

# oricom®



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## USER'S GUIDE

5" Smart HD Baby Monitor with Touch Screen

Model: OBH36T

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

# Welcome...

## to your new Oricom Smart Baby Monitor!

Thank you for purchasing your new Oricom 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.

Please retain your original dated sales receipt for your records.

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

For product related questions, please contact:

### Australia:

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

**Email: [support@oricom.com.au](mailto:support@oricom.com.au) / [www.oricom.com.au](http://www.oricom.com.au)**

### New Zealand:

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

**Email: [support@oricom.co.nz](mailto:support@oricom.co.nz)**

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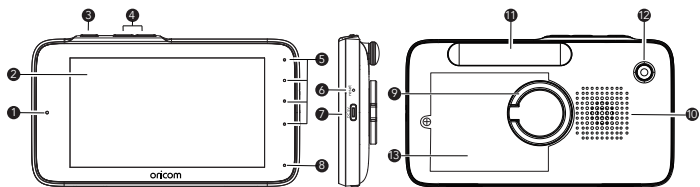
Visit **[www.oricom.com.au](http://www.oricom.com.au)** to download the User Guide, frequently asked questions, and more to help you get the most from your product.

## Got everything?

- 1 x Parent Unit (with battery pre-installed)
- 1 x Baby Unit (Camera)
- 1 x Power adaptor for Parent Unit
- 1 x Power adaptor for Baby Unit
- 1 x Bumper
- 1 x Quick Start Guide
- 1 x Star Grip Camera Mount







In multi-camera packs, you will find one or more additional Baby Units with power adaptors.

# Overview of the Parent Unit

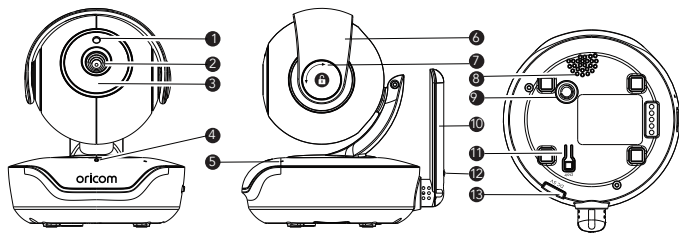


1. Microphone
2. Touch screen display
3. Power button  
Press and Hold to turn the Parent Unit ON/OFF.  
Brief press to turn the Power Saving Mode ON/OFF.
4. Volume Up/Down button  
Press to decrease / increase Volume level.
5. Sound Level LEDs (Green, Green, Amber, Red)
6. Reset pin hole (recessed - use small pin, not included)
7. Power Socket
8. Power LED  
RED when Power OFF charging.  
GREEN when Power ON with battery only.  
ORANGE when Power ON charging.
9. Ring Stand
10. Speaker
11. Antenna
12. Flashlight
13. Battery Door

## Display icons

	Signal Level (4 Levels)
	Night Vision Mode (Video also changes to Black/White).
	Indicates the screen off timer is set.
	Volume Level Control (8 Levels).
	No Baby Unit detected.
	Battery Level Indication (4 Levels).

# Overview of Your Baby Unit



1. Light Sensor
2. Camera Lens
3. Infrared LEDs
4. Power LED  
On when linked to Parent Unit  
Flashes when searching for Parent Unit
5. Microphone
6. Privacy Protector
7. Protector Release Knob
8. Speaker
9. Flexible Grip mounting screw hole
10. Antenna
11. PAIR button
12. Temperature Sensor
13. Power Socket

## Important guidelines for installing your Smart Baby Monitor

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

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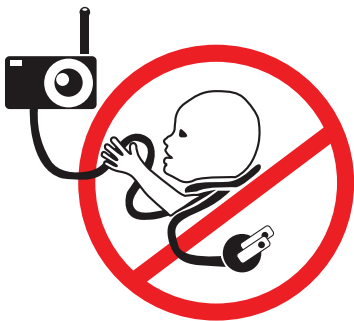
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## 1. Safety Instructions

 **WARNING:**

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



## Baby Unit SET UP & USE:

- Choose a location for the Baby Unit that will provide the best view of your baby in their cot.
- Place the Baby Unit on a flat surface, such as a dresser, desk, or shelf or mount the Unit securely using the Star Grip or Tripod mount with screw hole on the underside of the stand.
- NEVER place the Baby Unit or cords in the cot or within reach of the baby (the unit and cords should be more than 1m away).

