



## Motorola MBP855 Connect

### GENERAL QUESTIONS

#### **Which additional cameras are compatible with my monitor?**

The MBP88 or Focus88 are compatible with this monitor.

#### **Do I need to register my Baby Unit to the Parent Unit?**

No, the Baby Unit 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. Please consult your User Guide should you need to pair your units together again.

#### **How does the night vision mode work?**

The Baby Unit has infra-red LEDs for picking up clear images in the dark. When the built-in light sensor on the front of the unit detects a low level of ambient light, the LEDs will activate automatically and the screen on the Parent Unit will display in black and white. The night vision mode icon will be displayed at the top of the screen.

#### **My temperature display has °C. What does this mean?**

This monitor has the option of displaying Fahrenheit or Celsius scales for temperature. You may choose to display either from the temperature menu.

#### **Does the Baby Unit need to be plugged in all the time?**

The Baby Unit is able to operate without mains power for up to 3 hours with the support of a built-in rechargeable battery (Ni-MH battery 2.4V, 900mAh).

Please charge the unit at least 16 hours before first time use.

#### **What is the meaning of "Local Camera" and "Remote Camera"?**

When you are accessing your Camera from the same wireless network in the home which it is configured to, 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.

Please contact our customer service team for queries, warranty, support or service related to the product at +44(0) 844 557 0890 (*UK - calls cost 7p per minute plus your telephone company's standard access charge*). Calling from ROI please dial +44(0) 8187 62092.

Email: [support@motorolahome.com](mailto:support@motorolahome.com). Web support at [www.motorolastore.support/en](http://www.motorolastore.support/en)



## TROUBLE SHOOTING

### Wi-Fi connected monitoring

**During setup on device 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 bottom of the Camera until you hear a beep. Wait for a minute for the Camera to restart. When the Camera LED is blinking, this indicates that it is in setup mode. Now restart the setup from your smartphone again.

**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.

### How do I download the App for Android™ and iOS devices?

Android™:

1. Open the Google Play Store on your Android™ device
2. Select Search
3. Type in "Hubble for Motorola Monitors" - the results will show the Hubble App
4. Select to install it

iOS Device:

1. Open the App Store
2. Select Search
3. Type in "Hubble for Motorola Monitors" - the results will show the Hubble App
4. Select to install it

### 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.

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**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.

**I am unable to login even after registration.**

Please check your user name and password. Ensure your email address is registered with us, if it is not then you will need to create an account with us.

**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 to be able to use the Wi-Fi® Video Baby Monitor Camera.

**I've forgotten my password what should I do?**

If you do not remember your password, tap Forgot password on the following URL <https://hubbleconnected.com/customer/account/forgotpassword/> website OR your Android™ or iOS application. An email will be sent to your registered email address, where you will be required to follow the necessary steps.

**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.

**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.

**I found interference caused by my other web cam 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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**I get a message saying 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 Wireless Router.

**I get a message saying "lost connection"**

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

**I get noise interference on my device**

To avoid background noise or echoes, ensure that there is enough distance between your device and the Wi-Fi® Camera Unit.

Use of other 2.4 GHz products, such as Bluetooth® systems or microwave ovens, may cause interference with this product.

Keep the Wi-Fi® Camera Unit at least 1m away from these types of products, or turn them off if they appear to be causing interference."

**I get noise interference on my Parent Unit**

Your Baby and Parent Units may be too close. Move them farther apart. Make sure there is at least 1 to 2m (3 to 6ft) between the 2 units to avoid audio feedback. If the Baby Unit is too far away it may be out of range, so move the Baby Unit closer to the Parent Unit.

Make sure the Baby and Parent Units are not near other electrical equipment, such as a television, computer or cordless/mobile telephone.

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, so keep the Baby Monitor away at least 1.5m (5ft) from these types of products, or turn 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.

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### **How do I adjust the sound level?**

You can adjust the Sound Sensitivity to trigger notifications under the Camera Settings menu.

### **What are the supported browsers for accessing from my PC/ Mac®?**

We recommend using Google Chrome™ 24 or above. However the following browsers are also supported: Internet Explorer® 9.0 or above, Safari® 6.0 or above or Firefox® 18.0 or above

### **What is the meaning of "Local Camera" and "Remote Camera"?**

When you are accessing your Camera from the same wireless network in the home which it was 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.

