motorola nursery

5.0” Wi-Fi® HD Video Baby Monitor with Touchscreen, Cry Detection and Translation

For: PIP1710 CONNECT
PIP1710-2 CONNECT
PIP1710-3 CONNECT
PIP1710-4 CONNECT

User Guide

Safety instructions

⚠ WARNING

Strangulation Hazard. Children have STRANGLED in cords. Keep this cord out of the reach of children (more than 3 ft (1 m) away). Never use extension cords with AC Adapters. Only use the AC Adapters provided.

Baby monitor setup and use:

- Choose a location for the baby unit that will provide the best view of your baby in their crib.
- Place the baby unit on a flat surface, such as a dresser, desk, shelf or wall mount the unit securely with the wall mount bracket provided in the pack.
- NEVER place the baby unit or cords in the crib or within reach of the baby (the unit and cords should be more than 3 feet away).

WARNING

This Smart Video Baby Monitor is compliant with all relevant standards regarding electromagnetic fields and is, when handled as described in the User Guide, safe to use. Therefore, always read the instructions in this User 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 Guide for future reference.
- Do not place the baby (camera) unit or cords in the crib or within reach of the baby (the unit and cords should be more than 3 feet away).
- Keep the cords out of reach of children.
- Do not cover the baby monitor with a towel, blanket, or other item that will stop air circulation.
- Never use extension cords with power adapters. Only use the power adapters provided.
- 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 or allow water or other foreign substances to enter the power port or adapter.
- Do not place the Baby Monitor 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 packs.
- Do not touch the plug contacts with sharp or metal objects.
- The unit should be set up and used so that parts of the user's body other than the hands are maintained at a distance of approximately 8 inches (20 cm) or more.

CAUTION

There is a risk of explosion if the battery is replaced by an incorrect type. Dispose of used batteries according to the instructions.

Welcome...

to your new Smart Video Baby Monitor!

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

Important

To use your baby and parent units together, you must be able to establish a radio 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 and parent units may block the radio signal.

The signal strength may also be reduced by other solid structures, like walls, or by radio or electrical equipment, such as TVs, computers, cordless or mobile phones, fluorescent lights or dimmer switches.

Other 2.4 GHz products, such as wireless networks (Wi-Fi® routers), Bluetooth™ systems, microwave ovens or other baby monitors, may cause interference with this product, so keep the baby monitor at least 5 ft (1.5 m) 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 the baby unit(s) to different positions in rooms.

Need help?

If you have any problems setting up or using your **PIP1710 CONNECT**, **PIP1710-2 CONNECT**, **PIP1710-3 CONNECT** or **PIP1710-4 CONNECT**, please contact Customer Services at motorolanursery.com/support or call +1-800-763- 2207 (United States and Canada, Monday - Friday, [8:00AM - 6:00PM CT]).

Alternatively, you may find the answer in the 'Help' section at the back of this guide.

This User Guide provides you with all the information you need to get the most from your Smart Video Baby Monitor.

Read the instructions carefully, and be aware that this Smart Video Baby Monitor is only intended as an aid. It is not a substitute for responsible and proper adult supervision.

Before you use the Smart Video Baby Monitor, set up the parent and baby units. Follow the simple instructions in 'Getting started', on the next few pages.

Important

Only use the power adapters supplied.

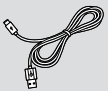
Got everything?

Baby unit

Parent unit

DC round power adapter (for the baby/camera unit)

USB-A power adapter (for the parent unit)



USB Type A to C cable

Wall mount bracket

Wall mounting screws and wall anchors

Quick Start Guide

If you have purchased a multi camera pack, you will also have the following additional items:

- Baby (camera) unit(s)
- DC round socket adapter(s) for the baby/camera unit(s)

