

## World's First Smart Messaging Bear

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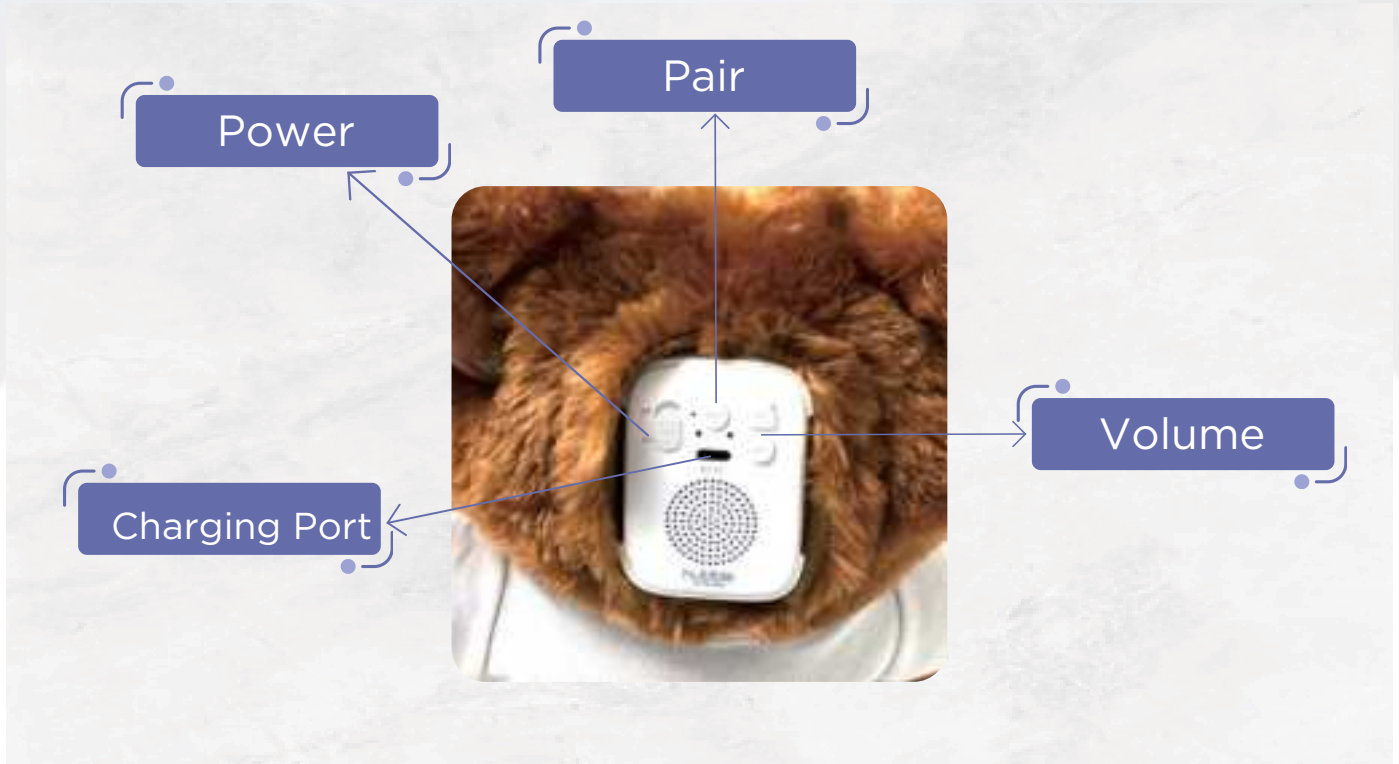
## Hubble the Bear welcomes you to a Journey of Staying Connected

**Get ready to experience a whole new level of fun and connection with your cuddly companion!**

This user manual will guide you through the setup, features, and troubleshooting tips for your new Hubble the Bear which is designed to bring you & your little one closer than ever before!

### Know your Hubble the Bear





Hubble the Bear is a smart companion designed to connect you and a loved one with unique communication tools and provide fun audio content. For extended playtime, Hubble the Bear uses a smart **rechargeable Nimh battery**. The included **USB-C** type charging port allows for easy and convenient charging.

Please ensure you only use the provided or a compatible adapter for charging. Be sure your bear is in an open environment while charging, and assure the cord is tangle free and pouch is open.