### **What is the significance of LED flashing?**

A flashing LED indicates the following status:

Slow flashing:

1. 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 PAIR button on the bottom of the Camera until you hear a beep.
2. 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. LED is stable: The Camera is connected to the Wi-Fi® network.

### **When does the camera's firmware get updated?**

The firmware update for MBP853Connect takes place only between 2pm and 5pm local time, provided there is no video and audio streaming.

### **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.

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**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.

**When the video is cut off, the application attempts to reconnect and results in lost sound and choppy video.**

You will need to turn off the auto lock function of your smart device to ensure continuous video/audio feeding.

**Which platforms are supported for accessing my camera?**

Minimum requirement:

Windows 7\*\* Java browser plug-in needed

Mac OS version 10.7

Chrome™ version 24

Internet Explorer version 9

Safari version 6

Java™ version 7

Firefox version 18.0

Adobe Flash Player 15.0

Android™ 4.2

iPhone/iPad iOS version 7.0

**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 pressing and holding the PAIR button at the bottom of the Camera for 5 seconds.

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## Security

### Is the signal between the Parent Unit and the Baby Unit secure?

Yes, the signal transmitted between the Baby Unit and Parent Unit is digitally secure and therefore safe from unauthorized access.

## Charging/Battery

### Why does the low battery light on the Parent Unit screen flash?

Battery pack in the parent unit is running low. Connect the Parent Unit to the electrical outlet with the supplied power adapter for recharging.

### Why is the power indicator on the Parent Unit not coming on?

Check whether the Parent Unit is powered on (green ON/OFF LED lit)

Check that the pre-installed battery is not drained.

Recharge the Parent Unit by connecting it to the power supply.

### Why is the power LED on the top left of the Parent Unit red even when it is connected to the charger?

The flashing LED on the Parent Unit indicates it needs charging.

1. Verify that the connections on the Parent Unit and at the electrical outlet are secure.
2. Check that the wall outlet is working by plugging in another device, such as a lamp.
3. Check that the battery is properly installed. A full charge requires 16 hours. The battery icon should be visible when all connections are correct.

### Battery pack in the Parent Unit is running low quickly

The LCD brightness may be set too high. Try to decrease the brightness level.

The volume level of the parent unit may be set too high, which consumes power. Decrease the volume level of the parent unit.

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## Audio

### **I cannot hear sound or my baby cry from the Parent Unit**

The volume level in the parent unit may be set too low, increase the volume level of the parent unit.

The parent unit and the baby unit may be out of range with each other. Reduce the distance between the units, but not closer than 3 feet.

### **Why is the Talk Back feature not working?**

Increase the volume on the parent unit.

Check that you have released the button after speaking to hear the response. The button is pressed only when you are speaking.

The parent and baby unit may be out of range. Reduce the distance between the two.

Verify that the connections on the baby unit and at the electrical outlet are secure.

Lift the antenna on the parent unit for optimal reception.

### **Why does the Parent Unit beep?**

The Parent Unit may have lost connection with the Baby Unit. Reduce the distance between them.

The Baby Unit may be switched off. Make sure the mains power adapter is properly connected and the ON/OFF switch is in the ON position, so the POWER LED is lit.

The battery pack in the Parent Unit is running low. Connect the Parent Unit to the mains power with the supplied power adapter for recharging.

The alarm is sounding. Press any button to stop the alarm, or wait for 60 seconds for it to stop automatically.

### **How can I limit the background noise received on my unit?**

Place the baby unit as far away from the source of the background noise.

1. Face the mic on the front of the baby unit away from the source of the background noise.
2. From the menu bar select and press button to lower the volume.

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### **How do I reduce noise interference on my Parent Unit?**

Your Baby and Parent Units may be too close. Move them farther apart.

Make sure there is at least 3 to 6 feet (1 to 2 meters) between the 2 Units to avoid audio feedback.

If the Baby Unit is too far away it may be out of range, try moving the Baby Unit closer to the Parent Unit.

Make sure the Baby and Parent Units are not near other electrical equipment, such as a television, computer or cordless/mobile telephone.

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, so keep the Baby Monitor away at least 5ft (1.5m) from these types of products, or turn 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.

### **Why is the Baby Monitor producing a high pitched noise?**

The parent unit and the baby unit are too close to each other. Make sure that the parent unit and baby unit are at least 3 feet away from each other.

The speaker volume of the parent unit may be set too high. Decrease the volume of the parent unit.