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

1. Getting started 7
2. Getting to know your baby monitor 10
3. Before use 14
3.1 Intended use 14
3.2 Setup location 14
3.3 Operating range 14
3.4 Check the microphone and speaker 14
4. Using the video baby monitor 15
4.1 Use the touch screen 15
4.2 Parent unit main menu 16
4.3 Status icons 16
4.4 Adjust the brightness on the parent unit 17
4.5 Zoom the screen 17
4.6 Enable audio media playback 17
4.6.1 Lullabies/soothe sounds playback 17
4.6.2 English audio book playback 17
4.6.3 Adjust the volume level of audio playback 17
4.7 Turn the flashlight on or off 17
4.8 Set the timer 18
4.9 Two-way talk 18
4.10 Use the camera 18
4.10.1 Pair or add a camera with the parent unit 18
4.10.2 Remove a camera 18
4.10.3 View a camera 18
4.10.4 Use the patrol mode 18
4.11 View multiple camera on screen 19
4.12 Power saving mode 19
4.13 Set the temperature unit 19
4.14 Audio and visual alerts settings 20
4.15 Privacy mode and language settings 20
4.16 Default settings 20
5. Viewing the baby through your device 20
5.1 Minimum System Requirements 20
5.2 Connect your device 20
5.3 Set up the camera 20
5.3.1 Set up user account and camera on your devices 21
5.3.2 Connect the Camera 21
5.3.3 Download the App 21
5.3.4 Sign up or log in to the App 21
5.3.5 Add a camera to your account 21
5.3.6 Help center on the app 22
5.4 Cry detection and translation on your device 23
6 Help 24
7. Technical Specifications 26
8. General information 27

1. Getting started

Location

Important

Do not place your **PIP1710 CONNECT**, **PIP1710-2 CONNECT**, **PIP1710-3 CONNECT** or **PIP1710-4 CONNECT** in the bathroom or other humid areas.

Place your units within reach of the AC power outlet and wall socket. The socket-outlet should be installed near the equipment and should be easily accessible.

Setting up

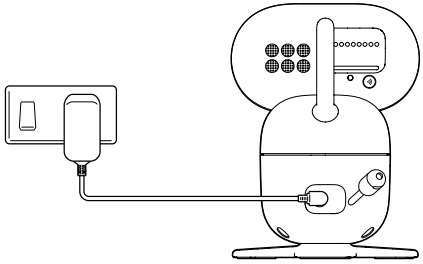
Important

The baby (camera) unit must be plugged into the wall socket at all times. Use only the AC power adapter supplied with the product.

Connecting and charge

Baby unit

You will need to carry out this process for the single or multi baby (camera) units.



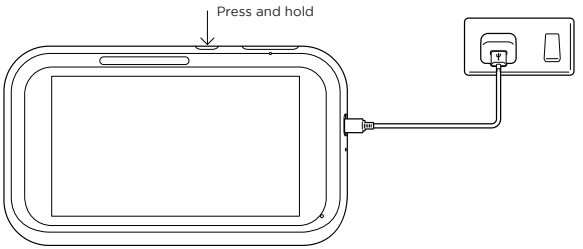
1. Plug the DC round socket adapter into the DC jack on the rear of the baby (camera) unit and plug the other end of the AC adapter into the AC power outlet.
2. Switch on the AC power (if your AC power outlet has a switch). The baby (camera) unit turns on and the power indicator lights up in blue and flashes in red after 30 seconds if the parent unit has not been powered up.

Parent unit

A rechargeable battery is already pre-installed inside the parent unit. When fully charged, you can move the parent unit without losing the link and picture from the baby (camera) unit. When charging the battery for the first time, charge for at least 16 hours continuously. The subsequent charging time is about 8 to 10 hours a day. Fully charged batteries should give up to 14 hours usage time.

Important

Warning! Use only the approved rechargeable Lithium battery (2950mAh) supplied with your **PIP1710 CONNECT**.



1. Plug the supplied USB cable with its USB-A plug into the power adapter.
2. Plug the USB cable into the USB-C socket on the side of the parent unit and plug the power adapter into the wall socket.
3. Switch on the AC power (if your AC power outlet has a switch).
4. The parent unit turns on automatically.
5. A langauge selection screen shows up, select the language and then a welcome screen will be shown.
6. When the parent unit is fully charged, will appear steadily on the screen display.

Note

If the battery icon on the screen is red and an alert tone is heard, it means the battery level is low and needs recharging.

Battery low warning

If the battery icon on the screen is red and an alert tone is heard, it means the battery level is low and needs recharging.

When charging, will scroll on the display.

Battery performance

In ideal conditions, fully charged batteries should give up to 9 hours usage time when the screen is on and up to 14 hours usage time when the screen is off.

The charge capacity of the rechargeable battery will reduce with time as it wears out, giving the parent unit less usage / standby time. Eventually it will need to be replaced.

