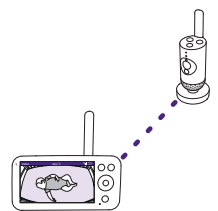
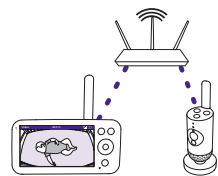


Connection to the Baby Unit

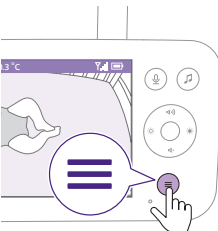
You can choose different connection options with this menu feature.



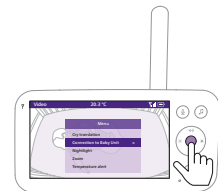
Direct: The Parent Unit and the Baby Unit are pre-paired and will connect to each other directly.



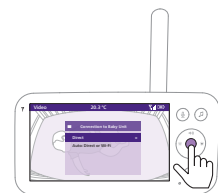
Auto: Direct or Wi-Fi: This setting optimizes the connection between the Baby Unit and Parent Unit by automatically choosing the best connection using either direct mode or Wi-Fi network.



1 Press the menu button on the bottom right of the Parent Unit.



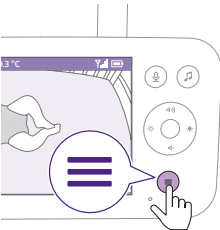
2 Select "Connection to the Baby Unit" and press the confirm button to access the Connection to the Baby Unit menu.



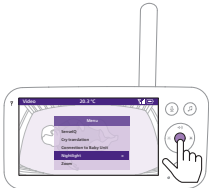
3 Press the top or bottom part of the control button and the confirm button to choose the desired connection.

Nightlight

To activate the Nightlight function from the Parent Unit, follow the instructions below:



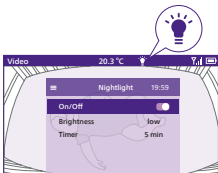
- 1 Press the menu button on the bottom right of the Parent Unit.



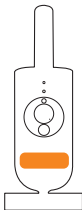
- 2 Select "Nightlight" and press the confirm button to enter the Nightlight feature.



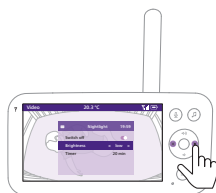
- 3 Press the confirm button to switch on and off the Nightlight feature.



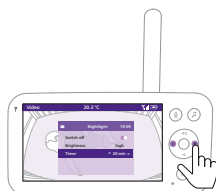
The display shows a light icon in the status bar when the Nightlight is on.



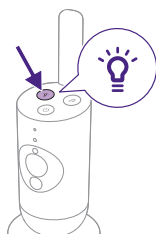
The Nightlight of the Baby Unit turns on.



You can set the brightness level of the Nightlight from the Parent Unit. Press the left or right part of the control button to choose low, medium or high.

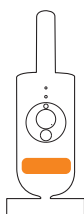


You can set the timer of the Nightlight from the Parent Unit. Press the left or right part of the control button to choose the time you prefer.

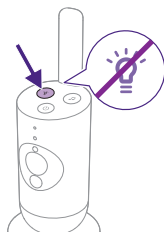


You can also control the Nightlight from the Baby Unit.

- 1 Press the Nightlight button on the Baby Unit to turn on the function.

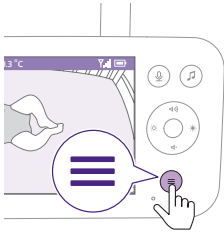


The Nightlight turns on.



- 2 Press the Nightlight button again to switch off.

Zoom



- 1 Press the menu button on the bottom right of the Parent Unit.



- 1 Select "Zoom" and press the confirm button to access the zoom feature.



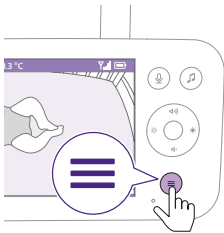
- 2 Press the confirm button to adjust the video image. You can use the top/bottom/right/left part of the control button to choose what part of the image will be shown on the Parent Unit.
- 3 Press the menu button to save the new setting and exit.
- 4 If you want to zoom out the image on the Parent Unit, go to the zoom menu and turn off the zoom function.

Tip: Long-press the confirm button for two seconds to get a quick access to the Zoom function.

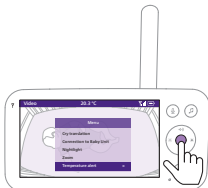
Temperature alert

The temperature sensor enables you to monitor the temperature in your baby's room.

