



**MOTOROLA**

**USER'S GUIDE**

**Model: BLINK1-R, BLINK1-S  
BLINK1-W, BLINK1-B**

**Wi-Fi® Video Baby Monitor Camera**

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



# Welcome...

## to your new Motorola Baby Monitor Camera!

Thank you for purchasing the BLINK1 Wi-Fi® Video Baby Monitor Camera. Now you can see and hear your baby sleep in its room or you can monitor your older children in their playroom. You can set up the camera only from your iPhone®/iPad® or devices for Android™ and view the camera video from your PC or Notebook, as well as devices for Android™ or iPhone®/iPad®. Please keep your original dated sales receipt for your records. For warranty service of your Motorola 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 call:

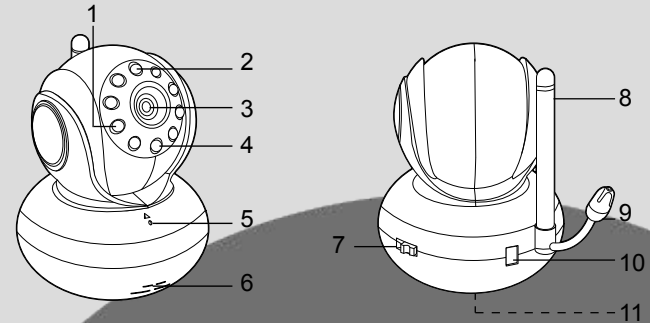
**US and Canada 1-888-331-3383**

This User's Guide has all the information you need to get the most out of your product. Please read the Safety Instructions on page 5 - 6 before you install the unit.

### Inside the Box

- 1 x Wi-Fi® Camera Unit (in either red, silver, white or black)
- 1 x Power Adapter

## Overview of your Camera



- |   |                             |
|---|-----------------------------|
| 1. Photo Sensor<br>(for night mode detection) | 6. Speaker                  |
| 2. Infrared LEDs (for night vision)           | 7. ON/OFF Switch            |
| 3. Camera Lens                                | 8. Antenna                  |
| 4. Power/Status LED                           | 9. Temperature Sensor       |
| 5. Microphone                                 | 10. Power Adapter Connector |
|   | 11. Reset Button            |

### Important guidelines for installing your Wi-Fi® Camera Unit

- Use of other 2.4GHz 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. Safety Instructions

### WARNING:



**STRANGULATION HAZARD** - Keep the adapter cord out of the baby's reach.

**NEVER** place the Wi-Fi® Camera Unit or cords within the crib. Secure the cord some distance away from the baby's reach.

**Never** use extension cords with AC Adapters. Only use the AC Adapters provided.

### Wi-Fi® CAMERA UNIT SET UP & USE:

- Determine a location for the Wi-Fi® Camera Unit that will provide the best view of your baby in the crib.
- Place the Wi-Fi® Camera Unit on a flat surface, such as a dresser, bureau, or shelf, or wall-mount it using the keyhole slot in the base.
- **NEVER** place the Wi-Fi® Camera Unit or cords within a crib.
- Secure the cord to the wall to keep cord away from the baby's reach.

### WARNING

*This Wi-Fi® Camera Unit is compliant with all relevant electromagnetic field standards 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 Wi-Fi® Camera Unit is not a substitute for responsible adult supervision.
- Keep this user's guide for future reference.
- Do not place the Wi-Fi® Camera Unit or cables in the crib or within reach of the baby (the unit should be at least 3 feet away).
- Keep the cords out of reach of children.
- Do not cover the Wi-Fi® Camera Unit with a towel or blanket.
- Test the Wi-Fi® Camera Unit and all its functions so that you are familiar with it prior to use.
- Do not use the Wi-Fi® Camera Unit near water.
- Do not install the Wi-Fi® Camera Unit near a heat source.
- Only use the power adapter provided. Do not use other power adapters as this may damage the device.
- Never use extension cords with power adapters.
- Do not touch the plug contacts with sharp or metal objects.



## 2. System Requirements

### Web Portal

- Windows® system XP SP3 or above
- Mac OS® version 10.7 or above
- Internet Explorer® version 8.0 or above
- Firefox® version 11.0 or above
- Chrome™ version 18.0 or above
- Safari® version 5.1 or above
- Java™ version 7 or above

### Android™ System

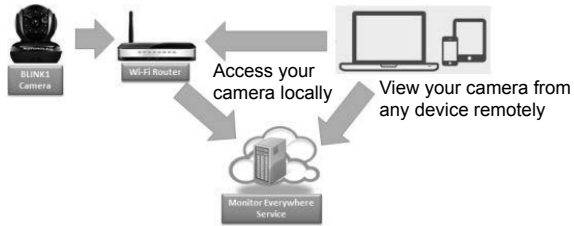
- Version 2.3.6 or above

### iPhone®/iPad® iOS

- Version 4.3 or above

### 3. Getting started - Connecting Devices

How does it work?