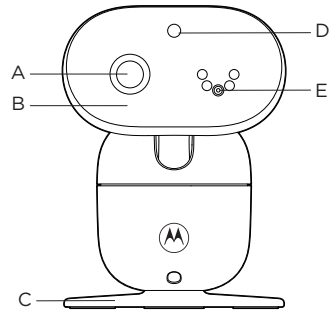
Batteries and the parent unit may become warm during charging. This is normal.

Your PIP1710 CONNECT is now ready for use.

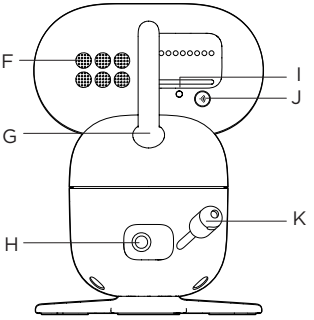
2. Getting to know your baby monitor

Overview of your baby unit (camera)

Front view



Back view



A Camera

B Motorized pan tilt head
It offers automated camera adjustments through swiping the touch screen of the parent unit.

C Desk stand

D Light sensor and Infrared LEDs
The light sensor detects a low level of ambient light to activate night vision mode. The infrared LEDs around the camera and behind the black lens are ON, and the screens on the parent unit and your smartphone turn black and white. The night vision icon will be displayed at the top of the screen.

E Microphone
It picks up the sound from the baby.
Note: Make sure you remove any cover or protective tape from it.

F Speaker

G Antenna

H Power jack

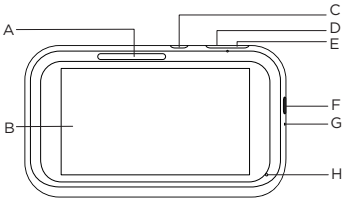
I Power / Linking LED indicator
It lights up in blue when the parent unit is powered on and linked to the baby (camera) unit.
It flashes red when the camera unit is not connected to either the parent unit or Wi-Fi routers.
It turns OFF automatically during night mode.

J Pair button
Press and hold to pair to the parent unit.

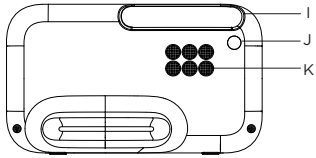
K Temperature sensor

Overview of your parent unit

Front view



Back view



A Indications (green, green, orange, red, red)
Power indication: it lights up in green when powered on; it lights up in red when charging and powered off.
Sound level indication: green, orange, red, red.

B Touch screen display

C Power button
Press to turn the display on or off. Press and hold to turn the parent unit on or off.

D Volume down
Press to decrease the speaker volume.

E Volume up
Press to increase the speaker volume.

F Power jack

G Reset hole
Use a small pin to insert into it to perform a system reset and recover the parent unit from a lock-up state.

H Microphone

I Antenna

J Flashlight

K Speaker

Registering the baby (camera) unit to the parent unit (Pairing)

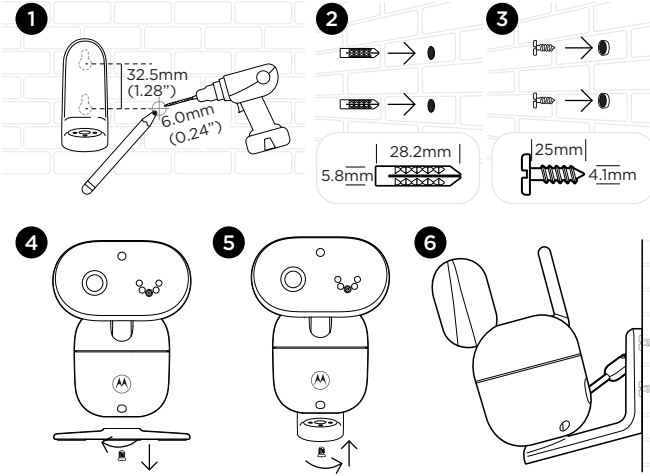
The video baby monitor is pre-registered to your parent unit. You do not need to register it again unless the baby (camera) unit loses its link with the parent unit. To re-register your baby (camera) unit, see the following steps.

1. Tap on the menu bar.
2. Tap + and 1 / 2 / 3 / 4 will pop up.
3. Tap 1 / 2 / 3 / 4 to select a desired camera. The parent unit starts searching the baby (camera) unit.
4. Press and hold on the rear of the baby (camera) unit until you hear '**Ready for pairing**'. When pairing is successful, the video from the baby (camera) unit will appear.