### **Can I turn off just the screen and still listen?**

Yes, you can turn off the parent unit screen without powering off the parent unit. When the screen is turned off, you can still hear sound from the baby unit. Press the power button on the parent unit to turn off the screen at any time.

## **Positioning/viewing angle**

### **How can I centre the camera on a particular area to monitor?**

The camera may be rotated to tilt up or down manually to get a better view of the area.

The camera may be panned left or right to get a better view of the area.

The camera may be mounted on a wall and then adjusted by tilting and panning to get a better view of the area.

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## Video/Picture

### What can I do if the video appears grainy?

1. Check that the area you wish to monitor is well lit.
2. If the zoom level is set to 2X, the video appears less sharp. Set it to 1X zoom.
3. Set the brightness level on the parent unit to an optimal level.
4. Carefully clean dust off the camera lens.
5. Lift the antenna on the Parent Unit for optimal reception.
6. Face the parent unit display away from direct sun light or other direct lighting.
7. Make sure that the camera view is not obstructed by an object.
8. Check that the camera itself has not been moved, panned, or tilted, beyond your desired viewing area.

### Why is my screen not showing a picture?

Try recharging or press the reset button once

Reset the Units. Disconnect the Battery Pack of the Parent Unit and unplug both the Units' electrical power, then plug them back in.

Is the Unit turned on? Press and hold the ON/OFF button on the Parent Unit to turn it ON.

Is the correct Camera selected? Change the Camera number, if necessary.

Is the video display turned on? Press the VIDEO ON/OFF button to turn it ON.

When operating using batteries only, the display will go blank after 4 minutes to save power. The unit is still active and will give you audio alerts. You can reactivate the screen by pressing any button.

### I cannot see the Video image on the Parent Unit

The LCD brightness may be set too low or high. Try increasing or decreasing the brightness level.

The Parent and Baby Unit may be out of range of each other. Reduce the distance between them.

The battery pack may be drained. Connect the Parent Unit to the mains power with the supplied power adapter for recharging.

The screen may be in standby. Press any button on the Parent Unit to turn the screen back on.

Is the correct camera selected? Change the selected camera number.

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### **Why has the picture on my screen changed to black and white?**

The Baby Unit may be in a darkened room, which causes the infra-red illumination to turn on and the picture image to change from colour to black and white. When the light increases in the Baby Unit room, the picture will return to colour.

### **Audio issues**

#### **I cannot hear sound or my baby cry from the Parent Unit**

The volume level in the Parent Unit may be set too low, increase the volume level of the Parent Unit.

The Parent Unit and the Baby Unit may be out of range with each other. Reduce the distance between the units, but not closer than 1 metre.

#### **Why am I getting a loud high pitched noise?**

Your Baby and Parent Units may be too close to one another. Move them farther apart.

Make sure there is at least 1 to 2 metres between the 2 units to avoid audio feedback.

#### **Why is the talk back feature not working?**

Increase the volume on the Parent Unit.

Check that you have released the button after speaking to hear the response. The button is pressed only when you are speaking.

The parent and baby unit may be out of range. Reduce the distance between the two.

Verify that the connections on the Baby Unit and at the electrical outlet are secure.

Lift the antenna on the Parent Unit for optimal reception.

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## Connection issues

### **What should I do if the Baby Unit has lost its connection with the Parent Unit?**

Try recharging or press the Reset button once on 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.

Is the Unit turned on? Press and hold the ON/OFF button on the Parent Unit to turn it ON.

Is the correct Camera selected? Change the Camera number, if necessary.

Is the video display turned on? Press the VIDEO ON/OFF button to turn it ON.

When operating using batteries only, the display will go blank after 4 minutes to save power. The unit is still active and will give you audio alerts. You can reactivate the screen by pressing any button.

To Reset the Parent Unit, press the reset button, disconnect the battery pack on the Parent Unit and unplug both the Units' electrical power, then plug them back in. Wait about 15 seconds before reconnecting. Allow up to one minute for the Baby Unit and the Parent Unit to synchronise

### **My display shows “No Signal” even though both units are connected and powered on. What do I do?**

They are no longer paired and require re-registration. Select “add” at the camera menu screen on the display. Select a camera, 1, 2, 3, or 4. An LED on the display will blink and the display will show “press pair on cam”. On the bottom of the camera unit, press the pair button. A confirmation beep will sound.

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