SMART BABY CAMERA

Full HD 1080p Wi-Fi®
Video Baby Camera

Model # 143300-003

childcare

Read all instructions before assembly and use of the <u>Smart Baby Monitor.</u> Keep instructions for future use.

⚠ WARNING ⚠

STRANGULATION HAZARD:

CHILDREN HAVE STRANGLED IN CORDS. KEEP THIS CORD OUT OF THE REACH OF CHILDREN (MORE THAN 1 M AWAY).

NEVER USE EXTENSION CORDS WITH AC ADAPTERS. ONLY USE THE AC ADAPTERS PROVIDED.

Device SET UP & USE:

Choose a location for Smart Baby Monitor that will provide the best audio reception of your baby in his/her sleeping area.

Place the device on a flat surface, such as a dresser, bureau or shelf, or mount the Unit on a wall securely using the keyhole slots under the stand.

NEVER place the Unit or cords within the sleeping area.

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 device 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 device with a towel or blanket.

Test this product and all its functions so that you are familiar with it prior to actual use.

Do not use the device in damp areas or close to water.

Do not install the device 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 mains power.

Congratulations on your purchase of the **Smart Baby Monitor**

This product has been designed and developed with safety, comfort and functionality in mind. Please take the time to read this manual carefully before using this product and keep it in a safe place for future reference.

Contents

Assembly contents list

Assembly / Operating instructions

How to care for your **Smart Baby Monitor**

childcare

Check what you have received...

You have received **1 box**. Please check the contents of the box against the list below. If anything is missing, please contact Customer Service.

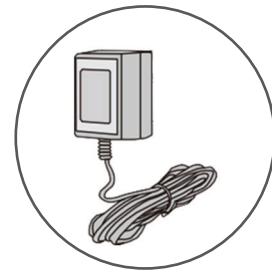In Australia, contact **CNP Brands on 1300 667 137**.

Supplied loose in box:
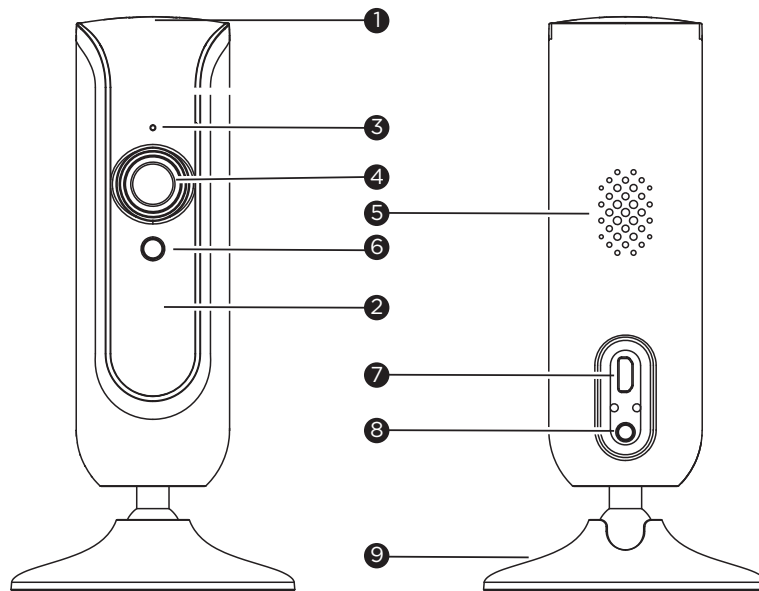
Smart Baby Monitor Unit   x 1

Adapter   x 1

Quick Start Guide   x 1

Overview of Smart Baby Monitor:

1. **Micro-SD Card Slot - accepts up to 32GB**
2. **Infrared LEDs (for night vision)**
3. **Microphone**
4. **Camera Lens**
5. **Speaker**
6. **Light Sensor (for night mode detection)**
7. **Power Socket**
8. **PAIR Button**
9. **Camera base**