## Getting Started with Hubble. the Bear

Hubble the Bear needs to be registered on the Hubble system via the HubbleClub app, to access its full functionality. The HubbleClub App makes registration easy. More details are provided in the subsequent sections.

## Download the HubbleClub App

Use the HubbleClub by Hubble Connected App to access Hubble the Bear. The app is currently available for download on TestFlight. Please follow the below instructions to install it via TestFlight.

- It's recommended to delete an existing version, if any, of the HubbleClub App that might be present on your device.
- Install the TestFlight App from the Appstore
- If it isn't available on your phone, Scan the below QR Code To download the right version of the HubbleClub App, or click [here](#)



**Important:** The HubbleClub app requests permission to access your location, local network, and notifications.



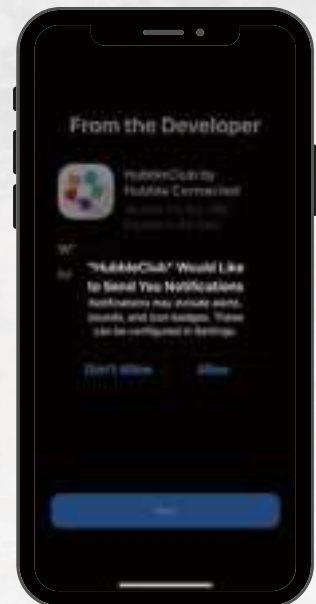
**Location:** Require to setup the Hubble the Bear

**Choose:** "Allow while using the App"



**Local Network:** Require to setup the Hubble the Bear

**Choose:** "Ok" as its essential for setup



**Recommend:** Allow

Otherwise, you will miss all important alerts sent from the Hubble System

## Setting up HubbleClub App

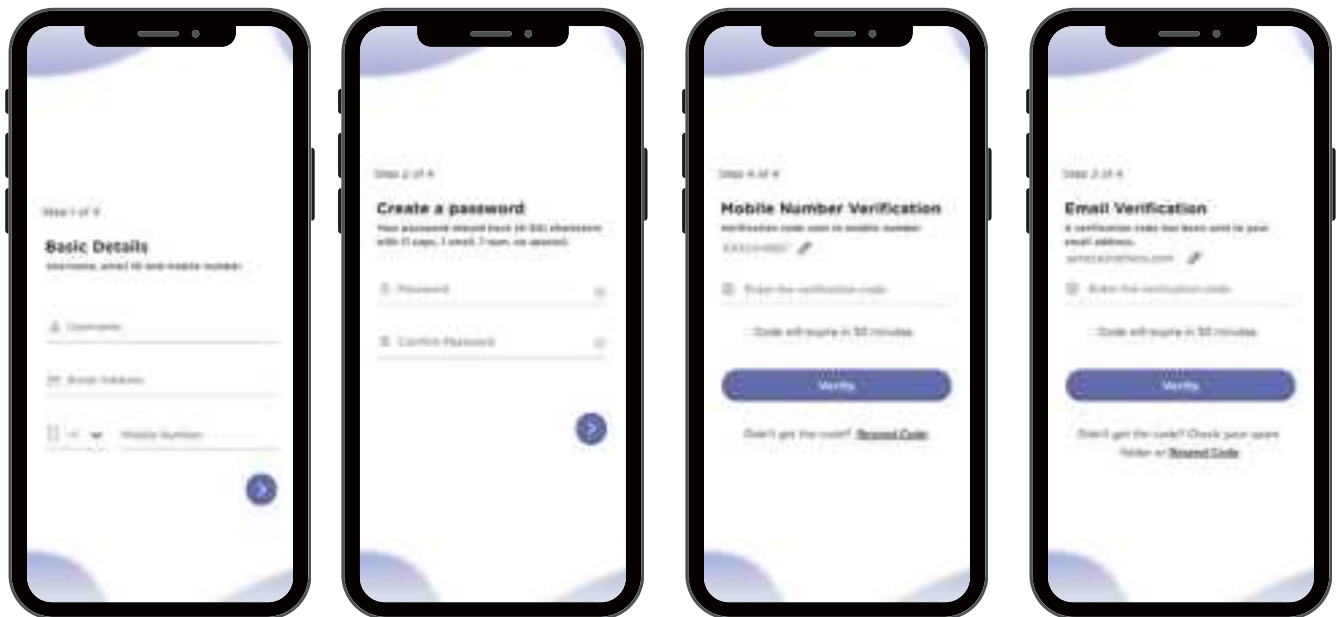
To get started, please begin by creating an account on HubbleClub App.