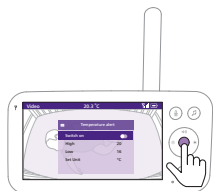
Note: The current temperature in your baby's room is shown in the status bar of the Parent Unit.



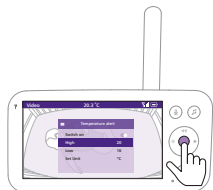
- 1 Press the menu button on the bottom right of the Parent Unit.



- 2 Select "Temperature alert" and press the confirm button to access the temperature alert feature.

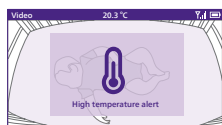


- 3 The temperature alert can be set on or off, press the confirm button to turn it on or off.



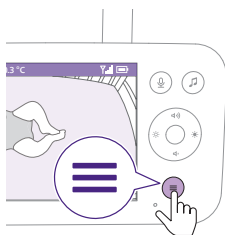
- 4 To change the maximum and minimum temperatures for the temperature alert, select the desired temperatures in the temperature menu.

Tip: You can switch the temperature unit between C (Celsius) and F (Fahrenheit) by selecting the unit option.

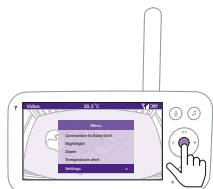


- 5 Press the left part of the control button to save the new setting and return to the main menu.
The Parent Unit shows this alert when the measured temperature goes outside the range between the minimum and the maximum values.

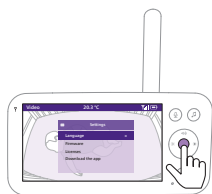
Settings



- 1 Press the menu button on the bottom right of the Parent Unit.

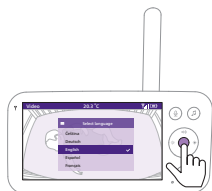


- 2 Select "Settings" and press the confirm button to access the settings menu.

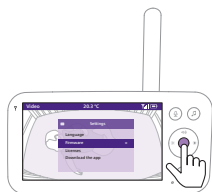


You can change the language setting of the Parent Unit.

- 1 Press the confirm button to access the list of languages.
- 2 Press the top or bottom part of the control button to scroll through all the languages and then press the confirm button to select the desired language.

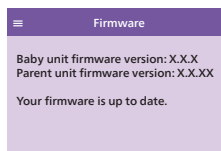


- 3 Press the confirm button to save the new setting and return to the main menu.

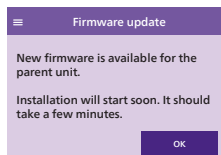


You can check the current firmware version of the baby monitor.

- 1 Press the confirm button to enter the firmware menu.



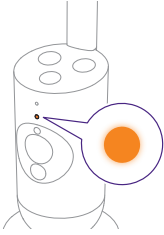
- 2 The display shows the latest firmware version of the Parent Unit and the Baby Unit.



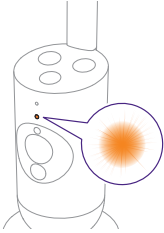
Note: In case a firmware update is available, it will be installed automatically, and you will receive a notification.

Status light

Orange



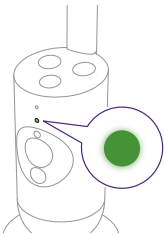
- 1 Solid orange: the Baby Unit is booting up.



- 2 Flashes orange: the Baby Unit is upgrading its firmware. Do not switch it off during the upgrade.

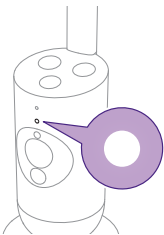
Note: The Baby Unit might reboot briefly during the firmware upgrade.

Green

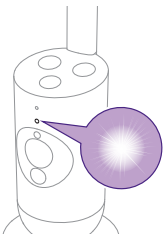


Solid green: the Baby Unit is ready to connect to the Parent Unit.

White

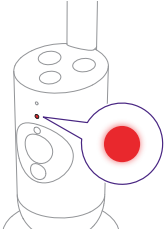


- 1 Solid white: the Baby Unit is ready to connect to the Parent Unit and app.

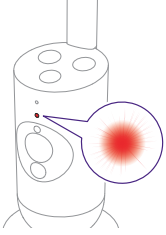


- 2 Flashes white: the Baby Unit is searching for the home network.

Red (Set up only)

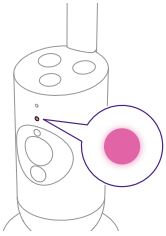


1 Solid red: the baby monitor failed to connect to internet.



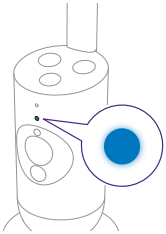
2 Flashes red: you have entered a wrong SSID or password.

