motorola

User's Guide

Wearable Smart Device with HD Camera and Wi-Fi® Internet Viewing

Model: SCOUT5000

The features described in this User's Guide are subject to modifications without prior notice.

Welcome...

to your new Motorola Pet Camera!

Thank you for purchasing the Motorola Pet Camera. Integrated with a 720p wide-angle camera and connects via Wi-Fi® & mobile network, the Pet Camera streams video of what your dog is doing to your smart device, allowing you to see the world through your dog's eyes.

Please retain 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 call:

+44 (0) 844 557 0890 (UK only)
+44 (0) 8187 62092 (ROI)
On the Web: www.motorolamonitors.com

This User Guide provides you with all the information you need to get the most from the product and is accurate at the time it was completed. As part of our ongoing effort to improve our products, features and on-screen displays may change from time to time.

We recommend you to visit our website www.motorolamonitors.com to get the latest User Guide.

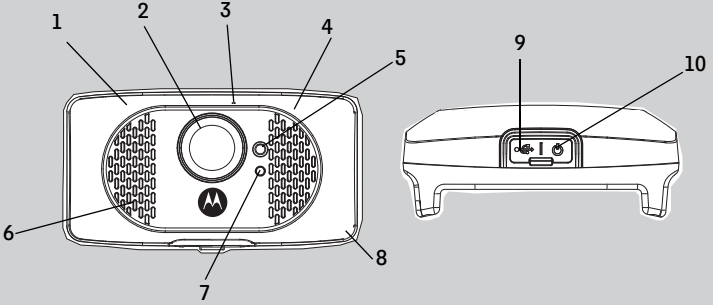
Before using this product:

- Visit our website **www.motorolamonitors.com** to get the latest User Guide.
- Read and follow the instructions in the User Guide along with the Safety Instructions on page 6.
- Upgrade the product's app and firmware (see page 29).

Got everything?

- 1 x Pet Camera (with integrated battery) - Best Fits Pets Over 15 lbs (7kgs)
- 1 x Leatherette Collar Strap for the Pet Camera
- 1 x Power Adapter for the Pet Camera
- 1 x Quick Start Guide
- 1 x User Guide

Overview of the Pet Camera



1. **GPS Antenna**
   Tracking - locate the dog's position
   Geo Fencing - notify you when the dog leaves the defined boundary
2. **Wide angle camera**
   Video streaming - see what your dog sees
   Take pictures
   Record videos
3. **Microphone/G-Sensor**
   Detect environmental sound.
   G-sensor discriminates your dog's bark from other external noise.
4. **Wi-Fi®**
   Stay in touch with your dog
   Stream what your dog sees
   Activate local recording
   Transmit voice wirelessly
5. **White LED Light**
   The LED works as a torch light to help you locate your dog at night or in low-light areas.
6. **Speaker**
   Two way communication
7. **Status Indicator LED**
   Lights up in solid green when it is powered on.
   Lights up in solid red when charging.
   Blinks in green when it is connected to a smart device.
8. **Integrated Memory**
   Local recording in 720p (HD)
9. **Micro USB Charging Socket**
   (with waterproof cover)
10. **Power On/Off button** ⏻
    (with waterproof cover)

How the Pet Camera works

The Wi-Fi® and mobile network enabled Pet Camera is integrated with a wide-angle 720p resolution camera, GPS, speaker and more. It offers a quick and easy way for you to track the location of your dog, to see what they're doing and receive notifications when they escape from the virtual fence. The Pet Camera streams video and sends alerts to your smart device through an App called "Hubble for Motorola Petcam".

Free 1-year Subscription for Mobile Network Connection

The Pet Camera comes with a free 1-year subscription for mobile network connection (indicated in the Hubble app as “Mobile Connected”).

Important guidelines when using the Pet Camera

- Do not make your dog wear the Pet Camera for more than 12 hours continuously to avoid skin irritation.
- Do not connect a leash to the Pet Camera.
- When connecting a separate collar for the leash, make sure that it does not add pressure on the Pet Camera.
- Check the contact area on your dog’s neck for signs of irritation. If there is a rash or sore, discontinue use until the skin is completely healed. See a veterinarian if the condition persists.
- Use of other 2.4 GHz products, such as other wireless networks, Bluetooth® systems or microwave ovens may cause interference with this product. Keep the Pet Camera away from these types of products, or turn them OFF if they appear to be causing interference.
- Always ensure that you have a good Wi-Fi® or mobile connection available.

