

oricom®



USER'S GUIDE

5" Smart HD Baby Monitor with Night Light

Model: OBH500

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

Welcome...

to your new Oricom Wi-Fi® Video Baby Monitor!

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

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

For product related questions, please contact:

Australia:

(02) 4574 8888 / Monday - Friday 8am – 6pm AEST

Email: support@oricom.com.au / www.oricom.com.au

New Zealand:

0800 674 266 / Monday - Friday 10am - 8pm NZST

Email: support@oricom.co.nz

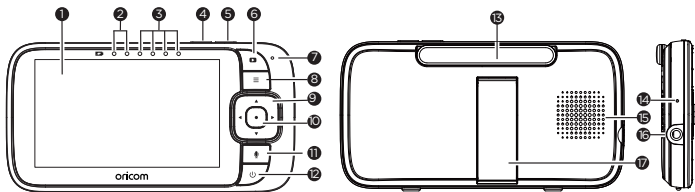
Visit **support@oricom.com.au** to download the User Guide with instructions, answers to frequently asked questions, and more to help you get the most from your product.

Inside the Box

- 1 x Parent Unit
- 1 x Baby Unit (Wi-Fi® Camera)
- 1 x Magnetic Mount
- 1 x Power adaptor for Parent Unit
- 1 x Power adaptor for Baby Unit

In multi-camera packs, you will find one or more additional Camera Units with power adaptors and Magnetic mount units.

Overview of the Parent Unit

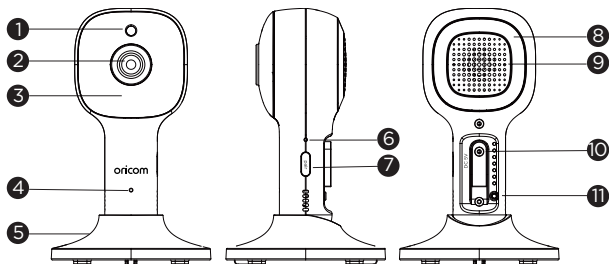


- 1. Display (LCD screen)**
- 2. Parent Unit ON/OFF and Charging LED**
Red when the parent unit is Charging.
- 3. Audio Level LEDs (Green, Green, Amber, Red, Red)**
- 4. Volume Down**
Press to decrease Volume level.
- 5. Volume Up**
Press to increase Volume level.
- 6. VIDEO ON/OFF button**
Press to turn the LCD screen ON/OFF (Note: audio is maintained.)
- 7. Microphone**
- 8. MENU button**
Press to open / close the Menu options.
- 9. Navigation button**
Move Up/Down/Right/Left menu options.
Move the image upward/downward/left/right.
- 10. OK button**
- 11. TALK button**
Press and hold to speak to your baby.
- 12. Power button**
Press and Hold to turn the Parent Unit ON/OFF.
- 13. Antenna**
- 14. RESET button** (recessed - use small pin)
- 15. Speaker**
- 16. Power Socket**
- 17. Stand**

Parent Unit menu icons

	Signal Level (4 Levels)
	Night Vision Mode (Video also changes to Black/White).
	Talk Mode On.
	Indicates the screen off timer is set.
	Volume Level Control (8 Levels).
	No Baby Unit detected.
	Battery Level Indication (4 Levels).
	Zoom Level Control (1X, 1.2X, 1.5X, 2X).
	LCD Brightness Level Control (8 Levels).
	Lullaby Control (10 Song Selections).
	Alarm Setting (6h, 4h, 2h, OFF) Indicates alarm is on, when flashing indicates the alarm time has expired.
	Temperature scale select (°C/°F) Readings display in BLUE, will turn RED if > 29 °C / 84 °F or < 14 °C / 57 °F. Displays HH °C / °F if >36 °C / 97 °F. Displays LL °C / °F if < 1 °C / 34 °F.
	Camera Control [- (delete) / + (add) /  (view) /  (scan)].
	Set Screen Off Timer (Off  , 5 mins, 15 mins, 30 mins).
	View multiple cameras on screen. Available when you have more than 1 Baby Unit (Camera).

