



motorola



User's Guide

Brilliant Video Baby Monitor

Model: Smart Nursery Camera

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

Welcome...

to your new Smart Nursery Camera!

Thank you for purchasing your new Smart Nursery Camera. Now you can see and hear your baby sleeping in another room or you can monitor your older children in their playroom via the mobile app.

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:

US and Canada 1-888-331-3383

E-mail: support@motorolahome.com

On the Web: www.motorolahome.com/support

This User's Guide provides you with all the information you need to get the most from your product.

Before you can use the product, we recommend you fully charge the batteries, so that they continue to work if you disconnect them from the power supply to carry it to another location. Please read the Safety Instructions on pages 7 - 9 before you install the units.

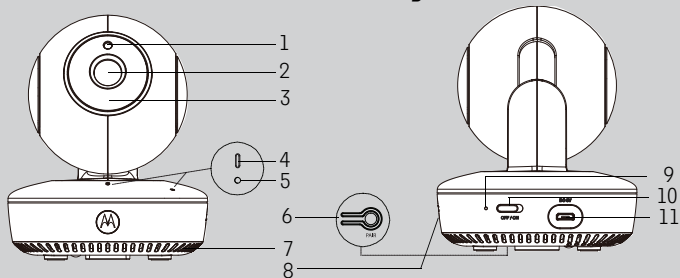
Got everything?

- 1 x Smart Nursery Camera with built-in 1880mAh Lithium ion rechargeable battery
- 1 x Power Adapter
- 1 x Quick Start Guide

In multi-camera packs, you will find one or more additional cameras and power adapter units.

For Wi-Fi® internet viewing you will need a suitable Android or iPhone/iPad device and Wi-Fi® internet connection of at least 0.6Mbps upload bandwidth per camera.

Overview of Your Smart Nursery Camera



- | | |
|--|--|
| 1. Light Sensor (for night mode detection) | 7. Speaker |
| 2. Camera Lens | 8. Micro-SD Card Slot - accepts up to 32GB |
| 3. Infrared LEDs (for night vision) | 9. Charging LED |
| 4. Power / Status indicator | 10. ON/OFF Switch |
| 5. Microphone | 11. Micro USB Power Socket |
| 6. PAIR Button | |

Important guidelines for installing your Smart Nursery Camera

- 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 Smart Nursery 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® connection available.



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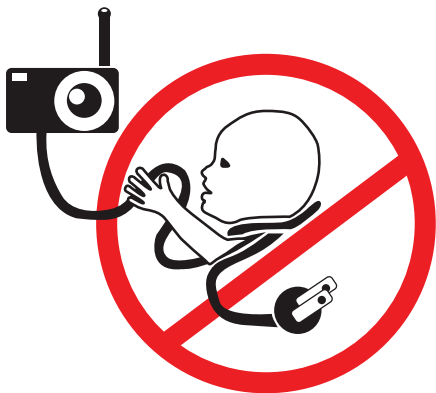


1. Safety Instructions

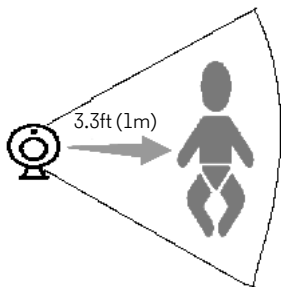


WARNING:

Strangulation Hazard: Children have **STRANGLED** in cords. Keep this cord out of the reach of children (more than 3ft away). Never use extension cords with AC Adapters. Only use the AC Adapters provided.



HOW TO POSITION THE SMART NURSERY CAMERA:



- Keep the Camera out of the reach of children (more than 3ft away).
- NEVER place the Camera or cords within the crib.
- The Camera should be placed on a flat surface, such as a chest of drawers, desk or shelf, or wall-mount it using the keyhole slots in the Camera base.
- Make sure that the Camera captures the best view of your baby.

WARNING

This Camera 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.

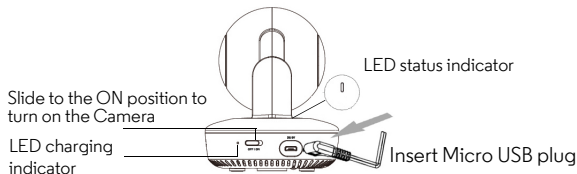
- Adult assembly is required. Keep small parts away from children when assembling.
- This product is not a toy. Do not allow children to play with it.
- This Camera is not a substitute for responsible adult supervision.
- Keep this User's Guide for future reference.
- Do not cover the Camera with a towel or blanket.
- Never use extension cords with power adapters. Only use the power adapters provided.