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1. Safety Instructions

WARNING:

As with any electrical device, supervision of your pet's usage should be exercised until your pet is acclimated to the product. If your pet is prone to chewing, we strongly recommend that you keep this and all other electrical devices out of its reach.

RISK OF SKIN DAMAGE

- Determine a proper fit of the Pet Camera on your dog's neck. If worn for too long or the fit is too tight, it may cause skin damage.
- Check your dog's neck area daily for signs of skin irritation.
- Discontinue use immediately if a rash or sore is found on the neck area.
- AVOID wearing for more than 12 continuous hours a day.
- Clean your dog's neck area and the Pet Camera with a soft damp cloth weekly.

WARNING

This Pet Camera is compliant with all relevant electromagnetic field standards 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 product.

- This product is not a toy. Do not allow children to play with it.
- This product is not a substitute for responsible supervision of your dog.
- Test this product and all its functions so that you are familiar with it prior to actual use.
- Only use the Power Adapter provided.
- Do not use other power adapters as this may damage the device.
- Never use extension cords with Power Adapters.
- Do not touch the plug contacts with sharp or metal objects.
- Keep this User's Guide for future reference.

2. System Requirements

Web Portal

- Windows® 7
- Mac OS® 10.7
- Chrome™ 24
- Internet Explorer® 9
- Safari®6
- Java™ 7
- Firefox® 18.0
- Adobe® Flash® Player 15.0

Android™ System

- Version 4.2 or above

iOS®

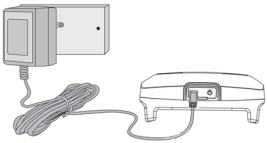
- Version 7.0 or above

High Speed (Wi-Fi®) Internet

- At least 0.6 Mbps upload bandwidth per Pet Camera (you can test your internet speed on this site: http://www.speedtest.net)

3. Basic Setup

3.1 Charge the Pet Camera



It takes about 6 hours to fully charge the battery pack for the first time.

1. Connect the power adapter to a mains power socket and insert the plug into the micro USB socket on the Pet Camera. Only use the supplied power adapter (5V DC / 1000mA) with the Micro USB plug.
2. The status indicator LED lights up solid red, which indicates that it is charging.

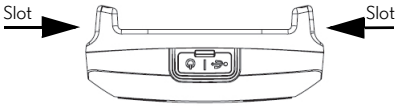
Note

Only use the enclosed power adapter (5V DC / 1000mA).

The average battery life is up to 2 weeks, depending on how often you use it. The Pet Camera will emit beep tones when battery is low. To conserve battery life, press and hold the **POWER KEY** ⏻ *to switch off the Pet Camera when it is not in use.*

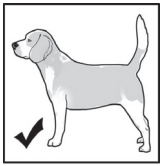
3.2 Attach the Adjustable Strap to the Pet Camera

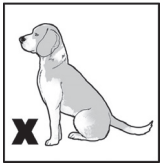
1. Set the Pet Camera facing down.
2. With the front side of the buckle facing down, thread the strap through the first slot, moving it towards the second slot.



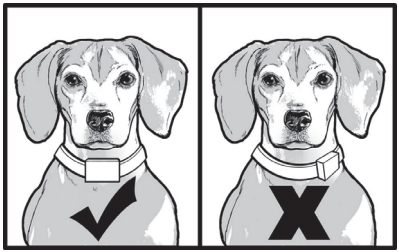
3. Continue to thread through the second slot.

3.3 Fit the Pet Camera on your Dog's Neck





1. Have your dog stand in a balanced position on a flat, even surface.
2. Put the strap over your dog's neck, centering the Pet Camera underneath its neck and making sure that the Motorola logo is upright facing you.
3. String the end of the strap through the strap buckle.
4. Pull the end of the strap until the desired level of tightness is reached and push the retainer bar through the nearest strap hole, then insert the strap through the remaining strap buckle to secure it.
5. Check to ensure that the Pet Camera is in the centre underneath the neck of your dog.



6. Check the fit again after your dog has worn the Pet Camera for several minutes or as your dog gets more comfortable with it.

Note

The Pet Camera should fit snugly on your dog's neck such that you can only fit two fingers underneath it. It should not be able to rotate around the neck.

3.4 Power On/Off the Pet Camera

To power on the Pet Camera, press and hold the **POWER KEY** ⏻ for about 3 seconds. The LED lights up in solid green and a melody is played.

To power off the Pet Camera, press and hold the **POWER KEY** ⏻ for at least 3 seconds until a melody is played. The LED lights up in solid green before it goes off.