Overview of Your Baby Unit



- | | |
|--|-------------------------|
| 1. Photo Sensor (Night Vision Mode) | 6. Power/Link indicator |
| 2. Camera Lens | 7. PAIR button |
| 3. Infrared LEDs (x 8, for night vision) | 8. Night Light |
| 4. High Sense Microphone | 9. Speaker |
| 5. Magnetic mount | 10. Power Socket |
| | 11. Temperature Sensor |

Important guidelines for installing your Digital Video Baby Monitor

- To use your Baby Unit and Parent Unit together, you must be able to establish a link between them, and the range will be affected by environmental conditions.
- Any large metal object, like a refrigerator, a mirror, a filing cabinet, a metallic door or reinforced concrete, between the Baby Unit and Parent Unit may block the signal.
- The signal strength may also be reduced by other solid structures, like walls, or by radio or electrical equipment, such as TVs, computers, cordless or mobile phones, fluorescent lights or dimmer switches.
- Other 2.4GHz products, such as wireless networks (Wi-Fi® routers), Bluetooth™ systems, microwave ovens or other Baby Monitors, may cause interference with this products, so keep the Baby Monitor at least 1.5m away from these types of product, or switch them off if they appear to be causing interference.
- If the signal is weak, try moving the Parent and/or the Baby Unit to different positions in the rooms.

Table of contents

1. Safety Instructions	8
2. Getting Started	10
2.1 Connecting the Power Supply of the Baby Unit.....	10
2.2 Fixing magnetic mount on the wall	10
2.3 Connecting the Power Supply of the Parent Unit.	11
2.4 Desktop Stand of the Parent Unit.....	11
2.5 Registration (Pairing).....	12
3. Using the Baby Monitor	13
3.1 Setting Up	13
3.2 Night Vision Mode	13
3.3 Talk Mode.....	13
3.4 Video ON/OFF.....	13
3.5 Temperature Display (HH °C / °F or LL °C / °F)	13
4. Parent Unit Menu Options	14
4.1 Volume	14
4.2 Brightness	14
4.3 Zoom.....	14
4.4 Audio Playlist	14
4.4.1 Lullaby/Soothing Sounds Playback	14
4.4.2 Audio Book Playback	15
4.4.3 Personal Recording Playback.....	15
4.4.4 Volume Level of Audio Playback.....	15
4.5 Alarm.....	15
4.6 Camera Control.....	16
4.6.1 Add (pair) a camera.....	16
4.6.2 View a camera	16
4.6.3 Delete a camera	17
4.6.4 Scan camera	17



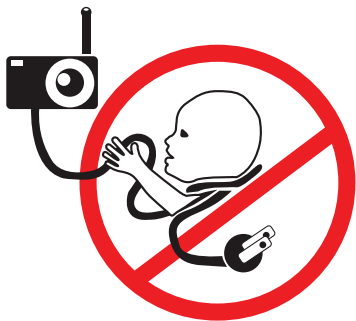
4.7 Temperature	17
4.8 Power Save mode	18
4.9 View multiple cameras on screen	18
5. Wi-Fi® Internet Viewing	19
5.1 Minimum System Requirements	19
5.2 Getting started - Connecting Devices	19
5.3 Setup	19
5.4 User Account and Camera Setup on Android™ or Apple devices.	20
5.4.1 Power ON and Connect the Camera	20
5.4.2 Download HubbleClub for Partners App	20
5.4.3 Sign up with Hubble on your smart device	20
5.4.4 Add the Camera to your account	21
6. Procedure for Resetting the Camera	24
7. Disposal of the Device (environment)	24
8. Cleaning	25
9. Help	26
10. General Information	34
11. Technical Specifications	38



1. Safety Instructions

WARNING:

Strangulation Hazard: Children have **STRANGLED** in cords. Keep this cord out of the reach of children (more than 1m away).
Never use extension cords with AC Adaptors.
Only use the AC Adaptors provided.



Wi-Fi® CAMERA UNIT SET UP & USE:

- Choose a location for the Baby Unit that will provide the best view of your baby in his/her cot.
- Place the Baby Unit on a flat surface, such as a dresser, bureau or shelf, or mount the Baby Unit on a wall securely using the keyhole slots in the underside of the stand.
- NEVER place the Baby Unit or cords within the cot.

WARNING

This Baby Monitor is compliant with all relevant standards regarding electromagnetic fields and is, when handled as described in the User's Guide, safe to use. Therefore, always read the instructions in this User's Guide carefully before using the device.

- Adult assembly is required. Keep small parts away from children when assembling.
- This product is not a toy. Do not allow children to play with it.
- This Baby Monitor is not a substitute for responsible adult supervision.
- Keep this User's Guide for future reference.
- Keep the cords out of reach of children.
- 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 in damp areas or close to water.
- Do not install the Baby Monitor in extreme cold or heat, direct sunlight, or close to a heat source.
- Only use supplied power adaptors. Do not use other chargers or power adaptors as this may damage the device and battery.
- Do not touch the plug contacts with sharp or metal objects.
- Connect the power adaptors to easily accessible electrical sockets.

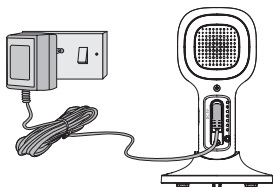
CAUTION

The Parent Unit includes a built-in, lithium-ion rechargeable battery pack, which is not a user-accessible item. If you think the batteries need replacing, please contact the helpline. Do not try to replace them yourself. Risk of explosion if battery is replaced by a non genuine Oricom battery.