Important guidelines for installing your Camera Unit

• Any large metal object, like a refrigerator, a mirror, a filing cabinet, a metallic door or reinforced concrete, between the Camera Unit and Wi-Fi® Router 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 Bluetooth™ systems, microwave ovens or other Baby Monitors, may cause interference with this product, so keep the Camera Unit at least 5ft (1.5m) away from these types of product, or switch them off if they appear to be causing interference.
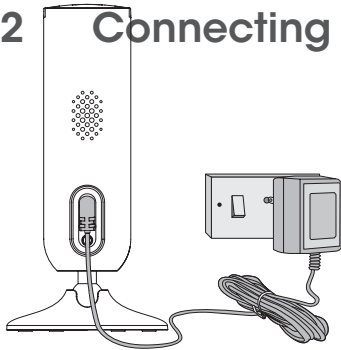
1. Getting Started

1.1 SD card installation
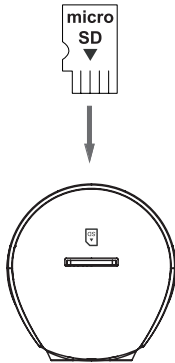
As an option, the Unit provides video recording on up to 32GB microSD card (NOT PROVIDED) when image motion is detected. Insert the microSD card into the SD slot as shown.

1.2 Connecting the Power Supply for the Unit

- Insert the micro-USB plug of the power adapter into the micro-USB socket on the back of the Camera Unit.
- Connect the other end of the power adapter to mains power socket.
- The Unit turns on and the power indicator lights in Blue colour.

Note

Only use the supplied power adapter (DC5V/1000mA).

⚠ Important

Please take care when inserting and removing the power connector from the product. Ensure the connector is plugged into the camera unit as shown here to avoid damage.
When removing the connector, please do not use excessive force or pull from an angle.

2. Wi-Fi® Internet Viewing

2.1   Minimum System Requirements

Android™ System
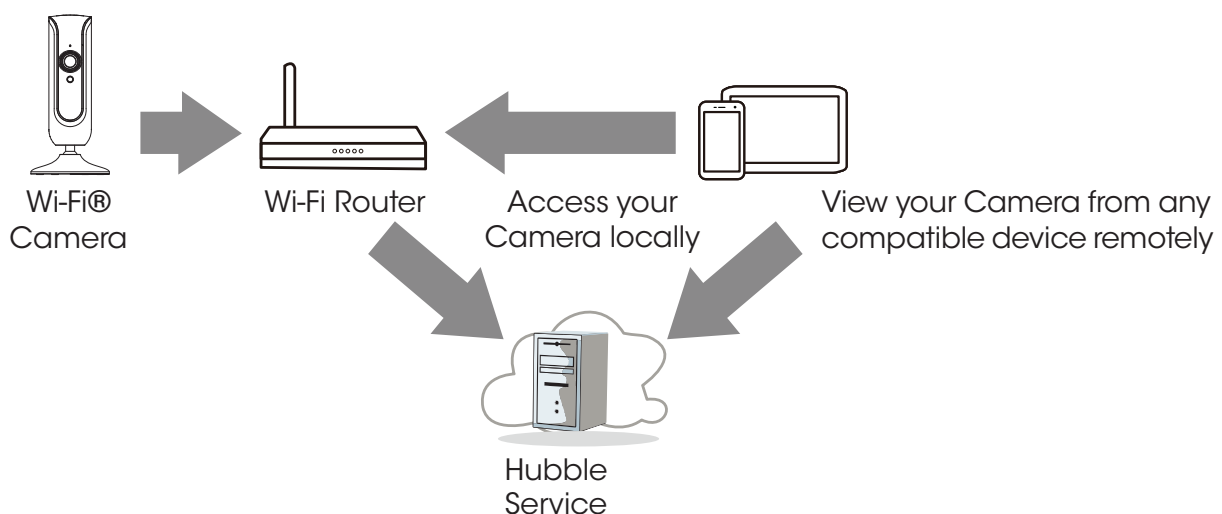
• Version 7.0 or above

iPhone®/iPad® iOS

• Version 10.0 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)

2.2   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.

2.3   Setup

Connect the Wi-Fi® Camera to the Power Adapter, then plug into mains power socket. 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 flashing in Red and Blue alternately.
- Unconnected state: LED is Red and Flashing.
- Connected state: LED is Blue and always on.
- Video streaming: LED is Blue and Flashing.