3.5 Behaviour of the Status Indicator LED

LED Behavior	Description
Flashes Blue	Device is connecting to mobile network.
Solid Blue	Device is now connected to mobile network.
Flashes Blue and Green	Device is ready to make a Wi-Fi® Direct connection.
Flashes Green	Device is now connected to Wi-Fi® network. Device is searching for network connection.
Flashes Green (very slowly)	Device is now idle.
Solid Green	When switching the device ON/OFF.
Solid Red	Device is charging when switched ON.
Solid Orange	Device is charging when switched OFF.

Note

All LEDs will cease to flash after 10 minutes of continuous flashing in any mode.

4. Connecting Devices

How does it work?

When a user tries to access the Camera, the Hubble server will authenticate the user's identity before it grants access to the Camera.

Important

Make sure that the battery level is more than 70% or the power adapter is plugged in before starting installation. To check battery level, see "Camera Settings" on page 24.

Setup

- Connect the power adapter to a mains power socket and insert the plug into the micro USB socket on the Pet Camera.
- Press and hold the **POWER KEY** ⏻ for about 3 seconds to switch it on. When switched on, the LED lights up in solid green and a message indicating that the device is ready for connection is played.
- The Pet Camera must be within range of the Wi-Fi® router with which you want to connect. Make sure that you have the password of the router for the setup process.

Note

You can only setup via a compatible smart device, such as smartphone or tablet, and not via a PC.

4.1 User Account and Camera Setup on Android™ Devices

What you need

- Pet Camera
- Pet Camera Power Adapter
- Device with Android™ system version 4.2 and above

4.1.1 Download Hubble for Motorola Petcam App

- On your Android™ device, go to Google Play™ Store to search for "**Hubble for Motorola Petcam**".
- Download "**Hubble for Motorola Petcam**" App from Google Play™ Store and install it on your Android™ device.

4.1.2 Run Hubble for Motorola Petcam App on Android™ Device

- Ensure that your Android™ device is connected to your Wi-Fi® router.
- Run "**Hubble for Motorola Petcam**" App.
- Tap **Get Started**, enter your account information, read through the Terms of Service, then select "**I agree to the Terms of Use**" before you tap **Create account**.

Note
If you already have a Hubble App account, please select ***Already have an Account?*** *to go to the next step.*

4.1.3 Power On the Pet Camera

- Connect the power adapter to a mains power socket and insert the plug into the micro USB socket on the Pet Camera.
- Press and hold the **POWER KEY** ⏻ for about 3 seconds to switch it on.
- When switched on, the LED lights up in solid green, and a message announcing that the device is ready for connection is played.

4.1.4 Add the Pet Camera to the Account

- Tap ⊕ on the top right corner of the screen to add camera.
- The App will automatically search for the Pet Camera.
- Tap to select the Pet Camera *(PetCamera-xxxxxxxxx)*.
- Select your Wi-Fi® Network, enter your password and then tap **Connect**.
- It will take a few minutes for the Pet Camera to connect to your Wi-Fi® network before showing the connection status.
- If connection fails, please tap **Retry** and repeat the steps starting from the first bullet point.
- Tap **View Camera** to go into live streaming mode.

4.2 Connect the Pet Camera to another Android™ Device

- If you want to add the Pet camera to another Hubble account, you have to remove it from the original account, before adding into another account. (see “Reset or remove a Pet Camera from your Hubble Account” on 5.7)
- Download and install "**Hubble for Motorola Petcam**" app on another Android™ device.
- Run "**Hubble for Motorola Petcam**" app on the Android™ Device
- Login with the same Hubble account and repeat the steps starting from 4.1.4.

4.3 Add another Pet Camera to your Hubble Account

There is no limit on the number of Pet Cameras you can add to your Hubble Account.

To add another Pet Camera to your Hubble Account, repeat the steps starting from 4.1.3.

4.4 User Account and Camera Setup on iOS® Devices

What you need

- Pet Camera
- Pet Camera Power Adapter
- Any iOS® Device with iOS version 7.0 and above

4.4.1 Download Hubble for Motorola Petcam App

- On your iOS® device, go to the App Store to search for "**Hubble for Motorola Petcam**".
- Download "**Hubble for Motorola Petcam**" App and install it on your iOS® device.

4.4.2 Run Hubble App on your iOS® Device

- Ensure that your iOS® device is connected to your Wi-Fi® Router.
- Run the "**Hubble for Motorola Petcam**" App.
- Enter your account information, read through the Terms of Service, and then select "**I agree to the Terms of Service**" before you tap **Create**.

