



USER'S GUIDE

Smart Wireless Sensor Mat with 1080P Wi-Fi Video Baby Monitor

Hubble Dream+

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

Welcome...

to your new Hubble Dream+!

Thank you for purchasing your Hubble Dream+, the Smart Wireless Sensor Mat with 1080P Wi-Fi Video Baby Monitor. You can pair your compatible smart device to the Smart Camera and monitor your little one while they dream. Using Hubble's innovative sleep tracking software, the wireless sensor helps parents establish healthy sleep routines and schedules, by tracking heart and breathing rates.

View live sleep status to know when your baby is asleep or awake. Learn sleep patterns, track historical trends and receive sleep reports. Ensure your baby is getting the right amount of sleep, according to recommended standards.

Please keep your original dated sales receipt for your records. For warranty service of your Hubble 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:

Live Chat: hubbleconnected.com

Email: support@hubbleconnected.com

<https://hubbleconnected.com/warranty>

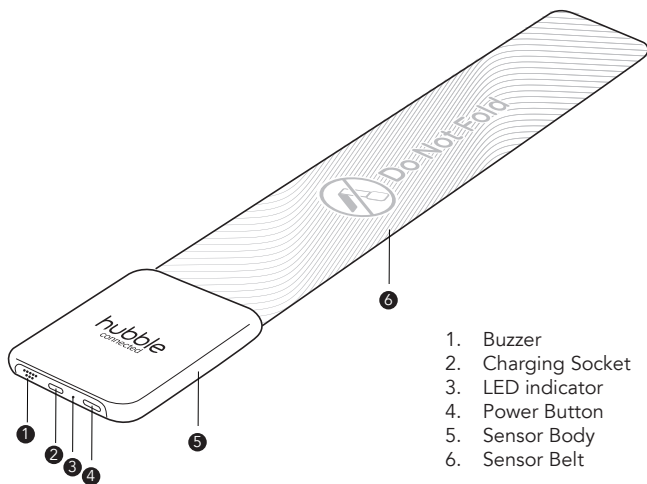
<https://hubbleconnected.com/apps/product-registration>

Visit support.hubbleconnected.com 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 Sensor Mat
- 1 x Smart Sensor
- 1 x Camera Unit
- 1 x Magnetic Mount
- 1 x Charging Cable
- 1 x Power adapter
- 1 x Quick Start Guide

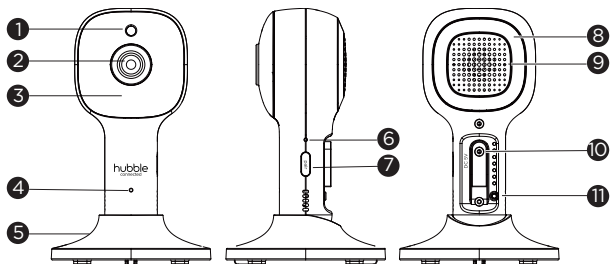
Overview of the Smart Sensor



WARNING

To obtain optimal user experience and safe use for your baby, please read and understand this manual prior to use and follow all instructions and warnings. Also, read and follow American Academy of Pediatrics Safe Sleep guidelines found at www.aap.org.

Overview of the Smart Camera



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

Important guidelines for installing your Smart Camera

- Use of other 2.4 GHz products, such as other wireless networks, Bluetooth™ systems or microwave ovens may cause interference with this product. Keep the Wi-Fi® Camera Unit away from these types of products, or turn them OFF if they appear to be causing interference.
- Always ensure that you have a good Wi-Fi® connection available.

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1. Important Safety Information

- ADULT SUPERVISION REQUIRED AT ALL TIMES.
- Never allow baby to lay face down or on its side on this product.
- Always place baby on back with no pillows, blankets or other loose materials that could cover baby's mouth and/or nose or cause baby to become entangled.
- Never use on or near a surface from which baby can fall.
- Never rely on smart sensor, app, and/or alarm to keep baby safe.
- Do not use as substitute for professional medical advice; Consult licensed medical provider for interpretation of data.
- Check proper placement and security of sensor mat and functioning of smart sensor prior to each use.
- Never place sensor mat near hazards such as water, heating devices, window cords, chargers, etc.
- Do not charge with baby in sensor mat.
Be alert for allergic reaction or irritation of baby from contact with materials; if baby has a reaction, stop using product and consult licensed medical provider.