Purple



Solid purple: video live streaming is turned on for one or more app users.

Blue



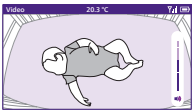
Solid blue: Privacy mode is activated.

Volume

You can adjust the speaker volume of the Parent Unit to the level you prefer.



- 1 Press the top or bottom part of the control button to adjust the volume.



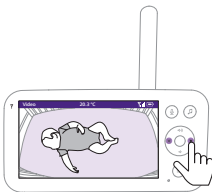
- 2 The volume bar appears on the display to show the selected volume level.

Note: If the volume is set to a high level, the Parent Unit consumes more power.

Note: When the volume bar is at its minimum, the volume is muted. The Parent Unit shows a mute icon in the status bar and you will only receive alerts and video from the Parent Unit.

Display brightness

You can adjust the display brightness of the Parent Unit to the level you prefer.



- 1 Press the left or right part of the control button to adjust the brightness of the display on the Parent Unit.

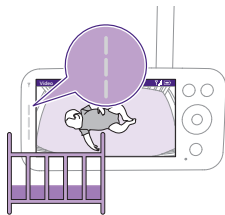


- 2 The brightness bar appears on the display to show the selected brightness level.

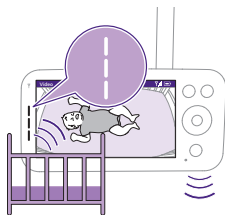
Note: The Parent Unit consumes more power with a higher brightness.

Sound level lights

The Parent Unit continuously monitors the sound level in your baby's room. The sound level lights on the Parent Unit let you know if there is any sound picked up in the baby's room.



As long as no sound is detected, the sound level lights are off.

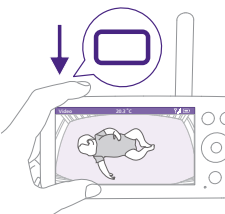


When the Baby Unit picks up a sound, one or more sound level lights on the Parent Unit turn white. The number of lights depends on the loudness of the sound picked up.

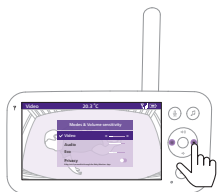
Modes and sensitivity

This baby monitor has three different modes that allow you to choose how you want to monitor your baby: Video, Audio, Eco.

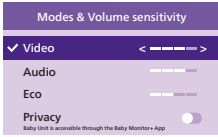
The sensitivity level of the Baby Unit defines what you hear through the Parent Unit. When the level is set to high, you will hear many sounds, including soft background sounds. When the sensitivity level is set low, you will hear only the louder sounds.



With the baby monitor on, press the mode button on the top left of the Parent Unit, press the top or bottom part of the control button to switch between these different modes, and then press the confirm button to select the desired mode.



You can choose different sensitivity levels for different modes by pressing the left or right part of the control button.



The display shows the selected mode.

The selected mode is also indicated in the status bar.

When turning on the device, the mode that was last used will be active.



If your baby only makes soft sounds, the sensitivity of the Baby Unit needs to be set to a high level on the Parent Unit.

The louder your baby sounds, the lower the sensitivity can be set on the Parent Unit.

Note: In Audio and Video mode, you will have continuous sound when the sensitivity level is set to the highest. Otherwise, low sounds will be muted.

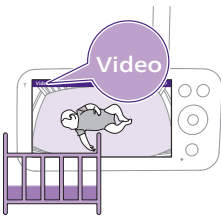
Tip: The sensitivity level can be adjusted so you will always hear your baby without the disruption of other sounds. When there is a lot of background noise, turn down the sensitivity so that you will not hear these sounds through the Parent Unit.

Press the confirm button to save the new setting.

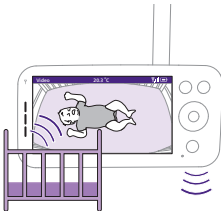
Video mode



- 1 Press the mode button on the top left of the Parent Unit.
- 2 Press the confirm button to select the Video mode.



When the Video mode is activated, the display is always on.

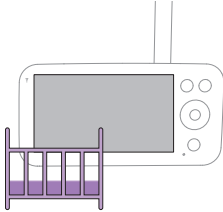


Note: Set the sensitivity level to the highest to have continuous sound on the Parent Unit.

