



motorola



User's Guide

Smart Monitoring

Companion Models:

MBP162CONNECT

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

Welcome...

to your new Motorola Smart Monitoring Companion!

Thank you for purchasing the Smart Monitoring Companion. Now you can hear your baby sleep in the room or you can monitor your older children in their playroom. You can install the Companion only from your iPhone®/ iPad® or Android™ devices and hear the Audio Stream from your PC or Notebook, as well as from your iPhone®/iPad® or Android™ devices.

Please keep your original dated sales receipt for your records. For warranty service of your Motorola product, you will need to provide a copy of your dated sales receipt to confirm warranty status. Registration is not required for warranty coverage.

For product-related questions, please call:

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

**Calls cost 7p per minute plus your telephone company's access charge*

+44 (0) 8187 62092 (ROI)

On the Web: www.motorolastore.com/support

Email:

support@motorolastore.com

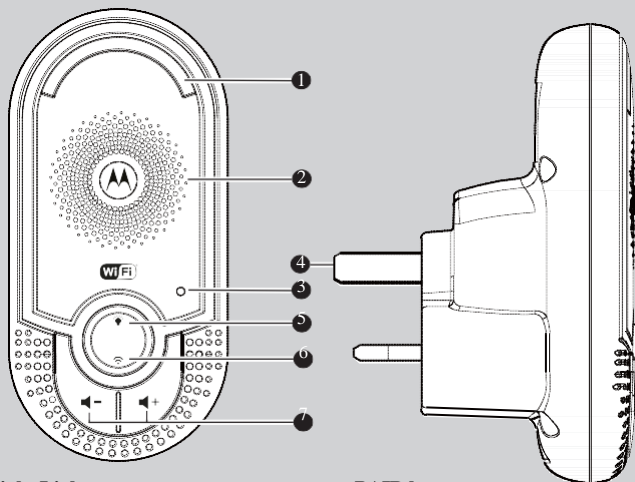
This User's Guide has all the information you need to make the most out of your product.



Please read the Safety Instructions on pages 5 before you install the unit.

Inside the Box

- 1 x Smart Monitoring Companion Unit
- 1 x Quick Start Guide

Overview of the Smart Monitoring Companion



- 1. Night Light**
Lights in Amber colour for local. Flashes when in pairing mode.
- 2. Speaker**
- 3. Power indicator**
Lights in Green when plug the device into power socket.
- 4. Power Plug**
- 5. Night Light button** 
Press to turn on/off the nightlight.
- 6. PAIR button** 
Press and hold for 3s to enter to pairing mode.
Press and hold for more than 20s to de-register from Smart Nursery App and reset to factory default.
- 7. Volume buttons** (/)
Press to decrease/increase speaker volume.

Important guidelines for installing your Smart Monitoring Companion Unit

- 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 Wi-Fi® Companion Unit 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® connection available.

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1. Safety Instructions



Presence of un-insulated "dangerous voltage" within the product's enclosure that may be of sufficient magnitude to constitute a risk of electric shock to persons.



WARNING

:

Presence of important operating and maintenance (servicing) instructions in the literature accompanying the appliance.

This digital audio 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.

- Determine a location for the baby monitor that will provide the best audio reception of your baby in its cot.
- NEVER place the baby monitor within the cot.
- Adult assembly is required. Keep small parts away from children when assembling.
- This product is not a toy. Don't 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 cover the baby monitor with a towel or blanket.
- 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.
- Do not install the baby monitor near a heat source.

CAUTION

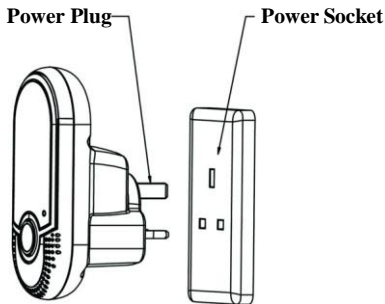
In order to reduce the risk of fire or electrical shock, do not expose the device to water or humidity. Never disassemble the device. Opening the casing is dangerous and will invalidate the warranty.

In order to disconnect the apparatus from the mains completely, the unit should be disconnected from the mains socket outlet completely.

2. Getting Started

2.1 Connecting to the power supply

The Smart Monitoring Companion powers on automatically when it is connected to the power supply.



1. Choose a location with access to the electrical outlet.
2. Plug the Unit into the suitable power outlet in your baby's room. Ensuring sufficient clearance is given for it to detect sound and no more than 1 metre from the baby cot.
3. When the unit is plugged in for the first time the green LED illuminates and the night light switches on.