For Proper Functioning of Smart Sensor

- Check proper functioning of smart sensor prior to each use; do not use if damaged or not functioning properly.
- Smart sensor is very sensitive and will pick up heartbeat and breathing rate of parent, or other person too close to sensor mat.
- Do not disassemble, repair or change parts.
- The smart sensor shall only be used with sensor mat provided with no pillows, blankets or other loose materials.
- Bending or folding the product could damage smart sensor.
- Do not use near any source of vibration (e.g. fans, pets etc.) as the vibrations could provide inaccurate affect the judgement of the device.



Proper Storage

- When not in use, power off and lay flat .
- Do not store in extreme conditions (temperature below -20°C/- 4°F or over 55°C/131°F or humidity below 15% RH or over 90% RH). Failure to store device under proper conditions may cause inaccurate readings.
- Store the product in a dry, clean place. Do not expose the product to chemical solvents, lint, dust, or direct sunshine.

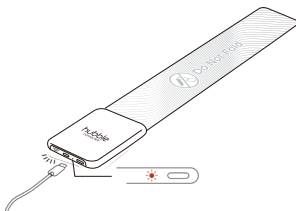
Report Any Problems

- Should you experience any problems (e.g. set-up, maintenance or use), please contact our customer service or your local retailer.
- Should any unexpected operations or events occur, please report them to our customer service.
- The product is intended for your general knowledge only and is not a substitute for professional medical advice or treatment for specific medical conditions. You should not use this product to diagnose or treat a health problem or disease without consulting with a qualified healthcare provider. Please consult your healthcare provider with any questions or concerns you may have regarding your condition.
- Do not allow your infant to lay face down on this product.
- Do not allow any part of this product (or any fabric) to cover your infant's nose or mouth.



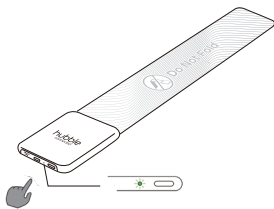
2. Setting up your Smart Sensor

2.1 Charging the Sensor



- Charge the sensor for at least one hour before initial use.
- When the battery power is low, the LED will flash in red slowly; the sensor will also beep every 15 seconds until the device is being charged.

2.2 Power On your Sensor

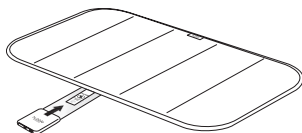


Power On - Press and hold the power button at the side of Sensor to turn it on, the LED indicator lights in green colour and breathing.

Power Off - Press and hold the power button at the side of Sensor, LED indicator flashes Red for 3 seconds and goes off.

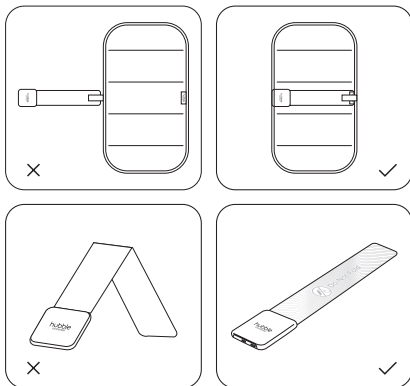


2.3 Installation of Sensor



Note: The Sensor is built in with high sensitivity force sensor, please insert it to the side pocket of mat gently. Folding of the sensor belt is not permitted. Do not put the Sensor into water.

Completely install Sensor into the mat side pocket.

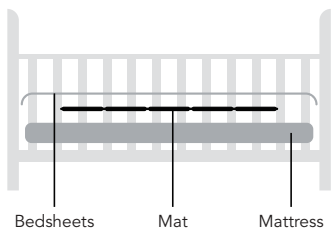


3. Placement of the mat

To avoid serious injury or death including possible suffocation, strangulation and falls, read, understand and follow all instructions and warnings including:

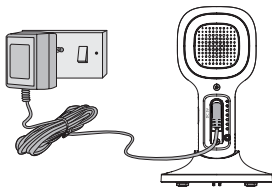
Placement

Mat Must be placed in between the bedsheet and mattress



4. Setting up your Smart Camera

4.1 Connecting the Power Supply of the Camera Unit

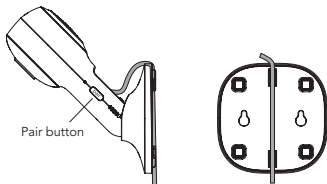


- Insert the DC plug of the power adaptor into the DC socket on the back of the Camera Unit.
- Connect the other end of the power adaptor to the electrical outlet.
- The Camera Unit turns on and the power indicator lights in Green colour.