Audio mode

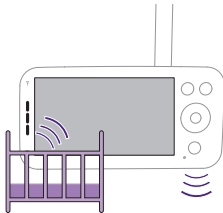


- 1 Press the mode button on the top left of the Parent Unit.
- 2 Press the bottom part of the control button to switch to Audio mode.
- 3 Press the confirm button to select the Audio mode.



When the Audio mode is activated, the display of the Parent Unit switches off after 3 seconds.

Note: The status bar is not visible when the display is off.



Note: The white link light shows that the Parent Unit is still on and connected to the Baby Unit.

Note: When sensitivity is not set to the highest level, low sounds will be muted.

Note: Set the sensitivity level to the highest to have continuous sound on the Parent Unit. Please see the "Modes and sensitivity" chapter for more information.

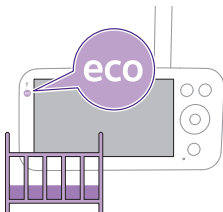
If your baby makes any sound, the sound level lights turn on and the sounds detected by the Baby Unit are transmitted to the Parent Unit. As long as no sound is detected, the sound level lights are off.

Eco mode



- 1 Press the mode button on the top left of the Parent Unit.
- 2 Press the bottom part of the control button to switch to Eco mode.
- 3 Press the confirm button to select the Eco mode.

Note: When the display is on, the selected mode will be visible in the status bar. The status bar is not visible when the display is off.



The display and sound level lights switch off when there is no sound detected for 20 seconds. The Eco-mode light turns white to indicate that the Parent Unit is still on and Eco mode is active.

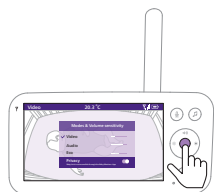


When sound is picked up by the Baby Unit, the display and sound level light of the Parent Unit turn on immediately. The video and sounds are transmitted to the Parent Unit and the sound level lights turn white. As long as no sound is detected, the sound level lights are off.

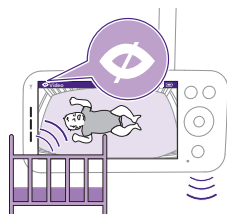
Note: The minimum sound level to activate sound and display is defined by the sensitivity setting.

Privacy mode

Privacy mode allows you to temporarily disable the camera's live feed to the app. You can still monitor your baby from the Parent Unit in the selected mode.



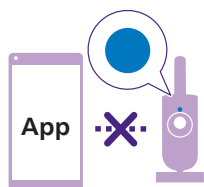
- 1 Press the mode button on the top left of the Parent Unit.
- 2 Press the bottom part of the control button to switch to Privacy mode.
- 3 Press the confirm button to activate the Privacy mode.



When the Privacy mode is activated:

- 1 You can still monitor your baby from the Parent Unit.

Note: When the display is on, the privacy mode indicator is shown in the status bar. The status bar is not visible when the display is off.

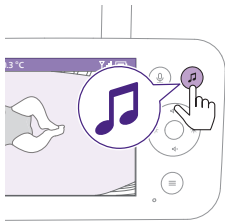


- 2 You cannot monitor your baby from the app.

Note: The status light of the Baby Unit turns blue. You will receive a push notification from the app.

Note: When you try to monitor via the app it will display that the Baby Unit is in Privacy mode.

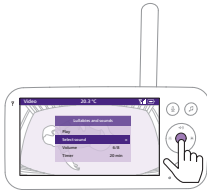
Soothing sounds



To activate it from the Parent Unit, follow the instructions below:

- 1 Press the soothing sounds button on the Parent Unit to open the menu.

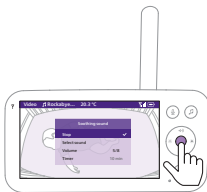
Note: Pressing the button while the menu is already open, will close the menu.



- 2 Press the bottom part of the control button to scroll down to "Select sound" menu item, press the confirm button to enter the soothing sounds list.



- 3 Press the top or bottom part of the control button to scroll through the list.
- 4 Press the confirm button to select or deselect the one you want to play. You can also select "All lullabies" to playback the first 5 lullabies.

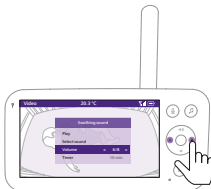


- 5 Navigate to "Play" and press the confirm button to start playing the selected sound.

If you want to stop, press the confirm button again.

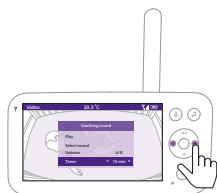
The status bar of the Parent Unit shows the name of sound that is being played.

Tip: Long-press the soothing sounds button to start or stop playing the selected sound.