- The MonitorEverywhere Server keeps track of the cameras.
- When a user wants to access the camera, the server authenticates the user and permits the user access to the camera.

#### 3.1 Setup

Connect the Camera to the power adapter and plug it into a power socket. Wait until the camera LED changes to fast blinking, which means that camera is in reset/setup state and camera is ready for 'Camera Setup' registration. The Camera must be within range of the Wi-Fi® router with which you want it to link.

#### Status of LED Indication:

- Reset / Setup state: fast blinking
- Unconnect state: slow blinking
- Connect state: always on

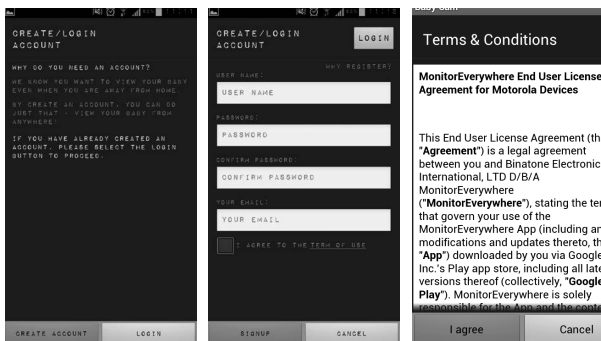
### 3.2 User Account and Camera Setup: Working with devices for Android™

- Download and install the application “Monitor Everywhere” from the Google Play™ Store. Note: If you can't find the application, then use your device browser to go to [www.monitoreverywhere.com](http://www.monitoreverywhere.com) for advice on how to install.
- Turn on the Wi-Fi® of your device for Android™ and select your wireless network.
- Switch on the camera (see **5. Procedure for resetting the Camera**).
- Run the “Monitor Everywhere” application. After initialization, the Baby Monitor Setup wizard appears.
- Select CREATE ACCOUNT.

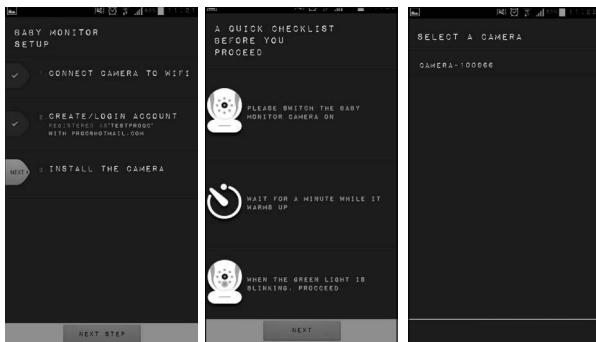


- Select GET STARTED.
- Follow the on-screen instructions and select the camera and the Wi-Fi® connection that your camera can use. If necessary enter a password.
- Tap CONNECT TO Wi-Fi.

- Tap NEXT STEP.



- Select CREATE ACCOUNT.
- Enter a user name, a password, an e-mail address and select SIGN UP.
- Agree with the terms of use and select I AGREE.
- Tap NEXT STEP.

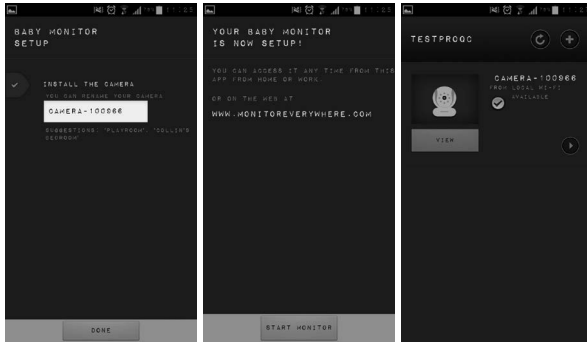


- Follow the on screen checklist to ensure that your camera is power connected and tap NEXT.
- Select the camera from the list.

*If you cannot find the camera ID on the list, please reset the camera with the following procedure:*

1. Switch the ON/OFF switch to ON.
  2. Press and hold the RESET button on the underside of the camera for 5 seconds, until you hear a beep sound.
  3. Release the RESET button and wait for the camera to complete the internal reset procedure.
  4. After about 60 seconds you will hear two short beeps and the green LED starts blinking.
- Wait for up to five minutes. If the connection process takes longer, tap CANCEL and try again.
  - Ensure that you have a good Wi-Fi network connection.

- Once your camera is installed, you can rename it.
- Tap DONE.
- Tap START MONITOR to show the camera view.
- Tap VIEW to show the camera view and the controls.



**Note:**

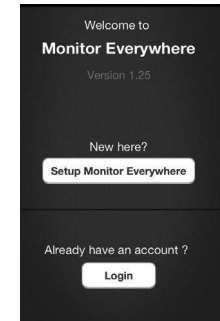
The Camera SSID is printed on the label on the bottom of the Camera, for example: *ID: Camera-1006fa*  
 On your devices for Android™ you will see: *Camera-1006fa*.