Note

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

4.2 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.



5. Connect Smart Camera to your Android™ / iPhone®

5.1 Minimum System Requirements

Android™ System

- Version 8.0 or above

iPhone®/iPad® iOS

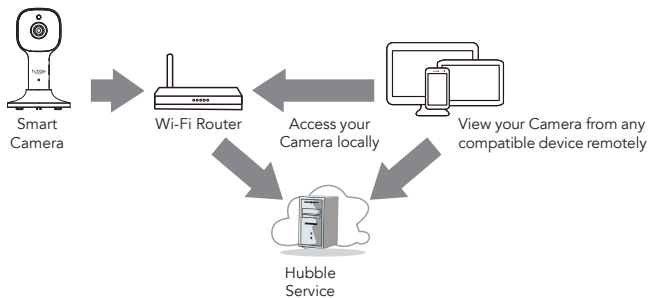
- Version 12.0 or above

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 Smart Camera to the Power Adaptor, then plug into the electrical outlet. 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 Flashing Green.
- Unconnected state: LED is Flashing Red.
- Connected state: LED is Solid Green.

Note: You can only setup via a compatible smartphone or tablet only.

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

What you need

- 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 Connect the Camera

- Switch the parent unit off before connect the camera to Wi-Fi®.
- Connect the power adaptor to the electrical outlet and insert the plug into the power socket on the back of the Camera Unit, DO NOT switch the power on at the power point yet.

5.4.2 Download HubbleClub by Hubble Connected App



- Scan the QR code with your smart device and download **HubbleClub by Hubble Connected** App from the App Store for iOS devices or from the Google Play™ Store for Android™ devices.
- Install **HubbleClub by Hubble Connected** 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 by Hubble Connected App**, tap **Create Account** 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).

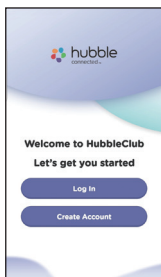


fig.1

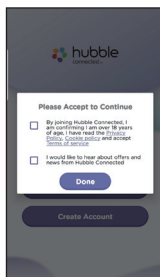


fig.2

- Follow the steps to enter your account information and sign up with Hubble (fig.3-6).

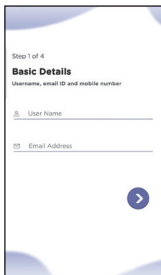


fig.3

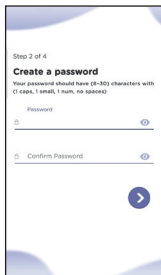


fig.4

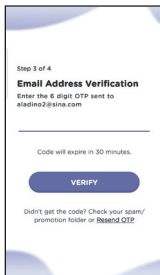


fig.5

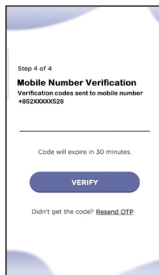


fig.6

Note: If you already have a **HubbleClub by Hubble Connected App** account, please tap **Log in** with Hubble to go to the next steps.



5.4.4 Add the Camera to your account

- Log in your Hubble Account by entering “User Name” and “Password” (fig.7).
- Tap **Add Your Hubble Device** on the screen of your device to add new Camera (fig.8).

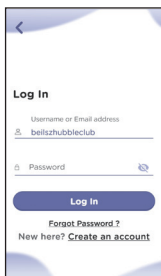


fig.7

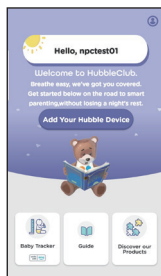


fig.8

- To select your device for setting up by tapping **Baby Wellness** (fig.9).
- Tap **Hubble Dream+** to add the new camera (fig.10).
- Select **I agree** the Licence agreement to continue next setup (fig.11).



fig.9

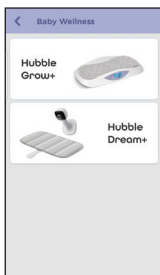


fig.10

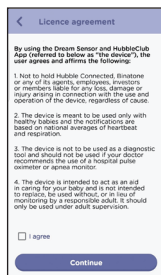


fig.11



- The following setup instructions will appear on the screen, select your Wi-Fi network and enter "Password" (fig.12).
- Power on your camera and wait for the LED to flash Red on the camera. Press and hold the PAIR button on the side of Camera, you will hear a voice prompt "Ready for Pairing" then tap **Next** (fig.13, fig.14).