### Signup & Security

Creating your HubbleClub account is easy! Sign up first if you do not have already have an account with HubbleClub.

To ensure a smooth registration, please ensure that you have access to your registered email address and mobile number. These are where we'll send a one-time passcode (OTP) to verify your details and to **add an extra layer of security to protect your account.**

Please refer to the screenshot below to get more details about registering a new account on the Hubble System.



To protect your account, you will receive a one-time password (OTP) on your registered mobile number & email address when logging in for the **first time** from an **unrecognized device**.

### Why does the Hubble System need your email address and phone number while registering?

All contact information you asked for is to make sure that important information and notifications related to your account are sent to you with the utmost care taken to ensure your child's and your privacy. **The Hubble System is ISO 27001:2022 & GDPR compliant and adheres to the highest standards of security and encryption globally.** visit the **Hubble Platform Security & Privacy** section for more detail.

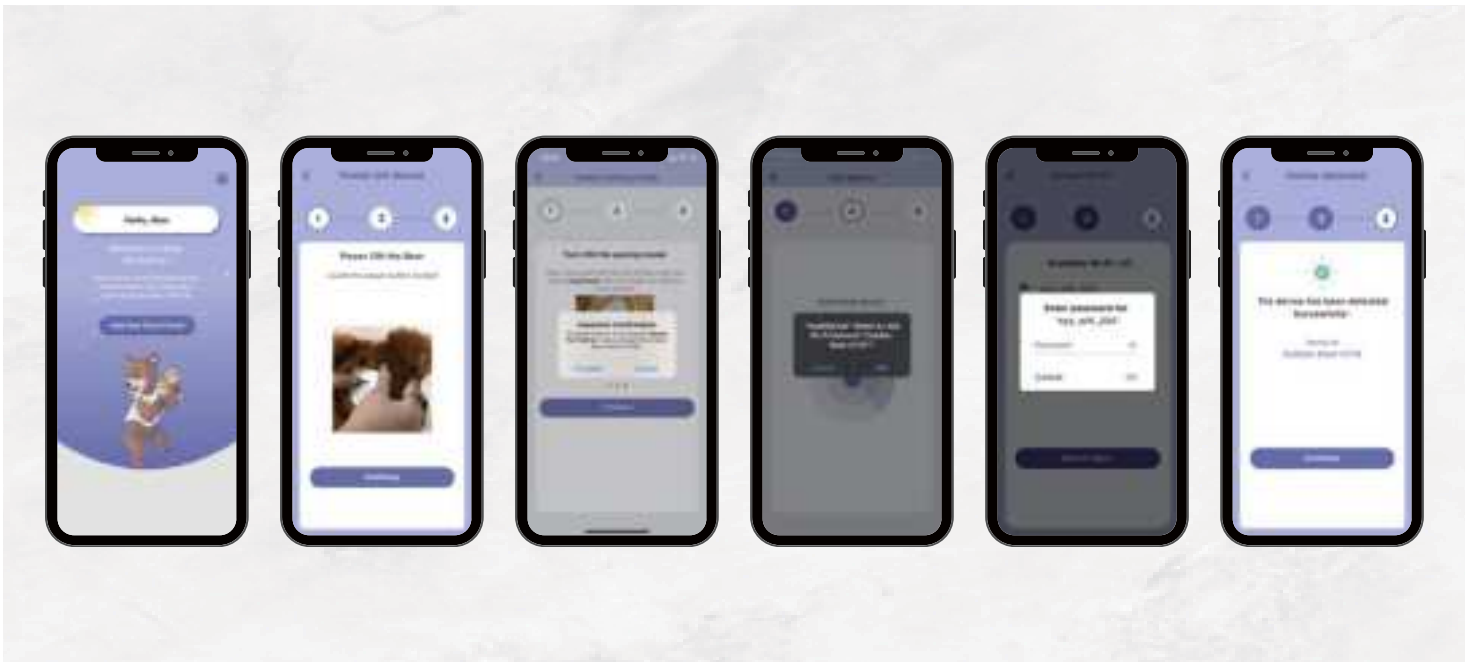


## Hubble Bear Registration

Next, to register your Hubble the Bear, Tab on the “Add Bear” and follow the instructions as provided in the HubbleClub App. It is important to keep Hubble the Bear within Range of Wi-Fi Router during registration.