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

2.4 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 7.0 and above
- Or iPhone®/iPad® with iOS version 10.0 and above

2.4.1 Power ON and Connect the Camera
- Connect the power adapter to mains power socket and insert the plug into the power socket on the back of the Camera Unit, the unit turns on.

2.4.2 Download Hubble Connected App

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

2.4.3 Sign up with Hubble on your smart device
- Ensure that your smart device is connected to your Wi-Fi® router.
- Run Hubble Connected App, tap Sign Up with Hubble (fig.1), read
  through the Privacy Policy, Terms and Conditions, by signing up

- you agree to our terms of service before tap Done   (fig. 2), enter your account information to sign up with Hubble.

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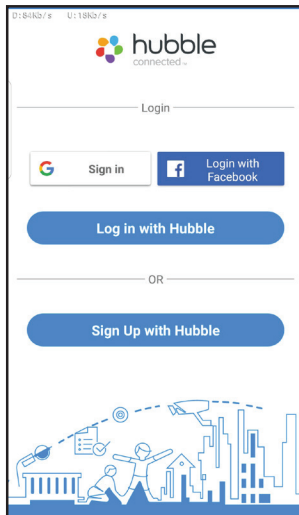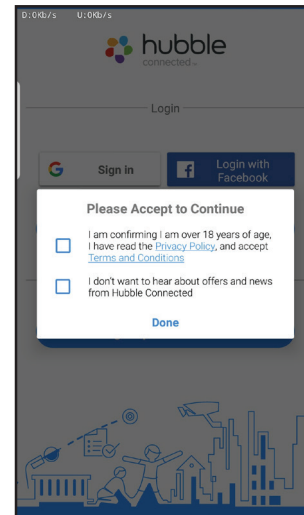

fig. 1

fig. 2

2.4.4   Add the Camera to your account

- Log in your Hubble Account by entering "User Name" and "Password" (fig. 3).
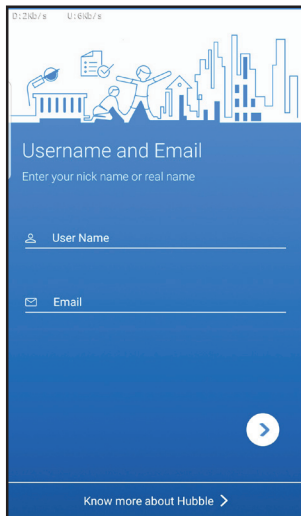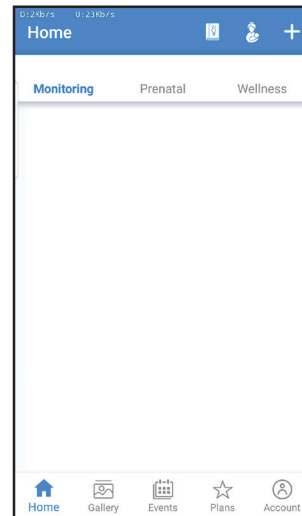- Tap ⊕ on the screen of your device to add new Camera (fig. 4)

fig. 3

fig. 4

- To select your device for setting up by tapping **Baby Monitoring** (fig. 5).
- Tap **Smart Baby Camera** to add the new camera (fig. 6).
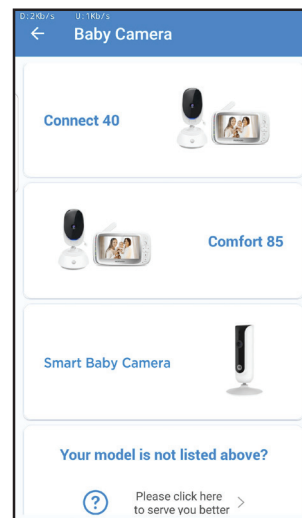