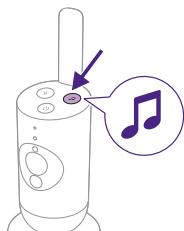
You can set the volume level of the sound or lullaby from the Parent Unit.

Press the left or right part of the control button to choose the volume level.



You can set a timer for the soothing sound to stop. Do this from the Parent Unit.

Press the left or right part of the control button to choose the time you prefer.



To activate the soothing sounds feature from the Baby Unit, press the soothing sounds button on the Baby Unit.



The latest sound selected on the Parent Unit starts to play continuously according to the last timer setting.

To stop the soothing sounds on the Baby Unit, press the soothing sounds button again.

True talk-back

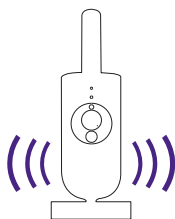
You can use the true talk-back button on the Parent Unit to talk to your baby.



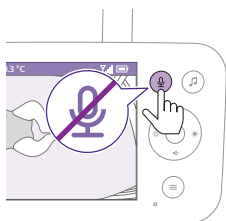
- 1 Press the true talk back button on the Parent Unit.



- 2 The display of the Parent Unit shows the true talk back icon, indicating the active connection. Talk clearly into the microphone at the front of the Parent Unit from a distance between 15-30 cm.



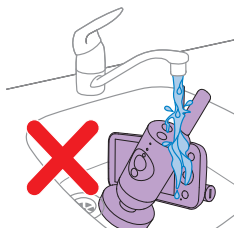
The baby can hear you talking into the Parent Unit. At the same time, you will hear any sounds your baby makes.



- 3 Press the true talk-back button again to turn off when you have finished talking.

Note: It is important to turn off talkback when you're finished using it in order to avoid any unexpected sounds coming from the Baby Unit.

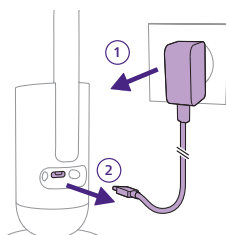
Cleaning and maintenance



Warning: Do not immerse the Parent Unit, Baby Unit and power adapters in water and do not clean them under the tap.



Warning: Do not use cleaning sprays or liquid cleaners.

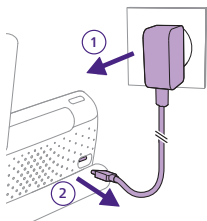


- 1 Switch off the Baby Unit, remove the power adapter from the Baby Unit and remove the power adapter from the wall socket.

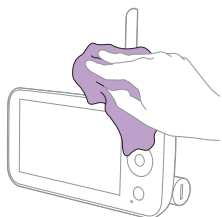


- 2 Clean the Baby Unit with a dry cloth.

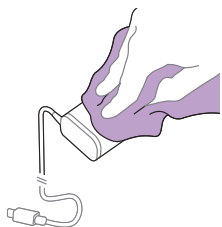
Note: Fingerprints or dirt on the lens of the Baby Unit may affect the camera's performance. Avoid touching the lens with your fingers.



- 3 Switch off the Parent Unit, remove the power adapter from the Parent Unit and wall socket.



- 4 Clean the Parent Unit with a dry cloth.



- 5 Clean the adapters with a dry cloth.

Storage

When you are not going to use the baby monitor for a long time, store the Parent Unit, the Baby Unit and adapters in a cool and dry place.

To optimize battery lifespan during long periods of inactivity or storage, it is recommended that you charge your Parent Unit to 50% before turning it off.

Ordering accessories

To buy accessories or spare parts, visit www.philips.com/parts-and-accessories or go to your Philips dealer. You can also contact the Philips Consumer Care Centre in your country (see the international warranty leaflet for contact details).

Recycling



This symbol means that electrical products and batteries shall not be disposed of with normal household waste.

Follow your country's rules for the separate collection of electrical products and batteries.

Removal of built-in rechargeable battery

The built-in rechargeable battery must only be removed by a qualified professional when the appliance is discarded. Before removing the battery, make sure that the appliance is disconnected from the wall socket and that the battery is completely empty.

Note: Take any necessary safety precautions when you handle tools to open the appliance and when you dispose of the rechargeable battery.

Note: When you handle batteries, make sure that your hands, the product and the batteries are dry.

Note: To avoid accidental short-circuiting of batteries after removal, do not let battery terminals come into contact with metal objects (e.g. coins, hairpins, rings). Do not wrap batteries in aluminum foil. Tape battery terminals or put batteries in a plastic bag before you discard them.