## WARNING

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

- Adult assembly is required. Keep small parts away from children when assembling.
- This product is not a toy. Do not allow children to play with it.
- This Baby Monitor is not a substitute for responsible adult supervision.
- Keep this User's Guide for future reference.
- Do not place the Baby Unit or cords in the cot or within reach of the baby (the unit and cords should be more than 1m away).
- Keep the cords out of reach of children.
- Do not cover the Baby Monitor with a towel, blanket, or other items that will stop air circulation.
- Never use extension cords with power adaptors. Only use supplied power adaptors.
- 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 adaptor.
- Do not place the Baby Monitor near a heat source.





- Only use the chargers and power adaptors provided. Do not use other chargers or power adaptors as this may damage the device and battery pack.
- 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 20cm or more.

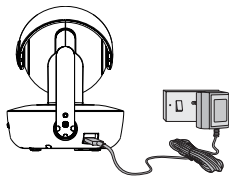
## CAUTION

*The Parent Unit includes a user replaceable Lithium-ion rechargeable battery. When the in-use time becomes short, the battery may have exhausted its charging capabilities, and needs to be replaced. Please contact Oricom Customer Support for a replacement battery, Part N: 2B0167. There is a risk of fire, explosion, or other hazard, if the battery is replaced by a non-genuine battery.*



## 2. Getting Started

### 2.1 Connecting the Power Supply of the Baby Unit



- Connect the USB type-C plug of the power adaptor to the Baby Unit and the other end to mains power.
- Only use the included adaptor (5V DC / 1500mA).

#### Privacy Protector

This is to disable the live camera video feed by blocking the camera lens.

- Press the knob to release the lock.
- You can move the protector to its open and close positions after the lock is released.
- When you hear the click sound the protector is in its proper positions.



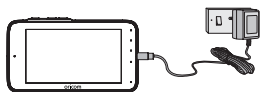
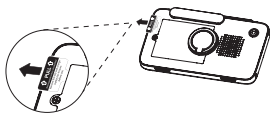
#### **IMPORTANT:**

*Make sure the privacy protector does not cover the camera lens when in use.*

*Sound is still audible when the protector covers the camera lens.*



## 2.2 Connecting the Power Supply of the Parent Unit.












- Remove the pull tab from Parent Unit before use.
- A rechargeable battery allows the parent unit to be used when not plugged into mains power. The battery provides up to 8 hours operation of the Parent Unit with the screen turned off. We recommend charging for at least 4 hours before first use, and charging the battery each time the Parent Unit indicates that the battery is low.
- Connect the USB Type-C plug of the power adaptor to the parent unit and the other end to mains power. Only use the supplied adaptor (5V DC / 1500mA).
- Press and hold the POWER button on the top of the Parent Unit to turn it ON.
- Flip out the stand on the back of the Parent Unit and rotate it by 90 degrees.



## 2.3 Registration (Pairing)

The Baby Monitor is pre-registered to your Parent Unit. You do not need to register it again unless the Baby Unit loses its link with the Parent Unit.

To re-register your Baby Unit, or register a new Baby Unit, follow the procedure below:

1. Tap the  in the menu bar.
2. Tap **+**, Camera  /  /  /  will appear.
3. Tap  /  /  /  to select the desired Camera number, the parent unit will begin searching for a camera to pair to.

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

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

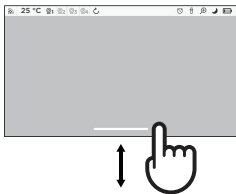
### **Note:**

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

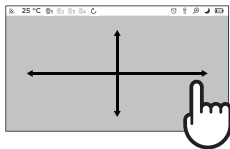


## 3. Using the Baby Monitor

### 3.1 Touch screen operation



Swipe up on the bottom of the screen to view the menu bar.  
 Swipe down on the bottom of the screen to hide the menu bar.  
 Swipe left/right on the menu bar to see all the options.