### 3.3 User Account and Camera Setup: Working with iPhone®/iPad®

- Install the application “Monitor Everywhere” from the App Store<sup>SM</sup>. Note: If you can’t find the application, then use your device browser to go to [www.monitoreverywhere.com](http://www.monitoreverywhere.com) for advice on how to install.
- Run the “Monitor Everywhere” application and follow the screen number sequence:

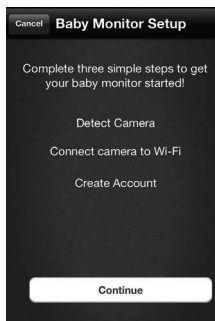


S1



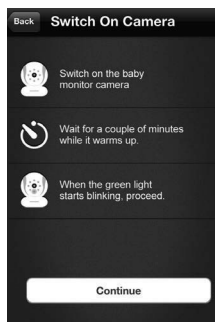
S2

- Select **Setup Monitor Everywhere** (pictures S1, 2).



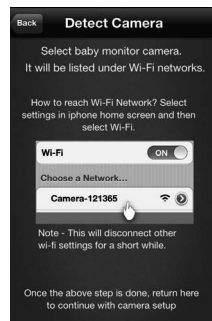
S3

- Tap **Continue** (picture S3).
- Switch on the camera (see **5. Procedure for resetting the Camera**) and follow the on-screen instructions.



S4

- Tap **Continue** (picture S4).



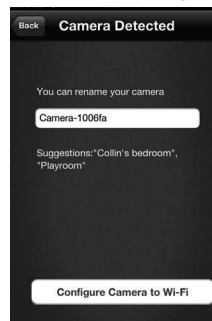
S5



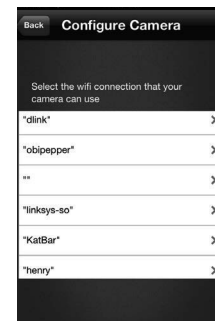
S6

- On your iPhone® or iPad®, under Settings select Wi-Fi, then select the camera from the network list and wait until it is connected (pictures S5, 6).
- Run the “Monitor Everywhere’ app again.

Note: The Camera SSID is printed on the label on the bottom of the Camera, for example: ID: Camera-1006fa. On your iPhone®/iPad®, you will see: Camera-1006fa.



S7



S8

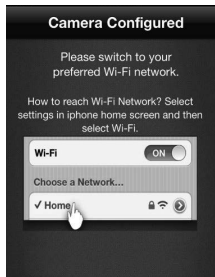


- Tap **Configure Camera to Wi-Fi** (pictures S7,8).
- Enter 'Wi-Fi' password for camera (picture S9), then press **Next**.

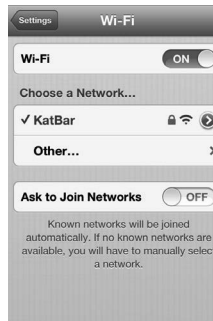


S9

- On your iPhone® or iPad®, under Settings select Wi-Fi. Select your preferred Wi-Fi connection from the network list and wait until it is connected (pictures S10, 11).

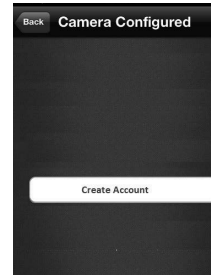


S10



S11

- Press the iPhone® or iPad® HOME button and run the "Monitor Everywhere" application again.
- Tap **Create Account** and enter a user name, a password and an e-mail address (pictures S12, 13).

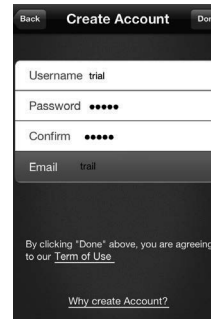


S12

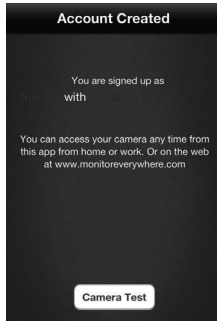


S13

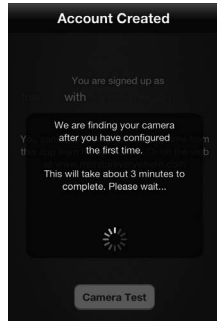
- Tap **Done**, by which you agree to the **Terms of Use** (picture S14).



S14

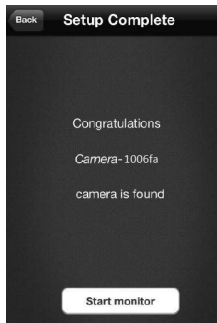


S15

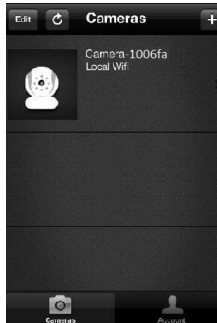


S16

- Tap **Camera Test** (pictures S15, 16).



S17



S18

- Tap **Start monitor** (picture S17).
- Tap on the Camera icon to start viewing (picture S18).