fig.12



fig.13

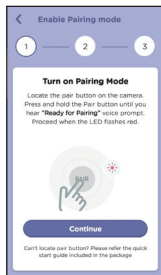


fig.14

- Press and hold the ON/OFF button to power On your Smart Sensor. (fig.15)
- Tap Generate QR code on your device and hold the QR code 15 to 30cm in front of Camera until you hear confirmation message "Scanning Success" from your device (fig.16, fig.17).



fig.15

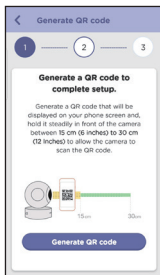


fig.16



fig.17



- Tap Continue, it will take a few minutes for the Camera to connect to the Wi-Fi® network before showing the connection status (fig.18).
- The Camera has been successfully connected, name your Camera, tap **Finish** to complete the camera setup with Hubble (fig.19).



fig.18

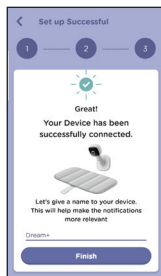


fig.19

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

- Add your baby's profile to track your baby growth by tapping Create New Profile (fig.20).
- Enter your baby information and tap Done to create profile (fig.21).
- Select one of the profiles for your baby when using the Camera (fig.22).

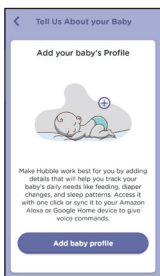


fig.20

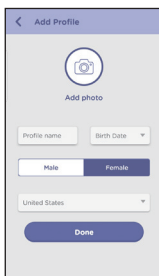


fig.21

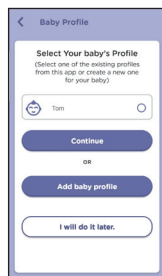


fig.22



6. Overview Of Hubble App

When the sensor syncs to your smart device, the app can support the following:

- Current breathe rate
- Current heart rate
- The sleep data for hours in the comfort cloud over past 24 hours awake and or out of the product
- Total sleep time and score % when in the comfort cloud
- Average breathe rate
- Average heart rate

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.



8. Cleaning

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

Cleaning and care

- Do not clean any part of the product with thinners or other solvents and chemicals – this may cause permanent damage to the product which is not covered by our warranty.
- Keep the Smart camera 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 Smart camera. 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 smart camera.

9. Help

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.	<ol style="list-style-type: none"> 1. The e-mail might have been sent to your Junk Mail Folder. Please check your Junk Mail Folder. 2. There might be a delay in getting your e-mail. Please wait a few minutes and refresh your email account.



Connectivity Issues	I get a message: We are having problems accessing your camera. This could be due to lack of internet connection. Please wait and try again later.	<ol style="list-style-type: none"> 1. Please try again in a few minutes. This could be because of any issue with your internet connection. 2. If the problem remains, please restart your Camera to check if this fixes the problem. 3. Please restart your WIFI 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 webbrowser, 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 is the significance of the camera LED?	<p>Pair / Setup state: LED is Flashing Green.</p> <p>Unconnected state: LED is Flashing Red.</p> <p>Connected state: LED is Solid Green.</p> <p>Green: The camera is live streaming.</p> <p>LED Off - No Power to camera.</p>
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. Add camera in HubbleClub for Partners App.
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?	<p>Android™:</p> <ul style="list-style-type: none"> - 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 <p>iOS Device:</p> <ul style="list-style-type: none"> - 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

If your product is not working properly, read this User Guide.

Contact Customer Service:

Live Chat: hubbleconnected.com

Email: support@hubbleconnected.com

Online warranty registration: <https://hubbleconnected.com/warranty>

Online Product Registration:

<https://hubbleconnected.com/apps/product-registration>

Consumer Products and Accessories Limited Warranty ("Warranty")

Thank you for purchasing this Hubble Smart Nursery branded product manufactured under license by Hubble Baby (HK) Limited ("HUBBLE") .

What Does this Limited Warranty Cover?