3. Using the Smart Monitoring Companion

Please read these instructions carefully, and be aware that this Companion Unit is only intended as an aid. It is not a substitute for responsible, correct parental supervision.

3.1 Set nightlight

The nightlight feature is intended to give the room a soft glow so the baby can be observed without disturbing it with bright lights.

1. When the nightlight is off, press  to turn it on.
2. When the nightlight is on, press  to turn it off.

3.2 Adjust speaker volume

There are 5 volume levels on the unit, including volume off.

Press > to increase or < to decrease the volume of the unit respectively, the sound level will be detected on your iPhone®/iPad® or Android™ devices that paired.



4. System Requirements

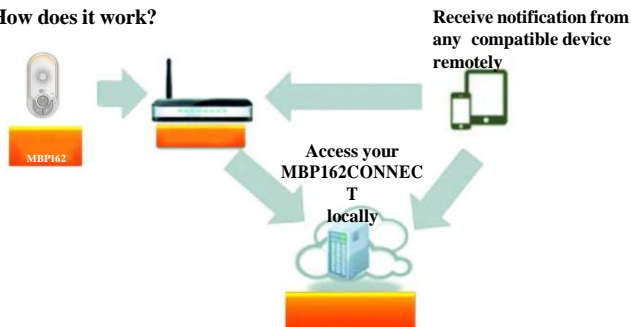
Smartphones / Tablets: Android™ and iOS® only.

Minimum requirement: iOS 8.0, Android 5.0 or above.

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

5. Connecting Devices

How does it work?



When a user tries to access the Companion Unit, our secure server authenticates the user's identity and permits access to the Companion Unit.

5.1 Setup

Plug the Smart Monitoring Companion into an electrical outlet and the Unit will automatically switch on. The Unit must be within range of the Wi-Fi® router with which you want to connect. Have the router password available for entering during the in-app setup process.

5.2 What you need

- MBP162CONNECT
- Device with Android™ system 5.0 or above
- or Any iOS® Device with iOS version 8.0 or above

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

5.3 User Account and MBP162CONNECT setup on Android™ Devices

5.3.1 Download Hubble Connect for Smart Nursery App.

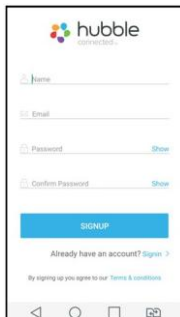
- Go to Google Play™ Store to search for Hubble Connect for Smart Nursery App.
- Download Hubble Connect for Smart Nursery App from Google Play™ Store and install it on your Android™ device.

5.3.2 Run Smart Nursery App on Android™ Device

- Ensure that your smart device is connected to your Wi-Fi® router.
- Run Hubble Connect for Smart Nursery App, SIGN UP by entering your account information, read through the Terms & Conditions, then select "I agree to the Terms of Use". (Pictures A1, A2)



A1



A2

Note: If you already have a Smart Nursery App account, please select **Already have an Account?** to go to the next steps.



5.3.3 Add the MBP162CONNECT to your account

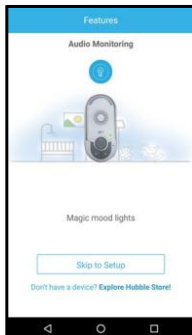
- Tap on **Audio Monitors** then tap **MBP162** to add the device, read through the features of **MBP162CONNECT** or tap on **Skip to setup**. (Pictures A3, A4, A5)



A3



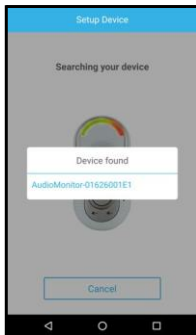
A4



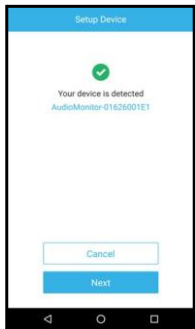
A5

- Press and hold the **PAIR** button at the front of **MBP162CONNECT**, the nightlight blinks in amber alternately indicating that the device is ready for pairing.

- Tap **Next**, the App will automatically search for your device as shown in the picture below. (Pictures A6, A7).