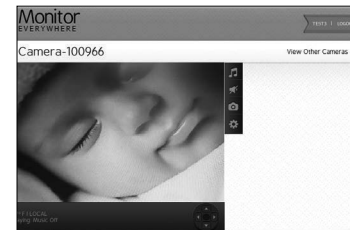
## 4. Camera

### 4.1 Connecting the Camera to Power

- Insert the small end of the Power Adapter into the Power Adapter Connector and plug the Power Adapter into a suitable power socket.
- Slide the ON/OFF switch to ON, the green Power LED will light up. (Note: To switch the device off, slide the ON/OFF switch to OFF.)

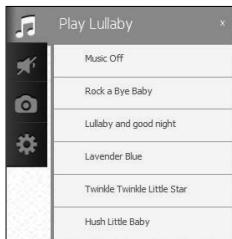
### 4.2 Camera Functions: Working with PC/Notebook

- Go to URL: <https://www.monitoreverywhere.com>.
- Enter the User Name and Password and then tap LOGIN, if you have already created an account.
- Select the camera and tap VIEW to see the camera view and control buttons.
- Tap on the icons for different functions:



### **Play Lullaby:**

Tap the icon to show the **Play Lullaby** menu.  
Select one of the five songs to play the lullaby.  
Tap **Music OFF** to stop playing.



### **Speaker:**

Tap the icon to turn audio monitoring **ON** or **OFF**.

### **Photo/Video:**

Take a picture or record a video and select the space where it should be saved on your computer.

### **Camera Settings:**

Under **Display**, adjust the Video Quality.

Move the sliders from left (-) to right (+) to adjust Contrast, Brightness, and Volume.

### **Pan and Tilt Function:**

Tap the up and down buttons to tilt and the left and right buttons to pan.

### **Temperature:**


The current room temperature will always be displayed in the lower left corner.

- Tap LOGOUT to leave the account.

### **4.3 Viewing another Camera: Working with PC/Notebook**

- Tap VIEW OTHER CAMERA to view the camera list and then pick your choice.

#### 4.4 Camera Functions: Working with devices for Android™

- Run the “Monitor Everywhere” application.
- Enter the User Name and Password and then tap **Login**, if you have already created an Account (see **3.2 Getting Started/ Connecting Devices User Account and Camera Setup**).
- Tap  to change the camera name or remove a camera from the list. Tap the return button to return to the camera list.
- Select the camera and tap **View** to see the camera view. Tap the display to reveal the camera control icons.



- Tap on the icons for different functions:

#### **Camera Settings:**

Change Name, Adjust Camera Volume, Adjust Camera Brightness, Adjust Sound Sensitivity (Level 1(Low): a loud noise is required. Level 4 (High): a low noise will trigger the notification sent to devices for Android™), Change Temperature Unit, Adjust Video Quality, Remove Camera, Show Information.

#### **Notifications:**

Turn ON/OFF the notification function for Sound and Temperature Alert.

#### **Lullaby:**

Tap the icon to show the Lullaby menu. Turn music ON and select one of the five songs. Turn music OFF to stop playing.

#### **Microphone:**

Tap the icon to turn on the talk back function to the camera. Press and hold the oval microphone icon to speak, and release it to stop.

#### **Speaker:**

Turn audio monitoring ON or OFF.

### **Photo/Video:**

Take a photo or record a video. Tap the icon to start the camera function.

Tap the photo icon to activate the camera function.

Tap the video icon to activate the video function. Tap the red dot to start, and the square to stop recording.

Photos and videos will be stored in the internal flash memory of your device for Android™. They can be accessed from Gallery or Media Player. To play videos, please use the “Monitor Everywhere” application or a 3rd party application, such as MX player, which is able to play MJPG (Motion-jpeg).

### **Zoom Function:**

Slide the zoom from - to + to enlarge the view and vice versa.

### **Pan and Tilt Function:**

Press the up and down button to tilt and the left and right button to pan.

### **Temperature:**

The display will always show the current room temperature.

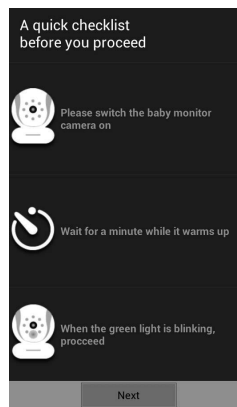
### **Video Quality:**

Press once to toggle between QVGA (low resolution, gray HQ color) and VGA (high resolution, white HQ color).

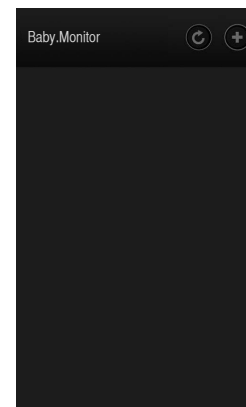
- Press the Menu button of your device for Android™ and select Logout to leave the account.