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

**Note:**

*Pan & Tilt is only operational when in viewing mode, when menu is active you cannot pan & tilt.*



## 3.2 Brightness

1. Tap the ☀ in the menu bar to adjust brightness.
2. Tap the ☀ or ⚙ to select the desired brightness from level 1 ~ 8. (The default brightness is level 4.)

## 3.3 Zoom

1. Tap the 🔍 in the menu bar to zoom.
2. Tap the 🔍 or 🔍 button to select 1X to 4X zoom.

## 3.4 Audio Media

You can playback audio content - Lullabies, Soothing Sounds and Audio Book on the Baby Unit. You have 4 preloaded lullabies/soothing sounds and 4 audio books in the Baby Unit.

### 3.4.1 Personal Recording Playback

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

1. Tap the ▶ in the menu bar.
2. Tap the 🎤▶ to view the desired Personal Recording. The Personal Recording names appear on the screen.
3. Tap the desired recording to play the selection to soothe your baby.

### 3.4.2 Lullaby/Soothing Sounds Playback




1. Tap the ▶ in the menu bar.
2. Tap the 🎵 to view the desired Lullaby/Soothing Sounds. The song names appear on the screen.
3. Tap the desired Lullaby to play the selection to soothe your baby.

### 3.4.3 Audio Book Playback




1. Tap the ▶ in the menu bar.
2. Tap the 📖 to view the desired Audio Book. The book titles appear on the screen.
3. Tap the desired Audio Book to play the selection.







### 3.4.4 Volume Level of Audio Playback

1. Tap the  in the menu bar.
2. Tap the  or  to select the desired Volume Level from level 1 ~ 4. (The default volume is level 3.)




### 3.5 Flashlight

Tap the  in the menu bar to turn the flashlight on, the  will appear on the notification bar. Tap the  in the menu to turn the flashlight off.

### 3.6 Timer

1. Tap the  in the menu bar.
2. Tap **on** to turn the alarm on then tap the  or  to select the timer time.
3. Confirm the timer duration by tapping **set**, the  will appear on status bar.
4. If timer is selected, the Parent Unit will beep for about 60 seconds, press any key or tap screen to stop the alarm.










### 3.7 Talk Mode

1. Tap  on the menu bar, **Touch to Talk** will display on the screen.
2. Tap  to talk to your baby through the Baby Unit's speaker.
3. Tap  to stop talkback.

**Note:** you will not hear sounds from the baby unit while the talk back mode is on.

### 3.8 Camera Control

#### 3.8.1 Add (pair) a camera











1. Tap the  in the menu bar.
2. Tap **+**,  /  /  /  will appear.
3. Tap  /  /  /  to select the desired Camera location.  
**Note:** If a camera is currently paired with the Parent Unit, its camera location (in dark grey colour) cannot be selected for a new registration.
4. Press and hold the **PAIR** button on the underside of the Baby Unit until the Parent Unit finds the camera, beeps and **PAIR OK** appears on the screen. The video from the camera will then appear.













**Note:**

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

**3.8.2 View a camera**

1. Tap the  in the menu bar.
2. Tap ,  /  /  /  will appear.
3. Tap  /  /  /  to select the desired Camera.

**3.8.3 Delete a camera**







1. Tap the  in the menu bar.
2. Tap ,  /  /  /  will appear.
3. Tap  /  /  /  to select the desired Camera to delete.

**Note:**


You cannot delete the camera if there is only one registered camera in the Parent Unit.

**3.8.4 Scan cameras**

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

1. Tap the  in the menu bar.
2. Tap ,  /  /  /  will appear.
3. The parent unit will scan between registered cameras stopping briefly on each registered camera for approx. 12 seconds.


**3.9 Temperature**

1. Swipe to the left, tap the  in the menu bar, the temperature format **°C** or **°F** will appear.
2. Tap **°C** or **°F** to select temperature format.