Note

*If you already have a Hubble App account, please select **Already have an Account?** to go to the next step.*

4.4.3 Power On the Pet Camera

- Connect the power adapter to a mains power socket and insert the plug into the micro USB socket on the Pet Camera.
- Press and hold the **POWER KEY** ⏻ for about 3 seconds to switch it on.
- When switched on, the LED lights up in solid green, and a message announcing that the device is ready for connection is played.

4.4.4 Add the Camera to the Account

- Tap ⊕ on the top right corner of the screen to add camera.
- The Pet Camera will automatically establish a Bluetooth connection with your iOS® device. Once the connection is established, follow the onscreen instructions.
- Select your Wi-Fi® network and tap **Continue**.
- Enter your Wi-Fi® password and tap **Continue**.
- It will take a few minutes for the Pet Camera to connect to your Wi-Fi® network before showing the connection status.
- If connection fails, please tap **Retry** and repeat the steps starting from the first bullet point.
- Tap **View Live Camera** to go into live streaming mode.

4.5 Connect the Pet Camera to another iOS® Device

- If you want to add the Pet camera to another Hubble account, you have to remove it from the original account, before adding into another account. (see “Reset or remove a Pet Camera from your Hubble Account” on 5.7)
- Download and install "**Hubble for Motorola Petcam**" app on another iOS® device.
- Run "**Hubble for Motorola Petcam**" app on the iOS® Device
- Login with the same Hubble account and repeat the steps starting from 4.4.4.

4.6 Add another Pet Camera to your Hubble Account

There is no limit on the number of Pet Cameras you can add to your Hubble Account.

To add another Pet Camera to your Hubble Account, repeat the steps starting from 4.4.3.

5. Overview of the Features in Hubble App

5.1 Modes of Operation

The Pet Camera supports 3 modes of operation:

- **Wi-Fi® Local** (smart device connects to Pet Camera via local Wi-Fi® Access Point)
- **Wi-Fi® Direct** (smart device connects directly to Pet Camera via Wi-Fi®)
- **Mobile** (smart device connects to Pet Camera via 2G/GPRS)

	Wi-Fi® Local	Wi-Fi® Direct	Mobile^
Live streaming	√	√	x
Record video	√	√	√
Take pictures	√	√	√
LED torch	√	√	x
*Download and Share pictures & video**	√	x	x
2-way communication	√	√	x
Playback pre-recorded reward or warning messages	√	√	√
Location view (mobile, GPS)	x	√	√
Geo Fencing (GPS)	x	√	√

Notes

*Once a video is downloaded, it will be removed from the Pet Camera.

^*You will receive a notification when the battery level falls below 20%. The Pet Camera will go into power saving mode. All functions will be deactivated except mobile connection.*

^You must have a 2G network subscription plan and be within 2G coverage areas.

Send Pre-recorded Reward or Warning Messages (see Section 5.2)

You can record reward or warning messages and send them to your dog through the Pet Camera when the pet behaves or misbehaves.

Two-way Communication (see Section 5.2)

Listen and speak back to your dog through the Pet Camera, issue commands or offer a soothing voice for your agitated dog.

Geo Fencing (see Fence Settings in Section 5.3)

Set up virtual boundary and receive notifications when your dog ventures out of the set boundary.

Location Tracking (see Bark and GPS Settings in Section 5.3)

The location of your pet is determined by GPS signals and the location of mobile cell towers.

As it might take some time for reception of GPS signals, the current location of your pet is tracked via the location of mobile cell towers first (with a wider tolerance, which depends on the mobile network density). Once stable GPS signal is received, the map will be automatically updated with a more accurate location (with minimum tolerance) based on GPS signals.

Note that the location information is most accurate if GPS signal reception is good. If GPS signal reception is not good or obstructed, e.g. your pet is indoors or in a location where GPS signal cannot be received, the current location of your pet will be triangulated/estimated based on the signal strength differences between mobile cell towers.

To enable GPS tracking, make sure that **GPS Notification** is set to **On** and **GPS Mode** is set to **Tracking**.

Tap on **Settings** icon ⚙ to enter **Camera Settings → Bark and GPS Settings** to check or modify the settings. (see Section 5.5 Camera Settings)

5.2 Wi-Fi® Local Mode

- Run **Hubble for Motorola Petcam** App on your smart device and log into your Hubble account.
- If you have more than 1 Pet Camera in your account:
  For iOS® Devices, tap **Devices** to select a camera from the camera list
  For Android™ Devices, tap → **Cameras** to select a camera from the camera list
- Tap on the video image to show the options available.