## 4.5 Adding another Camera: Working with devices for Android™

- To add another camera, please follow the screen number sequence:

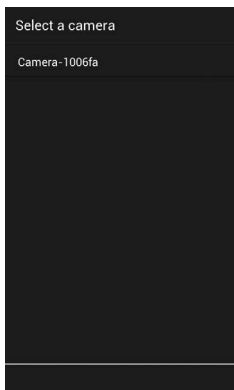


A1

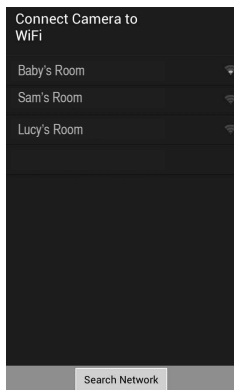


A2

Tap **Next** (picture A1).

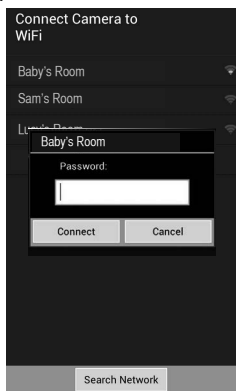


A3

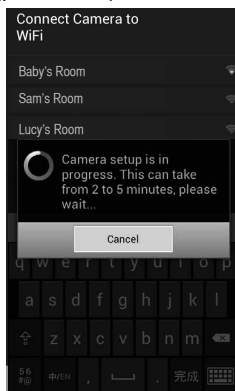


A4

- Select your camera (picture A3) and then select your preferred Wi-Fi® network (picture A4).



A5



A6

- If requested, enter your network password (picture A5).
- Please be patient, it may take a few minutes until your camera is added to your account (picture A6).
- Once the camera has been added, the camera view will be automatically displayed.

**Note:**

When you are accessing your camera via a network different from your home network (over internet) by mobile (such as devices for Android™ or iPhone®), the following message will periodically pop up:

“This video has been viewed for about 5 minutes. Do you want to continue?”.

Press **Yes** to continue or **No** to stop viewing.

## 4.6 Camera Functions: Working with iPhone®/iPad®

- Run the “Monitor Everywhere” application.
- If you have already created an account (see **3.3 Getting Started - Connecting Devices User Account and Camera Setup**), enter your password, then tap **Return** and **Done**.
- Tap on the camera icon to show the camera view.
- Tap the display to reveal the camera control icons.



- Tap on the icons for different functions:

### **Camera Settings:**

Change Camera Name, Adjust Camera Volume, Adjust Camera Brightness, Adjust Sound Sensitivity to trigger notification or Disable the monitor devices microphone to avoid notification, Change Temperature Unit, Set Video Quality, Remove this Camera, Show Information.

- Tap on **Back** to return to the camera control icons.

### **Lullaby:**

Tap the icon to show the Lullaby menu. Turn music ON and select one of the five songs. Turn music OFF to stop playing. Select Done or Cancel to return to the camera control icons.

### **Microphone:**

Tap the icon to turn on the talk back function to the camera. Tap and hold the oval microphone icon to speak, and release it to stop.

### **Camera Speaker:**

Tap the icon to turn audio monitoring ON or OFF.

### **Photo:**

Tap the icon to start the camera function and take a photo. Under Settings on your iPhone®, select **Privacy > Photos**. Turn **Baby Cam ON**, allowing access to photos. Please note, that video recording and playback are not supported on iOS devices.

### **Zoom Function:**

Slide the zoom from - to + to enlarge the view and vice versa.

### **Pan and Tilt Function:**

Tap the up and down buttons to tilt and the left and right buttons to pan.

### **Temperature:**

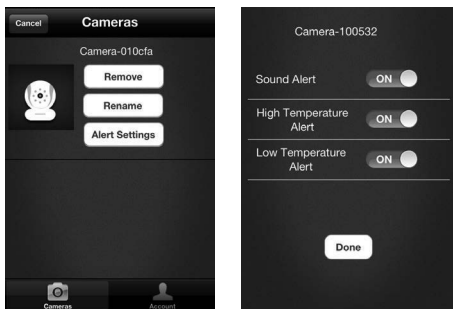
The current room temperature is always displayed in the top left corner.

### **Video Quality:**

Press once to toggle between QVGA (low resolution, grey HQ color) and VGA (high resolution, white HQ color).

Tap **Cameras** to return to the Camera list.  
 Tap on **+** to add another camera to the list.

- Tap on **Edit**:
- Tap **Remove** to take a camera off the list.
- Tap **Rename** to give a camera a new name.
- Tap **Alert Settings** to receive notifications if a noise is detected or the temperature in your baby's room is too high or too low.



- If you use Alert Settings, under Settings on your iPhone®/ iPad®, select **Notifications > Baby Cam > Notification Centre ON**.
- Select your preferred Alert Style and return to the application and tap **Done**.
- Tap **Cancel** to return to the camera list.
- Tap on **Account** to change the password.
- Tap on **Logout** to leave the account.

#### 4.7 Adding another Camera: Working with iPhone®/iPad®

Follow the same steps as under 3.3 User Account and Camera Setup, Working with iPhone®/iPad®.