### 3.10 Power Saving mode

1. Tap the  in the menu bar, the screen off timer options are 5 mins, 15 mins or 30 mins.
2. Select video off after 5 mins, 15 mins or 30 mins (screen timer active when in battery mode only).

**Note:**

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



## 4. Wi-Fi® Internet Viewing

### 4.1 Minimum System Requirements

#### Android™ System

- Version 8.0 or above

#### iPhone®/iPad® iOS

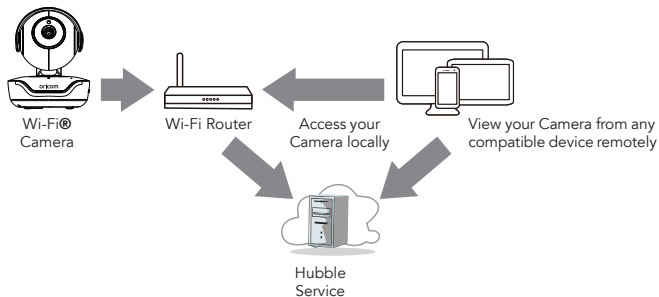
- Version 12.0 or above

#### 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>)

### 4.2 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.



## 4.3 Setup

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

### Status of LED Indication:

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

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

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

### What you need

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

### 4.4.1 Power ON and Connect the Camera

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

### 4.4.2 Download HubbleClub for Partners App



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



## 4.4.3 Sign up with Hubble on your smart device

- Ensure that your smart device is connected to your Wi-Fi® router.
- Run HubbleClub for Partners App, tap **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).

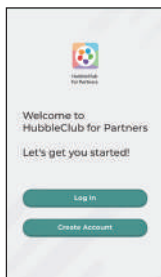


fig.1

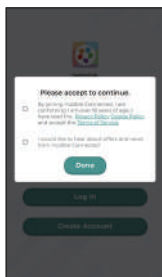


fig.2

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

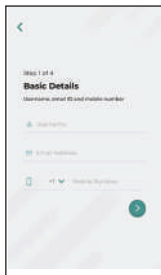


fig.3

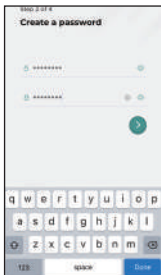


fig.4

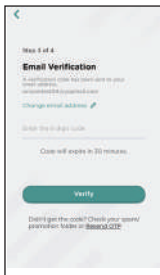


fig.5

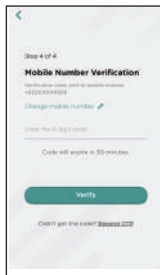


fig.6

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



## 4.4.4 Add the Camera to your account

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

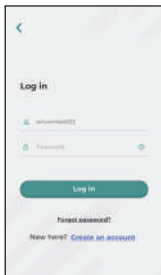


fig.7

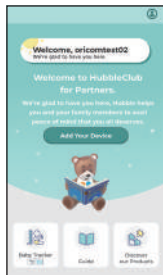


fig.8

- Tap **Oricom** brand and select your device for setting up by tapping **Oricom baby monitoring** (fig.9-10).
- Tap **OBH36T** to add the new camera (fig.11) .



fig.9



fig.10

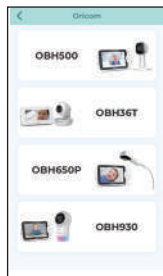


fig.11



- 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 Red LED flashing on the camera. Press and hold the PAIR button on the bottom of Camera, you will hear a voice prompt "Ready for Pairing" then tap **Next** (fig.13)

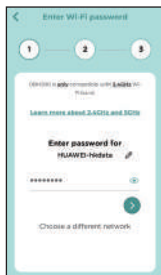


fig.12

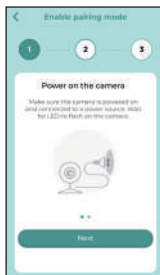


fig.13

- 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.14, fig.15)



fig.14



fig.15



- It will take a few minutes for the Camera to connect to the Wi-Fi® network before showing the connection status (fig.16).
- The Camera has been successfully connected, name your Camera (fig.17).



