



motorola



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# USER'S GUIDE

Comfort Cloud  
track you baby's breathing and heart rate

Model: MBP89SN

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

# Welcome...

*to your new Motorola MBP89SN Comfort Cloud!*

Thank you for purchasing your new Motorola MBP89SN, the lounger with smart sleep monitor. You can pair your compatible smart device to the Comfort Cloud and monitor your little one while they dream.

Using Hubble's innovative sleep tracking software, the Comfort Cloud helps parents establish healthy sleep routines and schedules, by tracking heart and breathing rates.

View live sleep status to know when your baby is asleep or awake. Get alerted when breathing rate leaves present zones for more than 20 seconds. Learn sleep patterns, track historical trends and receive sleep reports. Ensure your baby is getting the right amount of sleep, according to recommended standards.

Please keep your original dated sales receipt for your records. For warranty service of your Motorola 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:** [motorolastore.support/en](https://motorolastore.com/support/en)

**Email:** [support@motorolastore.com](mailto:support@motorolastore.com)

**On the Web:** [www.motorolastore.com/support](https://www.motorolastore.com/support)

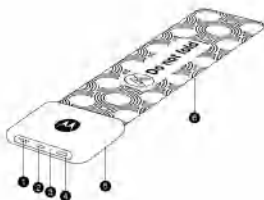
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This User's Guide has all the information you need to make the most out of your product. Please read the Safety Instructions on page 7 before you install the unit.

## Inside the Box

- Baby Lounger
- Smart Sleep Sensor
- Washable Cover
- Micro USB/USB cable
- Quick Start Guide

## Overview of the Smart Sleep Sensor



1. Buzzer
2. Charging Socket
3. LED indicator
4. Power Button
5. Sensor Body
6. Sensor Belt



## WARNING:

The product is intended for your general knowledge only and is not a substitute for professional medical advice or treatment for specific medical conditions. You should not use this product to diagnose or treat a health problem or disease without consulting with a qualified healthcare provider. Please consult your healthcare provider with any questions or concerns you may have regarding your condition.

Do not allow your infant to lay face down on this product. Do not allow any part of this product (or any fabric) to cover your infant's nose or mouth. Use with proper adult supervision only. To prevent strangulation or entanglement, only use included cover with baby lounger.

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## 1. Important Safety Information

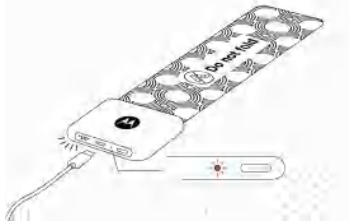
*To obtain optimal user experience, please read this manual carefully prior to use.*

- The product is intended for your general knowledge only and is not a substitute for professional medical advice or treatment for specific medical conditions.
- You should not use this product to diagnose or treat a health problem or disease without consulting with a qualified healthcare provider.
- Please consult your healthcare provider with any questions or concerns you may have regarding your condition.
- Do not allow your infant to lay face down on this product.
- Do not allow any part of this product (or any fabric) to cover your infant's nose or mouth.
- Use with proper adult supervision only.
- To prevent strangulation or entanglement, only use included cover with baby lounger.
- The smart sleep strip shall only be used with the designated baby lounger.
- Do not over bend, fold the product. The built-in sleep sensor may be damaged.
- Keep the product away from high-temperature equipment (eg. electrical blanket).
- Do not put the product into water, it will damage the sleep sensor
- The device must not be used close to any source of vibration (e.g. Fans, pets etc.) as the vibrations could affect the judgement of the device.
- If the device will not be intended for a long period of them, power off and lay flat when store.
- Do not dispose of batteries by fire. When placed in a fire, the battery is likely to explode.