### 5. Procedure for resetting the Camera

Note: If your camera is moved from one router (e.g. home) to another router (e.g. office) or you have camera setup issues, then this camera must be reset again, and then the camera set up again for devices for Android™ or iPhone®/iPad®.

1. Switch the ON/OFF switch to ON.
  2. Press and hold the RESET button on the underside of the camera for 5 seconds, until you hear a beep sound.
  3. Release the RESET button and wait for the camera to complete the internal reset procedure.
  4. After about 60 seconds you will hear two short beeps and the green LED starts blinking.
- Please be patient, it may take a few minutes until your camera appears in your Wi-Fi® devices list, or is added to your account.



## 6. Help

### Noise interference

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 5ft away from these types of products, or turn them off if they appear to be causing interference.

### Lost connection

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

### If you forgot your password

If you do not remember your password, tap **Forgot password** and submit your e-mail address. A new password will be sent to your e-mail address immediately.

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 to be able to use the Wi-Fi® Baby Monitor Unit.

Account	What do I do if I forgot my password ?	Click on the "Forgot Password" link on the <a href="http://www.monitoreverywhere.com">www.monitoreverywhere.com</a> website OR your Android™ or iOS application. We will send a new password to your registered e-mail ID.
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 for a while and check again.</li> </ol>
Connectivity Issues	I get a message: "We are having problems to access your camera currently. This could be because of the internet connection. Please try in a while again".	<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 Wireless Router.</li> </ol>



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 internet) your video times out after 5 minutes. You can click on the Camera again from the Android™/iOS® application to start streaming again. If you are accessing from your web-browser, then you can press on the <b>Reload</b> button to start viewing your camera video stream again.
Connectivity Issues	My Phone application displays the following message: "Unable to connect to BMS server".	<ol style="list-style-type: none"> <li>1. Check the Wi-Fi network strength.</li> <li>2. Check if you are connected to internet by starting the phone browser and going to a website like www.google.com.</li> <li>3. Try again if you are successful connecting to internet.</li> </ol>
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 / another account, you will first have to reset the camera. This can be done by pressing and holding the RESET button at the bottom of the camera for 6 seconds.



General	What are the supported browsers for accessing from my PC/MAC?	On PC and MAC, we recommend to use Google Chrome. However the following browsers are also supported: PC: Internet Explorer 8 and above. MAC: Safari.
Connectivity Issues	I am having problems to access the camera from remote PC or from my 3G phone.	Please check your home Wi-Fi router settings and enable UPNP on your router for better performance to stream to a remote device. If you have multiple Wi-Fi routers at your home, please configure your camera to connect to the router which has the Broadband / line connection.
General	What is the significance of LED blinking?	A blinking LED indicates the following status: <u>Fast blinking</u> : Your camera is in setup mode. You can add the camera to your account in this mode. Out of the box, the camera is in setup mode. To reset to setup mode, press and hold the RESET button on the bottom of the camera until you hear a long beep. <u>Slow blinking</u> : The camera is either connecting to the router or lost the link to the router. Please ensure that the camera is in the Wi-Fi signal range. In a typical home scenario, the range is about 80-100feet <u>LED is stable</u> : The camera is connected to the Wi-Fi network.

Connectivity Issues	I am not able to access my camera.	Please check if the camera is within Wi-Fi range. If the LED on your camera is slow blinking, please try to move the camera closer to the router for better Wi-Fi range and try again.
Setting Up	During setup on device for Android™ and iOS, during the last step I am not able to find my camera and the setup fails.	Please reset the camera to setup mode and try again. Press and hold the RESET button on the bottom of the camera until you hear a long beep. Wait for a minute for the camera to restart. The camera LED is blinking fast, indicating that it is in setup mode. Now restart the setup from your Smartphone again.
Connectivity Issues	Even though I am accessing my camera from the same Wi-Fi network, I still find my camera is shown as remote. I can only access it for 5 minutes at a time.	Please check your wireless router settings. In routers like Buffalo 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.

APP	I am not able to find the iOS application in the App Store <sup>SM</sup> .	This is a known issue for some users using iOS version 6.0.1. Please use the following link on your iPad browser to download the application: <a href="https://itunes.apple.com/us/app/monitor-everywhere/id577753318?mt=8&amp;uo=4">https://itunes.apple.com/us/app/monitor-everywhere/id577753318?mt=8&amp;uo=4</a>
General	Which platforms are supported for accessing my camera?	Android™ OS version 2.3.6 or above iOS version 4.3 or above Windows® XP SP3 or above Internet Explorer® Chrome™ MAC OS® Safari®
General	I do not hear the 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 or Wi-Fi connection outside of your home.