	Take Photo/ Record Video/ Activate Night Vision	Tap to take a photo , record a video from your Pet Camera or activate night vision (the white LED light on the Pet Camera will light up).
	Two-way communication	Tap to activate the function. Tap on the round button once to speak through the Pet Camera. Toggle the button again to listen to the audio feedback from the Pet Camera.
	Send Reward/ Warning Messages	Tap to send a pre-recorded reward or warning message to your dog through the Pet Camera.
	Photo/Video Gallery	Tap to enter photo or video gallery where you can download, share or delete the photos you have taken and videos you have recorded on your Pet Camera.

5.3 Wi-Fi® Direct Mode

- Run **Hubble for Motorola Petcam** App on your smart device and log into your Hubble account.
- If you have more than 1 Pet Camera in your account:
  For iOS® Devices, tap **Devices** to select a camera from the camera list
  For Android™ Devices, tap → **Cameras** to select a camera from the camera list
- Tap on **Settings** icon to enter **Camera Settings**.
- Tap **Wifi Direct Mode** to connect to your Pet Camera via Wi-Fi® Direct. It takes about 1 minute to establish a connection and you will hear a voice prompt notifying you that the connection has been established.
- Tap **View Camera** at the bottom of the screen and then tap on the video image to show the options available.
- Tap **EXIT WIFI DIRECT** and then tap **OK** to exit **Wifi Direct Mode**.

Note

The Pet Camera goes into **Wifi Direct Mode** *automatically for up to 10 minutes when it is powered up. If the Pet Camera is being operated in another mode, it can be brought back to* **Wifi Direct Mode** *for 10 minutes by pressing the power button once shortly. You will hear a voice prompt notifying you that it is ready for* **Wifi Direct** *connection.*

	Take Photo/ Record Video/ Activate Night Vision	Tap to take a photo , record a video from your Pet Camera or activate night vision (the white LED light on the Pet Camera will light up).

	Location Tracking and Geo Fencing	Tap → **Track** to track the location of your pet. ***Note*** Initially it shows the location of the smartphone or smart device, with a blue dot. Once the Pet Camera's location is obtained, the blue dot changes into a red location marker to show you the pet's location. After this, Geo-fencing can be activated, and it will show a green circle around the red marker. After the precise location of your pet is obtained, the blue dot changes to a red location marker with a green circle. Tap to set the radius for Geo Fencing.
	Two-way communication and Send Reward/ Warning Messages	Tap on the round button once to speak through the Pet Camera. Toggle the button again to listen to the audio feedback from the Pet Camera. Tap to send a pre-recorded reward or warning message to your dog through the Pet Camera.

5.4 Mobile Connection Mode

- Run **Hubble for Motorola Petcam** App on your smart device and log into your Hubble account.
- If you have more than 1 Pet Camera in your account:
  For iOS® Devices, tap **Devices** to select a camera from the camera list
  For Android™ Devices, tap → **Cameras** to select a camera from the camera list
- If your Pet Camera is not connected to any local Wi-Fi® network, it will be connected by mobile network automatically.
- Tap in the centre of the screen to show the options available.

	Take Photo/ Record Video	Tap to take a photo , record a video from your Pet Camera. ***Note*** *The video recording will stop automatically after 1 minute, which is the default preset timeout. However, this preset timeout can be changed in* **Camera Settings → Time Out (Recording)** *when the device is in Wi-Fi® connected mode. (see 5.5 Camera Settings)*

	Location Tracking and Geo Fencing	Tap → **Track** to activate location tracking. ***Note*** *The user's location is identified by a blue dot. Location tracking will be based on the mobile network first (with a wider tolerance, which depends on the mobile network density), then by GPS satellite (with minimum tolerance).* The red pin indicates the pet's current location. Due to mobile connection, there is a waiting time before the location information is shown. The waiting time varies depending on the network. In case the device is out of network coverage or is powered down, an error message will appear indicating that connection to the device is not available. Tap to set the radius for Geo Fencing.
	Send Reward/ Warning Messages	Tap to send a pre-recorded reward or warning message to your dog through the Pet Camera.

5.4.1 Free 1-year Subscription for Mobile Network Connection

The Pet Camera comes with a free 1-year subscription for mobile network connection.

The free subscription offers you 150 pings per month over 12 months after the Pet Camera has been activated.