Procedure:

- 1 Use a coin to unlock the openings of the battery compartment on the back of the Parent Unit.
- 2 Remove the 2 rubber feet at the bottom of the Parent Unit.
- 3 Remove the 2 screws that are now visible at the bottom of the Parent Unit.
- 4 Pull apart the battery compartment from the Parent Unit.
- 5 Remove the battery.

If there is no collection/recycling system for electronic products in your country, you can protect the environment by removing and recycling the battery before disposing the product.


Support

For all product support, please visit www.philips.com/support.

Troubleshooting

This chapter summarizes the most common problems you could encounter with the product. If you are unable to solve the problem with the information below, visit www.philips.com/support for a list of frequently asked questions or contact the consumer care centre in your country.

PARENT UNIT

Problem	Solution
Why I cannot connect my Parent Unit to other Philips Avent Baby Units?	<p>The Philips Avent Premium Connected Baby Monitor's Parent Unit can only connect to the Baby Unit which included in the same package.</p> <p>If you want to view other Philips Avent baby monitors (SCD641, SCD643, SCD921, SCD923), you can add them in the Philips Avent Baby Monitor+ app.</p>
Why doesn't the Parent Unit charge when I plug it in?	<p>Check if the issue still persists with the adapter supplied in the package.</p> <p>Perhaps there is a battery error.</p> <p>Check the battery status light on the Parent Unit. If it is solid red, contact the consumer care centre in your country.</p>
Why can the charging time of the Parent Unit exceed 3 hours?	<p>The Parent Unit may be switched on during charging. When the display of the Parent Unit is constantly on, charging of the Parent Unit will take more time. Switch off the Parent Unit during charging to reduce the charging time.</p> <p>Perhaps temperature has exceeded the charging tolerance that could potentially cut off the charging circuit as a safety protection mechanism. To resume charging, move the charging station away from any heat sources such as radiators, heat registers, stove or other appliances (including amplifiers) that produce heat.</p>
 Why does my baby monitor manage a much smaller distance than specified in this user manual?	<p>Perhaps you are not using the right power adapter. If you see the icon on the left, it means an incorrect power adapter is detected. Always use the provided adapter for optimal charging performance.</p> <p>The specified operating range between the Parent Unit and Baby Unit is up to 400 meters, and it's only valid outdoors in open air and in the line of sight. Depending on the surroundings and other disturbing factors, the operating range may be smaller.</p> <p>Inside your house, the operating range is up to 50 meters, which is also limited by the number and type of walls and/or ceilings between the Parent Unit and the Baby Unit.</p>

PARENT UNIT

Problem	Solution
Why can't I establish a connection between the Parent Unit and Baby Unit? Why is the connection lost every now and then? Why are there sound interruptions?	<p>The Baby Unit and the Parent Unit are probably close to the outer limits of the operating range or there is interference from other 2.4 GHz wireless devices.</p> <p>Try a different location, decrease the distance between the units or switch off other 2.4 GHz wireless devices (laptops, mobile phones, microwaves, etc). It can take up to 15 seconds to re-establish the connection between the units.</p> <p>Maybe the router connection of the Baby Unit is not strong or steady. Check the router signal strength of your Baby Unit on the Baby Monitor+ app, if it is weak, try moving the router closer to the Baby Unit or using Wi-Fi extenders to ensure a strong and steady connection for an optimal performance.</p>
Why does the app/Parent Unit react too quickly to other sounds than my baby makes?	<p>The sensitivity level may be set too high. When your baby makes soft sounds, the sensitivity has to be higher. However, the noisier is nursery room is, the lower the sensitivity level can be set. You can change the sensitivity of your baby monitor on the Parent Unit's menu.</p>
Why don't I hear a sound from the Parent Unit? Why the Parent Unit is not transmitting sounds?	<p>Perhaps the Parent Unit is muted. Unmute it by pressing the top part of the control button and adjust the volume.</p> <p>Perhaps you have muted on the app. Unmute it by tapping the mute icon on the video screen.</p> <p>The sensitivity is set too low. Increase the sensitivity in the Parent Unit's menu or the app to a higher level.</p> <p>The Baby Unit may be too far away from your baby. Make sure the Baby Unit is not further than 1.5 meters away from your baby for optimal sound detection.</p>
Why do I get interference on the Parent Unit? Why does the video display on the Parent Unit flicker? Why does the Parent Unit make a buzzing sound?	<p>Interference may occur when the Parent Unit is out of range of the Baby Unit. If there are too many walls or ceilings between the Parent Unit and the Baby Unit. Or when other 2.4 GHz wireless devices are switched on (e.g. microwave, Wi-Fi router).</p> <p>Put the Parent Unit in a different place, closer to the Baby Unit, or switch off other wireless devices.</p>