- Do not store the device under extreme temperature (below -20°C/- 4°F or over 55°C/131°F) or extreme humidity conditions (below 15% RH or over 90% RH). Failure to store device under proper conditions may cause inaccurate readings.
- Do not use if the device is damaged. Continued use of a damaged unit may cause injury, inaccurate results or serious hazard.
- Do not disassemble, repair or change any parts of the unit.
- All materials intended to contact with patients have passed the ISO 10993-5 and ISO 10993-10 standards test, whereby they are non-toxic and non-allergenic, and do not produce irritation reactions. However, the state of current scientific knowledge and technology being incomplete, other potential allergic reactions may not yet be known. Should you have an allergic reaction to the materials, please stop treatment immediately and consult your physician.
- Store the product in a dry, clean place. Do not expose the product to chemical solvents, lint, dust, direct sunshine or high temperature.
- Do not maintain or service the device while it is in use.
- Should you experience any problems with this device (e.g. set-up, maintenance or use), please contact Motorola customer service or your local retailer.
- The sleep strip shall only be used with designated baby lounger.
- Should any unexpected operations or events occur, please report them to the manufacturer.
- It is not recommended for the parent to sleep in bed next to the lounger, as the sleep strip is very sensitive and will pick up the heartbeat and breathing rate of the parent.
- Do not put any quilt or blanket or any other toppers on the lounger to make sure the data accuracy.
- This sleep strip is recommended for infant in the age from 0 - 8 months old.

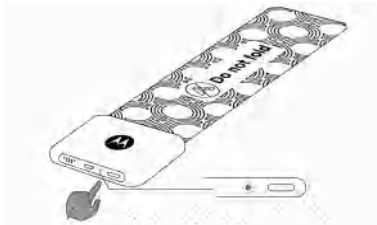
## 2. Setting up your Comfort Cloud

### 2.1 Charging the Smart Sleep Sensor



- Recommended to charge at least 1 hour before initial use.
- When battery low power, the LED indicator flashes Red slowly and buzzer Beeps alert for every 15 seconds till the device is being charged.

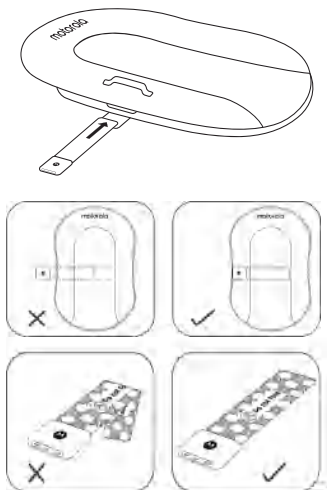
### 2.2 Power On your Smart Sleep Sensor



- Power On - Press and hold the power button at the side of Smart Sleep Sensor, LED indicator flashes Green for 3 seconds and goes off.
- Power Off - Press and hold the power button at the side of Smart Sleep Sensor, LED indicator flashes Red for 3 seconds and goes off.

### 3. Installation of Smart Sleep Sensor

Completely install Smart Sleep Sensor into the Baby Lounger side pocket.



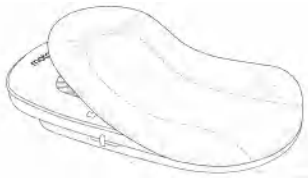
#### **Note:**

*The Smart Sleep Sensor is built in with high sensitivity force sensor, please insert it to the side pocket of Baby Lounger gently. Folding is not permitted. Do not put the Smart Sleep Sensor into water.*



## ***4. Installation of Washable Cover***

The Comfort Cloud comes with a removeable and washable cover, install the Baby Lounger into cover before use and fix the cover firmly with velcro at bottom of Baby Lounger.



## ***5. Minimum System Requirement***

Smartphones/Tablets Minimum System Requirements:

- iOS® 8.0 or above
- Android™ 4.3 or above
- Bluetooth 4.0 or above

For more information, please visit: <https://hubbleconnected.com/requirements>.

## 6. Connect Comfort Cloud to your Android™ Devices / iPhone® / iPad®

Download the “Hubble for Motorola Monitor” app

- Go to the Google Play™ Store to search for Hubble for Motorola Monitor app.
- Download the Hubble for Motorola Monitor app (or scan the QR code below) and install it on your Android™ device.



- Go to the App Store to search for Hubble for Motorola Monitor.
- Download the Hubble for Motorola Monitor app and install it on your iPhone®/iPad®.



