

Note: *You can only setup via a compatible smartphone or tablet and not via a PC.*

5.4 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 14.0 and above

5.4.1 Power ON and Connect the Camera

- Switch the parent unit off before connect the camera to Wi-Fi®.
- 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.

5.4.2 Download HubbleClub by Hubble Connected App

Available on the App Store

ANDROID APP ON Google play

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

5.4.3 Sign up with Hubble on your smart device

- Ensure that your smart device is connected to your Wi-Fi® router.
- Run **HubbleClub by Hubble Connected** App, tap **Create Account** with Hubble (fig.1), read through the Privacy Policy, Terms and Conditions, by signing up you agree to our terms of service, tap Done (fig.2).

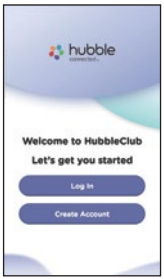


fig.1

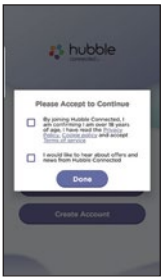


fig.2

- Follow the steps to enter your account information and sign up with Hubble (fig.3-6).

fig.3

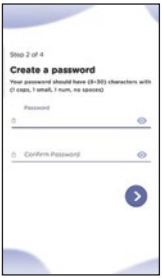


fig.4

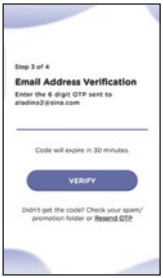


fig.5

fig.6

Note: *If you already have a* ***HubbleClub by Hubble Connected*** *App account, please tap Log in with Hubble to go to the next steps.*

5.4.4 Add the Camera to your account

- Log in your Hubble Account by entering "User Name" and "Password" (fig.7).
- Tap **Add Your Device** on the screen of your device to add new Camera (fig.8)

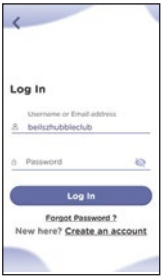


fig.7

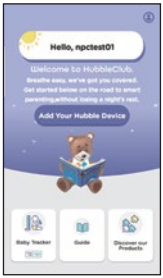


fig.8

- To select your device for setting up by tapping **Baby Moniotor** (fig.9).
- Tap **Nursery Pal Glow+** to add the new camera (fig.10) .

fig.9

fig.10

- The following setup instructions will appear on the screen, select your Wi-Fi network and enter "Password" (fig.11).
- Power on your camera and wait for the LED to flash Red on the camera. Press and hold the PAIR button on the back of Camera, you will hear a voice prompt "Ready for Pairing" then tap **Next** (fig.12, fig.13)

fig.11

fig.12

fig.13

- Tap Generate QR code on your device and hold the QR code 15 to 30cm in front of Camera until you hear confirmation message "Scanning Success" from your device. (fig.14, fig.15)

fig.14

fig.15

- Tap **Continue**, it will take a few minutes for the Camera to connect to the Wi-Fi® network before showing the connection status (fig.16).
- The Camera has been successfully connected, name your Camera (fig.17).
- Tap **Finish** to complete the camera setup with Hubble.

fig.16

fig.17

Note: If connection fails, please tap Retry and repeat the steps starting from 5.4.4.

- Add your baby's profile to track your baby growth by tapping Create New Profile (fig.18).
- Enter your baby information and tap Done to create profile (fig.19).
- Select one of the profiles for your baby when using the Camera (fig. 20).

fig.18

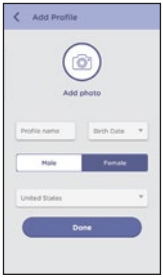


fig.19

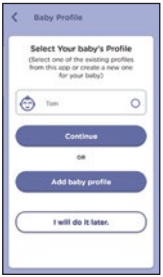


fig.20

6. 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.

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.

IMPORTANT
Always switch off and disconnect the power adapter before cleaning your baby monitor.