SenseIQ/Cry translation

Problem	Solution
Why there is no breathing and movement analysis?	<p>Maybe you haven't unlock the SenseIQ feature.</p> <p>Download the Philips Avent Baby Monitor+ app (see the "Download the Baby Monitor+ app" chapter) on your phone, and then unlock the SenseIQ feature in the menu of the Parent Unit or app.</p>

SenseIQ/Cry translation

Problem	Solution
Why the livestreaming and image quality is poor?	Maybe the mattress area is not set up properly. Try updating the mattress area setting so that the whole mattress area can be clearly seen.
	Avoid using patterned blankets or baby clothes, use a solid-colored blanket or sleeping bag to improve visibility. Make sure you have contrast between the baby blanket/sleeping bag and the mattress cover.
	Maybe the Baby Unit is too far away from your baby. When using the crib mount, make sure to put the mount on the long side of the crib. When using the wall mount, ensure that the distance between the crib and the Baby Unit is not too much. This will help ensure that the whole baby mattress area is clearly seen and that you can monitor your baby effectively.
	Maybe the Baby Unit connection is not good. Make sure the Baby Unit is properly connected to the Parent Unit or the App.
Cry translation is not working or delayed, what should I do?	Maybe the Wi-Fi connection is weak or not stable. Check the Wi-Fi signal strength on the setting page of the app and it works best when it shows "Excellent" or "Good".
	Maybe the Baby Unit connection is not good. Make sure the Baby Unit is properly connected to the Parent Unit or the App.
	Ensure that the Baby Unit is placed close to the baby to detect the baby's cry and minimize interference from ambient noise.
	Maybe there are too many environmental noises. Avoid positioning the Baby Unit near loud sources like televisions or devices that produce sounds and vibrations, such as smartphones on vibration mode. These noises can interfere with the device's ability to accurately detect and translate your baby's cries.

APP

Problem	Solution
I cannot set up the baby monitor. Each time I end up in the connection error screen. What is the matter?	Make sure your smart device uses the same Wi-Fi network you want to connect the baby monitor to.
	Check the status light of the Baby Unit, if it is flashing red, the Wi-Fi password entered was wrong. Restart the set up process. Re-enter the Wi-Fi password and make sure that the password is correct.
	Perhaps the router SSID (the network name) or the password contains special symbols. If it does, change the name of your router SSID or the password accordingly.
	If the status light turns solid red while trying to connect, the baby monitor successfully connected to the router but fails to connect to the internet. Then check if you have access to 2.4 GHz Wi-Fi by trying to access other apps like YouTube, Facebook etc. If other apps do not respond, please make sure you have internet access. If there is internet access, the server could be temporarily unavailable. Please try to set up again later.
	Perhaps you have been trying to connect the baby monitor to a 5 GHz network. Please check that you have chosen a SSID of a network that supports 2.4 GHz.

APP

Problem	Solution
I have problems making my baby monitor read the Wi-Fi QR code on my smart device. What can I do?	<p>Make sure that you hold the QR code at approx. 5-15 cm / 2-6 inch distance from the baby monitor lens. Try moving the smart device slightly up, down, left or right to ensure the QR code is directly in front of the baby monitor lens. You can also try moving the smart device closer to or further away from the baby monitor lens to allow proper focussing. Make sure that there is enough light in the room, but avoid too bright light. When the baby monitor has read the QR code, you hear a confirmation sound and the status light of the Baby Unit turns white.</p> <p>Perhaps part of your hand covers the QR code. Hold your device in such a way that your hand does not cover the QR code.</p>
I lose connection to the app frequently. What is the matter?	<p>Check if the status light turns green. Check if the Wi-Fi signal in the room where the baby monitor is placed is strong enough and stable. If this is not the case, you need a Wi-Fi repeater to get a strong and stable signal. If you use a Wi-Fi repeater, make sure that your router and your Wi-Fi repeater have the same SSID and that you use the same password for the router and the repeater.</p> <p>If the status light on the front of the baby monitor is solid white and you keep losing connection, there may be a problem with the Internet connection of your router, smartphone or baby monitor. Check the Wi-Fi signal on your smartphone or the 4G or 5G speed by trying to watch a movie, e.g. on YouTube. Or reset your Wi-Fi router.</p>
Why I cannot get video live streaming on the app?	<p>Check if the baby monitor is connected to the Wi-Fi network. The status light on the front of the baby monitor must be solid white.</p> <p>Check the Wi-Fi signal strength on the setting page of the app and it works best when it shows "Excellent" or "Good".</p> <p>Perhaps there are already three people monitoring your baby. The app only allows three people to watch simultaneously. If you have administrator rights, you can remove access for one of the guests to be able to watch yourself.</p> <p>Perhaps you have turned on the privacy mode which will temporarily disconnect the connection with the Baby Unit. You can turn off the privacy mode in the Parent Unit. (see the "Privacy mode" chapter)</p>
Why do I get black and white images instead of colour ones?	<p>The baby monitor has switched to night vision mode because the room where the baby monitor is placed is dark.</p> <p>If there is enough light in the room, the light sensor on the baby monitor may be covered or dirty. Make sure that this sensor is fully exposed to the light in the room.</p>