- Test this Camera and all its functions so that you are familiar with it prior to actual use.
- Do not use the Camera near water.
- Do not place the Camera near 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.

2. Getting Started

2.1 Charging the Smart Nursery Camera



1. Connect the Micro USB plug of the power adapter to the Smart Nursery Camera and the other end to a suitable electrical outlet.
The LED charging indicator lights up red and the LED status indicator lights up blue initially, then flashes red.

NOTE

Only use the enclosed power adapter (5V DC / 1500mA) with the Micro USB plug.

It takes about 6 hours to fully charge the built-in rechargeable battery.

A fully-charged built-in rechargeable battery supports up to 3 hours of video streaming.

2.2 Powering the Camera On/Off

1. Slide the ON/OFF switch to the ON position.
The LED indicator located at the front of the Camera will light up in blue.
2. Slide the ON/OFF switch to the OFF position to turn off the Camera.

2.3 LED status indicators

Pair / Setup state	• LED is red and blue and flashing slowly
Unconnected state	• LED is red and flashing slowly
Local wireless connected state	• LED is red and flashing slowly



Local and Cloud connected state	<ul style="list-style-type: none">• LED is blue and always on
Ready for connection state	<ul style="list-style-type: none">• LED is blue and flashing slowly

3. Accessing the Smart Nursery Camera via your Mobile Devices

Note:

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

3.1 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

iPhone[®] /iPad[®] iOS

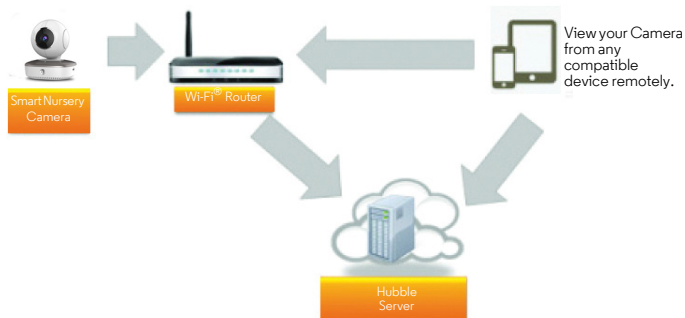
- Version 7.0 or above

Wi-Fi[®] requirements:

- At least 0.6 Mbps upload bandwidth per camera. Test your Internet speed at: <http://www.speedtest.net/>

3.2 Connecting Devices

How does it work?



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

Setup

- Connect the Micro USB plug of the power adapter to the Wi-Fi[®] Camera Unit and the other end to a suitable electrical outlet.
- Make sure the power switch is in the ON position.
- 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.

Note

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

3.3 User Account and Camera Setup on Android™ Devices

What you need

- Smart Nursery Camera
- Power adapter for the Smart Nursery Camera
- Device with Android™ system version 4.2 and above

3.3.1 Download Hubble for Motorola Monitors App

- Go to Google Play™ Store to search for "Hubble for Motorola Monitors".
- Download "Hubble for Motorola Monitors" App from Google Play™ Store and install it on your Android™ device

3.3.2 Run Hubble for Motorola Monitors App on Android™ device

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

NOTE

*If you already have a Hubble App account, please select **Already have an Account?** to login.*

3.3.3 Add the Camera to your account

1. Tap **+** on the top right corner of the screen to add camera.
2. Tap **Camera**.
3. Plug in and switch on the Camera. Wait for a couple of minutes for it to warm up and the Camera LED starts to blink.
4. Tap **Continue**.
5. Press and hold the **PAIR** button on the underside of the Camera for 3 seconds. You will hear a beep tone, followed by a voice prompt indicating that the Camera is ready for pairing.
6. Tap **Continue**.
The App will search for the Camera.
7. Tap to select the Camera (*CameraHD-xxxxxxxxxx*).
The App will connect with the Camera.
8. Select your Wi-Fi® Network and tap **Connect**.
9. Enter your router password and tap **Connect**.



10. It will take a few minutes for the Camera to connect to your Wi-Fi® network before showing the connection status.
If connection fails, tap **Retry** and repeat the steps starting from step 1.
11. Name the location of your Camera (Optional).
12. Tap **View Camera** to view the live video stream.

