



Support



How to setup my Eagle Eye NuboCam?

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To walk you through the setup of your first Eagle Eye NuboCam, checkout the video bellow or follow the instructions.

POWER UP AND APP INSTALLATION

To install your Eagle Eye NuboCam and add it to your account start by following the three steps below:

- 1. Download the Eagle Eye NuboCam App:** Go to the iOS App (<https://itunes.apple.com/us/app/nubo-app/id969617384?mt=8>) or Android Play (<https://play.google.com/store/apps/details?id=com.pcmseu.nubo>) search for Eagle Eye NuboCam and download the app.
- 2. Power up your Eagle Eye NuboCam:** Plug the micro USB cable into the device and connect it to a power source. For maximum weather resistance [[link to FAQ IP-64](#)], make sure you insert the cable plug in place exactly as shown in the illustration.
- 3. Follow the instructions in the app:** Open the app and follow the on-screen instructions explaining how to connect. Note that your first setup needs to be over Wi-Fi so the camera can connect and update it's software. After setup you can choose to connect over the mobile network. Check below for more details on these instructions.

Was this article helpful?

YES, IT WAS

 NO, IT WAS NOT

Related articles

Learn more on related topics with the articles below.

How can I make use of a SIM card of my own choice?

Instead of using our Vodafone SIM card, you can now opt to use your own! (tip: having troubles? check the tips & tricks at the end of this article)

[Read more \(https://www.nubocam.com/en/support/showArticle?article_id=115003025426\)](https://www.nubocam.com/en/support/showArticle?article_id=115003025426)

Which SIMcard dimensions does Eagle Eye NuboCam support?

The Eagle Eye NuboCam supports micro (3FF) SIMcards. The SIMcard dimensions should be 15mm x 12mm x 0.76mm. Whenever your (own) micro SIMcard is differently sized, we advise you to contact your carrier for a SIMcard that matches our

[Read more \(https://www.nubocam.com/en/support/showArticle?article_id=360000389186\)](https://www.nubocam.com/en/support/showArticle?article_id=360000389186)

How do I open up my Nubo?

If applicable, unplug your Nubo. Lift the rubber covers and remove the screws using the provided screwdriver (see illustration)

[Read more \(https://www.nubocam.com/en/support/showArticle?article_id=115003077523\)](https://www.nubocam.com/en/support/showArticle?article_id=115003077523)

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To walk you through the setup of your first Eagle Eye NuboCam, checkout the video bellow or follow the instructions.

[Read more \(https://www.nubocam.com/en/support/showArticle?article_id=115002472306\)](https://www.nubocam.com/en/support/showArticle?article_id=115002472306)



Safety is Nubo's basic need and so are its safety guidelines.

Nubo can become warm now and then, just like other devices. This is normal behavior, don't worry!

For the safety of your children and pets it is important to keep Nubo and all components out of reach and follow the provided instructions.

Nubo doesn't like to be overheated or burned. If you use Nubo outdoor, keep Nubo out of continuous direct sunlight and install Nubo in shaded places.

Nubo can weather the storm outside and the freezer inside. Nubo cameras are sealed and protected to operate in conditions from -4-122°F (-20-50°C). Please consider these boundaries, Nubo must feel comfortable.

Nubo must be able to breath, so do not block the airflow from your Nubo by covering it or by putting it in a box.

Nubo is guaranteed IP-64 when using the provided Micro USB cable and the supplied cable plug. Use the supplied cable plug in case of outdoor installations to prevent water and moisture from entering your Nubo. Without the cable plug your Nubo is IP-54.

Using other Micro USB cables is at your own risk.

Using an external USB power bank is at own risk.

Nubo is adjustable to weather conditions. When using the provided Micro USB cable and cable plug your Nubo is IP-64. Nubo is protected against water splashes from all directions, but limited ingress is permitted. However Nubo cannot swim and should not be put completely under water.

Do not install it in locations where water can easily enter Nubo from below.

Make sure the adapter is mounted in dry (indoor) places, the power adapter is not IP-64 rated.

The USB cable can be a strangulation risk, keep it out of reach of children at least 3 feet (1 meter). Since Nubo has a versatile (magnetic) stand you should have no problem setting it far enough from children.

Nubo Magnetic mount should be installed no more than 2m (6.5ft) above the floor. If the camera falls, it could potentially cause harm.

Using a third party mounting accessory is at own risk.

Make sure the screws and plugs you use are recommended before you install your Nubo.

The Nubo Cam has a magnetic surface and should be kept out of reach of other products that can be hindered by the magnetic surface of Nubo Cam.

Nubo Cam's magnet is quite strong, and is meant to keep it secured. When attaching the camera using the magnets, make sure fingers do not get in the way.

Always use the correct material when mounting your Nubo to a wall or ceiling.

Make sure the power cable is not hanging loose on the floor, for anyone to trip over. Cables should always be secured.

Nubo uses multiple Wi-Fi and mobile technologies, we recommend that Nubo is not located within 20cm of your head for any extended period.

Do not open, bend, puncture, microwave, deform, shred, disassemble, paint, incinerate or drop your Nubo. If Nubo has been damaged, please do not use it.

Nubo doesn't like heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.

Protect the power cord from being walked on or pinched particularly at plugs, convenience receptacles, and the point where they exit from Nubo.

Eagle Eye Networks (Nubo) assumes no responsibility for injuries or property damage resulting from failures arising out of improper installation or operation inconsistent with this documentation.

When Nubo is used near Tv/Radio antenna, strong electric field or magnetic field (near a motor, a transformer or a power line), images may be distorted and noise may be produced.

Make sure that the installation area is strong enough to hold the product, such as a concrete ceiling.

Install Nubo in the foundation area of the architecture or where sufficient strength is assured.

Do not turn off power of Nubo during the installation process. Otherwise it may fail to initialize and may cause malfunction

Do not cover your Nubo with any material, like a blanket or plastic bag as Nubo cannot disperse its heat and might overheat.

Only use attachments/accessories specified by the manufacturer.

Unplug the device during lightning storms or when unused for long periods of time.

Refer all servicing to qualified service personnel.

Clean only with dry cloth.

To prevent injury, this apparatus must be securely attached to the floor/wall/ceiling in accordance with the safety instructions.

Do not use Nubo in locations where usage of mobile or Wi-Fi enabled devices is prohibited like in airplanes, certain areas in hospitals or any other location indicated as no Wi-Fi / no mobile zone. Using Nubo anyway in these kind of locations is at your own risk and Nubo cannot be held liable for third party claims, fines or other legal actions based on using Nubo in areas where it is prohibited to use a mobile or Wi-Fi enabled device.

If a wall or ceiling board such as plasterboard is too weak to support the total weight, the area has to be sufficiently reinforced.

Electrostatic discharge (ESD), which among others could be caused by touching the camera while being statically charged, may under some circumstances (e.g. high-voltage circumstances) cause a device reboot. After Nubo is rebooted it will automatically revert back to its normal state.

For US Only

FCC statement

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.

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.

FCC ID: 2AQEO-1001
Contains FCC ID: R17LE910NAV2

RF exposure warning

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment must be installed and operated in accordance with provided instructions and the antenna(s) used for this transmitter must be installed to provide a separation distance of at least 25 cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter.

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