Note

A baby (camera) unit can be paired only to one parent unit each time. If a baby (camera) unit is currently paired with the parent unit, 1 / 2 / 3 / 4 will appear in black on the screen and cannot be selected. Select the grey one for a new registration.

Wall mount the baby (camera) unit



1. Place the supplied wall mount bracket on the wall and mark the positions of 2 screw holes. Drill a screw hole at each marking.
2. Install the supplied wall anchors into 2 screw holes on the wall.
3. Insert the supplied wall mounting screws into the wall anchors.
4. Remove the desk stand by loosening the screw on the underside of the desk stand with a screwdriver (not supplied).
5. Fix and fasten this screw on the baby (camera) unit and the wall mount bracket.
6. Hang the wall mount bracket on the wall mounting screws on the wall.

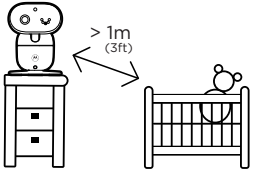
3. Before use

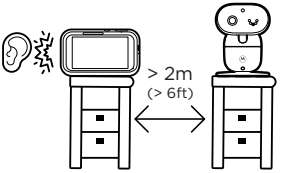
3.1 Intended use

Be aware that this Smart Digital Video Baby Monitor is only intended as an aid. It is not a substitute for responsible and proper adult supervision.

3.2 Setup location

- Do not place the baby (camera) unit or cords in the crib or within reach of the baby. The unit and cords should be more than 1 meter (3 feet) away from the baby.
- Make sure there is at least 2 meters (6 feet) between the parent and baby (camera) units to avoid audio feedback. If there is noise interference, move the baby (camera) and parent units further apart.
- Make sure the parent and baby (camera) units are not placed near other electrical equipment. Move the parent and baby (camera) units 1.5 meters (5 feet) away from other electrical equipment.
- If the baby (camera) unit loses its link with the parent unit, a lost link screen will be shown on the parent unit. Move the baby (camera) unit closer to the parent unit.



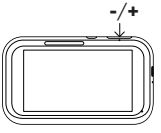


3.3 Operating range

The video baby monitor has a range of up to 300 metres (1000 feet) outdoors when there is a clear line of sight between the baby (camera) and parent units. Any obstruction between the units will reduce the range significantly.

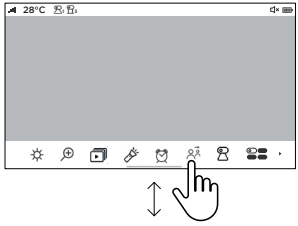
3.4 Check the microphone and speaker

- Speak into the microphone of the baby (camera) unit. You should be able to hear the sound from the parent's unit.
- Adjust the speaker volume of the parent unit to the desired volume when necessary.

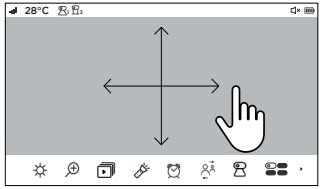


4. Using the video baby monitor

4.1 Use the touch screen



- Swipe up at the screen bottom to pop up the menu bar. Swipe down at the screen bottom to hide the menu bar.
- Scroll left or right on the menu bar to see all options.



- Swipe left or right to pan the camera view.
- Swipe up or down to tilt the camera view.

Note

The pan/tilt works normally during camera viewing but it stops functioning when the menu bar is displayed.

If you place the parent and baby (camera) units too close together, you may hear a high pitched noise. This is not a fault. The units are designed to be operated at some distance apart, e.g. in separate rooms, so move the units further apart.

If is displayed on the screen, the parent and baby (camera) units are not linked to each other. Make sure that both units are powered on.

4.2 Parent unit main menu

Adjust LCD brightness

Zoom in/out

Open the audio media playback

Turn on/off the flashlight

Set the alarm

Talk back

Camera selection

Turn on/off the Cry translation notification

View multiple cameras

Screen on/off timer

Temperature unit °C or °F

Setting for audio and visual alert on/off

Power, charging and sound level indication

4.3 Status icons

Indicates the current signal strength level (4 levels).

Indicates the night vision mode is on. The video turns black and white.

Indicates the screen off time is set.

Unable to detect the baby (camera) unit.

Indicates the current battery level (4 levels).

The alarm is on.

The speaker is muted.

The flashlight is on.

Zoom is set up.

The cry translation is on.