2. Getting Started

2.1 Connecting the Power Supply of the Baby Unit

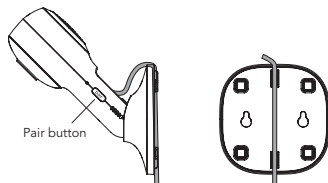


- Insert the DC plug of the power adaptor into the DC socket on the back of the Baby Unit.
- Connect the other end of the power adaptor to mains power.
- The baby unit turns on and the power indicator lights in Blue colour.

Note

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

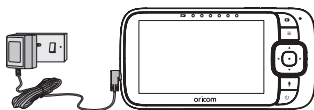
2.2 Fixing magnetic mount on the wall



- Mark the position of the screw holes on the wall.
- Install wall anchors (Not provided) suitable for the wall type and mounting screws if needed.
- Fasten the mounting screws (Not provided) on the wall.
- Position the cable behind the base as per image before hooking the base on the wall.



2.3 Connecting the Power Supply of the Parent Unit.



- Connect the small plug of the power adaptor to the parent unit and the other end to the mains power. Only use the included adaptor (5VDC/1000mA).
- Press and hold the POWER button  to turn it ON.

NOTE

- A rechargeable battery (Lithium ion battery 2100mAh) inside the Parent Unit allows portability to the parent unit. The battery provides up to 5 hours operation of the Parent Unit. We recommend charging the for at least 4 hours before first use, and when the Parent Unit indicates the battery is low.
- When the battery is low, the battery icon  turns RED, and the Parent Unit will beep every 15 seconds. The battery needs to be recharged; it will take 4 hours to charge fully.

2.4 Desktop Stand of the Parent Unit

- Flip out the stand on the back of the Parent Unit.



2.5 Registration (Pairing)

The Baby Unit is pre-registered to your Parent Unit. You do not need to register it again unless the Baby Unit loses its link with the Parent Unit. To re-register your Baby Unit, or register a new Baby Unit, follow the procedures below:

1. Press the  button to access the menu.
2. Press the  LEFT button or  RIGHT button until  is highlighted, the - (delete) / + (add) /  (view) /  (scan) menu will display.
3. Press the  UP button or  DOWN button to select + (add), and press the  button to confirm.
4. Camera **1 / 2 / 3 / 4** will display. Press the  UP button or  DOWN button to select the desired Camera, and press the  button to start the pairing process.

Note: *If a camera is currently paired with the Parent Unit, its camera location (with a * against it) cannot be selected for a new registration.*

5. Press and hold the **PAIR** button on the back of the Baby Unit until the Parent Unit finds the camera, beeps and **PAIR OK** appears on the screen. The video from the camera will then appear.

Note:

A camera can only be registered to one Parent Unit at any one time.



3. Using the Baby Monitor

3.1 Setting Up

Place the Baby Unit in a convenient location (e.g. on a table) and point the camera lens towards the area you want to monitor. Adjust the angle of the Baby Unit's camera until you are satisfied with the image shown on the Parent Unit.

Note:

Do not place the Baby Unit within the baby's reach! If there is interference with the picture or sound, try moving the units to different locations, and ensure they are not close to other electrical equipment.

3.2 Night Vision Mode

The Baby Unit has 8 high-intensity infrared LEDs for picking up clear images in the dark. When the built-in Light sensor on the top of the Unit detects a low level of ambient light, the LEDs will automatically activate and the screen on the Parent Unit will display in black and white. The 🌙 icon will be displayed at the top of the screen.

3.3 Talk Mode

Press and hold the TALK button 🗣️ on the Parent Unit to talk to your baby through the Baby Unit's loudspeaker.

The 🗣️ icon will be displayed at the top of the LCD screen.

3.4 Video ON/OFF

Press 📺 Display On/Off button to turn the LCD screen on or off, audio will remain on while screen is off.

3.5 Temperature Display (HH °C / °F or LL °C / °F)

The temperature reading from the temperature sensor at the back of the Baby Unit will be displayed at the top of the LCD screen. The readings will turn RED if the temperature goes above 29°C / 84°F or below 14°C / 57°F. The reading will change to HH °C / °F if the temperature goes above 36°C / 97°F and to LL °C / °F if the temperature goes below 1°C / 34°F.



4. Parent Unit Menu Options

4.1 Volume

Press the + or - button to adjust the volume level.

The  icon will display and you can select the desired volume from level 0~8. (The default volume level setting is level 4, and level 0 is OFF.)

