oricom ®

USER'S GUIDE

Smart HD Dual Camera with narrow/wide angle viewing and motion tracking

OBHDUAL

Welcome...

to your new Smart HD Dual Camera!

Thank you for purchasing the Smart HD Dual Camera. Featuring patent-pending dual cameras for simultaneous narrow and wide-angle viewing from the same unit. Using AI Motion Tracking, the bottom camera automatically follows the movement by panning and tilting, allowing parents to keep an eye on their little one as they move around the room. The ConnectChat™ feature allows for easy two-way communication between parent and child.

Control all features, and much more, on the HubbleClub for Partners App. Download for free and enjoy exciting perks like HubbleClub for Partners App Community, the Baby Growth Tracker, and notifications when sound, motion, or temperature fluctuations are detected.

Please keep 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 / www.oricom.com.au

New Zealand:
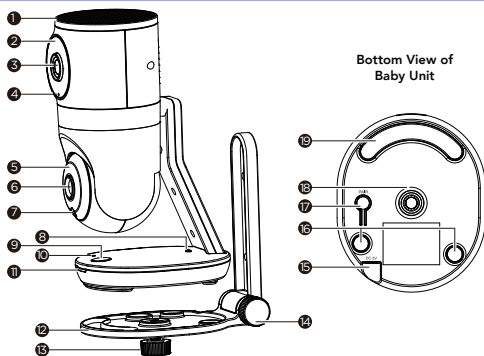**0800 674 266 / Monday - Friday 10am - 8pm NZST**
Email: support@oricom.co.nz

Visit **www.oricom.com.au** 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 Baby Unit (Camera Unit)
- 1 x Wall Mount
- 1 x Power Adaptor

Overview of Camera Unit

Bottom View of Baby Unit

1. **Speaker**
2. **Infrared LEDs** (x6, top Camera for night vision)
3. **Camera Lens** (top Camera)
4. **High Sensitivity Microphone**
5. **Infrared LEDs** (x8, bottom Camera for night vision)
6. **Camera Lens** (bottom Camera)
7. **Light Sensor** (Night Vision Mode)
8. **Temperature Sensor**
9. **ConnectChat™ button**
10. **Power indicatior**
11. **Talk back / ConnectChat™ indicatior**
12. **Wall Mount**
13. **Lock Screw**
14. **Adjusting Nut**
15. **Power Socket**
16. **Rubber pads**
17. **PAIR button**
18. **Universal Mounting Thread**
19. **Rubber pad**

Important guidelines for installing your Smart Camera

- Use of other 2.4 GHz products, such as other wireless networks, BT™ 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.
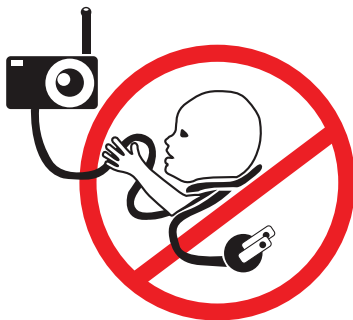- Always ensure that you have a good Wi-Fi® connection available.

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1. Safety Instructions

⚠️ WARNING:

Strangulation hazard. Children have STRANGLED on cords. Keep this cord out of the reach of children (more than 1 meter away). Never use extension cords with AC adaptors. Only use the AC adaptor provided.

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CAMERA UNIT SET UP & USE:

- Choose a location for the Camera Unit that will provide the best view of your baby in his/her cot.
- Place the Camera Unit on a flat surface, such as a dresser, bureau or shelf, or mount the Camera Unit on a wall securely using the keyhole slots in the underside of the stand.
- NEVER place the Camera Unit or cords within the cot.

WARNING

This Smart camera 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.
- Keep this User's Guide for future reference.
- Keep the cords out of reach of children.
- Do not cover the Smart camera with a towel or blanket.
- Do not use the Smart camera in damp areas or close to water.
- Do not install the Smart camera in extreme cold or heat, direct sunlight, or close to a heat source.
- Only use supplied power adaptors. Do not use other chargers or power adaptors as this may damage the device.
- Do not touch the plug contacts with sharp or metal objects.
- Connect the power adaptors to easily accessible electrical sockets.

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2. Getting Started

### 2.1 Connecting the Power Supply for the Camera Unit
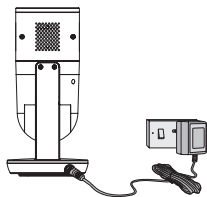
- Insert the DC plug of the power adaptor into the DC socket on the back of the Camera Unit.
- Connect the other end of the power adaptor to a suitable electrical outlet.
- The camera will power up automatically, the power indicating LED will illuminate in green.

Note:
ONLY USE THE SUPPLIED POWER ADAPTOR (DC5V/2A).