**Note:** Hubble the Bear is compatible with 2.4 GHz WiFi bands. Most routers support dual bands, if your Wi-Fi supports only 5 Ghz, we recommend you set it to 2.4 Ghz band.

More detail about common router settings method provided [here](#)



*During the registration process, you will be promoted to create a kid's profile and link it with your Hubble the Bear. **While this step is optional**, linking the profile can help personalize your Hubble Bear experience.*

*It's strongly recommended to **select your home Wi-Fi network** during the initial setup of your Hubble Bear. This ensures a reliable and consistent connection for optimal performance. You can still add and switch to different Wi-Fi networks later from the Bear Settings within the HubbleClub app, as explained [here](#).*

## Hubble Bear Features

Once registered with a user's account, Hubble the Bear becomes fully functional and ready to play or use independently (standalone) or through the HubbleClub App. This section will detail the various Hubble features accessible in both standalone and app-connected modes.

### Home Screen Interactions

Once your Hubble the Bear is registered on the Hubble Server, the Home screen in the HubbleClub App will be as shown below



### Melody

Hubble the Bear comes with 5 melodies & there are more melodies present on the Hubble Cloud that can be transferred in the Hubble the Bear at any time. To play the melody on Bear

- Press the "Music" button,
- Press the button again to play the next track
- Press & hold the button to stop playing at any time.

