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# USER'S GUIDE

5" Smart HD Baby Monitor with Touch Screen Viewer

Nursery Pal Premium, Nursery Pal Premium Twin

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

# Welcome...

## *to your new Hubble Smart Video Baby Monitor!*

Thank you for purchasing the Smart Video Baby Monitor. Now you can see and hear your baby sleeping in another room or you can monitor your older children in their play room. Our Connected Baby Monitor let you see your baby from the hand-held viewer, or from your smartphone. Watch over and communicate with your baby from anywhere in the world.

Please retain your original dated sales receipt for your records. For warranty service of your Hubble 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.

## Got everything?

- 1 x Parent Unit
- 1 x Baby Unit (Camera)
- 1 x Power adaptor for Parent Unit
- 1 x Power adaptor for Baby Unit
- 1 x Bumper
- 1 x Quick Start Guide

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

# Overview of the Parent Unit
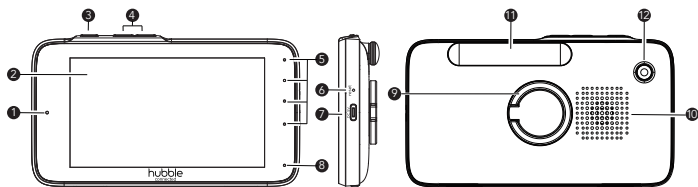


1. Microphone
2. Touch screen display
3. Power button
   Press and Hold to turn the Parent Unit ON/OFF.
   Once press to turn the Power Saving Mode ON/OFF.
4. Volume Up/Down botton
   Press to decrease / increase Volume level.
5. Sound Level LEDs (Green, Green, Amber, Red)
6. Reset pin hole (recessed - use small pin)
7. Power Socket
8. Power LED
   RED when Power OFF charging.
   GREEN when Power ON with battery only.
   ORANGE when Power ON charging.
9. Ring Stand
10. Speaker
11. Antenna
12. Flashlight

## Display icons

| | |
|---|---|
| ⚲ | Signal Level (4 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 Indication (4 Levels). |

# Overview of Your Baby Unit
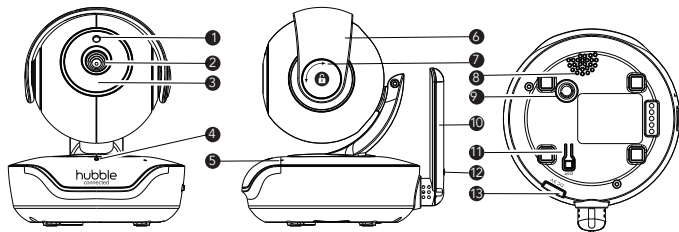


1. Light Sensor
2. Camera Lens
3. Infrared LEDs
4. Power LED
   On when linked to Parent Unit
   Flashes when searching for
   Parent Unit
5. Microphone
6. Privacy Protector

7. Protector Release Knob
8. Speaker
9. Flexible Grip mounting screw hole
10. Antenna
11. PAIR button
12. Temperature Sensor
13. Power Socket

### Important guidelines for installing your Nursery Pal Premium

- To use your Video Monitor Baby and Parent Units 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), Bluetooth™ systems, 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.

# Table of contents

# 1. Safety Instructions

## ⚠️ WARNING:

**Strangulation Hazard: Children have STRANGLED on cords. Keep this cord out of the reach of children (more than 3ft (1m) away). Never use extension cords with AC Adaptors. Only use the AC Adaptors provided.**
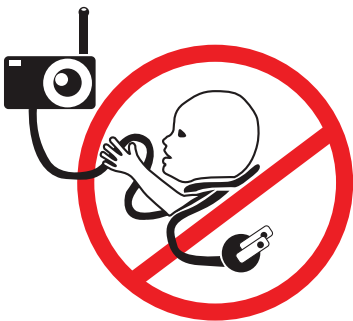
## Baby Unit SET UP & USE:

- Choose a location for the Baby Unit that will provide the best view of your baby in their crib.
- Place the Baby Unit on a flat surface, such as a dresser, desk, or shelf or mount the Unit securely using the Flexible Grip (Not Included) or Tripod mount screw hole on the underside of the stand.
- NEVER place the Baby Unit or cords in the crib or within reach of the baby (the unit and cords should be more than 3 feet away).