A ping is a communication request with the Pet Camera over the mobile network. The following functions are enabled through ping requests when you are connected to the Pet Camera via the mobile network:

- Get the pet's location
- Activate Geo Fence
- Receive alerts when your pet leaves the virtual boundaries
- Record a video
- Take a picture
- Send reward or warning messages

The ping counter starts at 150 every month and counts down each time you use one of the above functions. Note that unused Pings will not be carried over to the next month. The ping counter resets automatically to 150 at the start of the billing month, which is based on the activation date of the Pet Camera. If 150 pings have been used up before the end of a month, mobile communication with the Pet Camera will be suspended until the start of the next billing month. Note that connection via Wi-Fi® remains unaffected.

However, if you want to use mobile network connection beyond the free 150 pings per month, you may check out our paid subscription service, which is available as an in-app purchase.

5.5 Camera Settings

- Run **Hubble for Motorola Petcam** App on your smart device and log into your Hubble account.
- If you have more than 1 Pet Camera in your account:
  For iOS® Devices, tap **Devices** to select a camera from the camera list
  For Android™ Devices, tap → **Cameras** to select a camera from the camera list
- Tap on **Settings** icon to enter **Camera Settings**.
- Tap **Save** after you have modified the settings.

General Settings	• Clock: **12h** or **24h** • Time Out (Recording): **1m** - **5m** The Pet Camera will stop recording after the set timeout duration. • Units: **Metre** or **Feet** • Email
GPS Settings	• GPS Mode: Tap to select **Battery Saving** or **Tracking** ***Note*** *When in* **Battery Saving** *mode, GPS is turned off when it is not in use. This saves battery life, but will take a longer time to get the GPS location (up to several minutes).* *When in* **Tracking** *mode, GPS is permanently on. It consumes more battery, but GPS location can be determined faster. By default, GPS is in* **Tracking** *mode.*

Tones and Voice Message Notifications	• Recorded voice message • Recorded reward tones • Warning tone • Fence breach voice message ***Note*** *There are three pre-recorded messages. You can replace these pre-recorded messages by recording your own messages, which can be voice messages or any other sounds, e.g. whistle.* *We recommend that you train your dog to respond to these messages in the event of unexpected behavior. There is also a message for fence breach.* *This message will be automatically played back every time your dog leaves the virtual fence. You can also overwrite this message by recording your own message, or leaving it as "silent", without any message or sound.*
Fencing Settings	Set up virtual boundary and receive notifications when your dog ventures out of the set boundary. • Narrow: **50m** to **100m** • Medium: **101m** to **200m** • Large: **301m** to **500m** • Tolerance: **5m** to **20m**
Camera Details	• Change camera name • Change snapshot of the Pet Camera in your Hubble account by taking a photo or take a snapshot of the camera's image.
Wifi Direct Mode	Tap to switch connection mode to Wifi Direct.

Memory	Check memory available on the Pet Camera.
Battery Level	Check battery level on the Pet Camera.
Updates	Shows the status of the software application.
Logout	Tap to logout of Hubble account.

5.6 Account Settings and About

- Run **Hubble for Motorola Petcam** App on your smart device and log into your Hubble account.
- For iOS® Devices, tap **Account**

  For Android™ Devices, tap ☰ → **Account**
- You can modify the following settings:

Profile	**Username:** shows current username **Email:** shows current user email **Password:** change Password **Log out:**
Subscription	Shows your subscription plan.
About	View Terms and Conditions Shows the current App version number.

5.7 Reset or remove a Pet Camera from your Hubble Account

If your Pet Camera is moved from one router (e.g. home) to another (e.g. office) or you have setup issues, then the Pet Camera must be unregistered from the current router.

- Go to **Camera Settings** menu of the Pet Camera you wish to remove (see Section 5.3).
- Tap the trash bin icon on the top right corner of the screen.
- Tap **Yes** to remove the Pet Camera.
- The Pet Camera will be de-registered from your Hubble Account and all settings will be reset to default.

Note

The Pet Camera can only be unregistered from the Wi-Fi® router to which it was registered. This ensures that nobody else can use the Pet Camera through any other router, unless it has been unregistered.

6. App and Firmware Upgrades

6.1 App Upgrade

You can find the latest version of Hubble App by visiting your mobile device's app store (e.g.: iTunes App Store, Google Play™). From there, you can see what's new with the app and install the latest version.

Occasionally, Hubble Server will also send you a notification that a latest version of the app is available. While some of the upgrades simply keep your system running efficiently, and some are critical to system functionality. We strongly recommend that you complete the upgrade as soon as possible.