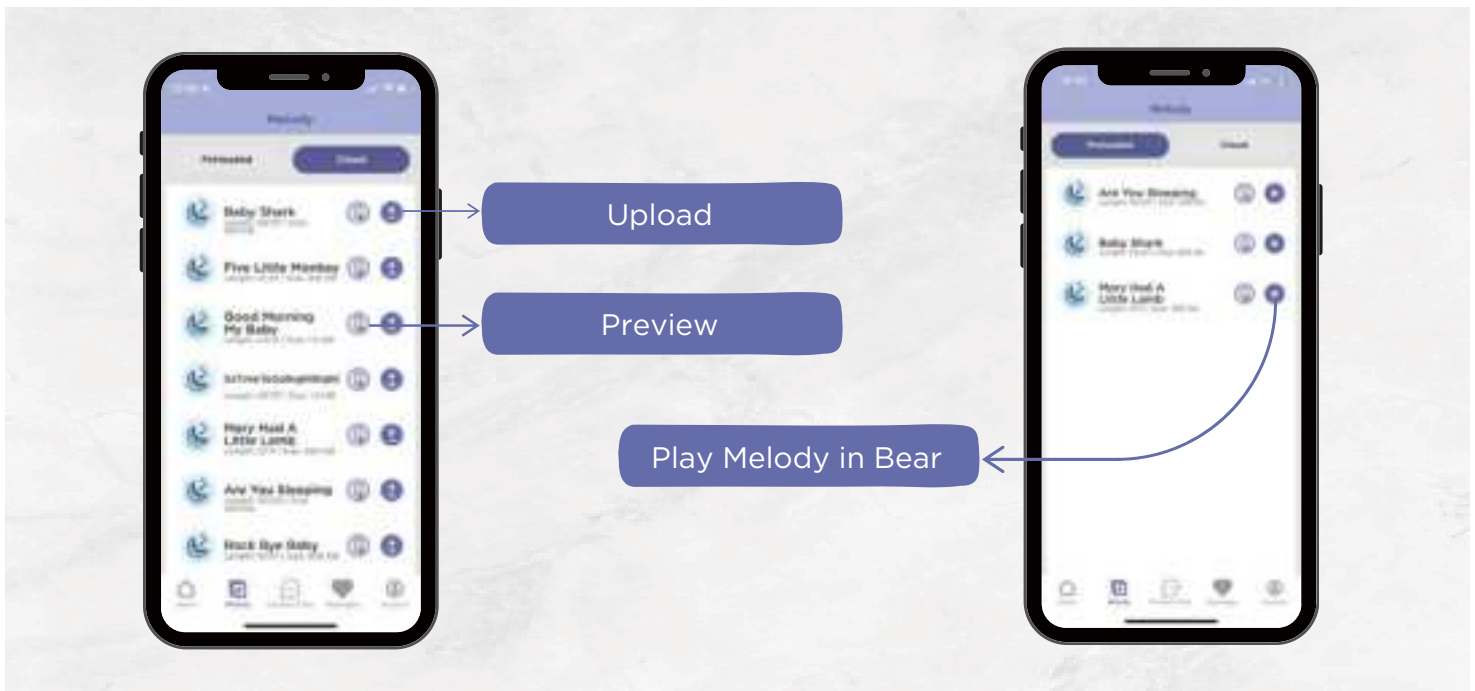




## Transfer melody in Hubble Bear

You can transfer a melody of your choice from the Hubble Cloud post registration by following the steps below:

- Navigate to the Cloud section inside Melody settings.
- Within the Cloud section, you will find a wide range of melodies available to Preview and Upload on the Bear. Additionally, you can preview a sample of a melody before transferring to the Bear.
- Finally Press the “Upload” Icon to initiate the transfer of the selected melody from Hubble Cloud to the Bear.




## Connect Chat™: Stay Connected with your Little one


Hubble the Bear's dedicated ConnectChat button and HubbleClub app offer a fun and safe way to communicate with those you love the most, **even when they are apart**. Here's how it works:

## Sending voice messages via the Hubble Bear



**Press and hold the microphone icon on the Bear.**

The bear will generate a  tone to let your child know they can start recording their message.

The Bear will continue recording audio until the button is released or after  20 sec whichever is earlier.

There is a second  when the button is released at the end of the message.

## Receiving and Responding to messages

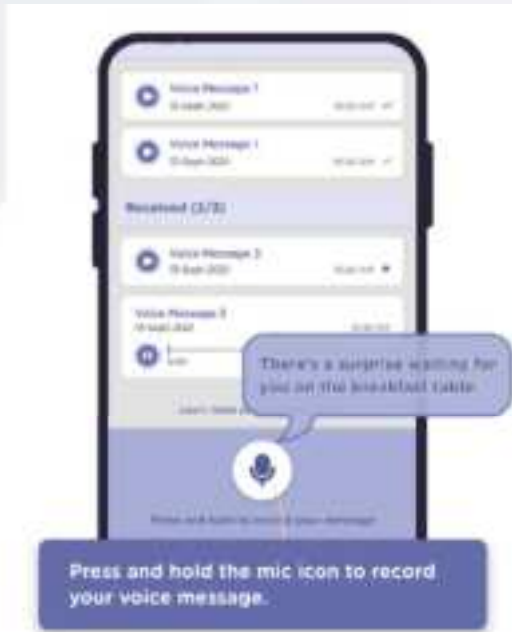


Recipients will be notified in real time, as soon as a voice message received by the Hubble Server



**Navigate to the Connect Chat** section. Press the play button and listen to the voice message received.

## To Send Voice message back to kid from the HubbleClub App



Tap on the microphone icon to record your message. Audio will continue being recorded till the mic button is released or at the 20 second mark, whichever is earlier.

If desired, voice messages can also be previewed before they're sent.

## To alert your child about a new voice message, the Hubble the Bear's nose LED will blink green.

This indicates that there is a new message waiting for them from you.



## To listen to a Connect Chat message

Press the play icon once. The Bear will play the most recent message received from the app.