**WARNING**

*This Smart 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.
- Do not place the Baby Unit or cords in the crib or within reach of the baby (the unit and cords should be more than 3 feet away).
- Keep the cords out of reach of children.
- Do not cover the Baby Monitor with a towel, blanket, or other item that will stop air circulation.
- Never use extension cords with power adaptors. Only use the power adaptors provided.
- Test this monitor and all its functions so that you are familiar with it prior to actual use.
- Do not use the Baby Monitor near water or allow water or other foreign substances to enter the power port or adaptor.

- Do not place the Baby Monitor near a heat source.
- Only use the chargers and power adaptors provided. Do not use other chargers or power adaptors as this may damage the device and battery packs.
- Do not touch the plug contacts with sharp or metal objects.
- The Unit should be set up and used so that parts of the user's body other than the hands are maintained at a distance of approximately 8 inches (20 cm) or more.

## CAUTION

- *The Parent Unit includes a built-in, lithium-ion rechargeable battery pack (3.8V, 2100mAh), which is not user-accessible. If you think the batteries needs replacing, please contact the helpline. Do not try to replace the battery yourself. Risk of explosion if battery is replaced by an unapproved battery type.*

- *The user is cautioned that changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.*

- *FCC RF Radiation Exposure Statement Caution: The baby unit must be installed to provide a separation distance of at least 20 cm from all persons*

- *IC Radiation Déclaration d'exposition Attention: L'unité bébé doit être installé pour fournir une distance de séparation d'au moins 20 cm de toute personne.*

# 2.  Getting Started

## 2.1   Connecting the Power Supply of the Baby Unit
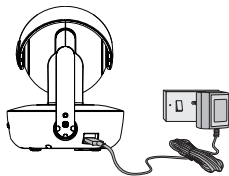
- Connect the USB type-C plug of the power adaptor to the Baby Unit and the other end to a suitable electrical outlet.
- Only use the included adaptor (5V DC / 1500mA).

**Privacy Protector**

This is to disable the live camera video feed by blocking the camera lens.
- Press the knob to release the lock.
- You can move the protector to its open and close positions after the lock is released.
- When you hear the click sound the protector is in its proper positions.

*IMPORTANT:*

*Make sure the privacy protector does not cover the camera lens when in use.*
*Sound is still audible when the protector covers the camera lens.*

***The privacy cover shall only to pull up, if pull down in excess force, it will break stopper.***

## 2.2   Connecting the Power Supply of the Parent Unit.
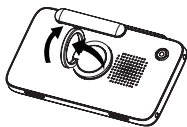
- Connect the USB Type-C plug of the power adaptor to the parent unit and the other end to the electrical outlet. Only use the included adaptor (5V DC / 1500mA).
- A rechargeable battery (Lithium-ion battery 2100mAh) inside the Parent Unit allows portability to the parent unit. The battery provides up to 4 hours operation of the Parent Unit. We recommend charging for at least 4 hours before first use, and when the Parent Unit indicates the battery is low.
- Press and hold the POWER button on the top of the Parent Unit to turn it ON.

- Flip out the stand on the back of the Parent Unit and rotate it by 90 degrees to set up the desktop stand.