Software Upgrade will only be performed in Wi-Fi® mode.

6.2 Firmware Upgrade

The Pet Camera is BLE-enabled and has over-the-air firmware upgrade capability. Firmware updates will be sent to the Pet Camera via Hubble App. Please follow the app instructions for upgrade.

Note

Firmware upgrades will not be performed automatically. You need to confirm the upgrade by following the procedures shown on the app. Your Pet Camera must be connected to its registered Wi-Fi® router for firmware upgrade.

7. 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 reused 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.

Dispose of the battery pack in an environmentally-friendly manner according to your local regulations.

8. Cleaning and Care

- Check your dog's neck area for irritation and wash neck weekly.
- Every effort has been made to ensure high standards of reliability of your Pet Camera. However, if something does go wrong, please do not try to repair it yourself – contact Customer Service for assistance.

9. Help

Noise interference

- To avoid background noise or echoes, ensure that there is enough distance between your device and the Pet Camera.
- Use of other 2.4 GHz products, such as Bluetooth® systems or microwave ovens, may cause interference with this product. Keep the Pet Camera at least 1.5 metres (5 feet) away from these types of products, or turn 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 Pet Camera is switched ON. Wait a few minutes to connect to the Wi-Fi® network.

If you forgot your password

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

10. Troubleshooting

Category	Problem Description / Error	Solution
Account	I am not able 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 an account with us. Tap **Create Account** to create an account.
Account	What do I do if I forget my password?	Click on the "**Forgot Password**" link on the website http://www.hubbleconnected.com/motorola/login/ OR on your Android™ or iOS application. An email will be sent to your registered email address.
Account	I did not 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 for a few minutes and refresh your email account.
Camera	When I try to view the Pet Camera, I get a prompt for Pet 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 Pet Camera features.

Connectivity Issues	I get a message: We are having problems accessing your Camera. This could be due to the lack of an internet connection. Please wait and try again later.	**1.** Please try again in a few minutes. This could be due to an issue with your internet connection. **2.** If the problem persists, please restart your Pet Camera to check if this fixes the problem. **3.** Please restart your Wireless Router. **4.** Rebooting your smart phone/ smart device could also resolve the problem.
Connectivity Issues	I am not able to access my Pet Camera.	Please check if the Pet Camera is within Wi-Fi® range. If the LED on your Pet Camera is flashing slowly, please try to move the Pet Camera closer to the router for better Wi-Fi® connectivity and try again.
Connectivity Issues	Even though I am accessing my Pet Camera from the same Wi-Fi® network, my Pet Camera is still shown as remote. I can only access it for 5 minutes at a time.	Please check your wireless router settings. For example, there is an option called Wireless Isolation on Buffalo brand routers. Please disable this option.
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.

Features	The sound alert setting threshold is not right.	You can adjust Sound Sensitivity to trigger notifications under the Pet Camera Settings menu. (See Section 5.3)
Features	How many users can access the Pet Camera at one time?	If you are accessing in local mode, two users are supported. If there are more than two users, all streaming will go through the remote server. This allows for unlimited user access to a single Pet Camera at one time.
General	What are the supported browsers for access from my PC/ Mac®?	We recommend using Google Chrome™ 24 or above. However the following browsers are also supported: Internet Explorer 9.0® or above (for PC), Safari® 6.0 or above (for Mac) or Firefox® 18.0 or above (both PC or Mac).
General	Which platforms are supported for access to my Pet Camera?	Minimum requirement: Windows 7* *Java browser plug-in needed Mac OS version 10.7 Chrome™ version 24 Internet Explorer version 9 Safari version 6 Java™ version 7 Firefox version 18.0 Adobe Flash Player 15.0 Android™ 4.2 iOS® Devices with iOS® version 7.0

General	I do not hear sound when I am accessing a remote Pet Camera.	You can tap on the Speaker icon in the video stream screen to hear audio. By default, the audio is OFF when you are accessing a remote Pet Camera.
General	What is the meaning of "Local Camera" and "Remote Camera"?	When you are accessing your Pet Camera from the same wireless network (Home) in which it is configured, it is a local Camera. When you are accessing your Pet 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	What is the significance of LED flashing?	A flashing LED indicates the following status: Slow flashing: 1. Your Pet Camera is in setup mode. You can add the Pet Camera to your account in this mode. Out of the box, the Pet Camera is in Setup mode. To reset to Setup mode, see Section 5.7. Slow flashing: 2. The Pet Camera is either connecting to the router or has lost the link to the router. Please ensure that the Pet Camera is in the Wi-Fi® signal range. LED is stable: The Pet Camera is connected to the Wi-Fi® network.