8. Help

Display

No display

- Try recharging the battery pack.
- Reset the Units. Unplug both the Units' electrical power, then plug them back in.
- Is the Unit switched on?
- Press and hold the ON/OFF button ⏻ on the Parent Unit for 3 seconds to switch 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 15 minutes or 30 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

- 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 both the Parent Unit and Baby Unit by disconnecting them from the electrical power. Wait about 15 seconds before reconnecting. Allow up to one minute for the Baby Unit and the Parent Unit to synchronize.
- See 2.4 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 further apart.
- Make sure there is at least 1 to 2 metres between the 2 Units to avoid audio feedback.
- If the Baby Unit is too far away, it may be out of range. Move the Baby Unit closer to the Parent Unit.

- Make sure that the Baby and Parent Units are not near other electrical equipment, such as a television, computer or cordless/mobile telephone. Move the Baby Unit or Parent Unit 1.5 metres away from other electrical equipment.
- 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. Keep the Baby Unit or Parent Unit at least 1.5 metres 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 Parent and/or Baby Unit to different positions in the rooms.

Noise interference on your device

- Use of other 2.4 GHz products, such as Bluetooth™ systems or microwave ovens, may cause interference with this product. Keep the Unit at least 1.5 metres away from these types of products, or switch them off if they appear to be causing interference.

Troubleshooting for Wi-Fi® Internet Viewing

Category	Problem Description / Error	Solution
App	Cannot find my product model at "Add Camera"	There are more than one Hubble App. Check if you download correct App "HubbleClub By Hubble Connected"
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 password?	Click on the "Forgot Password" link on https://app.hubbleconnected.com/ #lostpassword OR on 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.

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 WIFI Router.
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 webbrowser, then you can press on the **Reload** button to start viewing your Camera video stream again.
Features	The sound alert setting threshold is not right.	You can Adjust Sound Sensitivity to trigger notifications under Camera Setting 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 following the re-setting procedure stated in section 6 of this guide. Switch the parent unit off before connecting the camera to Wi-Fi®.

General	What is the significance of the camera LED?	Pair / Setup state: LED is Flashing Green. Unconnected state: LED is Flashing Red. Connected state: LED is Solid Green. Green: The camera is live streaming. LED Off - Power off / User turn off by Camera App setting.
Connectivity issues	I am not able to access my Camera.	Please check if the Camera is within Wi-Fi® range. Please try to move the Camera closer to the router for better Wi-Fi® connectivity and try again.
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 PAIR button on the side 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. Add camera in HubbleClub by Hubble Connected App.
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: Android™ 8.0 iPhone®/iPad® iOS version 14.0
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™:** – Open the Google Play Store on your Android™ device. – Select Search – Type in "HubbleClub by Hubble Connected" – The results will show the Hubble App – Select to install it **iOS Device:** – Open the App Store™ – Select Search – Type in "HubbleClub by Hubble Connected" – 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 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.
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 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.

9. General Information

If your product is not working properly, read this User Guide.
Contact Customer Service:
Live Chat: hubbleconnected.com
Email: support@hubbleconnected.com
Online warranty registration: https://hubbleconnected.com/warranty
Online Product Registration:
https://hubbleconnected.com/apps/product-registration

Consumer Products and Accessories Limited Warranty ("Warranty")

Thank you for purchasing this Hubble Smart Nursery branded product manufactured by Hubble Baby (HK) Limited ("HUBBLE").

What Does this Limited Warranty Cover?

Subject to the items listed below in the section "What is not Covered" HUBBLE warrants that this Hubble connected branded product ("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-Hubble Smart Nursery 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 Hubble connected 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 HUBBLE AND CONTAINS YOUR SOLE AND EXCLUSIVE REMEDY. OTHER THAN THIS LIMITED WARRANTY, HUBBLE 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 HUBBLE AND Hubble Smart Nursery. IN NO EVENT SHALL HUBBLE OR Hubble Smart Nursery's LIABILITY TO REPAIR OR REPLACE YOUR PRODUCT OR ACCESSORY EXCEED THE ORIGINAL PURCHASE PRICE OF THE PRODUCT AND ACCESSORY AND HUBBLE AND Hubble Smart Nursery'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 HUBBLE OR Hubble Smart Nursery 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 HUBBLE do?