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## 2.3  Registration (Pairing)

The Baby Monitor 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, follow the procedure below:

1.  Tap the ⚲ in the menu bar.
2.  Tap +, Camera ⚲1 / ⚲2 / ⚲3 / ⚲4 will appear.
3.  Tap ⚲1 / ⚲2 / ⚲3 / ⚲4 to select the desired Camera number, the parent unit will begin searching for a camera to pair to.
    *Note: If a camera is currently paired with the Parent Unit, its camera location (in dark grey colour) cannot be selected for a new registration.*
4.  Press and hold the **PAIR** button on the underside 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  Touch screen operation
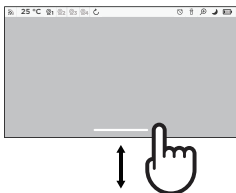


Swipe up on the bottom of the screen to view the menu bar.
Swipe down on the bottom of the screen to hide the menu bar.
Swipe left/right on the menu bar to see all the options.
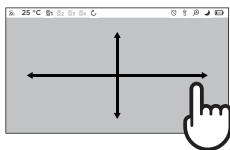


Swipe left/right to pan the camera view.
Swipe up/down to tilt the camera view.

### *Note:*

*Pan & Tilt is only operational when in viewing mode, when menu is active you cannot pan & tilt.*

### 3.2 Brightness

1. Tap the ☼ in the menu bar to adjust brightness.
2. Tap the ☼ or ☼ to select the desired brightness from level 1 ~ 8. (The default brightness is level 4.)

### 3.3 Zoom

1. Tap the ℘ in the menu bar to zoom.
2. Tap the ℘ or ℘ button to select 1X to 4X zoom.

### 3.4 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.

### 3.4.1 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.

### 3.4.2 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.

### 3.4.3 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.

### 3.4.4   Volume Level of Audio Playback

1. Tap the ▷ in the menu bar.
2. Tap the 🔊 or 🔊 to select the desired Volume Level from level 1 ~ 4. (The default volume is level 3.)

### 3.5   Flashlight

Tap the 🔦 in the menu bar to turn the flashlight on, the 🔦 will appear on the notification bar. Tap the 🔦 in the menu to turn the flashlight off.

### 3.6   Alarm

1. Tap the 🕐 in the menu bar.
2. Tap **on** to turn the alarm on then tap the ▲ or ▼ to select the timer time.
3. Confirm the timer duration by tapping **set,** the 🕐 will appear on status bar.
4. If timer is selected, the Parent Unit will beep, press any key or tap screen to stop the alarm.

### 3.7   Talk Mode

1. Tap 🎤 on the menu bar, 🎤 **Touch to Talk** will display on the screen.
2. Tap 🎤 to talk to your baby through the Baby Unit's speaker.
3. Tap ⬛ to stop talkback.

*Note: you will not hear sounds from the baby unit while the talk back mode is on.*

### 3.8 Camera Control
### 3.8.1 Add (pair) a camera
1. Tap the ☺ in the menu bar.
2. Tap +, ☺1 / ☺2 / ☺3 / ☺4 will appear.
3. Tap ☺1 / ☺2 / ☺3 / ☺4 to select the desired Camera location.
   *Note: If a camera is currently paired with the Parent Unit, its camera location (in dark grey colour) cannot be selected for a new registration.*
4. Press and hold the **PAIR** button on the underside 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.*

### 3.8.2 View a camera
1. Tap the ☺ in the menu bar.
2. Tap 👁, ☺1 / ☺2 / ☺3 / ☺4 will appear.
3. Tap ☺1 / ☺2 / ☺3 / ☺4 to select the desired Camera.

### 3.8.3 Delete a camera
1. Tap the ☺ in the menu bar.
2. Tap —, ☺1 / ☺2 / ☺3 / ☺4 will appear.
3. Tap ☺1 / ☺2 / ☺3 / ☺4 to select the desired Camera and tap **Press to delete** button to delete that registration.

*Note:*
*You cannot delete the camera if there is only one registered camera in the Parent Unit.*

### 3.8.4 Scan cameras
This function is only available when you have more than 1 Baby Unit (Camera).
1. Tap the ☺ in the menu bar.
2. Tap ↻, ☺1 / ☺2 / ☺3 / ☺4 will appear.
3. The parent unit will scan between registered cameras stopping briefly on each registered camera for approx. 12 seconds.

### 3.9 Temperature

1. Swipe to the left, tap the ♨ in the menu bar, the temperatue format **°C** or **°F** will appear.
2. Tap **°C** or **°F** to select temperature format.