Features	What does the message "PAN TILT disabled because of network speed" mean ?	When your network speed is low, the PAN and TILT is disabled. You can see the message on the application screen when this occurs.
General	I am having problems to access my cameras from Internet Explorer. What should I do ?	The following links take you to the troubleshooting guide for Internet Explorer related issues. <a href="https://monitoreverywhere.com/BMS/troubleshoot.jsp?nojaviae">https://monitoreverywhere.com/BMS/troubleshoot.jsp?nojaviae</a> <a href="https://monitoreverywhere.com/BMS/troubleshoot.jsp?javadisabledie">https://monitoreverywhere.com/BMS/troubleshoot.jsp?javadisabledie</a>
General	I am having problems to access my cameras from Google Chrome™. What should I do ?	The following links take you to the troubleshooting guide for Google Chrome™ related issues. <a href="https://monitoreverywhere.com/BMS/troubleshoot.jsp?nojavach">https://monitoreverywhere.com/BMS/troubleshoot.jsp?nojavach</a> <a href="https://monitoreverywhere.com/BMS/troubleshoot.jsp?javadisabledch">https://monitoreverywhere.com/BMS/troubleshoot.jsp?javadisabledch</a>
General	I am having problems to access my cameras from Safari on MAC. What should I do ?	The following links take you to the troubleshooting guide for Safari on MAC. <a href="https://monitoreverywhere.com/BMS/troubleshoot.jsp?javadisabledsf">https://monitoreverywhere.com/BMS/troubleshoot.jsp?javadisabledsf</a> <a href="https://monitoreverywhere.com/BMS/troubleshoot.jsp?nojvasf">https://monitoreverywhere.com/BMS/troubleshoot.jsp?nojvasf</a>



General	I am not able to access my cameras on Internet Explorer®. I am using Internet Explorer® version 6 OR version 7.	The minimum requirement is to have Internet Explorer® version greater than 7. Please upgrade your browser. You can also use Google Chrome™ to access.
Setting Up	When I am using an iOS device to setup the camera for first time use, in the step where I try to connect to Camera-XXXXXX in the Wi-Fi settings, I get an error saying "Cannot connect to Camera=-XXXXXX".	This is a known issue for some iOS users. Please try to connect again. This time you should be able to connect.
General	How do I find information which version of APP I am running?	When you are viewing your camera, you can tap on the GEAR icon to go to the camera settings page. Select the Information option to view the APP and Camera versions.



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 Google Play APP on your Android device.</li> <li>- Select Search</li> <li>- Type “ Monitor Everywhere”</li> <li>- The results will have Monitor Everywhere APP by Binatone</li> <li>- select to install it</li> </ul> <p><b>iOS Device:</b></p> <ul style="list-style-type: none"> <li>- Open iOS APP Store</li> <li>- Select search</li> <li>- Type “ Monitor Everywhere”</li> <li>- The results will have Monitor Everywhere APP by Binatone</li> <li>- select to install it</li> </ul>
Features	I am having problems with PAN/TILT. The camera seems to move much later after I have pressed on the PAN button	<p>This is usually caused when you are using the PAN/TILT feature and the network bandwidth / connectivity is not good. This might occur when you are accessing your camera in Remote mode.</p> <p>To improve performance you can switch High Quality video mode (white HQ color) to Low Quality video mode (gray HQ colour). You can select the HQ button when you are viewing your camera.</p>



Features	How many users can access the camera at one time ?	<p>There are a number of scenarios:</p> <ol style="list-style-type: none"> <li>1. If you are accessing in Local mode (your Smartphone/ PC is connected to the same network as your camera), up to four users can view your camera at the same time and a remote user is not allowed. Remote users trying to access the same camera will get a 'camera busy' notification.</li> <li>2. If you are accessing in Remote mode (from an outside network different from where you have your camera, e.g. 3G or your office network), only one remote user plus two local users are allowed to access the same camera. Note that when one user is accessing the camera from Remote mode, other users trying to access the same camera through remote networks, will get a 'camera busy' notification.</li> </ol>
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## 7. General Information

### If your product is not working properly....

1. Read this User's Guide.
2. Contact Customer Service at:  
US and Canada 1-888-331-3383

### Consumer Products and Accessories Limited Warranty ("Warranty")

Thank you for purchasing this Motorola branded product manufactured under license by Binatone Electronics International LTD ("BINATONE").

#### *What Does this Warranty Cover?*

Subject to the exclusions contained below, BINATONE warrants that this Motorola branded product ("Product") or certified accessory ("Accessory") sold for use with this product that it manufactured to be free from defects in materials and workmanship under normal consumer usage for the period outlined below. This Warranty is your exclusive warranty and is not transferable.

#### *Who is covered?*

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

### *What will BINATONE do?*

BINATONE or its authorized distributor at its option and within a commercially reasonable time, will at no charge repair or replace any Products or Accessories that do not conform to this Warranty. We may use functionally equivalent reconditioned/ refurbished/ pre-owned or new Products, Accessories or parts.