3.4 Add additional Cameras to your Hubble Account

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

To add another Camera to your Hubble Account, repeat the steps starting from step 1 in 3.3.3.

3.5 Connect the Camera to another Android™ Device

1. Download and install "**Hubble for Motorola Monitors**" app on another Android device.
2. Run "**Hubble for Motorola Monitors**" app on the Android™ Device
3. Login with the same Hubble account and repeat the steps starting from step 1 in 3.3.3.

3.6 User Account and Camera Setup on iPhone® / iPad®

What you need

- Smart Nursery Camera
- Power adapter for the Smart Nursery Camera
- iPhone® / iPad® with iOS version 7.0 and above

3.6.1 Download Hubble for Motorola Monitors App

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

3.6.2 Run Hubble App on your iPhone® / iPad®

- Ensure that your iPhone® / iPad® is connected to your Wi-Fi® Router.
- Run the "Hubble for Motorola Monitors" 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 login.

3.6.3 Add the Camera to your account

1. Tap **+** on the top right corner of the screen and select **Camera**.
2. Plug in and switch on the Camera. Wait for a couple of minutes for it to warm up and the Camera LED starts to blink.
3. Tap **Continue**.
Your iOS® device will start to scan for the Camera in the Wi-Fi® network.
4. Press and hold the **PAIR** button on the underside of the Camera for 3 seconds. You will hear a beep tone, followed by a voice prompt indicating that the Camera is ready for pairing.
5. Press the HOME button on your iOS® device, then go to **Settings** → **Wi-Fi** and select your Camera (*CameraHD-xxxxxxx*) from the list of Wi-Fi® networks.
6. Return to Hubble app to resume setup.
7. Enter a name for your Camera (optional) and tap **Continue**.
8. Select your Wi-Fi® network and tap **Continue**.
9. Enter your router password and tap **Next**.



10. It will take a few minutes for the Camera to connect to your Wi-Fi® network before showing the connection status.
If connection fails, tap **Retry** and repeat the steps starting from step 1.
11. Tap **View live camera** to view the live video stream.

3.7 Add additional Cameras to your Hubble Account

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

To add another Camera to your Hubble Account, repeat the steps starting from step 1 in 3.6.3.

3.8 Connect the Camera to another iOS® Device

1. Download and install "**Hubble for Motorola Monitors**" app on another iOS® device.
2. Run "**Hubble for Motorola Monitors**" app on the iOS® Device
3. Login with the same Hubble account and repeat the steps starting from step 1 in 3.6.3.





4. Camera Functions

- Run **Hubble for Motorola Monitors** App on your Android™ or iOS® device and log into your Hubble account.


4.1 On Android™ Devices








4.1.1 Main Menu Options

- Tap ☰ to access the following menu options:











Cameras 	<ul style="list-style-type: none"> • Access the list of Cameras in your Hubble account.
Videos 	<ul style="list-style-type: none"> • Access the list of recorded videos.
Event Log 	<ul style="list-style-type: none"> • Access notifications that are triggered by Motion or Sound detection.
Account 	<p>Profile</p> <ul style="list-style-type: none"> - Username - Email - Set temperature unit - Set time format - Enable or disable Swipe to pan & tilt - Change Password - Log out from your Hubble Account <p>Plan</p> <ul style="list-style-type: none"> - Check current plan <p>Notifications</p> <ul style="list-style-type: none"> - Enable or disable Do Not Disturb - Set Notification Frequency - Enable or disable notification by sound - Enable or disable notification by vibration - Enable or disable notification when on a call <p>Remote Connection Setting</p> <ul style="list-style-type: none"> - Enable or disable Remote View Timeout - Enable or disable P2P Streaming <p>Background monitoring</p> <ul style="list-style-type: none"> - Enable or disable background monitoring <p>About Hubble</p> <ul style="list-style-type: none"> - View Terms and Conditions - View App Version

4.1.2 Camera Options



- Tap  in the center of the screen to go to live streaming screen.
- The top right of the live streaming screen shows the current Wi-Fi® signal strength.
- Tap on the live streaming screen to access the camera options.
To exit from an option, tap on the option again.