**To listen again**, simply press the play icon once more.

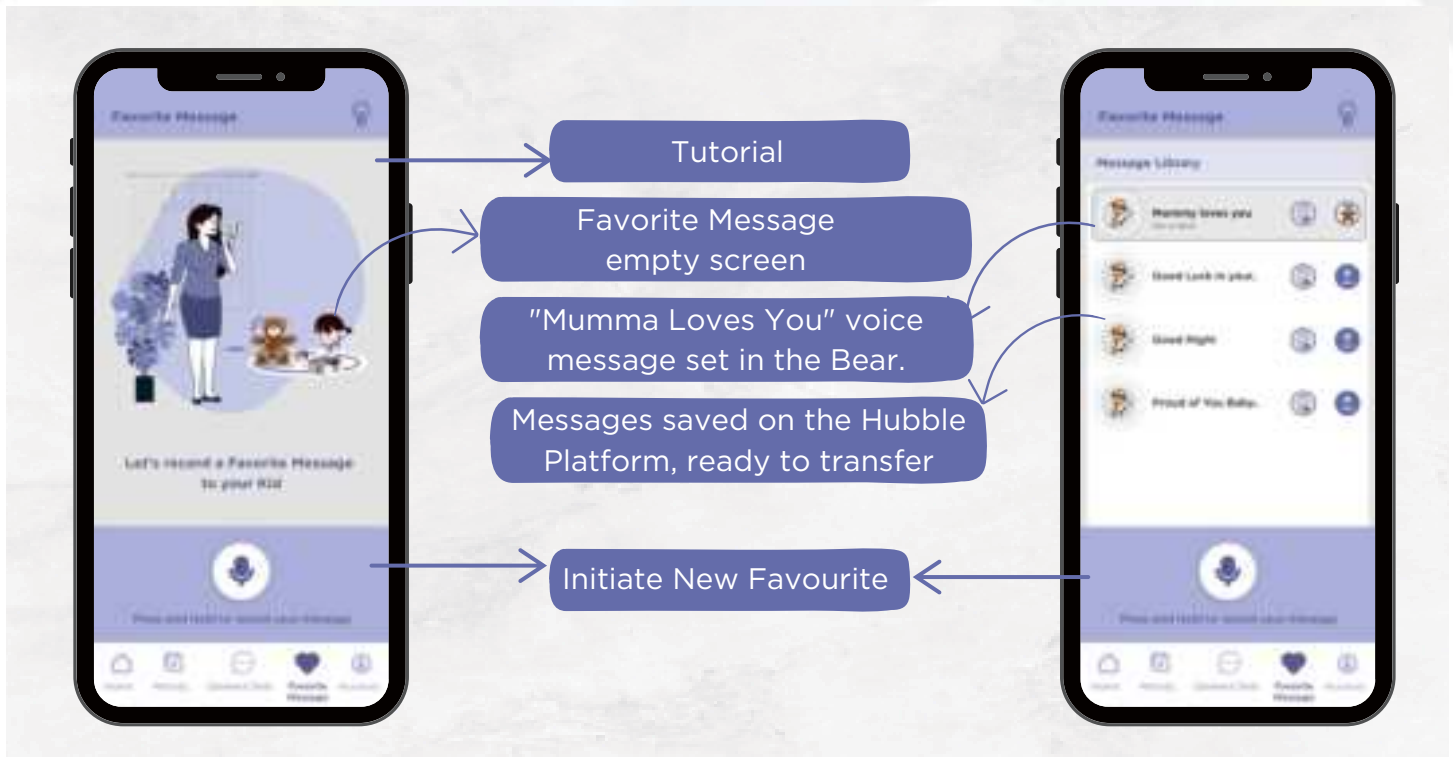
**Note:** It is recommended to keep your notification settings turned on to avoid missing important alerts.

This includes, authorizing Microphone access to record voice messages.

## Favorite Message

This feature lets loved ones record heartwarming voice messages through the HubbleClub App. They can then choose their favorites to transfer to Hubble the Bear for easy playback by their child. Kids can listen to their favorite messages again and again using the dedicated play button on Hubble the Bear. This section will outline how this feature works seamlessly between the HubbleClub App and Hubble the Bear.