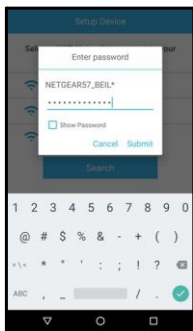
**A6****A7**

- Tap the device **SSID (AudioMonitor-0162XXXXXX)** to connect to the App. (Picture A8)
- Tap **Next** to search for the Wi-Fi router. (Picture A9)

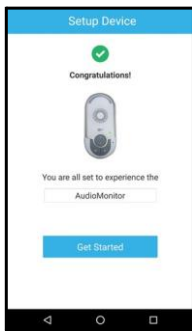
**A8****A9**



- Select your Wi-Fi® network, enter your password and then tap Search. (Picture A10)



A10



A11

- It will take a few minutes for the device to connect to the Wi-Fi® the device is successfully registered to your Samrt Nusery account. (Picture A11)
- If connection fails, please tap Retry and repeat the steps starting from steps 5.3.3.

5.4 User Account and MBP162CONNECT setup on iOS® Devices

5.4.1 Download Hubble Connect for Smart Nursery App

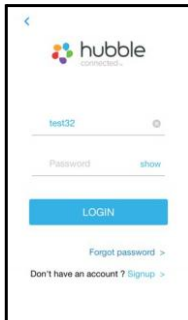
- Go to App Store to search for "Hubble Connect for Smart Nursery" App.
- Download "Hubble Connect for Smart Nursery" App and install it on your iOS® device.

5.4.2 Run Smart Nursery App on your iOS® Device

- Ensure that your iOS® device is connected to your Wi-Fi® Router.
- Run the "Hubble Connect for Smart Nursery" App, enter your account information, read through the Terms and Conditions, and then select "I agree to the Terms of Use". (Pictures i1, i2)



i1



i2

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

5.4.3 Add the MBP162CONNECT to your account

- Tap on Audio Monitors the tap MBP162 to add the device, read through the features of MBP162CONNECT or tap on Skip to setup. (Pictures i3, i4, i5)



i3



i4



i5

- The following setup instructions will appear on the screen. (Pictures i6, i7)

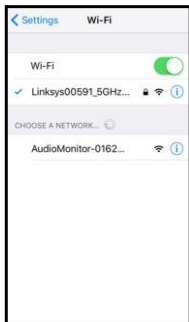


i6

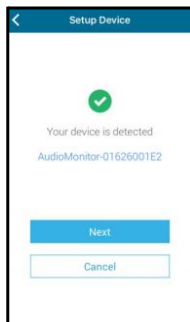


i7

- **Press and hold the PAIR button at the front of MBP162CONNECT, the nightlight blinks indicating that the device is ready for pairing. You will hear a series of beeps and the power LED will flash once then illuminate.**
- **Go to Settings > Wi-Fi menu on your iOS® device. (Picture i8).**
- **Select your device SSID (AudioMonitor-0162XXXXXX) from the list of networks. (Picture i9).**

**i8****i9**

- Press Home Key to return back, tap the Smart Nursery app to resume setup, the SSID will be detected on your iOS device.(Picture 10)
- Tap NEXT
- Select your Wi-Fi® network and tap Search. (Picture i11)



i10

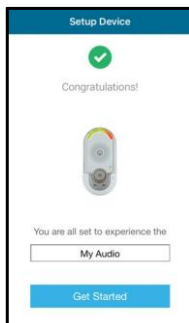


i11

- **Enter your Wi-Fi® password and tap OK. (Picture i12)**



i12



i13

- **It will take a few minutes for the device to connect to the Wi-Fi® network, the device is successfully registered to your Samrt Nusery account. (Picture i13)**
- **If connection fails, please tap Retry and repeat the steps starting from 5.4.3)**



5.5 Reset the Smart Monitoring Companion

Note: If your Companion Unit is moved from one router (e.g. home) to another (e.g. office) or you have setup issues, then the Unit must be reset.

- Press and hold PAIR button for more than 20s to enter to deregister mode and perform factory default. You will hear a series of beeps as you hold the button. After 20 seconds the unit will re-initialise. When it is ready the night light will flash ready for pairing.
- Register your device to Smart Nursery App by following the steps in section 5.3.3 for Android™ devices or in section 5.4.3 for iOS® devices.

6. 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.



7. Cleaning

Clean your Smart Monitoring Companion with a slightly damp cloth or with an antistatic cloth. Never use cleaning agents or abrasive solvents.

Cleaning and care

- Do not clean any part of the Smart Monitoring Companion with thinners or other solvents and chemicals - this may cause permanent damage to the product which is not covered by the warranty.
- Keep your Smart Monitoring Companion away from hot, humid areas or strong sunlight, and do not let it get wet.
- Every effort has been made to ensure high standards of reliability of your Smart Monitoring Companion. 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 Smart Monitoring Companion.