### 3.10 Power Saving mode

1. Tap the ⬚ in the menu bar, the screen off timer options are 5 mins, 15 mins or 30 mins.
2. Select video off after 5 mins, 15 mins or 30 mins (screen timer active when in battery mode only).

### *Note:*

*The audio is still on, you can press the power key or touch the screen to resume video feed.*

### 3.11 Games and Videos

The unit comes packed with entertaining content (videos, picture books games and more).

Tap ♣ to access Hubble Baby entertaining games and videos.

English

# 4. Wi-Fi® Internet Viewing

## 4.1 Minimum System Requirements

### Android™ System

• Version 8.0 or above

### iPhone®/iPad® iOS

• Version 12.0 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)

## 4.2 Getting started - Connecting Devices

### How does it work?



Wi-Fi® Camera       Wi-Fi Router       Access your Camera locally       View your Camera from any compatible device remotely
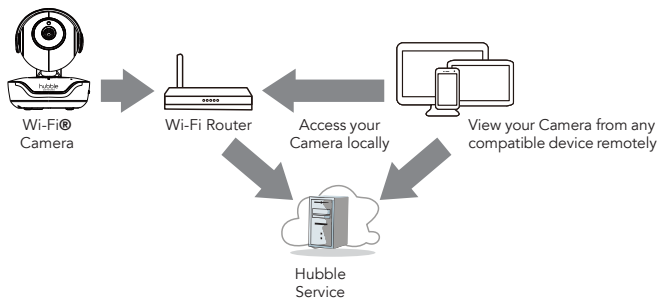
Hubble Service

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

## 4.3  Setup

Connect the Wi-Fi® Camera to the Power Adaptor, 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 Red Flashing alternately.
- 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 setup via a compatible smartphone or tablet only.*

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

### What you need

- Wi-Fi® Camera Unit
- Power adaptor for the Camera
- Device with Android™ system version 8.0 and above
- Or iPhone®/iPad® with iOS version 12.0 and above

### 4.4.1  Power ON and Connect the Camera

- Switch the parent unit off before connecting the camera to Wi-Fi®.
- Connect the power adaptor to mains power and insert the plug into the power socket on the back of the Camera Unit, the unit turns on.

### 4.4.2  Download HubbleClub by Hubble Connected App

- 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.

### 4.4.3 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).
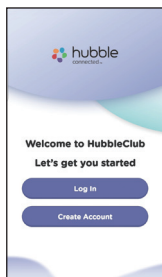
fig.1
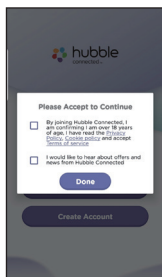
fig.2

- Follow the steps to enter your account information and sign up with Hubble (fig.3-6).
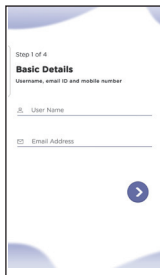
fig.3
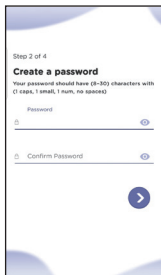
fig.4
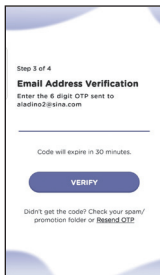
fig.5
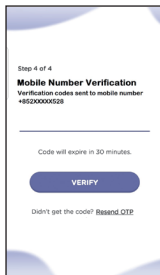
fig.6

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

#### 4.4.4    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)
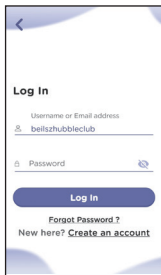


fig.7
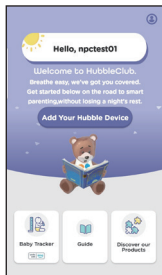


fig.8

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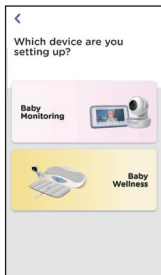


fig.9
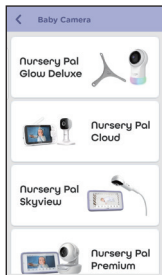


fig.10

- 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 bottom of Camera, you will hear a voice prompt "Ready for Pairing" then tap **Next** (fig.12, fig.13)
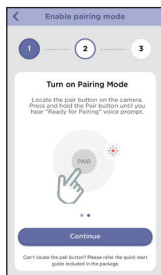
fig.11        fig.12        fig.13