4.2 Brightness

1. Press the  button to access the menu.
2. Press the  LEFT button or  RIGHT button until  is highlighted.
3. Press the  UP button or  DOWN button to select the desired brightness from level 1 ~ 8. (The default brightness is level 4.)

4.3 Zoom

1. Press the  button to access the menu.
2. Press the  LEFT button or  RIGHT button until  is highlighted.
3. Press the  UP button or  DOWN button to select 1X to 2X zoom.

4.4 Audio Playlist

You can playback audio content - Lullabies, Soothing Sounds and Audio Books on the Baby Unit. The audio content can be downloaded and stored in the Baby Unit via Hubble for Partners App. You have 10 preloaded lullabies/soothing sounds and 8 audio books in the Baby Unit.

4.4.1 Lullaby/Soothing Sounds Playback

1. Press the  button then Scroll Left/Right to select  option in the menu .
2. Scroll  Up or  Down to select , and press the  button to confirm.
3. Press  UP button or  DOWN button to view the desired Lullaby/ Soothing Sounds. The song names appear on the screen.
4. Press the  button to play the selection.



4.4.2 Audio Book Playback

1. Press the  button then Scroll Left/Right to select  option in the menu.
2. Scroll  Up or  Down to select , and press the  button to confirm.
3. Press  UP button or  DOWN button to view the desired Audio Book. The book titles appear on the screen.
4. Press the  button to play the selection.

4.4.3 Personal Recording Playback

The unit allows playback of a personal audio recording to soothe your baby, before playback, please record a personal audio recording via HubbleClub for Partners App.

1. Press the  button then Scroll Left/Right to select  option in the menu.
2. Scroll  Up or  Down to select , and press the  button to confirm.
3. Press  UP button or  DOWN button to select the desired personal recording.
4. Press the  button to play the selection to soothe your baby.

4.4.4 Volume Level of Audio Playback

1. Press the  button then Scroll Left/Right to select  option in the menu.
2. Scroll  Up or  Down to select , and press the  button to confirm.
3. Press  UP button or  DOWN button to select the volume level of audio playback.

4.5 Alarm

1. Press the  button to access the menu.
2. Press the  LEFT button or  RIGHT button until  is highlighted.
3. Press the  UP button or  DOWN button to select alarm off, after 2 hours, 4 hours or 6 hours.



4.6 Camera Control

4.6.1 Add (pair) a camera

1. Press the $\equiv$ button to access the menu.
2. Press the $\blacktriangleleft$ LEFT button or $\blacktriangleright$ RIGHT button until Ⓢ is highlighted, the - (delete) / + (add) / 👁 (view) / 🔄 (scan) menu options will display.
3. Press the $\blacktriangle$ UP button or $\blacktriangledown$ DOWN button to select + (add), and press the $\bullet$ button to confirm.
4. Camera 1 / 2 / 3 / 4 will display. Press the $\blacktriangle$ UP button or $\blacktriangledown$ DOWN button to select the desired Camera, and press the $\bullet$ button to start searching for a camera unit.

Note: *If a camera is currently paired with the Parent Unit, its camera location (with a * against it) cannot be selected for a new registration.*

5. Press and hold the **PAIR** button on the back of the Baby Unit until the Parent Unit finds the camera, beeps and **PAIR OK** appears on the screen. The video from the camera will then appear.

Note:

A camera can only be registered to one Parent Unit at any one time.

4.6.2 View a camera

1. Press the $\equiv$ button to access the menu.
2. Press the $\blacktriangleleft$ LEFT button or $\blacktriangleright$ RIGHT button until Ⓢ is highlighted, the - (delete) / + (add) / 👁 (view) / 🔄 (scan) menu will display.
3. Press the $\blacktriangle$ UP button or $\blacktriangledown$ DOWN button to select 👁 (view), and press the $\bullet$ button to confirm.
4. Camera 1 / 2 / 3 / 4 will display, press the $\blacktriangle$ UP button or $\blacktriangledown$ DOWN button to select the desired Camera, and press the $\bullet$ button to view the picture from that camera.

Note:

*Only camera locations with a * can be selected.*

TIP

You can also press the $\bullet$ button repeatedly to select the available camera options from 1 / 2 / 3 / 4 , 🔄 (scan).



4.6.3 Delete a camera

1. Press the  button to access the menu.
2. Press the  LEFT button or  RIGHT button until  is highlighted, the - (delete) / + (add) /  (view) /  (scan) menu will display.
3. Press the  UP button or  DOWN button to select - (delete), and press the  button to confirm.
4. Camera 1 / 2 / 3 / 4 will display, press the  UP button or  DOWN button to select the desired Camera, and press the  button.
5. Press the  UP button or  DOWN button to select , then press the  button to delete that registration.

