

Download the MOBI Smart App

For the best experience, please grant the MOBI Smart App access to the following Permissions:

1. Location Access
2. Local Network Access
3. Bluetooth Access
4. Microphone Access



Note Regarding 2.4 GHz Wi-Fi

- Please continue with device setup. If you cannot connect, please check your router settings, or call your internet provider to turn on your 2.4 GHz signal.
- Please Note: Most Wi-Fi routers send 2.4 GHz and 5 GHz signals simultaneously, but some may send them separately. If you cannot find a 2.4 GHz signal, try using your **Guest Wi-Fi**.

Device Setup

1. Signup/Login to the MOBI Smart App.
2. Confirm you've connected your smartphone to your home Wi-Fi signal with a 2.4 GHz connection.
 - a. Make sure to have your Wi-Fi password before proceeding.
3. Once in the MOBI Smart App home screen, tap *Add device*, then select *MobiCam HDX (Wi-Fi)*.
4. Follow the setup steps outlined in the MOBI Smart App.
 - a. Plug-in your MobiCam and allow the device to finish initializing.
 - b. Press the reset button using the reset pin and hold for until you hear "Reset successful."
 - c. Once the camera is finished resetting, you'll hear it announce, "Waiting to connect."
 - d. Enter your 2.4 GHz Wi-Fi name and password into the MOBI Smart App.
5. After successfully connecting, edit your device name for easier management or change it later.

Operating Device

Once you've set up your MobiCam HDX Smart Monitoring System, tap the MobiCam icon that will appear on your screen. Here, you can view your MobiCam's live feed, use the Two-Way-Talk Audio feature, and can record, playback, and share your MobiCam with other users.

Extended Instruction Manual

Scan to find the most up-to-date Instruction Manual & Warranty Details.

If you experience issues setting up your device, contact support at

www.mobiusa.com/gethelp or call us Mon - Fri, 8:00 AM - 5:00 PM PST.



QR Code Not Scanning

- Ensure the **brightness** on your smartphone is raised as bright as possible, and that the screen on your smart phone does not have scratches or cracks that make the QR Code unreadable.
- Place the QR Code **6-inches** away from the MobiCam and move the device back-and-forth slowly.



Check your Wi-Fi:

MobiCam connects only to a **2.4GHz Wi-Fi** connection. Some modern routers offer both a 2G & 5G wireless frequency. Please ensure that you are connected to a 2.4GHz/2G Wi-Fi connection with a download speed of at least 20mbps, and an upload speed of at least 10mbps.

Reset MobiCam:

To ensure you are starting from a clean slate, RESET your MobiCam. Located on the top of MobiCam is a small hole labeled reset. You'll need a pin/paperclip to push this button. Hold for about 3-4 seconds, until you hear **"Reset Successful."**



Reinstall the MOBI Smart App

Sometimes app downloads can be corrupted so un-installing and re-installing an app is recommended.

MobiCam Worked Until I Moved its Location:

- If the MobiCam was moved outside of your home/office, repeat the pairing process to establish the new Wi-Fi connection.
- If the MobiCam was moved to a different room, your MobiCam will attempt to re-connect, but may not be able to find the Wi-Fi signal. Ensure that your 2.4 GHz Wi-Fi signal can reach your entire home.

Videos Not Recording:

- To view video playback from the **Detection Alert**, a microSD card must be inserted, and your recording settings must be set to **"Event Recording."**
- If your MobiCam is set to record **"Non-Stop,"** but does not record, your MicroSD card may be corrupted. Contact support for assistance.



Not Receiving Email Verification Code:

Double check your spam and junk folder. On rare occasions, users can experience a delay when receiving the verification code. For this reason, we recommend using a device other than your phone to view your verification code.

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.

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

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.

To maintain compliance with FCC's RF Exposure guidelines, This equipment should be installed and operated with minimum 20cm distance between the radiator and your body: Use only the supplied antenna.