HUBBLE 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 replacement is necessary to remedy a defect in material or workmanship, HUBBLE 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 contact us by:
Live Chat: hubbleconnected.com
Email: support@hubbleconnected.com
Online warranty registration: https://hubbleconnected.com/warranty
Online Product Registration:
https://hubbleconnected.com/apps/product-registration
You will receive instructions on how to ship the Products or Accessories at your expense and risk, to a HUBBLE Authorized Repair Center.
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.

These terms and conditions constitute the complete warranty agreement between you and HUBBLE 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 HUBBLE or representations made by any agent, employee or staff of HUBBLE, that may have been made in connection with your purchase of any Product and/or Accessory.

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.*

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.

Download User Guide from website: **support.hubbleconnected.com**

10. Technical Specifications

BABY UNIT

Frequency	Proprietary 2400 MHz to 2483.5 MHz Wi-Fi® 802.11 b/g/n, 2.4GHz
Image sensor	Colour CMOS 1M Pixels
IR LED	8 pcs
Operating Temperature	5°C to 40°C
Power Adapter	Input 100-240V AC, 50/60Hz, 300mA; Output 5.0VDC, 1500mA ***WARNING:*** *Use only with provided power supply.*

PARENT UNIT

Frequency	Proprietary 2400 MHz to 2483.5 MHz
Display	5" diagonal (1280 x 720) LCD
Brightness Control	8 steps
Volume Control	8 steps
Operating Temperature	5°C to 40°C
Power Adapter:	Input 100-240V AC, 50/60Hz, 300mA; Output 5.0V DC, 1500mA ***WARNING*** *Use only with provided power supply.*
Battery	TM3000 3.8V, 3000mAh Lithium-Ion, re-chargeable battery pack ***WARNING:*** *Use provide battery only.*

Specifications are subject to change without prior notice.

FCC Warning

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.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

—Reorient or relocate the receiving antenna.

—Increase the separation between the equipment and receiver.

—Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

—Consult the dealer or an experienced radio/TV technician for help.

Note: The Grantee is not responsible for any changes or modifications not expressly approved by the party responsible for compliance. such modifications could void the user's authority to operate the equipment.

The device has been evaluated to meet general RF exposure requirement.
To maintain compliance with FCC's RF exposure guidelines, the distance must be at least 20 cm between the radiator and your body, and fully supported by the operating and installation

IC Warning

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada ' s licence-exempt RSS(s). Operation is subject to the following two conditions:
(1)This device may not cause interference.
(2)This device must accept any interference, including interference that may cause undesired operation of the device.
Cet appareil contient des émetteurs/récepteurs exempts de licence qui sont conformes aux normes CNR exemptes de licence d ' Innovation, Sciences et Développement économique Canada. Son fonctionnement est assujetti aux deux conditions suivantes :
(1)Cet appareil ne doit pas causer d ' interférences.
(2)Cet appareil doit accepter toute interférence, y compris celles qui peuvent entraîner un fonctionnement indésirable de l ' appareil.

The device has been evaluated to meet general RF exposure requirement. To maintain compliance with RSS-102 — Radio Frequency (RF) Exposure guidelines, this equipment should be installed and operated with a minimum distance of 20cm between the radiator and your body.
le dispositif de a été évalué à répondre général rf exposition exigence.pour maintenir la conformité avec les directives d'exposition du RSS-102-Radio Fréquence (RF). ce matériel doit être installé et exploité à une distance minimale de 20 cm entre le radiateur et votre corps.

hubble connected™

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