	Photo/Video	<ul style="list-style-type: none"> • Take a photo or record a video from your Camera. • Tap the Video icon  to start recording. Tap the red button  to stop. • Tap the Camera icon  to switch to Camera mode. You can capture photos from Camera view. <p>Note: <i>Photos and videos will be stored in the internal flash memory of your Android device, and can be accessed via the Gallery or Media Player.</i></p>
	Melody	Tap to access the Melody menu and select one of the 5 pre-set melodies you wish to play on your Camera Unit.
	Temperature	The temperature reading from the temperature sensor at the back of the Camera Unit will display on the screen of your Android™ device. The readings will turn RED if the temperature goes beyond the High/Low temperature that was set in your Account. You can tap on the temperature reading to switch between Celsius and Fahrenheit.
	Pan and Tilt	Tap to pan right and left, tilt up and down.




	Two-way communication	Tap to activate the function. Press the round button  once to speak through the Camera Unit. Press the button again to listen to the audio feedback from the Camera Unit.
	Humidity	The humidity level will display on the screen of your Android™ device.
	Speaker	Tap to toggle speaker on or off.
	Zoom	Slide the scroll bar on the right hand side of the screen to zoom in or zoom out. You can also use the pinch-in and pinch-out gestures to zoom out or zoom in a picture. To use pinch-to-zoom gesture, your device must support multi-touch technology.
	High Definition Video	Toggle to set high definition video quality on or off.
	Delete All Events	Tap to delete all events.
	Edit Events	Tap to select the event(s).
	Select Events	Check the boxes to select event(s).
	Delete Events	Tap to delete selected event(s).



	Camera Settings	<p>You can change the Camera settings by tapping on the  Camera Settings icon.</p> <ul style="list-style-type: none">• Tap Details to access the following settings:<ul style="list-style-type: none">- Camera name- Change Image- Camera Model- Mac address- SOC version- Camera Battery- Firmware Version- Current Plan- Camera Timezone- Delete All Events• Tap Notifications to access the following settings:<ul style="list-style-type: none">- Motion Detection- Sound Detection- Temperature• Tap Settings to access the following settings:<ul style="list-style-type: none">- Ceiling Mount- Night Vision- Brightness- Volume
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4.1.3 Remove a Camera from your Hubble Account

1. Tap  **Camera Settings** icon.
2. Tap  on the top right corner of the screen.
3. Tap **Yes** to confirm.

4.2 Automatic Expression Detection and Snapshot Capture

Note

The options, menus and icons described below may differ slightly depending on your device.

It's among the notable moments for new parents when their baby smiles or cry. The automatic expression detection and snapshot capture help you capture these moments and displays them on the screen. You can then tap on the share  button to share them on social sites like Facebook or Twitter, so that your relatives and friends can share your joy, no matter how far away they may be.

4.3 Motion Recording with 24-Hour Video History

Note

The options, menus and icons described below may differ slightly depending on your device.

Motion triggered videos with 24-Hour Video History can be stored on the Micro-SD memory card or on Cloud.

To setup motion recording:

1. Tap **Camera Settings** icon .
2. Tap **Notifications > Motion Detection**.

Detect Motion	<ul style="list-style-type: none">• Select Off, Motion detection, Expression detection, Activities detection.• Tap on the detection sensitivity bar to select Low, Medium and High.
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Record Motion	<ul style="list-style-type: none"> • Select Off, Cloud or SD Card. • If you select SD Card, then choose one of the following actions when SD Card is full: <ul style="list-style-type: none"> • Switch to Cloud • Remove oldest clips (10 clips)
Motion Detection Scheduling	<ul style="list-style-type: none"> • Select Off or On. • Tap + to schedule the start time and end time as well as the days of the week for motion detection.

4.4 Review, Share and Download Recorded Events or Notifications







Note

The options, menus and icons described below may differ slightly depending on your device.

Recorded events or Notifications (Motion detected, Low Battery, Sound detected, Temperature too high, Temperature too low, Expression detection) are displayed below the live streaming screen.

The  icon that appears on the bottom right of the event snapshot indicates that the recorded event is stored on cloud.

The **SD** icon that appears on the bottom right of the event snapshot indicates that the recorded event is stored on your Micro-SD card.





- Tap  to refresh the list of recorded events.
- Tap  to select the date of the recorded events.
- Tap  to share the recorded event.
- Tap  **View event** to playback the recorded event.
- Tap on the video image and select  to download the event or tap  to delete the event.

4.5 On iOS® Devices

Note

The options, menus and icons described below may differ slightly depending on your device.