2.2 (Optional) Fixing the wall mount to the wall

- Use (2) wall anchors and (2) screws (not supplied) suitable for the type of wall the wall mount will be installed on.
- Place Camera on wall mount as shown and fasten the lock screw, make sure the unit is attached securely and firmly to the wall mount.
- Power on the Camera and adjust the angle to select the best view on your smart device.

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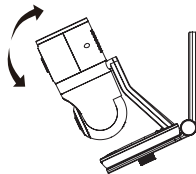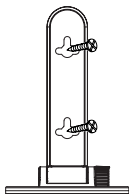
3. Using the Camera Unit

3.1 Setting Up

Mount the camera in a convenient / safe location and point the camera lens towards the area you want to monitor. Adjust the angle of the camera until you are satisfied with the image shown in the Hubble Club for Partners App.

Note:
Do not place the Camera Unit within the baby's reach! If there is inter-ference with the picture or sound, try moving the camera to different locations, and ensure the camera is not close to other electrical equipment.

3.2 Night Vision Mode

The camera has 8 high-intensity infrared LEDs for picking up clear images in the dark. When the built-in light sensor on the top of the unit detects a low level of ambient light, the LEDs will automatically activate and the image will display in black and white.

3.3 ConnectChat™

The ConnectChat™ feature allows for easy two-way communication between parent and child. When the ConnectChat™ button ☺ on the base of the baby unit is pressed, the device immediately creates a one-way audio call with the HubbleClub for Partners App.

1. Press Connect Chat button ☺ for 1 second, the indicator blinks Green and a dialing tone is heard.
2. If the call is rejected or not answered the indicator blinks Green and a voice prompt announces "your parents are busy at the moment, please try after some time".
3. Press Connect Chat button ☺ for second to hang up the call, the Green indicator is now OFF.

Note:

Before using ConnectChat™ feature, you will need to connect the camera to the HubbleClub for Partners App.

3.4   Remote Pan and Tilt

The bottom camera can be remotely controlled from the APP.
1.   Press the ▲ UP button or ▼ DOWN button to tilt upward or downward.
2.   Press the ◄ LEFT button or ► RIGHT button to pan left or right.

Note:

The top camera is manually controlled by rotating the camera towards the required image.

3.5   AI Motion Tracker

Using AI Motion Tracking, the bottom camera automatically follows the movement by panning and tilting, allowing parents to keep an eye on their little one as they move around the room.
This can be activated in the Hubble Club for Partners App.

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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?

Wi-Fi®   Wi-Fi Router   Access your   View your Camera from any
Camera   Camera locally   compatible device remotely
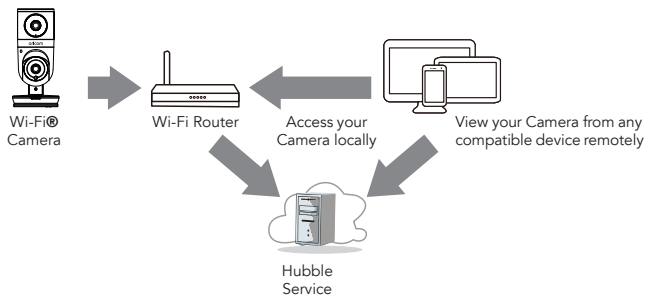
Hubble
Service

When a user tries to access the Camera, our Hubble server authenticates the user's identity and permits access to the Camera.

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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 Flashing Blue.
- Unconnected state: LED is Flashing Red.
- Connected state: LED is Solid Blue.

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

4.4 User Account and Camera Setup on Android™ Devices or iPhone®/iPad®

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
- Connect the power adaptor to mains power and insert the plug into the power socket on the back of the Camera Unit, the unit turns on.

4.4.2 Download HubbleClub for Partners App

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

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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** in the App (fig.1), read through the Privacy Policy, Terms and Conditions, please accept our terms of service, tap Done (fig.2).

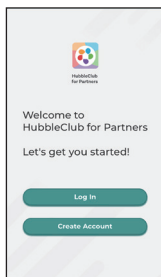fig.1   fig.2
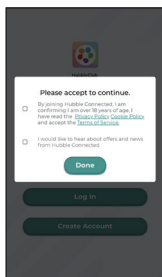
- Follow the steps to enter your account information and sign up with Hubble Club for Partners (fig.3-6).
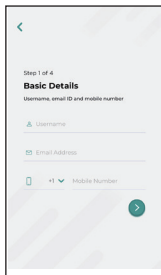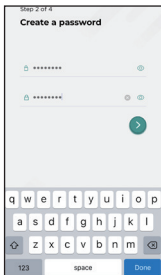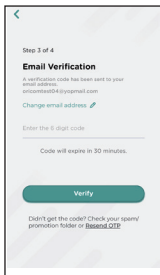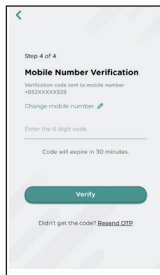
fig.3   fig.4   fig.5   fig.6