Note:

You are not allowed to delete the camera if there is only one registered camera.

4.6.4 Scan camera

This function is only available when you have more than 1 Baby Unit (Camera).

1. Press the  button to access the menu.
2. Press the  LEFT button or  RIGHT button until  is highlighted, the - (delete) / + (add) /  (view) /  (scan) menu will display.
3. Press the  UP button or  DOWN button to select  (scan), and press the  button to confirm.
4. The screen will then display images from different registered cameras in a loop of Camera 1 / 2 / 3 / 4 , changing about every 12 seconds.

TIP

You can also press the  button repeatedly to select the available camera options from 1 / 2 / 3 / 4 ,  (scan).

4.7 Temperature

1. Press the  button to access the menu.
2. Press the  LEFT button or  RIGHT button until  is highlighted.
3. Press  UP /  DOWN to select °C or °F.



4.8 Power Save mode

1. Press the  button to access the menu.
2. Press the ◀ LEFT button or ▶ RIGHT button until  is highlighted.
3. Press the ▲ UP button or ▼ DOWN button to select auto video off after 5 mins, 15 mins or 30 mins (screen timer active when in battery mode only).

Note:

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

4.9 View multiple cameras on screen

This function is only available when you have more than 1 Baby Unit (Camera). When the Split Screen function is On, you can view multiple cameras on the screen.

1. Press the  button to access the menu.
2. Press the ◀ LEFT button or ▶ RIGHT button until  is highlighted.
3. Press ▲ UP button or ▼ DOWN button to select Split Screen On ✓ / Off ✕ .
4. When the Split Screen function is On, you can press the ◀ LEFT button / ▶ RIGHT button / ▲ UP button / ▼ DOWN button to switch between cameras to hear the audio from the selected camera.



5. Wi-Fi® Internet Viewing

5.1 Minimum System Requirements

Android™ System

- Version 8.0 or above

iPhone®/iPad® iOS

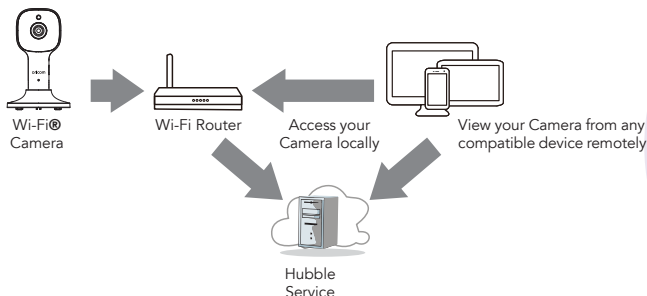
- Version 12.0 or above

High Speed (Wi-Fi®) Internet

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

5.2 Getting started - Connecting Devices

How does it work?



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

5.3 Setup

Connect the Wi-Fi® Camera to the Power Adaptor, then plug into mains power. The Camera must be within range of the Wi-Fi® router with which you want to connect. Make sure the password of the router is available for entering during the in-app setup process.



Status of LED Indication:

- Pair / Setup state: LED is Green and Flashing.
- Unconnected state: LED is Red and Flashing.
- Connected state: LED is Green and always on.
- Video streaming: LED is Green and Flashing.

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

5.4 User Account and Camera Setup on Android™ or Apple devices.

What you need

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

5.4.1 Power ON and Connect the Camera

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

5.4.2 Download HubbleClub for Partners App



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

5.4.3 Sign up with Hubble on your smart device

- Ensure that your smart device is connected to your Wi-Fi® router.
- Run HubbleClub for Partners App, tap Sign Up with Hubble (fig.1), read through the Privacy Policy, Terms and Conditions, by signing up you agree to our terms of service, tap Done (fig.2), enter your account information to sign up with Hubble.



Note:

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

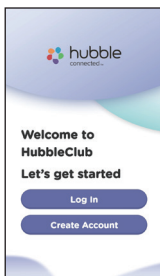


fig.1

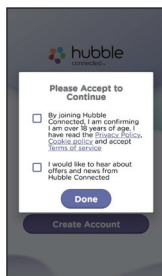


fig.2

5.4.4 Add the Camera to your account

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

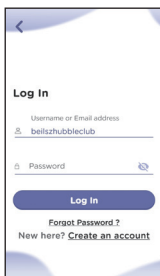


fig.3



fig.4



- To select your device for setting up by tapping Baby Monitoring (fig.5).
- Tap **OBH500** to add the new camera (fig.6).