4.5.1 Main Menu Options




- Tap **Cameras**  to show the list of cameras.
- Tap **Notifications**  to review recorded events. You can Pull to Refresh new notifications.
- Tap **Videos**  to playback recorded videos.
- Tap **Settings**  to access **General settings** to set Time format, Temperature unit, Background monitoring and **Do not disturb** duration.
- Tap **More** to access **Account** information and change password.

4.5.2 Camera Options










- Tap on the camera snapshot to go to live streaming screen.
- The top right of the live streaming screen shows the current Wi-Fi® signal strength.
- The camera options appear at the bottom the live streaming stream.




To exit from an option, tap on the option again.

To exit to main menu option, tap **< Back**.



	Pan and Tilt	Tap to pan right and left, tilt up and down.
	Two-way communication	Tap to activate the function. Press the round button  once to speak through the Camera Unit. Press the button again to listen to the audio feedback from the Camera Unit.



	Photo/Video	<ul style="list-style-type: none">• Take a photo or record a video from your Camera.• Tap the Video icon  to start recording. Tap the red button  to stop.• Tap the Camera icon  to switch to Camera mode. You can capture photos from Camera view. <p>Note: <i>Photos and videos will be stored in the internal flash memory of your smart device. To playback the videos, go to Videos  in the main menu.</i></p>
	Melody	Tap to access the Melody menu and select one of the 5 pre-set melodies you wish to play on your Camera Unit.
	Temperature	The temperature reading from the temperature sensor at the back of the Camera Unit will display on the screen of your iOS [®] device. The readings will turn RED if the temperature goes beyond the High/Low temperature that was set in your Account. You can tap on the temperature reading to switch between Celsius and Fahrenheit.
	High Definition Video	Tap to select HD or Full HD video quality.
	Zoom	Slide the scroll bar on the right hand side of the screen to zoom in or zoom out. You can also use the pinch-in and pinch-out gestures to zoom out or zoom in a picture. To use pinch-to-zoom gesture, your device must support multi-touch technology.

	Speaker	Tap to toggle speaker on or off.
	Camera Settings	<p>You can change the Camera settings by tapping on the  Camera Settings icon.</p> <ul style="list-style-type: none"> • Tap Details to access the following settings: <ul style="list-style-type: none"> • Change camera name • Change snapshot • Model ID • Mac address • Firmware version • Slave firmware • Current plan • Delete all events • Change timezone • Wifi signal strength • Tap Notifications to access the following settings: <ul style="list-style-type: none"> • Motion Sensitivity • Sound Sensitivity • Temperature • Tap Settings to access the following settings: <ul style="list-style-type: none"> • Ceiling Mount • Brightness • Volume


4.5.3 Remove a Camera from your Hubble Account

1. Tap  **Camera Settings** icon.
2. Tap  on the top right corner of the screen.
3. Tap **Yes** to confirm.

4.6 Automatic Expression Detection and Snapshot Capture

Note

The options, menus and icons described below may differ slightly depending on your device.

It's among the notable moments for new parents when their baby smiles or cry. The automatic expression detection and snapshot capture help you capture these moments and displays them on the screen. You can then tap on the share  button to share them on social sites like Facebook or Twitter, so that your relatives and friends can share your joy, no matter how far away they may be.

4.7 Motion Recording with 24-Hour Video History

Note

The options, menus and icons described below may differ slightly depending on your device.

Motion triggered videos with 24-Hour Video History can be stored on the Micro-SD memory card or on Cloud.

To setup motion recording:

1. Tap **Camera Settings** icon .
2. Tap **Notifications**.


Motion Sensitivity	<ul style="list-style-type: none"> • Select Off, Motion detection, Expression detection, Activities detection. • Tap on the detection sensitivity bar to select Low, Medium and High.
Motion Video Recording	<ul style="list-style-type: none"> • Select Cloud, SD Card or Off. • If you select SD Card, then choose one of the following actions to take when SD Card is full: <ul style="list-style-type: none"> • Switch to Cloud • Remove oldest clips (10 clips)

4.8 Review, Share and Download Recorded Events or Notifications







Note

The options, menus and icons described below may differ slightly depending on your device.

Recorded events or Notifications (Motion detected, Low Battery, Sound detected, Temperature too high, Temperature too low, Expression detection) are displayed below the live streaming screen.

The  icon that appears on the bottom right of the event snapshot indicates that the recorded event is stored on cloud.

The **SD** icon that appears on the bottom right of the event snapshot indicates that the recorded event is stored on your Micro-SD card.