- Run the “Hubble for Motorola Monitor” app on your Android™ device/ iPhone®/iPad®
- Tap SIGNUP and follow the in-app instructions to create your account. By signing up, you agree to our Terms & Conditions.

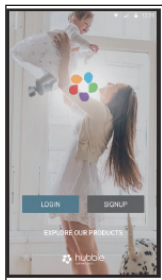
### **Note:**

*If you already have a Hubble App account, tap LOGIN, enter your account information and proceed to the next steps.*

Launch the set-up wizard and follow the steps to create a user profile and add the Comfort Cloud.

Make sure that the Hubble app is active and that Bluetooth on your mobile device is activated when pairing is in progress.

Run the Hubble for Motorola Monitor app, tap SIGNUP and follow the in-app instructions to create your Hubble App Account. By signing up, you agree to our Terms & Conditions. (Pictures A1 & A2)



A1



A2

Note: If you already have a Hubble App account, please tap LOGIN, enter your account information and proceed to the next steps.

- Tap on the Sleep Sensor to enter set-up mode. (Picture A3)



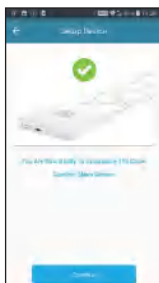
A3

- Make sure that your Sleep Sensor is switched on then press Continue. (Picture A4)



A4

- Pair the Sleep Sensor with your mobile device via Bluetooth.
- Found your device. Please press on “MBP89SN-XXXXX” to confirm the device selection.
- You have now successfully paired the MBP89SN with your smart device. Tap “Continue” (Picture A5)



A5

- Follow the steps to create the Baby Profile. You can now log in to your account to track your baby 's heart rate, respiratory rate and sleep activity, local alarm notifies you when breathing rate falls below a normal range.

## ***7. Overview Of Hubble App***

When the sensor syncs to your smart device, the app can support the following:-

- Current breathe rate
- Current heart rate
- The sleep data of last 24 hours which indicates hours of asleep, awake and out of bed
- Total sleep time and score %
- Average breathe rate
- Average heart rate

## 8. 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 obligation.



By taking end-of-life products to a recycling point, you are ensuring that some of the product materials can be re-used. By reusing some parts or raw materials from used products, you make an important contribution to the protection of the environment.

Exhausted batteries do not belong with household waste. Dispose of batteries in accordance with the current federal, state and local regulations. As a consumer, you are legally obligated to return used batteries.

### NOTES:

1. In environments where there is a high frequency of electrostatic discharge, the unit may malfunction and have to be reset by the user.
2. Dispose of used batteries with care; please consult retailer for details.

Please contact your local authorities should you require additional information on the collection points in your area.

## 9. General Information

If your product is not working properly, read this Quick Start Guide or the User's Guide of one of the models listed on page 1.

Contact Customer Service:

**Live Chat:** [motorolastore.support/en](https://motorolastore.support/en).

**Email:** [support@motorolastore.com](mailto:support@motorolastore.com)

### ***Consumer Products and Accessories Limited Warranty ("Warranty")***

Thank you for purchasing this Motorola branded product manufactured under license by Binatone Electronics International LTD ("BINATONE").

#### ***What Does this Warranty Cover?***

Subject to the exclusions contained below, BINATONE warrants that this Motorola branded product ("Product") or certified accessory ("Accessory") sold for use with this product that it manufactured to be free from defects in materials and workmanship under normal consumer usage for the period outlined below. This Warranty is your exclusive warranty and is not transferable.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY HAVE OTHER RIGHTS THAT VARY BY STATE, PROVINCE OR COUNTRY. FOR CONSUMERS WHO ARE COVERED BY CONSUMER PROTECTION LAWS OR REGULATIONS IN THEIR COUNTRY OF PURCHASE OR, IF DIFFERENT, THEIR COUNTRY OF RESIDENCE, THE BENEFITS CONFERRED BY THIS LIMITED WARRANTY ARE IN ADDITION TO ALL RIGHTS AND REMEDIES CONVEYED BY SUCH CONSUMER PROTECTION LAWS AND REGULATIONS. FOR A FULL UNDERSTANDING OF YOUR RIGHTS YOU SHOULD CONSULT THE LAWS OF YOUR COUNTRY, PROVINCE OR STATE.