fig.16

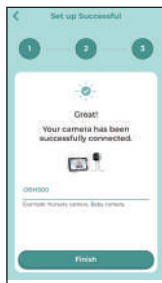


fig.17

**Note:** If connection fails, please tap Retry and repeat the steps starting from 4.4.4.

- Add your baby's profile to track your baby growth by tapping Create New Profile (fig.18).
- Enter your baby information and tap Done to create profile (fig.19).
- Select one of the profiles for your baby when using the Camera (fig. 20).

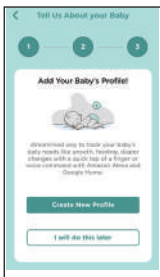


fig.18

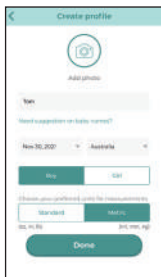


fig.19

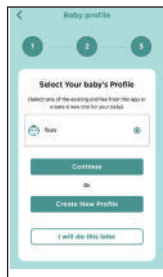


fig.20



## 5. Procedure For Resetting the Camera

**Note:** If your Camera is moved from one router (e.g. home) to another (e.g. office) or you have Camera setup issues, then the Camera must be reset. Please reset the Camera with the following procedures:

- Disconnect from power, press and hold the PAIR button, plug in the power connection and continue to hold the pair button for approximately 20 seconds, you will then hear a long beep, release PAIR button, wait for the Camera Unit to complete an internal reset procedure. The Red LED will begin to flash when the Camera Unit is reset successfully.
- You can add your Camera again by following the steps in section 4.4.4.

## 6. Disposal of the Device (environmental)

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



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

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

The battery should be disposed of in an environmentally-friendly manner according to your federal, state, and local regulations.





## 7. Cleaning

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

### Cleaning and care

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

### **IMPORTANT**

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





## 8. Help

Attempting to repair the baby monitor will void the warranty.

### Display

#### **No display**

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

### Registration

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

- If the Baby Unit is too far away it may be going out of range, so move the Baby Unit closer to the Parent Unit.
- Reset both the Parent Unit and Baby Unit by disconnecting them from the electrical power. Wait about 15 seconds before reconnecting. Allow up to one minute for the Baby Unit and the Parent Unit to re-connect.
- See 2.3 Registration (Pairing), if there is a need to re-register the Units.

### Interference

#### **Noise interference on your Parent Unit**

- Your Baby and Parent Units may be too close. Move them further apart.
- Make sure there is at least 1 to 2m between the 2 Units to avoid audio feedback.



- If the Baby Unit is too far away, it may be out of range. Move the Baby Unit closer to the Parent Unit.
- Make sure that the Baby and Parent Units are not near other electrical equipment, such as a television, computer or cordless/mobile telephone. Move the Baby Unit or Parent Unit 1.5m away from other electrical equipment.
- Use of other 2.4 GHz products, such as wireless networks (Wi-Fi® routers), Bluetooth™ systems, or microwave ovens, may cause interference with this product. Keep the Baby Unit or Parent Unit at least 1.5m away from these types of products, or switch them off if they appear to be causing interference.
- If the signal is weak, try moving the Parent and/or Baby Unit to different positions in the rooms.

### Noise interference on your device

- To avoid background noise or echoes, ensure that there is enough distance between your device and the Camera Unit.
- Use of other 2.4 GHz products, such as Bluetooth™ systems or microwave ovens, may cause interference with this product. Keep the 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 <b>Create Account</b> to create an account.
Account	What do I do if I forgot my password?	Click on the "Forgot Password" link on <a href="https://app.hubbleconnected.com/#lostpassword">https://app.hubbleconnected.com/#lostpassword</a> 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"> <li>1. The e-mail might have been sent to your Junk Mail Folder. Please check your Junk Mail Folder.</li> <li>2. There might be a delay in getting your e-mail. Please wait a few minutes and refresh your email account.</li> </ol>