General	How do I download the Application for Android™ and iOS devices?	**Android™:** - Open the ***Google Play Store*** on your Android™ device - Select **Search** - Type **"Hubble for Motorola Petcam"** - The results will show the **Hubble for Motorola Petcam App** - Select to install it **iOS Device:** - Open the ***App Store***^{SM} - Select **Search** - Type **"Hubble for Motorola Petcam"** - The results will show the **Hubble for Motorola Petcam App** - Select to install it
Setting Up	While I am adding a new Pet Camera to my account, I am not able to find any Pet Camera to add.	If you are trying to add a Pet Camera which has previously been added into your account or another account, you will first have to reset the Pet Camera. To reset the Pet Camera, see Section 5.7.
Setting Up	During setup on devices for Android™ and iOS, I am not able to find my Pet Camera during the last step and the setup fails.	Please reset the Pet Camera to Setup mode and try again. To reset the Pet Camera, see Section 5.7.

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 on your smart device to ensure continuous video/audio feeding.
Viewing Camera	When I am in "Remote Mode", the video stops after 5 minutes. How do I view it for longer?	When you are accessing your Pet Camera via a network different from your home network (over the internet) your video will time-out after 5 minutes. You can click on the Pet Camera again from the Android™/iOS application to start streaming again. If you are accessing from your web browser, you can press the **Reload** button to start viewing the video stream from your Pet Camera again.

11. General Information

If your product is not working properly....

1. Read this User's Guide.
2. Contact Customer Service:
   +44 (0) 844 557 0890 (UK only)
   +44 (0) 8187 62092 (ROI)

Consumer Products and Accessories Limited 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.

Who is covered?

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

What will BINATONE do?

BINATONE or its authorised distributor at its option and within a commercially reasonable time, will at no charge repair or replace any Products or Accessories that does 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	**One (1) year** from the date of the products original purchase by the first consumer purchaser of the product.
Consumer Accessories	**Ninety (90) days** 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	**The balance of the original warranty or for Ninety (90) days** 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.

Batteries. Only batteries whose fully charged capacity falls below 80% of their rated capacity and batteries that leak are covered by this Warranty.

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.

Unauthorised 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 authorised service centres, 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:

+44 (0) 844 557 0890 (UK only)

+44 (0) 8187 62092 (ROI)

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

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.

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Binatone

EC Declaration of Conformity

We the manufacturer / Importer : BINATONE Telecom PLC
1 Apsley Way, London, NW2 7HF, UK

Declare under our sole responsibility that the following product

Type of equipment:	Pet camera with tracker
Model Name:	Scout5000
Country of Origin:	China
Brand:	Motorola

complies with the essential protection requirements of R&TTE Directive 1999/5/EC on the approximation of the laws of the Member States relating to ***Radio Spectrum Matters***, the Council Directive 2004/108/EC on the approximation of the laws of the Member States relating to ***electromagnetic compatibility (EMC)*** and the European Community Directive 2006/95/EC relating to ***Electrical Safety.***
Assessment of compliance of the product with the requirements relating to the essential requirements according to Article 3 R&TTE was based on Annex III of the Directive 1999/5/EC and the following standard:

Applicable standards:

EN 301 489-24 v1.5.1 (2010-10)
EN 301 489-17 V2.2.1(2012-09)
EN 301 489-7 V1.3.1 (2005-11)
EN 301 489-3 V1.6.1 (2013-08)
EN 301 489-1 v1.9.2 (2011-09)
EN 300 328 V1.8.1 (2012-06)
EN 301 511 V9.0.2 (2003-03)
EN 301 908-1 V6.2.1 (2013-04)
EN 301 908-2 V6.2.1 (2013-10)
EN 300 440-1 Vi.6.1 (2010-08)
EN 300 440-2 V1.4.1 (2010-08)
EN 62479:2010
EN 50566:2013
EN 62209-2:2010
EN 60950-1:2006+A11.2009+A1:2010+A12:2011

Manufacturer / Importer
(signature of authorized person)

CE

Signature:

Position: Product Manager
Full Name: Henry Leung
Date: 17 Jun 15

12. Technical Specifications

Wi-Fi®	802.11 b/g/n
Image sensor	Colour CMOS 1M Pixels
Lens	f = 2.3mm, F = 2.4
LED	5 colours
Power Adapter	Input: 100-240V AC, 50/60Hz, 300mA Output: 5V DC, 1000mA

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