#### ***Who is covered?***

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

***What will BINATONE do?***

BINATONE or its authorized distributor at its option and within a commercially reasonable time, will at no charge repair or replace any Products or Accessories that do not conform to this Warranty. We may use functionally equivalent reconditioned/ refurbished/ pre-owned or new Products, Accessories or parts.

***What Other Limitations Are There?***

ANY IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, SHALL BE LIMITED TO THE DURATION OF THIS LIMITED WARRANTY, OTHERWISE THE REPAIR OR REPLACEMENT PROVIDED UNDER THIS EXPRESS LIMITED WARRANTY IS THE EXCLUSIVE REMEDY OF THE CONSUMER, AND IS PROVIDED IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. IN NO EVENT SHALL MOTOROLA OR BINATONE BE LIABLE, WHETHER IN CONTRACT OR TORT (INCLUDING NEGLIGENCE) FOR DAMAGES IN EXCESS OF THE PURCHASE PRICE OF THE PRODUCT OR ACCESSORY, OR FOR ANY 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 TO THE FULL EXTENT THESE DAMAGES MAY BE DISCLAIMED BY LAW.

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



Products Covered	Length of Coverage
Consumer Products	<b>One (1) year</b> from the date of the products original purchase by the first consumer purchaser of the product.
Consumer Accessories	<b>Ninety (90) days</b> from the date of the accessories original purchase by the first consumer purchaser of the product.
Consumer Products and Accessories that are Repaired or Replaced	<b>The balance of the original warranty or for Ninety (90) days</b> from the date returned to the consumer, whichever is longer.

### **Exclusions**

**Normal Wear and Tear.** Periodic maintenance, repair and replacement of parts due to normal wear and tear are excluded from coverage.

**Abuse & Misuse.** Defects or damage that result from: (a) improper operation, storage, misuse or abuse, accident or neglect, such as physical damage (cracks, scratches, etc.) to the surface of the product resulting from misuse; (b) contact with liquid, water, rain, extreme humidity or heavy perspiration, sand, dirt or the like, extreme heat, or food; (c) use of the Products or Accessories for commercial purposes or subjecting the Product or Accessory to abnormal usage or conditions; or (d) other acts which are not the fault of MOTOROLA or BINATONE, are excluded from coverage.

**Use of Non-Motorola branded Products and Accessories.** Defects or damage that result from the use of Non-Motorola branded or certified Products or Accessories or other peripheral equipment are excluded from coverage.

**Unauthorized Service or Modification.** Defects or damages resulting from service, testing, adjustment, installation, maintenance, alteration, or modification in any way by someone other than MOTOROLA, BINATONE or its authorized service centers, are excluded from coverage.

**Altered Products.** Products or Accessories with (a) serial numbers or date tags that have been removed, altered or obliterated; (b) broken seals or that show evidence of tampering; (c) mismatched board serial numbers; or (d) nonconforming or non-Motorola branded housings, or parts, are excluded from coverage.

**Communication Services.** 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 is excluded from coverage.

#### ***How to Obtain Warranty Service or Other Information?***

To obtain service or information, please call:

**Live Chat:** [motorolastore.support/en](https://motorolastore.support/en).

**Email:** [support@motorolastore.com](mailto:support@motorolastore.com)

You will receive instructions on how to ship the Products or Accessories at your expense and risk, to a BINATONE Authorized Repair Center.

To obtain service, 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, most importantly; (e) your address and telephone number.

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

## ***FCC and IC regulations***

### ***FCC Part 15***

**Warning:** Changes or modifications to this equipment 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.

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.

Industry Canada. This device complies with the 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.

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.