### *What Other Limitations Are There?*

ANY IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, SHALL BE LIMITED TO THE DURATION OF THIS LIMITED WARRANTY, OTHERWISE THE REPAIR OR REPLACEMENT PROVIDED UNDER THIS EXPRESS LIMITED WARRANTY IS THE EXCLUSIVE REMEDY OF THE CONSUMER, AND IS PROVIDED IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. IN NO EVENT SHALL MOTOROLA OR BINATONE BE LIABLE, WHETHER IN CONTRACT OR TORT (INCLUDING NEGLIGENCE) FOR DAMAGES IN EXCESS OF THE PURCHASE PRICE OF THE PRODUCT OR ACCESSORY, OR FOR ANY INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES OF ANY KIND, OR LOSS OF REVENUE OR PROFITS, LOSS OF BUSINESS, LOSS OF INFORMATION OR OTHER FINANCIAL LOSS ARISING OUT OF OR IN CONNECTION WITH THE ABILITY OR INABILITY TO USE THE PRODUCTS OR ACCESSORIES TO THE FULL EXTENT THESE DAMAGES MAY BE DISCLAIMED BY LAW.

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

Products covered	Length of Coverage
<b>Consumer Products</b>	<b>One (1) year</b> from the date of the products original purchase by the first consumer purchaser of the product.
<b>Consumer Accessories</b>	<b>Ninety (90) days</b> from the date of the accessories original purchase by the first consumer purchaser of the product.
<b>Consumer Products and Accessories that are repaired or replaced</b>	<b>The balance of the original warranty or for Ninety (90) days</b> from the date returned to the consumer, whichever is longer.

## Exclusions

**Normal Wear and Tear.** Periodic maintenance, repair and replacement of parts due to normal wear and tear are excluded from coverage.

**Abuse & Misuse.** Defects or damage that result from: (a) improper operation, storage, misuse or abuse, accident or neglect, such as physical damage (cracks, scratches, etc.) to the surface of the product resulting from misuse; (b) contact with liquid, water, rain, extreme humidity or heavy perspiration, sand, dirt or the like, extreme heat, or food; (c) use of the Products or Accessories for commercial purposes or subjecting the Product or Accessory to abnormal usage or conditions; or (d) other acts which are not the fault of MOTOROLA or BINATONE, are excluded from coverage.

**Use of Non-Motorola branded Products and Accessories.** Defects or damage that result from the use of Non-Motorola branded or certified Products or Accessories or other peripheral equipment are excluded from coverage.

**Unauthorized Service or Modification.** Defects or damages resulting from service, testing, adjustment, installation, maintenance, alteration, or modification in any way by someone other than MOTOROLA, BINATONE or its authorized service centers, are excluded from coverage.

**Altered Products.** Products or Accessories with (a) serial numbers or date tags that have been removed, altered or obliterated; (b) broken seals or that show evidence of tampering; (c) mismatched board serial numbers; or (d) nonconforming or non-Motorola branded housings, or parts, are excluded from coverage.

**Communication Services.** Defects, damages, or the failure of Products or Accessories due to any communication service or signal you may subscribe to or use with the Products or Accessories is excluded from coverage.



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### **How to Obtain Warranty Service or Other Information?**

To obtain service or information, please call:

**US and Canada 1-888-331-3383**

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

To obtain service, you must include: (a) the Product or Accessory; (b) the original proof of purchase (receipt) which includes the date, place and seller of the Product; (c) if a warranty card was included in your box, a completed warranty card showing the serial number of the Product; (d) a written description of the problem; and, most importantly; (e) your address and telephone number.

These terms and conditions constitute the complete warranty agreement between you and BINATONE regarding the Products or Accessories purchased by you, and supersede any prior agreement or representations, including representations made in any literature publications or promotional materials issued by BINATONE or representations made by any agent, employee or staff of BINATONE, that may have been made in connection with the said purchase.



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### **FCC and IC regulations**

#### **FCC Part 15**

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. These requirements are intended to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications to this equipment not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. This device complies with Part 15 of the FCC rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. Privacy of communications may not be ensured when using this equipment.

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To ensure safety of users, the FCC has established criteria for the amount of radio frequency energy that can be safely absorbed by a user or bystander according to the intended usage of the product. This product has been tested and found to comply with the FCC criteria. The Parent and Baby unit shall be installed and used such that parts of the user's body other than the hands are maintained at a distance of approximately 20 cm (8 inches) or more.

This Class B digital apparatus complies with Canadian ICES-003.

### **WARNING**

*Changes or modifications to this equipment not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.*

### **Industry Canada**

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.

The term "IC: " before the certification/registration number only signifies that the Industry Canada technical specifications were met. This product meets the applicable Industry Canada technical specifications. This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.



Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence.

L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

*This Class B digital apparatus complies with Canadian ICES-003. Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.*

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## **8. Technical Specifications**

### **Camera Unit**

Wi-Fi	802.11 b/g/n
Image sensor	Color CMOS
Lens	f 2.6 mm, F = 2.8
IR LED	8 pcs
<b>Power</b>	<b>Adapter:</b>
	By Keen Ocean Industrial Ltd.
Input	100-240 VAC, 50/60 Hz, 0.15A
Output	5 VDC, 1000 mA

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