- Tap  to refresh the list of recorded events.
- Tap  to select the date of the recorded events and tap **Done**.
- Tap  to playback the recorded event.
 - To share the recorded event, tap on the playback screen and select .
 - To delete the recorded event, tap on the playback screen and select .
 - To download the recorded event, tap on the playback screen and select .
 - To exit from the playback screen, tap **x**.
- To delete all or multiple events, tap **Edit** on the top right corner of the screen, select the events you wish to delete and tap **Delete all**. To cancel delete, tap **Cancel**.



5. Working with PC/Notebook

- Go to <https://app.hubbleconnected.com/#login>
- Enter your **User Name** and **Password**, and then click **Login** if you have already created an account.
- Click on the Camera list paired in your account via Android™ device or iPhone®/iPad®, and the Camera view will appear on screen. You can easily stay connected with your favorite people, places and pets with live video streaming.
- On the website, you can change **Settings** by following the menu instructions.

6. 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:

1. Slide the ON/OFF switch to OFF.
2. Press and hold the **PAIR** button on the underside of the Camera, then slide the ON/OFF switch to ON (the LED indicator will light up).
3. Release the **PAIR** button when you hear a confirmation beep and wait for the Camera Unit to complete an internal reset procedure. The LED indicator will turn red and flash slowly when the Camera Unit is reset successfully.
4. You can add your Camera again by following the steps in section 3.3.3 for Android™ devices or in section 3.6.3 for iOS devices.

7. App and Firmware Upgrades

7.1 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 send you notifications that a newer version of the Hubble app is now available. While some of the upgrades simply keep your system running efficiently, 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.



8. Disposal of the Device (Environment)

At the end of the product life cycle, you should not dispose of this product with normal household waste. Take this product to a collection point for the recycling of electrical and electronic equipment. The symbol on the product, user's guide and/or box indicates this.



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.

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

9. *Cleaning*

Clean your Camera 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 your Camera 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 Camera. However, if something does go wrong, please do not try to repair it yourself - contact Customer Service for assistance.



10. Help

Noise interference

To avoid background noise or echoes, ensure that there is enough distance between your device and the Camera.

Use of other 2.4 GHz products, such as Bluetooth[®] systems or microwave ovens, may cause interference with this product. Keep the Camera at least 5ft (1.5m) 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 the Camera is switched ON. Wait a few minutes to connect to the Wi-Fi[®] system.

If you forget 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 forget my password?	Click on the "Forgot Password" link on https://app.hubbleconnected.com/#lostpassword OR on your Android™ or iOS application. An email will be sent to your registered email address.
Account	I am unable to receive a new password although I have used the "Forgot password" option.	<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 your email account.
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.	<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 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 web-browser, then you can click 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 pressing and holding the PAIR button at the bottom of the Camera for 5 seconds.
General	What are the supported browsers for accessing 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	What is the significance of LED flashing?	<p>A flashing LED indicates the following status:</p> <p><u>Slow flashing:</u> 1. Your Camera is in setup mode. You can add the Camera to your account in this mode. Out of the box, the Camera is in Setup mode. To reset to Setup mode, press and hold the PAIR button on the bottom of the Camera until you hear a beep.</p> <p><u>Slow flashing:</u> 2. The Camera is either connecting to the router or has lost the link to the router. Please ensure that the Camera is in the Wi-Fi® signal range.</p> <p><u>LED is stable:</u> The Camera is connected to the Wi-Fi® network.</p>
Connectivity Issues	I am not able to access my Camera.	Please check if the Camera is within Wi-Fi® range. If the LED on your Camera is flashing slowly, please try to move the Camera closer to the router for better Wi-Fi® connectivity and try again.
Setting Up	During setup on devices for Android™ and iOS, I am not able to find my Camera during the last step and the setup fails.	Please reset the Camera to setup mode and try again. Press and hold the PAIR button on the bottom of the Camera until you hear a beep. Wait for a minute for the Camera to restart. When the Camera LED is flashing, this indicates that it is in setup mode. Now restart the setup from your smartphone again.



Connectivity Issues	Even though I am accessing my Camera from the same Wi-Fi® network, I still find my Camera is shown as remote. I can only access it for 5 minutes at a time.	Please check your wireless router settings. For example, for Buffalo brand routers there is an option called Wireless Isolation. Please disable this option.
Camera	When I try to view the Camera, I get a prompt for Camera firmware upgrade. What should I do?	Please upgrade your firmware. This takes around 5 minutes. We push upgrades from time to time to improve Camera features.
General	Which platforms are supported for accessing my 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 iPhone® /iPad® iOS version 7.0
General	I do not hear any sound when I am accessing a remote Camera.	You can tap on the speaker icon in the video stream screen to hear audio. By default the audio is not ON when you are accessing a remote Camera.