## 10. *Troubleshooting*

### **What if the Sleep Sensor has lost its Bluetooth® link with your Smart Device?**

- Make sure the battery built-in the Sleep Sensor is fully charged.
- If your Smart Device is too far away it may be going out of range, so move the Smart Device closer to the Comfort Cloud (Disclosure with range info)
- Make sure the device is added in the Hubble app, see if there is a need to pair the Sleep Sensor and your Smart Device again.
- 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 Comfort Cloud at least 5ft (1.5m) away from these types of products, or turn them off if they appear to be causing interference.

### **Why my Smart Device synced during my first use, but now it won't sync and give any activity?**

- Make sure Hubble app is opened when you want to read the activity.
- Remove you Comfort Cloud from the app. Repair the device with your Smart device by adding the Comfort Cloud back to the app.

### **My baby is not in his / her lounger but the app is still showing activity?**

The Comfort Cloud can occasionally pick up vibrations from your own breathing or movement, which may cause the app to display activity. This usually happens if the lounger is close beside you, for example, on the bed or couch.

### **Can I use the Comfort Cloud as a co-sleeper in my bed?**

It is not recommended for the parent to sleep in bed next to the lounger, as the sleep strip is very sensitive and will pick up the heartbeat and breathing rate of the parent.

### **Can I use the Comfort Cloud in my baby's crib?**

The Comfort Cloud should never be used in a crib or bassinet. It is recommended that babies are placed in their crib without any pillows or additional bedding.

### **How does the alarm work?**

The alarm is triggered when there is no breathing rate detected from the sensor for 20 seconds. An alarm is sounded from sensor installed inside the Comfort Cloud lounger, and you will also get a notification sent straight to your phone (if you are within Bluetooth range).

When there is no movement or out of bed is detected, it will then also trigger alarm. You can tap on the <Power> button to switch off the sound.

### **How long does the Comfort Cloud battery last and how can I charge it?**

The battery usually lasts for 5 days and charging is easy. Simply plug the USB charging cord into the sensor strip in the lounger; a full charge usually takes 10 hours. For safety reasons, always ensure that your baby is not in the lounger when you charge it. Do not use extension cords or adapters, other than the ones provided.

### **How can I wash my Comfort Cloud?**

The removable cover has been designed for life's messy moments and can be machine-washed. The lounger itself should be hand washed in cold water. Do not tumble dry, iron, bleach or dry clean.

### **What can I use the Hubble for Motorola Monitors app for?**

You can use the app to pair your compatible smartphone or tablet with your lounger, to make the most of your Comfort Cloud experience.

- View live sleep status to know when your baby is asleep or awake
- Get alerts sent straight to your phone (when within Bluetooth range)
- Learn sleep patterns, track historical trends and receive sleep reports
- Ensure your baby is getting the right amount of sleep, according to recommended standards

Download the Hubble for Motorola Monitors app from the Apple App Store or Google Play Store to explore more.

### **What else can I use the app for?**

With the Hubble for Motorola Monitors app, you can access a free Growth and Development Tracker, to conveniently log and track baby care activities and routines such as feeding, sleep, and diaper changes. You can even update the tracker using Amazon Alexa or Google Assistant when you're hands are full. There's also a section in the app with sleep and parenting tips from leading organizations.

### **I still have a question about my Comfort Cloud, where can I get help?**

Please contact our customer support team;

Email: [support@motorolastore.com](mailto:support@motorolastore.com)

Live chat: [motorolastore.support](https://motorolastore.support)

### **Declaration of Conformity**

Trade Name : Motorola

Model : MBP89SN

Responsible party : Binatone North America Inc.

Address : 8720 Castle Creek Parkway East Drive,  
Suite 131 Indianapolis, IN 46250, United States

Telephone Number: 317-313-0581

## ***11. Technical Specifications***

Technology:	Bluetooth Low Energy (4.2)
Power rating:	DC 3V 250mAh (Li-Battery)
Dimensions:	130.1(L) x 45.0(W) x 50.3(D) mm
Weight:	About 92.0g (without battery)
Operating conditions:	10.0°C to 40.0°C (50.0°F to 104.0°F) and relative humidity of 15% to 85%
Max operating distance:	32ft (10m) line of sight
Battery service life:	6 months





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