- 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

Wi-Fi® Internet Viewing

- 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
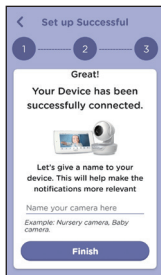


fig.17

**Note:** If connection fails, please tap Retry and repeat the steps starting from 4.4.4.

- 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).
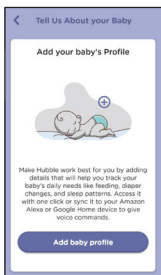


fig.18
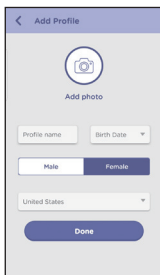


fig.19
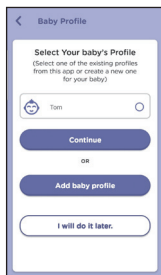


fig.20

# 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 federal, state, and local regulations.

# 6. 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 our 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 adaptor before cleaning your baby monitor.*

# 7. Help

Attempting to repair the baby monitor will void the warranty.

## 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, 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 touch the screen.

## 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 2.3 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 3 to 6 feet 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.

![hubble connected™ logo]

- 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 5 feet 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 5 feet 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
- To avoid background noise or echoes, ensure that there is enough distance between your 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 3 feet away from these types of products, or switch them off if they appear to be causing interference.

### Lost connection
- 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.

### If you forgot your password
- If you do not remember your password, tap Forgot Password and submit your e-mail address. A new password will be sent to your e-mail address immediately.

## Troubleshooting for Wi-Fi® Internet Viewing

English

| 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.<br>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.<br>2. If the problem remains, please restart your Camera to check if this fixes the problem.<br>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.<br>You can click on the Camera again from the Android™/iOS application to start streaming again.<br>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 12.0 |
| 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™:**<br>– Open the Google Play Store on your Android™ device.<br>– Select Search<br>– Type in "HubbleClub by Hubble Connected"<br>– The results will show the Hubble App<br>– Select to install it<br> **iOS Device:**<br>– Open the App Store™<br>– Select Search<br>– Type in "HubbleClub by Hubble Connected"<br>– The results will show the Hubble App<br>– 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. |

# 8. 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 under license 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 device complies with Part 15 of the FCC Rules and Industry Canada licence-exempt RSS standard(s). 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.

Le présent appareil est conforme aux Partie 15 des règlements de la FCC et 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,

(2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectri subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

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.

# 9.  Technical Specifications

**BABY UNIT**

| Frequency | FHSS: 2402 MHz to 2477MHz<br>Wi-Fi: 2412MHz to 2462MHz |
|---|---|
| Image sensor | Color CMOS 1M Pixels |
| Operating Temperature | 41°F - 104°F |
| Power Adaptor: | Input: 100-240V AC, 50/60Hz, 300mA;<br>Output: 5.0V DC, 1500mA |

**PARENT UNIT**

| Frequency | FHSS: 2402 MHz to 2477MHz |
|-----------|---------------------------|
| Display | 5" diagonal IPS LCD (touch screen) |
| Operating Temperature | 41°F - 104°F |
| Power Adaptor: | Input: 100-240V AC, 50/60Hz, 300mA; Output: 5.0V DC, 1500mA<br>***WARNING***<br>*Use only with provided power supply.* |
| *Battery (built-in)* | TMB i9300<br>3.8V, 2100mAh Lithium-Ion Polymer, rechargeable battery pack<br>***WARNING***<br>*Do not attempt to replace the battery, but contact customer Service if it needs replacing.* |

Specifications are subject to change without prior notice.

**hubble**
connected™

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