fig. 5

fig. 6

- The following setup instructions will appear on the screen, select your Wi-Fi network and enter "Password" (fig. 7).
- Power on your camera and wait for the Red LED flashing on the camera. (fig. 8)
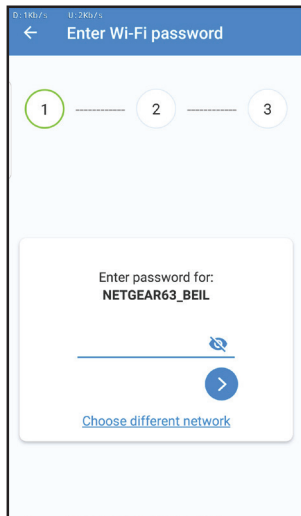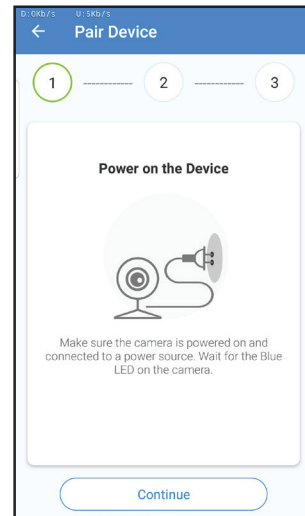
fig. 7

fig. 8

- Press and hold the **PAIR** button at the back of Camera, you will hear a voice prompt "Ready for Pairing" then tap Continue. (fig. 9)
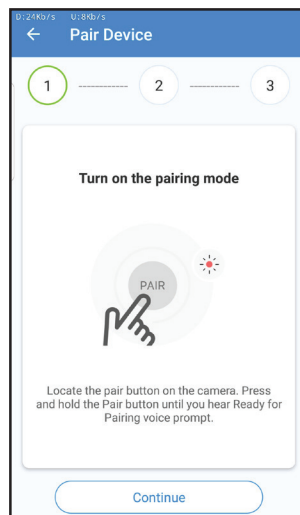
fig. 9

- Tap Generate QR code on your device (fig. 10) and hold the QR code 15 to 30 cm in front of Camera to get scanned till you will hear confirmation message " Scanning Sucess" from your device. (fig. 11)

fig. 10

fig. 11

- It will take a few minutes for the Camera to connect to the Wi-Fi® network before showing the connection status (fig. 12).
- The Camera has been successfully connected, name your Camera (fig. 13).

fig. 12
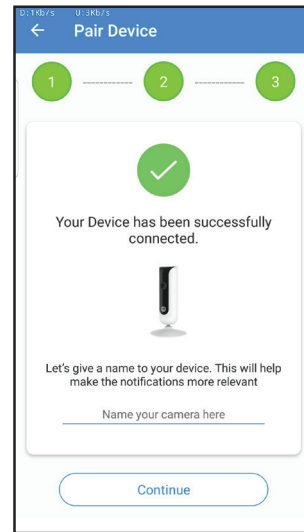
fig. 13

- If connection fails, please tap Retry and repeat the steps starting from 3.4.4.

3. Procedure for Resetting the Camera

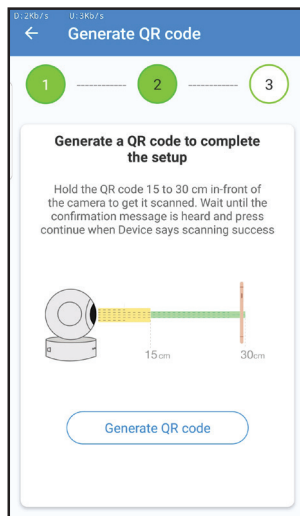**Note:** If your Camera is moved from one router (e.g. home) to another (e.g. office) or you have Camera setup issues, then the Camera must be reset. Please reset the Camera with the following procedures:

- Unplug power adapter to turn off the camera unit.
- Press and hold the PAIR button, and then plug in the adapter to power up, please do not release PAIR button until you hear a long beep tone, wait for the Camera Unit to complete an internal reset procedure. The Red LED will begin to flash when the Camera Unit is reset successfully.
- You can add your Camera again by following the steps in section 3.4.4.

4. Cleaning

Clean the Unit 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 Unit 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 Smart Baby Camera. 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 camera unit.

5. Help

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 1.5 metre 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 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

Category	Problem Description / Error	Solution
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?	Tap "Forgot Password ?" 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.
	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 Wireless 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 4 of this guide.