8. Troubleshooting

Problem 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: "E-mail ID is not	Please ensure that you have registered with us. Tap Sign in to create an account.
Account	What do I do if I forget my password?	Click on the "Forgot Password" link on https://app.hubbleconnected.com/#lostpassword OR on your Android™ or iOS application. An e-mail will be sent to your
Account	I am unable to receive a new password although I have used the "Forgot Password" option.	<ol style="list-style-type: none"> 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.
Setting Up	While I am adding a new Device to my account, I am not able to find any Device to add.	If you are trying to add a Device which has previously been added into your account or another account, you will first have to reset the Device. Refer to Section 5.5



Setting Up	During setup on devices for Android™ and iOS, I am not able to find my Device during the last step and the setup fails.	Please reset the Device to setup mode and try again. Press and hold the PAIR button on the front of the Device until you hear a beep. Wait for a minute for the Device to restart. When the Night Light is flashing, this indicates that it is in setup mode. Now restart the setup from your smartphone again.
Connectivity Issues	I get a message: We are having problems accessing your Device. This could be due to the lack of an internet connection. Please wait and try again later.	<ol style="list-style-type: none">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 Device to check if this fixes the problem.3. Please restart your Wireless Router.
Connectivity Issues	Even though I am accessing my Device from the same Wi-Fi network, I still find my Device 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.
General	Which platforms are supported for accessing my Device?	Minimum requirement: Android™ 5.0 iPhone /iPad iOS version 8.0
General	I do not hear any sound when I am	You can tap on the speaker icon in the Audio Monitoring to hear audio.



General	How do I download the App for Android™ and iOS devices?	Android™: <ul style="list-style-type: none">- Open the Google Play on your Android™ device.- Select Search- Type in "Hubble Connect for Smart Nursery"- The results will show the Hubble App- Select to install it iOS Device: <ul style="list-style-type: none">- Open the App StoreSM- Select Search- Type in "Hubble Connect for Smart Nursery"- The results will show the Hubble App- Select to install it
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9. General Information

If your product is not working properly...

1. Read this User's Guide or the Quick Start Guide.
2. Contact Customer Service at

+44 (0) 844 557 0890

(UK only - Calls cost 7p per minute plus your telephone company's access charge.)

+44 (0) 8187 62092 (ROI)

Email: support@motorolastore.com

If you think you need a battery replacement, please contact customer service.

Consumer Products and Accessories Limited Warranty ("Warranty")

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

What Does this Warranty Cover?

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

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

Who is covered?

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

What will BINATONE do?

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

What Other Limitations Are There?

ANY IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, SHALL BE LIMITED TO THE DURATION OF THIS LIMITED WARRANTY, OTHERWISE THE REPAIR OR REPLACEMENT PROVIDED UNDER THIS EXPRESS LIMITED WARRANTY IS THE EXCLUSIVE REMEDY OF THE CONSUMER, AND IS PROVIDED IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. IN NO EVENT SHALL MOTOROLA OR BINATONE BE LIABLE, WHETHER IN CONTRACT OR TORT (INCLUDING NEGLIGENCE) FOR DAMAGES IN EXCESS OF THE PURCHASE PRICE OF THE PRODUCT OR ACCESSORY, OR FOR ANY INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES OF ANY KIND, OR LOSS OF REVENUE OR PROFITS, LOSS OF BUSINESS, LOSS OF INFORMATION OR OTHER FINANCIAL LOSS ARISING OUT OF OR IN CONNECTION WITH THE ABILITY OR INABILITY TO USE THE PRODUCTS OR ACCESSORIES TO THE FULL EXTENT THESE DAMAGES MAY BE DISCLAIMED BY LAW.

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



Products Covered	Length of Coverage
Consumer Products	One (1) year from the date of the products original purchase by the first
Consumer Accessories	Ninety (90) days from the date of the accessories original purchase by the first consumer purchaser of the
Consumer Products and Accessories that are Repaired or Replaced	The balance of the original warranty or for ninety (90) days from the date returned

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/or 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 - Calls cost 7p per minute plus your telephone company's access charge.)

+44 (0) 8187 62092 (ROI)

Email: support@motorolastore.com

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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EU Declaration of Conformity (DoC)

Hereby, Binatone Telecom PLC declares that the radio equipment type is in compliance with RE Directive 2014/53/EU. The full text of the EU declaration of conformity is available on the website :

www.motorolastore.com/support.

10. Technical Specifications

Frequency band	2400MHz-2483MHz
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Operating temperature	5°C - 45°C
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Maximum RF Power	20dBm
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Power Voltage	Input: 100-240V AC, 50/60Hz, 150mA
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EN_UK Version
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