Uncomfortable Cry translated = Uncomfortable

Sleepy Cry translated = Sleepy

Irritated Cry translated = Irritated

Hungry Cry translated = Hungry

Burp Cry translated = Burp

Audio media is playing.

Cycle view from camera.

°C °F Temperature unit.

Camera selected.

Privacy mode is on. The Wi-Fi connection is disabled and the camera will show off-line on the app.

Note

Depending on the video settings, the display will go blank after 5 minutes, 15 minutes, or 30 minutes of inactivity to save power.

4.4 Adjust the brightness on the parent unit

1. Tap on the menu bar of the parent unit. The brightness status bar pops up.
2. Tap / or swipe the brightness status bar left or right to select the brightness level. There are 8 levels to choose from.

4.5 Zoom the screen

1. Tap on the menu bar of the parent unit. The zoom status bar pops up.
2. Tap / or swipe the zoom status bar left or right to select 1x or 4x zoom.

4.6 Enable audio media playback

You can play back preloaded audio content (lullabies, soothing sounds and English audio books) on the baby (camera) unit to soothe the baby. There are 10 preloaded lullabies/soothing sounds and 10 audio books in the baby (camera) unit.

4.6.1 Lullabies/soothe sounds playback

1. Tap on the menu bar of the parent unit. The options menu pops up.
2. Tap to view the names of lullabies or soothe sounds displaying on the screen.
3. Tap to select a desired lullaby or soothe sound and start/stop playback.
4. Tap , , to play a desired lullaby or soothe sound in Single loop, Random play and All loop, respectively.

4.6.2 English audio book playback

1. Tap on the menu bar of the parent unit. The options menu pops up.
2. Tap to view the names of audio books displaying on the screen.
3. Tap to select a desired audio book and start/stop playback.
4. Tap , , , to play a desired audio book in Single loop, Random play and All loop, respectively.

4.6.3 Adjust the volume level of audio playback

1. Tap on the menu bar of the parent unit. The options menu pops up.
2. Tap on the option menu. The volume status bar pops up.
3. Tap or to select the volume level. There are 6 levels to choose from.

4.7 Turn the flashlight on or off

Tap on the menu bar of the parent unit to turn on/off the flashlight.

4.8 Set the timer

You can set timers on the parent unit to remind you or caregivers of the time to feed the baby, change the baby's diaper or put the baby to bed.

1. Tap on the menu bar of the parent unit.
2. Tap on to turn on the timer, then tap ▲ or ▼ to select the time. Each key press represents an interval of 15 minutes, up to an interval of 6 hours.
3. If the next feeding time is 4 hours later, press ▲ or ▼ to adjust the timer until 04:00 is displayed.
4. Tap save to confirm the time, will appear on the status bar.
5. The parent unit will beep when the time limit is reached. Press any key to stop the timer.

4.9 Two-way talk

You can use the Talk Back feature to comfort and reassure your baby. Whilst using Talk Back you will not be able to hear your baby.

1. Tap on the menu bar of the parent unit to talk to your baby through the parent unit's microphone.
2. Tap again when you finish speaking.

4.10 Use the camera

4.10.1 Pair or add a camera with the parent unit

See 'Registering the baby (camera) unit to the parent unit (Pairing)' on page 12.

4.10.2 Remove a camera

1. Tap on the menu bar of the parent unit.
2. Tap — and 1 / 2 / 3 / 4 will pop up.
3. Tap 1 / 2 / 3 / 4 to select a desired camera to remove it from registration.

Note
You cannot remove the camera if it is the only registered camera in the parent unit.

4.10.3 View a camera

1. Tap on the menu bar of the parent unit.
2. Tap and 1 / 2 / 3 / 4 will pop up.
3. Tap 1 / 2 / 3 / 4 to select a desired camera to view the picture from that camera. The selected camera will appear in black on the status bar.

4.10.4 Use the patrol mode

This function is available if you have more than one baby (camera) unit.

1. Tap on the menu bar of the parent unit.
2. Tap and the screen will display images from different registered cameras every 12 seconds.

4.11 View multiple camera on screen

This function is available if you have more than one baby (camera) unit. When the split screen function is on, you can view multiple cameras on the screen and have a list of options.

- To turn on or off the split screen function, tap on the menu bar of the parent unit.
- To select another screen, tap on the selected screen once.
- To hide or display the menu bar of that screen, tap on the selected screen twice.