## Favorite Message: Interaction & Navigation Controls



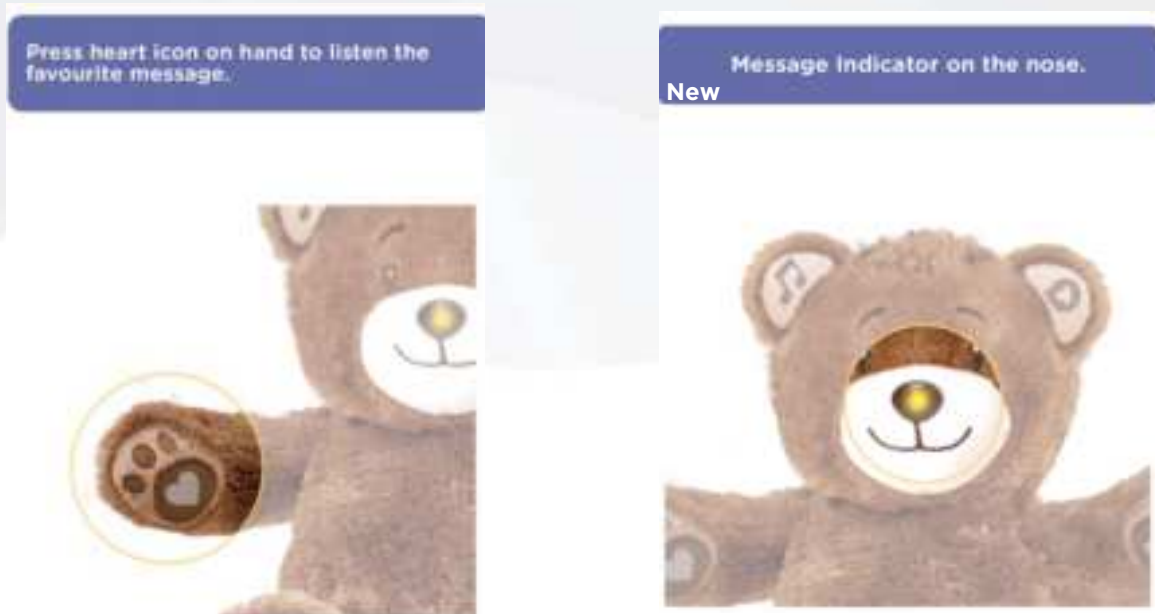
### Notes:

- This feature requires access to your Microphone, if permission is not provided during the first use, you will receive a request again to authorize use.
- Only one favourite message can be stored in the Bear at a time

## Record & Send Favorite Message from HubbleClub App

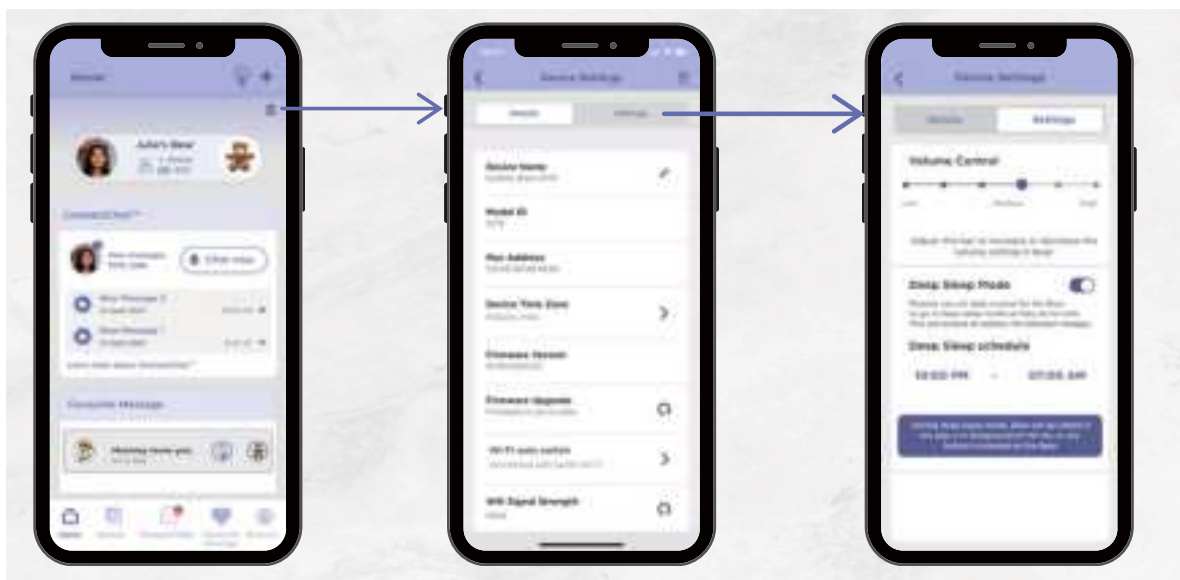


## Play Favorite Message in Hubble Bear



## Bear Settings

The settings option can be accessed by tapping the Settings icon in the top left corner of the home screen.



Settings section contains

1. Basic information regarding the Bear like Name, Wi-Fi Strength, Time Zone, MAC Address, Current firmware version
2. Control for Speaker volume adjustment, Update timezone, Adjust deep Sleep schedule, Format Internal storage, Manage Wi-Fi Connection.