<p>Connectivity Issues</p>	<p>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.</p>	<ol style="list-style-type: none"> <li>1. Please try again in a few minutes. This could be because of any issue with your internet connection.</li> <li>2. If the problem remains, please restart your Camera to check if this fixes the problem.</li> <li>3. Please restart your WIFI Router.</li> </ol>
<p>Viewing Camera</p>	<p>When I am in "remote mode", the video stops after 5 minutes. How do I view for longer?</p>	<p>When you are accessing your Camera via a network different from your home network (over the internet) your video times out after 5 minutes.</p> <p>You can click on the Camera again from the Android™/iOS application to start streaming again.</p> <p>If you are accessing from your webbrowser, then you can press on the <b>Reload</b> button to start viewing your Camera video stream again.</p>
<p>Features</p>	<p>The sound alert setting threshold is not right.</p>	<p>You can Adjust Sound Sensitivity to trigger notifications under Camera Setting menu.</p>
<p>Setting Up</p>	<p>While I am adding a new Camera to my account, I am not able to find any Cameras to add.</p>	<p>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 5 of this guide. Switch the parent unit off before connecting the camera to Wi-Fi®.</p>



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>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 cellular data or a Wi-Fi® connection outside of your home.



General	How do I download the App for Android™ and iOS devices?	<p><b>Android™:</b></p> <ul style="list-style-type: none"> <li>- Open the Google Play Store on your Android™ device.</li> <li>- Select Search</li> <li>- Type in “HubbleClub for Partners”</li> <li>- The results will show the Hubble App</li> <li>- Select to install it</li> </ul> <p><b>iOS Device:</b></p> <ul style="list-style-type: none"> <li>- Open the App Store™</li> <li>- Select Search</li> <li>- Type in “HubbleClub for Partners”</li> <li>- The results will show the Hubble App</li> <li>- Select to install it</li> </ul>
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.





## 9. General Information

### Express Warranty (Australia)

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

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

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

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

You are entitled to a replacement product or repair of the product at our discretion according to the terms and conditions of this document if your product is found to be faulty within the Express Warranty Period. This Express Warranty extends to the original purchaser only and is not transferable.



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

No change to the conditions of this Express Warranty is valid unless it is made in writing and signed by an authorised representative of Oricom.

Oricom will not be liable under this Express Warranty, and to the extent permitted by law will not be liable for any defect, loss, damage or injury arising out of or in connection with a:

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



## How to make a claim under your Express Warranty in Australia

Oricom has a simple warranty process for you to follow:

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

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

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

Send the approved returns to:

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

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



## **Important Information - Repair Notice**

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

## **Oricom Customer Support**

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

## ***Oricom Support - Australia***

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

(02) 4574 8888 / Monday - Friday 8am – 6pm AEST  
Email: [support@oricom.com.au](mailto:support@oricom.com.au) / [www.oricom.com.au](http://www.oricom.com.au)

## ***Oricom Support - New Zealand***

0800 674 266 / Monday - Friday 10am - 8pm NZST  
Email: [support@oricom.co.nz](mailto:support@oricom.co.nz)



## 10. Technical Specifications

### BABY UNIT

Frequency	2400 MHz to 2483.5 MHz
Image sensor	colour CMOS 1M Pixels
Operating Temperature	5°C to 40°C
Power Adaptor	Input: 100-240V AC, 50/60Hz, 500mA; Output: 5.0V DC, 1500mA

### PARENT UNIT

Frequency	2400 MHz to 2483.5 MHz
Display	5" diagonal IPS LCD (touch screen)
Operating Temperature	5°C to 40°C
Power Adaptor	Input: 100-240V AC, 50/60Hz, 500mA; Output: 5.0V DC, 1500mA <b>WARNING</b> <i>Use only with provided power supply.</i>
Battery	3.8V, 2100mAh Lithium-Ion Polymer, rechargeable battery pack <b>WARNING</b> <i>Use genuine battery only.</i>

Specifications are subject to change without prior notice.



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