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

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4.4.4   Add the Camera to your account

- Log in your Hubble Club for Partners Account by entering "User Name" and "Password" (fig.7).
- Tap **Add Your Device** to add new Camera (fig.8)
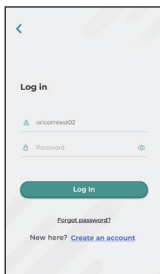
fig.7
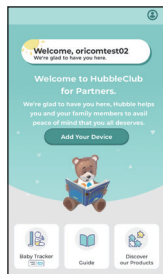
fig.8

- Select **Oricom** then **Oricom baby monitoring** (fig.9-10).
- Tap **OBHDUAL** to add the new camera (fig.11) .

fig.9

fig.10

fig.11

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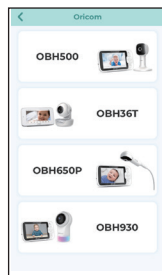
- The following setup instructions will appear on the screen, select your Wi-Fi network and enter the network password (fig.12).
- Power on your camera and wait for the LED to flash Red. Press and hold the PAIR button on the bottom of the Camera, you will hear a voice prompt "Ready for Pairing" then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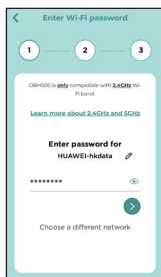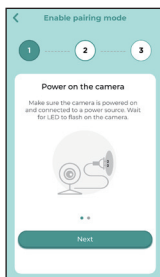
fig.12   fig.13

- Tap Generate QR code on your device and hold the QR code 15 to 30cm in front of the Camera until you hear confirmation message "Scanning Success" from your device (fig.14, fig.15).
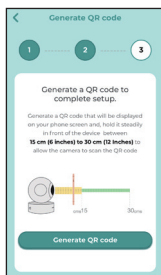
fig.14   fig.15

- The camera setup process takes a few minutes to show the connection status (fig.16).
- Once connection is complete "The Camera has been successfully connected" is displayed, you can now name your Camera (fig.17).

fig.16
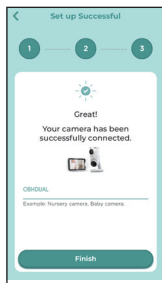
fig.17

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

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

fig.18

fig.19

fig.20

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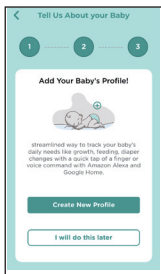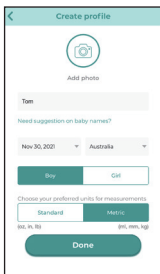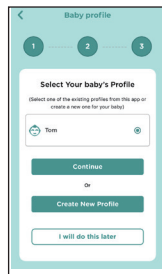
5. Disposal of the Device (environment)

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.

6. Cleaning and reseting the camera

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 Oricom Support for assistance.

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

Camera reset – 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 and 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. Note: The camera reset will delete the information of the camera register in Hubble connect.

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7. Help

Display

No display

- Reset the Unit. Unplug the Camera's electrical power, then plug back in.
- Is the Unit switched on?
- Is the correct camera selected? Change the camera number, if necessary.
- Use of other 2.4 GHz products, such as wireless networks (Wi-Fi® routers), BT™ systems, or microwave ovens, may cause interference with this product. Keep the Baby Unit or Parent Unit at least 3 feet away from these types of products, or switch them off if they appear to be causing interference.
- If the signal is weak, try moving the Camera Unit to different positions in the room.

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 BT™ systems or microwave ovens, may cause interference with this product. Keep the Wi-Fi® Camera Unit at least 1 meter 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, reconnect your Wi-Fi®. Ensure that 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.

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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.	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.	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.

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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 web browser, 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.
General	What is the significance of the camera LED?	Pair / Setup state: LED is Flashing Green. Unconnected state: LED is Flashing Red. Connected state: LED is Solid Green. Green: The camera is live streaming. LED Off - No Power to camera.

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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

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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?	**Android™:** – 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 **iOS Device:** – 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.

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8. 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:

1. 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;
2. Willful misconduct or deliberate misuse by you of the product;
3. Any external cause beyond our control, including but not limited to power failure, lightning or over voltage; or
4. Modification to the product or services carried out on the product by anyone other than Oricom or Oricom's authorised service provider.

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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.

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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 / www.oricom.com.au

Oricom Support - New Zealand

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

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9. Technical Specifications

Frequency	2400 MHz to 2483.5 MHz
Top Camera	f/3.2 Full HD 1080P, FOV127
Bottom Camera	f/8.0 Full HD 1080P, FOV44.6
IR LED	6pcs for Top Camera, 8pcs for Bottom Camera
Operating Temperature	5°C - 40°C
Power Adaptor:	Input: 100-240V AC, 50/60Hz, 300mA; Output: 5.0V DC, 2.0A

Specifications are subject to change without prior notice.

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