4.12 Power saving mode

1. Tap in the menu bar of the parent unit, the screen off timer: off, 5m, 15m or 30m (m = minutes) will pop up.
2. Select a screen off time.
3. The screen will be off after the time limit is reached.
4. Tap once on the screen to wake it up. Tap twice to open the menu bar.

Note

You can still hear the audio when the screen is off. Press any key to wake it up. In addition, the screen will turn on automatically when a sound is detected from the camera unit.

4.13 Set the temperature unit

The baby (camera) unit has a temperature sensor that can detect the baby room temperature.

1. Tap on the menu bar of the parent unit. °C / °F will pop up on the screen.
2. Tap °C or °F to confirm the temperature format.

The temperature reading from the temperature sensor at the camera 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. The reading will change to LL °C / °F if the temperature goes below 1°C / 34°F.

4.14 Audio and visual alert settings

Tap on the menu bar, you can enable or disable the audio and visual alert for:

- audio alert for battery low
- audio alert for out of range
- audio alert for room temperature goes above 29°C / 84°F or below 14°C / 57°F.
- visual indication for the power, charging and sound level
- audio alert for the cry detection and translation

4.15 Privacy mode and language settings

Tap on the menu bar, you can set:

- Privacy mode on or off. When it is on, the Wi-Fi connection is disabled and the camera will show off-line on the app.
- Language selection

4.16 Default settings

Audio playback volume level	3
Brightness	4
Flashlight	Off
Temperature unit	°F
Lullaby	1
Power saving	5 mins
Audio book	1
Parent unit speaker volume	4
Alarm	Off
Zoom	1X
Audio and visual alert	On

5. Viewing the baby through your device

5.1 Minimum System Requirements

Android™ System

- Version 7.0 or above

iPhone® iOS

- Version 13.0 or above

High Speed 2.4 GHz (Wi-Fi®) Internet

- At least 1.5 Mbps upload bandwidth per camera (you can test your internet speed on this site: http://www.speedtest.net).

5.2 Connect your device

When a user tries to access the Wi-Fi® camera (baby unit), our server authenticates the user's identity and permits access to the Wi-Fi® camera (baby unit).

Note

You can only set up through a compatible smartphone or tablet but not through a PC.

5.3 Set up the camera

Connect the Wi-Fi® camera (baby unit) to the power adapter, then plug into the wall socket. The camera must be within range of the Wi-Fi® router with which you want to connect. Make sure the password of the router is available for entering during the in-app setup process.

The following table shows the meanings of different LED connection status.

State	LED indication
Pairing	Flashes blue and red
Connected	Solid blue
Video streaming	Solid blue

5.3.1 Set up user account and camera on your devices

You will need:

- Wi-Fi® camera (baby unit)
- Power adapter for the camera
- Device with Android™ system version 7.0 or above, or iPhone® with iOS version 13.0 or above
- Wi-Fi® router works at 2.4 GHz

5.3.2 Connect the Camera

1. Switch off the parent unit before connecting the camera (baby unit) to Wi-Fi®.
2. Connect the power adapter to the power outlet and insert the plug into the power socket on the back of the camera (baby unit). The camera turns on.

5.3.3 Download the App

1. Scan the QR code with your smart device and download the **Motorola Bebé App** from App Store for iOS devices or from Google Play™ Store for Android™ devices.

2. Install the App on your device.

5.3.4 Sign up or log in to the App

1. Ensure that your smart device is connected to your Wi-Fi® router.
2. Follow the on-screen instructions to run and sign up or log in to the APP.

5.3.5 Add a camera to your account

1. Log in to the App.
2. Tap + on the home screen and select **Add Device** to pair a new camera.
3. Tap the device "**PIP1710 CONNECT**" under the section "**Add manually**".
4. Follow the on-screen instructions to add the new camera.

5.3.6 Help center on the app

Should you have any queries on using the app, you can go to the Help center on the app where you can have a FAQ list or you can enter your questions.

1. Inside the camera screen, tap **---** on the right hand upper corner.
2. Scroll down and tap "**Help Center**".

Alternatively, you can go to the **User** screen and tap "**FAQ & Feedback**".

5.4 Cry detection and translation on your device

This is a cloud based AI feature and it requires the camera unit connected to the app. The cries from your baby can be detected and translated. The result of the translation would be uncomfortable, sleepy, irritated, hungry and burp. The result will be shown on the app and the parent unit.