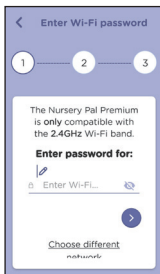


fig.5

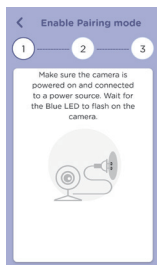


fig.6

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

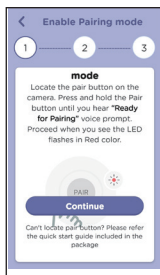


fig.7

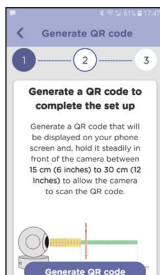


fig.8

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



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



fig.9



fig.10

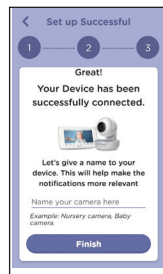


fig.11

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

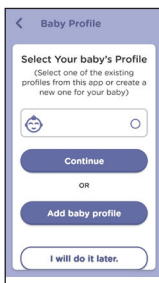


fig.12

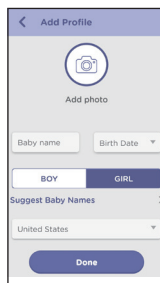


fig.13

- If connection fails, please tap Retry and repeat the steps starting from 5.4.4.



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 procedure:

- Disconnect from power, press and hold the PAIR button, plug in the power connection and continue to hold the pair button for approximately 20 seconds, you will then hear a long beep, release PAIR button and wait for the Camera Unit to complete an internal reset procedure. The Red LED will begin to flash when the Camera Unit is reset successfully.
- You can add your Camera again by following the steps in section 5.4.4.

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 re-used if you take them to a recycling point. By reusing some parts or raw materials from used products you make an important contribution to the protection of the environment.

Please contact your local authorities in case you need more information on the collection points in your area.

The internal battery should be disposed of with the Parent unit in an environmentally-friendly manner according to your local regulations.



8. Cleaning

Clean the Baby Monitor with a slightly damp cloth or with an anti-static cloth. Never use cleaning agents or abrasive solvents.

Cleaning and care

- Do not clean any part of the product with thinners or other solvents and chemicals – this may cause permanent damage to the product which is not covered by our warranty.
- Keep the Baby Monitor away from hot, humid areas or strong sunlight, and don't let it get wet.
- Every effort has been made to ensure high standards of reliability for your Baby Monitor. However, if something does go wrong, please do not try to repair it yourself – contact Customer Service for assistance.

IMPORTANT

Always switch off and disconnect the power adaptor before cleaning your baby monitor.



9. Help

Display

No display

- Try recharging the battery pack.
- Reset the Units. Unplug both the Units' electrical power, then plug them back in.
- Press and hold the ON/OFF button  on the Parent Unit for 3 seconds to switch it ON.
- Check that the correct camera is selected, Change the camera number, if needed.
- Is the video display turned on? Press the VIDEO ON/OFF button  to turn it ON.
- When operating using batteries only, the display will turn off after 5 minutes or 15 minutes or 30 minutes to save power (depending on video settings). The Unit is still active and will give you audio alerts. You can reactivate the screen by pressing any button.

Registration

If the Baby Unit has lost its link with the Parent Unit

- If the Baby Unit is too far away it may be going out of range, so move the Baby Unit closer to the Parent Unit.
- Reset both the Parent Unit and Baby Unit by disconnecting them from the electrical power. Wait about 15 seconds before reconnecting. Allow up to one minute for the Baby Unit and the Parent Unit to re-connect.
- See 2.5 Registration (Pairing), if there is a need to re-register the Units.

Interference

Noise interference on your Parent Unit

- Your Baby and Parent Units may be too close. Move them further apart.
- Make sure there is at least 1 to 2m between the 2 Units to avoid audio feedback.
- If the Baby Unit is too far away, it may be out of range. Move the Baby Unit closer to the Parent Unit.



- Make sure that the Baby and Parent Units are not near other electrical equipment, such as a television, computer or cordless/mobile telephone. Move the Baby Unit or Parent Unit 1m away from other electrical equipment.
- Use of other 2.4 GHz products, such as wireless networks (Wi-Fi® routers), Bluetooth™ systems, or microwave ovens, may cause interference with this product. Keep the Baby Unit or Parent Unit at least 1m away from these types of products, or switch them off if they appear to be causing interference.
- If the signal is weak, try moving the Parent and/or Baby Unit to different positions in the room.

Noise interference on your device

- To avoid background noise or echoes, ensure that there is enough distance between your device and the Wi-Fi® Camera Unit.
- Use of other 2.4 GHz products, such as Bluetooth™ systems or microwave ovens, may cause interference with this product. Keep the Wi-Fi® Camera Unit at least 1m away from these types of products, or switch them off if they appear to be causing interference.