General	What is the significance of the camera LED?	The LED indicates the following status: LED flashing Red: Your Camera is booting up. After a voice prompt the camera is booted up and ready for pairing. LED Cycling Blue/Red: Your camera is in pairing mode. LED Solid Blue: The camera is paired and set up to your account. LED Flashing Blue: The camera is live streaming. LED Off - No Power to camera.
	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 according to Section 4 and restart the setup from your smartphone again.

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 "Hubble Connected" – The results will show the Hubble App – Select to install it **iOS Device:** – Open the App Store™ – Select Search – Type in "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.

6. Standard Warranty

1. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if goods fail to be of acceptable quality and the failure does not amount to a major failure.

2. In addition to the guarantees that cannot be excluded under the Australian Consumer Law described in clause 1 and any other guarantee or warranty implied by law, when you purchase one of our products, you will also have the peace of mind in knowing that your product is covered by CNP Brands Standard Warranty. The Standard Warranty is provided by C.O. White Pty Ltd trading as CNP Brands (ABN 97 004 169 233) ("CNP Brands"). The terms and conditions of the Standard Warranty are further described below.

3. Subject to clause 1 and the terms below, CNP Brands warrants that this CNP Brand product, purchased by you in Australia or New Zealand:
   a. Is free from defects in workmanship and material, when the product is used for normal consumer use for a set period of time from the date of purchase as evidenced by your proof of purchase ("Warranty Term"); and
   b. When the product is used for normal consumer use, comply with the manufacturer's specifications during the Warranty Term.

4. CNP Brands agrees to repair or replace at CNP Brands cost, the product, and any accessory supplied with the product, which is proven upon inspection by CNP Brands or a CNP Brands Authorised Service Agent not to comply with either warranty contained in clause 3. Any decision to repair or replace a product is to be made by CNP in its absolute

discretion. The extent of any repair will be to rectify any defect in workmanship and materials or to ensure that the product complies with the manufacturer's specifications.

5. To make a claim under this Standard Warranty you will need to:
    a. Return the product within the Warranty Term to the place of purchase together with your proof of purchase, where the retailer will provide you with assistance to make your claim; or
    b. Contact CNP Brands Customer Care Centre on toll free 1300 667 137 during the Warranty Term to register your claim and provide the details to enable CNP Brands to assess the claim.

6. You may also be required to make the product available to CNP Brands or a CNP Brands Authorised Service Agent. If you are required to return the product to a CNP Brands Authorised Service Agent, CNP Brands will provide details of the centre closest to you. Unless CNP Brands decides otherwise you are responsible for any costs associated with returning the product to CNP Brands. The product will be at your risk whilst in transit to and from the CNP Brands or CNP Brands Authorised Service Agent, unless transported by CNP Brands or its agents.

7. In order for your claim to be processed you will need to provide to CNP Brands with an original proof of purchase. For example an original retailer purchase receipt, bill of sale, invoice, lay-by docket, credit card receipt or similar proof of purchase.

8. If CNP Brands decide to repair a product, this product may be replaced by refurbished products of the same type rather than being repaired. Refurbished parts may be used to repair the product. Replacement of the product or a part does not extend or restart the Warranty Term.

9. Exclusions
    a. This Standard Warranty does not cover products purchased as an exdisplay, without being checked by CNP Brands or CNP Brands Authorised Service Agents.

Warranty for 1 year

For all warranty terms and conditions, please visit cnpbrands.com.au

CNP BRANDS®
CHILDCARE NURSERY PRODUCTS

About CNP Brands

Currently, **CNP Brands** boasts one of the most diverse brand portfolios with a combination of company owned brands and distribution agreements. These include distribution lines for **Joovy, Lascal, Maclaren, Project Nursery, Summer Infant and Yookidoo.**

Our own brands, including **Childcare**, have gone from strength to strength in recent years. **Childcare**, and our premium brand **bebe care**, demonstrate our commitment to quality and continuing investment in product development.

CNP BRANDS®

CHILDCARE NURSERY PRODUCTS

bebe care

childcare