Subject to the items listed below in the section "What is not Covered" HUBBLE warrants that this Hubble connected branded product ("Product") will be free from defects in material and workmanship under normal use for a period of 1 year from the date of purchase and that any certified accessory ("Accessory") sold for use with this product will be free from defects in materials and workmanship under normal use for a period of 90-days from the date of purchase. This Limited Warranty is your exclusive warranty and is not transferable.

What is not covered?

This Limited Warranty excludes and does not cover:

- Normal deterioration or wear resulting from use;
- Damage caused by or resulting from misuse, abuse, or accident;
- Damage caused by or resulting from improper operation or storage;
- Damage caused by or resulting from contact with foreign substances, including, but not limited, to liquid, water, rain, humidity, perspiration, sand, dirt, and/or food;
- Damage caused by or resulting from the use of Non-Hubble Smart Nursery branded or certified Products or Accessories or other peripheral equipment;



- Damage caused by or resulting from modifications, alterations, tampering, improper installation, or repairs by someone other than Hubble connected or their authorized representatives;
- 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; and,
- Periodic maintenance, repair and replacement of parts due to normal wear and tear.

What Other Limitations Are There?

THIS LIMITED WARRANTY SETS FORTH THE ENTIRE LIABILITY OF HUBBLE AND CONTAINS YOUR SOLE AND EXCLUSIVE REMEDY. OTHER THAN THIS LIMITED WARRANTY, HUBBLE MAKES NO ADDITIONAL REPRESENTATIONS OR WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. IF YOUR STATE DOES NOT PERMIT THE DISCLAIMER OF WARRANTIES, THEN THE IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE IS LIMITED TO THE DURATION OF THIS LIMITED WARRANTY. REPAIR OR REPLACEMENT IS YOUR SOLE AND EXCLUSIVE REMEDY AGAINST HUBBLE AND Hubble Smart Nursery. IN NO EVENT SHALL HUBBLE OR Hubble Smart Nursery's LIABILITY TO REPAIR OR REPLACE YOUR PRODUCT OR ACCESSORY EXCEED THE ORIGINAL PURCHASE PRICE OF THE PRODUCT AND ACCESSORY AND HUBBLE AND Hubble Smart Nursery's TOTAL LIABILITY FOR DAMAGES ARISING FROM THIS LIMITED WARRANTY SHALL NOT EXCEED THE PRICE YOU PAID FOR THE PRODUCT AND ACCESSORY REGARDLESS OF WHETHER SUCH CLAIM ARISES UNDER CONTRACT, STATUTE, TORT OR OTHERWISE. IN NO EVENT AND UNDER NO CIRCUMSTANCES WILL HUBBLE OR Hubble Smart Nursery BE LIABLE FOR DIRECT, 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



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

Who is covered?

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

What will HUBBLE do?

HUBBLE or its authorized distributor at its sole discretion will, at no charge, repair or replace any Products or Accessories that do not conform to this Warranty. In the event that replacement is necessary to remedy a defect in material or workmanship, HUBBLE may use new or remanufactured products, accessories or parts of equal quality to the original Product or Accessory.

How to Obtain Warranty Service or Other Information?

To obtain service or information, please contact us by:

Live Chat: hubbleconnected.com

Email: support@hubbleconnected.com

Online warranty registration: <https://hubbleconnected.com/warranty>

Online Product Registration:

<https://hubbleconnected.com/apps/product-registration>

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

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, (e) your name, address, email address and telephone number.



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FCC and IC regulations (FCC Part 15)

Note: *This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the Federal Communications Commission (FCC) rules.*

Industry Canada. This device complies with Industry Canada license-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.

Download User Guide from website: support.hubbleconnected.com



11. Technical Specifications

Smart Camera

Frequency	2400 MHz to 2483.5 MHz
Image sensor	colour CMOS 2M Pixels
IR LED	8 pcs
Operating Temperature	41 ⁰ F - 104 ⁰ F
Power Adaptor	Input: 100-240V AC, 50/60Hz, 300mA; Output: 5.0V DC, 1000mA

Smart Sensor

Technology	Bluetooth Low Energy (4.2)
Power rating	DC 3.7V 750mAh(Li-ion Battery)
Dimensions	450(W) x 75(D) x 12(H) mm
Weight	Smart Sensor: 0.44kgs (with battery)
Operating conditions	32 ⁰ F - 104 ⁰ F and relative humidity of 15% to 85%
Max operating distance	10m line of sight
Battery service life	6 months

Specifications are subject to change without prior notice.





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US_EN Version 1.0
Printed in China