General	What is the meaning of "Local Camera" and "Remote Camera"?	When you are accessing your Camera from the same wireless network (Home) in which it is configured, it is a Local Camera. When you are accessing your Camera away from your home it is a Remote Camera. You may be using 3G, 4G or 4G LTE or a Wi-Fi® connection outside of your home.
General	How do I download the App for Android™ and iOS devices?	Android™: <ul style="list-style-type: none">- Open the Google Play Store on your Android™ device.- Select Search- Type in "Hubble for Motorola Monitors"- 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 for Motorola Monitors"- 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, beyond 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. For Wi-Fi internet viewing you need a Wi-Fi internet connection of at least 0.6Mbps upload bandwidth per camera.

11. General Information

If your product is not working properly....

1. Read this User's Guide or the Quick Start Guide.
2. Visit our website: www.motorolahome.com/support
3. Contact Customer Service at
US and Canada 1-888-331-3383
E-mail: support@motorolahome.com

Consumer Products and Accessories Limited Warranty ("Warranty")

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

What Does this Warranty Cover?

Subject to the exclusions contained below, BINATONE warrants that this Motorola branded product ("Product") or certified accessory ("Accessory") sold for use with this product 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.

Who is covered?

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

What will BINATONE do?

BINATONE or its authorized distributor at its option and within a commercially reasonable time, will at no charge repair or replace any Products or Accessories that 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.

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

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

Communication Services. Defects, damages, or the failure of Products or Accessories due to any communication service or signal you may subscribe to or use with the Products or Accessories is excluded from coverage.

How to Obtain Warranty Service or Other Information?

To obtain service or information, please call:

US and Canada 1-888-331-3383

E-mail: support@motorolahome.com

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

To obtain service, you must include: (a) the Product or Accessory; (b) the original proof of purchase (receipt) which includes the date, place and seller of the Product; (c) if a warranty card was included in your box, a completed warranty card showing the serial number of the Product; (d) a written description of the problem; and, most importantly; (e) your address and telephone number.

These terms and conditions constitute the complete warranty agreement between you and BINATONE regarding the Products or Accessories purchased by you, and supersede any prior agreement or representations, including representations made in any literature publications or promotional materials issued by BINATONE or representations made by any agent employee or staff of BINATONE, that may have been made in connection with the said purchase.

FCC and IC regulations

FCC Part 15

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the Federal Communications Commission (FCC) rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications to this equipment not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device complies with Part 15 of the FCC rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. Privacy of communications may not be ensured when using this device.

To ensure safety of users, the FCC has established criteria for the amount of radio frequency energy that can be safely absorbed by a user or bystander according to the intended usage of the product. This product has been tested and found to comply with the FCC criteria.

This Class B digital apparatus complies with Canadian ICES-003.

CAN ICES-3(B)/NMB-3(B)

WARNING

Changes or modifications, to this equipment not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

The socket-outlet shall be installed near the equipment and shall be easily accessible.

Industry Canada

This device complies with Industry Canada licence-exempt RSS standard(s): Operation is subject to the following Two conditions:(1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

The term "IC: " before the certification/registration number only signifies that the Industry Canada technical specifications were met. This product meets the applicable Industry Canada technical specifications.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

FCC RF Radiation Exposure Statement

Caution: This Transmitter must be installed to provide a separation distance of at least 20cm from all persons.

FCC / IC RF Radiation Déclaration d'exposition

Attention: Cet émetteur doit être installé pour fournir une distance de séparation d'au moins 20 cm de toute personne.

12. Technical Specifications

Smart Nursery Camera

Frequency	2.4GHz ISM and WiFi frequency band
Image sensor	color CMOS 1M Pixels
Lens	f 3.8mm, F2.4
IR LED	8 pcs
Battery	BF6X battery with 1880mAh
Power adapter for the Camera	Ten Pao International Ltd. S009GU0500150 Input: 100-240V AC, 50/60Hz, 300mA; Output: 5V DC / 1500mA OR S012BEU0500150 Input: 100-240V AC, 50/60Hz, 500mA; Output: 5V DC / 1500mA WARNING Use only with supplied power supply.



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