



Motorola Smart Nursery Non-Touch Thermometer (MBP70SN)

GENERAL QUESTIONS

How can I measure the temperature with my device?

The thermometer has been carefully developed to make accurate, safe, fast and contact-free human body temperature measurements (at a distance of 0 to 5 cm (0 to 2 inches) on the forehead and object temperature measurements.

How do I save a reading to a different profile?

If you have readings in the thermometer under Profile 1 & Profile 2 and the thermometer is set to Profile 1 you cannot save to profile 2 in the App. The thermometer needs to be manually set to profile 2 before the App can see the reading. I need to confirm this for both Thermometers and hope to today.

Inaccurate measurement or where there is any doubt regarding the measured reading.

Please check whether the infra-red sensor is clean. Clean the infra-red sensor with a cotton swab in accordance with the user manual.

Please check if the proper measurement method was used. Ensure that you have read the manual and know how to use the thermometer properly.

No response / Automatic reset after insulator is pulled out

Change for a new battery or remove battery and reinsert correctly.

The app can't connect to the MBP70SN device.

The Bluetooth connection failed. Restart MBP70SN and the app.

The app can't control the MBP70SN device, but the app is connected to it.

Bluetooth communications failed. Restart the app, and then re-connect the device.

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. Web support at www.motorolastore.support/en



The screen shows Error 0 or Error 3.

There seems to be a hardware problem. Please contact Motorola customer service or your local store.

The screen shows Error 1.

- Operating temperature is out of the range. Use the thermometer in the prescribed range of operating conditions.
- The sensor temperature has not been stabilized. Wait about 10 seconds and take a measurement again.

What are the minimum system requirements?

Smartphones/Tablets: Android™ and iOS® only.

System Requirements: iOS 8.0, Android™ 4.2 or above

For more information, please visit: <https://hubbleconnected.com/requirements>.

What does the Offline mode mean in the Hubble app?

Indicates that the thermometer is not connected to the smartphone.

What does the temperature LED indication mean?

Two colors are used to provide LED indications:

- Green LED: 34.0°C (93.2°F) to 37.9°C (100.3°F) = Normal temperature
- Red LED: 38.0°C (100.4°F) to 42.9°C (109.3°F) = High temperature

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