5.4.1 Set up user account to activate

- On the camera screen, tap ^ and then tap the BeyondCry icon .
  at the bottom of the screen.
- The app view of the Cry translation will be shown. Tap "**Activate**" and then set up the account in Zoundream's web view.

5.4.2 Cry translation on the app view

After the feature is activated, your baby's cries will be detected and translated. The app view will show:

- Cry detected and translating
- Cry translated - uncomfortable, sleepy, irritated, hungry or burp with the time stamp.
- The last translated result will be shown on the app view and it will stay there for 24 hours if no other cries are detected.
- To review the history of the cry translated, tap "**More Insights**" and go to Zoundream's web view.

5.4.3 Cry translation on the parent unit

On the parent unit, the status bar at the top of the screen will show the followings as a notification.

Flash when Cry detected

Hungry Baby is hungry

Uncomfortable Baby is uncomfortable

Sleepy Baby is sleepy

Irritated Baby is Irritated

Burp Baby is burp

Not possible to translate the sounds

If you do not want to have the notifications shown on the parent unit, you can disable it, tap the on the menu bar, select off to disable it.

Note
This cry detection and translation feature will involve subscriptions. For details, please check on the app.

6 Help

No display

- Try recharging the battery pack.
- Reset the parent and baby (camera) units. Unplug the baby unit from the wall socket, then plug it back in. Press and hold the power button to reset the parent unit.
- Check if the parent/baby (camera) unit is powered on.
- Press and hold the power button on the parent unit to switch it on.
- Make sure the correct camera is selected. Change the camera number if necessary.
- Make sure the display of the parent unit is turned on.
- When operating using batteries only, the display will go blank after 5 minutes, 15 minutes or 30 minutes to save power (depending on video settings). The parent unit is still active and will give you audio alerts. You can press any button to reactivate the screen.

The baby (camera) unit has lost its link with the parent unit.

- The baby (camera) unit is too far away and may be out of range. Move the it closer to the parent unit.
- Power reset both the parent and baby (camera) units. Wait for about 15 seconds and reconnect them. Allow up to one minute for the parent and baby (camera) units to synchronize.
- Re-register your baby (camera) unit if necessary, see page 12.

Noise interference on your device

- The baby and parent units may be too close with each other. Move them further apart.
- Make sure there is at least (2 meters) 6 feet between the parent and baby (camera) units to avoid audio feedback.
- The baby (camera) unit is too far away and may be out of range. Move it closer to the parent unit.
- Make sure the parent and baby (camera) units are not placed near other electrical equipment, such as a television, computer or cordless/mobile telephone. Move the parent and baby (camera) units 1.5 meters (5 feet) away from other electrical equipment.
- Use of other 2.4 GHz products, such as Bluetooth™ systems or microwave ovens, may cause interference with this product. Keep the parent and baby (camera) units at least 1.5 meters (5 feet) 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 (camera) units to different positions in rooms.

Lost connection to your smart device

- Check your Wi-Fi® settings and power reset your Wi-Fi router if necessary. Power reset the baby (camera) unit. Wait for a few minutes for the baby (camera) unit to connect with the Wi-Fi® system.

System reset

- When problems cannot be fixed based on the above guides, you can try to do a system reset. Note that after system reset, you will need to do the pairing to the app again.
- System reset for the parent unit: right under the USB socket on the parent unit, there is a small hole. Use a small pin to insert and press into it. The parent unit will go through a system reset.
- System reset of the camera unit: press and hold on the camera for about 15 seconds, the voice prompt **'Ready for pairing'** comes out first, do not release it untill you hear a beep. Within 3 seconds, short press it twice and you will hear the voice prompt **'Reset Camera'**. The camera is reset successfully.

Maintenance reset

- The camera will occasionally enter maintenance reset, there may be loss link beeps heard. If the loss link beeps do not stop, this may be caused by being at the limiting edge of the range/interference, please try to move the parent unit close to the camera unit.

No event notification on the app

- On the camera screen, tap and then tap "**Features**". Check if the motion detection, sound detection and temperature detection are enabled.
- On the camera screen, tap and then tap . Check if this feature is activated.

Talk back does not work

Please check the settings in your phone if it allows the app to access your phone's microphone. If not, please allow the app to access the microphone.

For more support, you can reach us at motorolanursery.com/support or call +1-800-763- 2207 (United States and Canada, Monday - Friday, [8:00AM - 6:00PM CT]). For questions on the app, you can also reach us at the "Help center" on the app described in the clause 5.3.6.