APP

Problem	Solution
Why does the app not notify me that the baby is crying?	Check if the baby monitor is connected to the Wi-Fi network. The status light on the front of the baby monitor must be solid white. Check the Wi-Fi signal strength on the setting page of the app and it works best when it shows "Excellent" or "Good".
	The sound threshold for notification may have been set too low. In that case, the app will only notify you when the baby produces a lot of sound. Open the app setting to set the sound threshold higher to ensure that you are notified sooner.
	Perhaps you have muted your smart device, turn on the volume.
	Check if you have activated the notification function in the setting of the app.
	Check if you have activated the notification function in the setting of your smart device.
Why can't my partner and I connect to the baby monitor at the same time?	Check if you have viewing rights as a guest. The notification function is disabled for guest users.
	If you wish to share the same access as your partner, invite your partner to register an admin account. The Baby Monitor+ app supports two admin accounts only.
Why can't I talk to the Baby Unit after pressing the talk back button from the app?	If you do not wish your partner to have full access, invite your partner to login as a guest user. Access rights of guest users have limitations. Please refer to the "Account management" chapter for details.
	Perhaps the talk back feature is active via the Parent Unit or you partner's app. The Parent Unit has a higher priority in using talk back function.
How can I be a guest user?	To be a guest user, you have to register a Baby Monitor+ app account before being able to view the video live streaming. Please create the account as instructed in the app, and contact the administrator that you are ready for the invitation.
I am a guest user already, why I cannot get video live streaming?	Perhaps the administrator has temporarily turned on the Privacy mode. You should have received a notification about this.
	The baby monitor may be offline. To receive a notification when the baby monitor goes offline in future, switch on app notifications from the app's settings menu.
Do I have to keep the app open to monitor my baby?	No, the app can monitor in the background while you do other things. Switch on background monitoring from the app's settings menu. You will be able to hear your baby's sounds even if the app is not open. Furthermore you can still receive push notifications.

APP

Problem

Solution

Why I cannot hear sound from multiple Baby Units/cameras?

You can view multiple live steamings in split screen format on the preview page of app, but you can only hear sound from the Baby Unit/camera you select

Is the baby monitor hacker-proof?

We take every possible measure to prevent hacking and ensure the highest level of security. This includes issuing security updates as appropriate to maintain our standards. Please make sure that you always use the latest app software and baby monitor firmware. If you lose your smart device, factory-reset the baby monitor to remove any connections to it. You can also log in to the app from another smart device and delete your account. If you are the only administrator, all guest users will be disconnected from the baby monitor too.

I have lost my phone. How can I prevent strangers from viewing my baby?

Log in to the app from another smart device and delete your account. If you are the only administrator, this will disconnect all guest users of the app from the baby monitor. You can also factory-reset the baby monitor to disable all connections to the device you lost. Long-press the On/Off button of the Baby Unit for 10 seconds to factory-reset.

Why I am not notified of the upgrades of the app or the baby monitor software?

Maybe you have set the App Updates to manual in the App store or Play store. To ensure you are using the most up-to-date version, periodically check for updates. If an update is available, the App store or Play store will prompt you to install it.

General Information

Lithium-ion rechargeable battery (2600 mAh)

Modulation type: IEEE 802.11 b/g/n

Operating frequency range: 2412 - 2472 MHz

Maximum radio-frequency power: ≤ 20 dBm e.i.r.p

Supply unit:

Model: ASSA105x-050100 (x = E (EU plug) / x = B (UK plug))

Input: 100-240 V~, 50/60 Hz, 0.35 A

Output: 5.0 Vdc, 1.0 A, 5.0 W

Average active efficiency: ≥ 73.62 %

No-load power consumption: < 0.1 W

Wall mount template

Printing instructions:
Print this page in scale 100% and use the template to accurately mark the position of the holes for the screws on the wall.