Lost connection

- Check your Wi-Fi® settings. If necessary, reset your Wi-Fi®. Ensure that the Wi-Fi® Camera Unit is switched ON. Wait a few minutes to make the connection with your Wi-Fi® network.

If you forgot your password

- If you do not remember your Hubble for partners App password, tap Forgot Password and submit your e-mail address. A new password will be sent to your e-mail address.



Troubleshooting for Wi-Fi® Internet Viewing

Category	Problem Description / Error	Solution
Account	I am unable to login even after registration.	Please check your user name and password.
Account	I receive an error message saying: "Email ID is not registered".	Please ensure that you have registered with us. Tap Create Account to create an account.
Account	What do I do if I forgot my password?	Click on the "Forgot Password" link on https://app.hubbleconnected.com/#lostpassword OR on your Android™ or iOS application. An email will be sent to your registered email address.
Account	I am unable to receive a new password although I have used the "Forgot password" option.	1. The e-mail might have been sent to your Junk Mail Folder. Please check your Junk Mail Folder. 2. There might be a delay in getting your e-mail. Please wait a few minutes and refresh your email account.



Connectivity Issues	I get a message: We are having problems accessing your camera. This could be due to lack of internet connection. Please wait and try again later.	1. Please try again in a few minutes. This could be because of any issue with your internet connection. 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 press on the Reload button to start viewing your Camera video stream again.
Features	The sound alert setting threshold is not right.	You can Adjust Sound Sensitivity to trigger notifications under Camera Setting menu.



Setting Up	While I am adding a new Camera to my account, I am not able to find any Cameras to add.	If you are trying to add a Camera which has previously been added into your account or another account, you will first have to reset the Camera. This can be done by following the re-setting procedure stated in section 6 of this guide. Switch the parent unit off before connecting the camera to Wi-Fi®.
General	What 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 the camera LED?	The LED indicates the following status: LED flashing Red: Your Camera is booting up. After a voice prompt the camera is booted up and ready for pairing. LED Cycling Blue/Red: Your camera is in pairing mode. LED Solid Blue: The camera is paired and set up to your account. LED Flashing Blue: The camera is live streaming. LED Off - No Power to camera.



Connectivity issues	I am not able to access my Camera.	Please check if the Camera is within Wi-Fi® range. Please try to move the Camera closer to the router for better Wi-Fi® connectivity and try again.
Setting Up	During setup on devices for Android™ and iOS, I am not able to find my Camera during the last step and the setup fails.	Please reset the Camera to setup mode and try again. Press and hold the PAIR button on the side of the camera until you hear a beep and voice prompt 'Ready for pairing'. When the Camera LED is off, this indicates that it is in setup mode. 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 the Camera features.



General	Which platforms are supported for accessing my Camera?	Minimum requirement: Android™ 8.0 iPhone®/iPad® iOS version 12.0
General	I do not hear any sound when I am accessing a remote Camera.	You can tap on the speaker icon in the video stream screen to hear audio. By default the audio is not ON when you are accessing a remote Camera.
General	What is the meaning of "Local Camera" and "Remote Camera"?	When you are accessing your Camera from the same wireless network (Home) in which it is configured, it is a Local Camera. When you are accessing your Camera away from your home it is a Remote Camera. You may be using 3G, 4G or 4G LTE or a Wi-Fi® connection outside of your home.
General	How do I download the App for Android™ and iOS devices?	Android™: – Open the Google Play Store on your Android™ device. – Select Search – Type in "HubbleClub for Partners" – The results will show the Hubble App – Select to install it iOS Device: – Open the App Store™ – Select Search – Type in "HubbleClub for Partners" – The results will show the Hubble App – Select to install it



Setting up	When the video is cut off, the application attempts to reconnect and this results in lost sound and choppy video.	You will need to turn off the Auto Lock function of your device to ensure continuous video/audio streaming.
Features	How many users can access the Camera at one time?	If you are accessing in Local Mode, two users are supported, after two users all streaming will go through the remote server. This allows for unlimited user access to a single Camera at one time.
Connectivity issues	I found interference caused by my other webcam devices.	Video streaming performance is related to internet bandwidth, especially if you have 2 or more video streaming devices that are working through the same router.



10. General Information

Express Warranty (Australia)

This Express Warranty is provided by Oricom International Pty Ltd ABN 46 086 116 369, Unit 1, 4 Sovereign Place, South Windsor NSW 2756, herein after referred to as "Oricom".

Oricom warrants that the product is free from defects in materials or workmanship during the Express Warranty Period. This Express Warranty does not extend to any product from which the serial number has been removed or was purchased outside of Australia.

The benefits of this Express Warranty are in addition to other rights and remedies you may have under the Australian Consumer Law. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. In the event of a minor failure, Oricom reserves the right to choose to repair or replace the product.