7. Technical Specifications

RF frequency bands	2400 MHz to 2483.5 MHz
RF transmission power	< 20dBm (only for CE)
Power adapter for the camera units	Input: 100-240V AC 50/60Hz, 300mA Output: DC 5V 1.5A
Power adapter for the parent units	Input: 100-240V AC 50/60Hz, 300/350mA Output: DC 5V 2.0A
Parent unit battery information	EVE Energy Co., Ltd. A0692C, 3.6V, 2950mAh Lithium-Ion rehargeable battery, 18650 cell

- Camera power off: short press the pair button 5 times, a beep will be heard to confirm power off.
- Camera power on: short press the pair button when camera power is off.

WARNING

Use only with provided power adapters as tabulated in the above.

WARNING

Do not attempt to replace the battery, but contact customer service if it needs replacing.

Note

Specifications are subject to change without prior notice.

8. General information

Cleaning and care

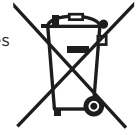
Important

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

- Clean your video baby monitor with a slightly damp cloth or with an anti-static cloth. Never use cleaning agents or abrasive solvents.
- Do not clean any part of the video baby monitor with thinners or other solvents and chemicals - this may cause permanent damage to the product which is not covered by the warranty.
- Keep your video baby monitor 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 Video Baby Monitor. However, if something does go wrong, please do not try to repair it yourself - contact Customer Service for assistance.

Disposal of the Device (environment)

Product disposal instructions for residential users



When you have no further use for it, please remove any batteries and dispose of them and the product according to your local authority's recycling processes. For more information, please contact your local authority or the retailer where the product was purchased.

Product disposal instructions for business users

Business users should contact their suppliers and check the terms and conditions of the purchase contract and ensure that this product is not mixed with other commercial waste for disposal.

Consumer Products and Accessories Warranty

Thank you for purchasing this Motorola branded product manufactured under license by Meizhou Guo Wei Electronics Co. LTD., AD1 Section, The Economic Development Area, Meizhou, 514000, Guangdong Province, China. ("MZGW")

What Does this Warranty Cover?

Subject to the exclusions contained below, MZGW warrants that this Motorola branded product ("Product") or certified accessory ("Accessory") sold for use with this product that it manufactured to be free from defects in materials and workmanship under normal consumer usage for the period outlined below. This Limited 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 MZGW do?

MZGW 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 do not conform to this limited 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 OF IMPLIED. IN NO EVENT SHALL MOTOROLA OR MZGW 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 limited 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 MZGW 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, MZGW 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 visit us at:
motorolanursery.com/support

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

EU Declaration of Conformity (DoC)

Hereby, MZGW 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: motorolanursery.com

UK Declaration of Conformity (DoC)

Hereby, MZGW declares that this product is in compliance with the requirements for UKCA marking. The Declaration of Conformity can be obtained at motorolanursery.com.

FCC and IC regulations

FCC Caution:

Any changes or modifications 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.

IMPORTANT NOTE:

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 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.

ISED Warning

This device complies with Innovation, Science, and Economic Development 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.

Le présent appareil est conforme aux CNR d' Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

(1) l'appareil nedoit 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.

Radiation Exposure Statement:

The baby unit complies with FCC/ISED radiation exposure limits set forth for an uncontrolled environment. The baby unit should be installed and operated with minimum distance 20cm between the radiator& your body.

The parent unit has been tested and comply with FCC and ISED SAR limits. For face up operation, please hold the device 10 mm from your face, or handhold use only operation.

Déclaration d'exposition aux radiations:

L'unité bébé est conforme aux limites d'exposition aux rayonnements FCC/ ISED établies pour un environnement non contrôlé. L'unité bébé doit être installée et utilisée avec une distance minimale de 20 cm entre le radiateur et votre corps.

L'unité parent a été testée et est conforme aux limites SAR FCC et ISED. Pour un fonctionnement face vers le haut, tenez l'appareil à 10 mm de votre visage, ou opération à utiliser uniquement avec la poignée.

Manufactured by:
Meizhou Guo Wei Electronics Co., Ltd.
Factory address:
AD1 Section, The Economic Development Area, Meizhou, 514000, Guangdong Province, China
USA address:
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UK address:
207 Regent Street, Suite 8, Third Floor, London, W1B 3HH. UK
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Contact email address:
support@motorolanursery.com

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Version 8