The Express Warranty Period will be a period of 24 months beginning on the date of purchase of the product evidenced by your dated sales receipt. You are required to provide proof of purchase as a condition of receiving Express Warranty services.

You are entitled to a replacement product or repair of the product at our discretion according to the terms and conditions of this document if your product is found to be faulty within the Express Warranty Period.



This Express Warranty extends to the original purchaser only and is not transferable.

Products distributed by Oricom are manufactured using new materials or new and used materials equivalent to new in performance and reliability. Spare parts may be new or equivalent to new. Spare parts are warranted to be free from defects in material or workmanship for thirty (30) days or for the remainder of the Express Warranty Period of the Oricom branded product in which they are installed, whichever is longer. During the Express Warranty Period, Oricom will where possible repair and if not replace the faulty product or part thereof. All component parts removed under this Express Warranty become the property of Oricom. In the unlikely event that your Oricom product has a recurring failure, Oricom may always, subject to the Competition and Consumer Act 2010, at its discretion, elect to provide you with a replacement product of its choosing that is at least equivalent to your product in performance.

No change to the conditions of this Express Warranty is valid unless it is made in writing and signed by an authorised representative of Oricom. Oricom will not be liable under this Express Warranty, and to the extent permitted by law will not be liable for any defect, loss, damage or injury arising out of or in connection with a:

1. Failure by you to adhere to the warnings and follow the instructions set out in this user guide for the proper installation and use of the product;
2. Willful misconduct or deliberate misuse by you of the product;
3. Any external cause beyond our control, including but not limited to power failure, lightning or over voltage; or
4. Modification to the product or services carried out on the product by anyone other than Oricom or Oricom's authorised service provider.



How to make a claim under your Express Warranty in Australia

Oricom has a simple warranty process for you to follow:

- Please call or email our Customer Support Team, 02 4574 8888 or support@oricom.com.au.
- A Customer Support Team member will verify after troubleshooting with you if your product qualifies under warranty. If so, they will give you a Product Return Authorisation number.
- We will then email a Return Authorisation form and a Repair Notice (if necessary), together with instructions on how to return the product for warranty service.

Please note that if a Customer Support Team member advises that your product does not qualify for return, this warranty does not apply to your product. Products that are authorised to be returned to Oricom in Australia must include all of the following:

- A completed Return Authorisation form
- A copy of your Proof of Purchase (please keep your original copy)
- The faulty product, including all accessories.

Send the approved returns to:

Oricom International Pty Ltd
Locked Bag 658
South Windsor NSW 2756 Australia

Please note that this Express Warranty excludes expenses incurred by you in returning any faulty product to us. You must arrange and pay any expenses incurred (including postage, delivery, freight, transportation or insurance of the product) to return the faulty product to us, however, we will arrange delivery of the repaired or replaced faulty product to you.



Important Information - Repair Notice

Please be aware that the repair of your products may result in the loss of any user-generated data (such as stored telephone numbers, text messages and contact information). Please ensure that you have made a copy of any data saved on your product before sending for repair. Please also be aware that products presented for repair may be replaced by refurbished products or parts of the same type rather than being repaired.

Oricom Customer Support

Oricom have a trained and dedicated team of Customer Support Representatives, each with the knowledge and resources to assist in answering your questions quickly and efficiently.

Oricom Support - Australia

For all product enquiries, troubleshooting or to discuss the range of Oricom products, feel free to contact Oricom or visit our website for answers to frequently asked questions.

(02) 4574 8888 / Monday - Friday 8am – 6pm AEST

Email: support@oricom.com.au / www.oricom.com.au

Oricom Support - New Zealand

0800 674 266 / Monday - Friday 10am - 8pm NZST

Email: support@oricom.co.nz



11. Technical Specifications

BABY UNIT

Frequency	2400 MHz to 2483.5 MHz
Image sensor	colour CMOS 2M Pixels
IR LED	8 pcs
Operating Temperature	5°C to 40°C
Power Adaptor:	Input: 100-240V AC, 50/60Hz, 300mA; Output: 5.0V DC, 1000mA



PARENT UNIT

Frequency	2400 MHz to 2483.5 MHz
Display	5" diagonal TFT LCD
Display Colors	16.7M color LCD
Brightness Control	5 steps
Volume Control	8 steps
Power Adaptor:	Input: 100-240V AC, 50/60Hz, 300mA; Output: 5.0V DC, 1000mA WARNING <i>Use only with provided power supply.</i>
Battery (built-in)	3.7V, 2100mAh Lithium-Ion Polymer, rechargeable battery pack WARNING <i>Do not attempt to replace the battery, but contact customer Service if it needs replacing.</i>

Specifications are subject to change without prior notice.



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