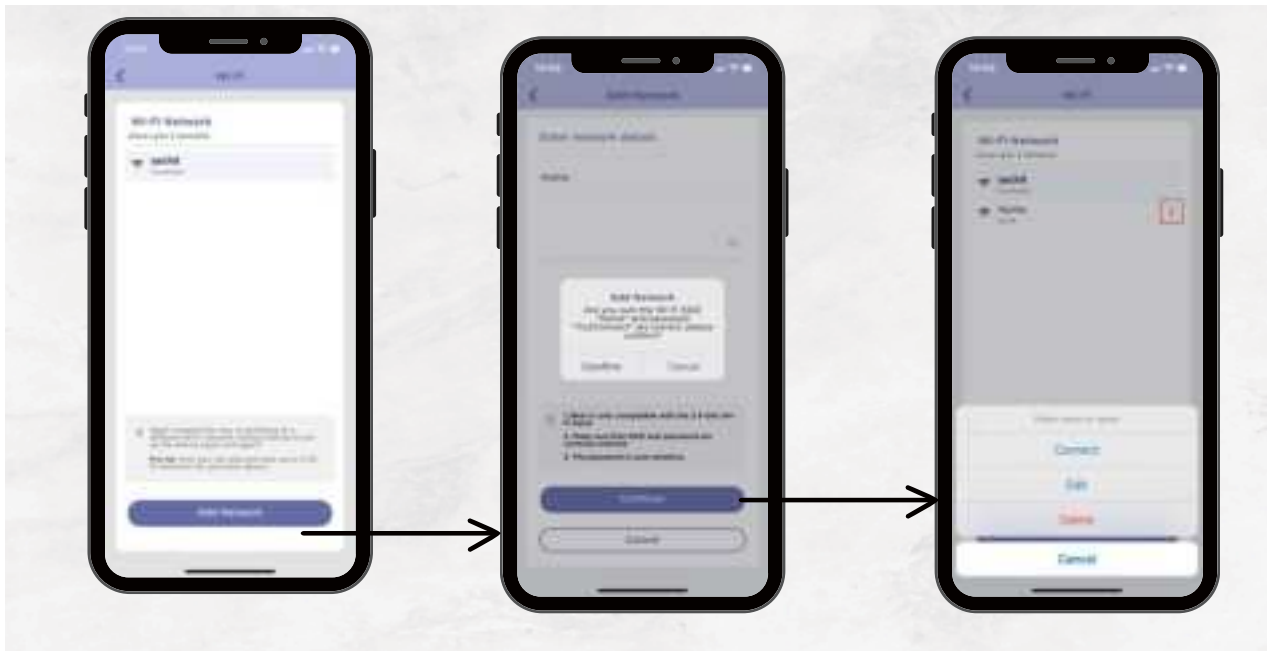


## Managing Wi-Fi Networks on Hubble Bear

**Wi-Fi Auto Switch** in the Bear Settings section displays the currently connected Wi-Fi network's details. Tap this option to manage your Wi-Fi connections.

Hubble Bear can store up to four Wi-Fi network profiles within the HubbleClub App settings. The first network will be designated as the **"Home network"** based on the SSID and password you provide during registration. You can add three additional Wi-Fi profiles with unique SSIDs and passwords.

This feature is designed to keep Hubble Bear constantly connected to the internet, even when it leaves the **"Home network."** Refer to the UX element of the app below for instructions on using the Wi-Fi auto-switch feature.



### Connecting to the strongest available network

- If Hubble Bear is not connected to its designated home network and experiences a power cycle, it will attempt to connect to the strongest Wi-Fi network among the remaining configured network.

### Adding and managing Wi-Fi details

- Hubble Bear **must be connected** to the internet to add new Wi-Fi details or modify existing ones.
- You will need to manually enter and save the Wi-Fi SSID and password within the HubbleClub App, so ensure these details are accurate before saving.

### Supported Wi-Fi band

- **Hubble Bear currently only supports the 2.4 GHz Wi-Fi band.**



## Power Saving Mode

Hubble the Bear utilizes a rechargeable NiMH battery designed for long-lasting performance on a single charge. To optimize battery life, we have developed two unique power saving modes to enhance your experience: **Light Sleep** and **Deep Sleep**.

### Light Sleep Mode or (Standby Mode)

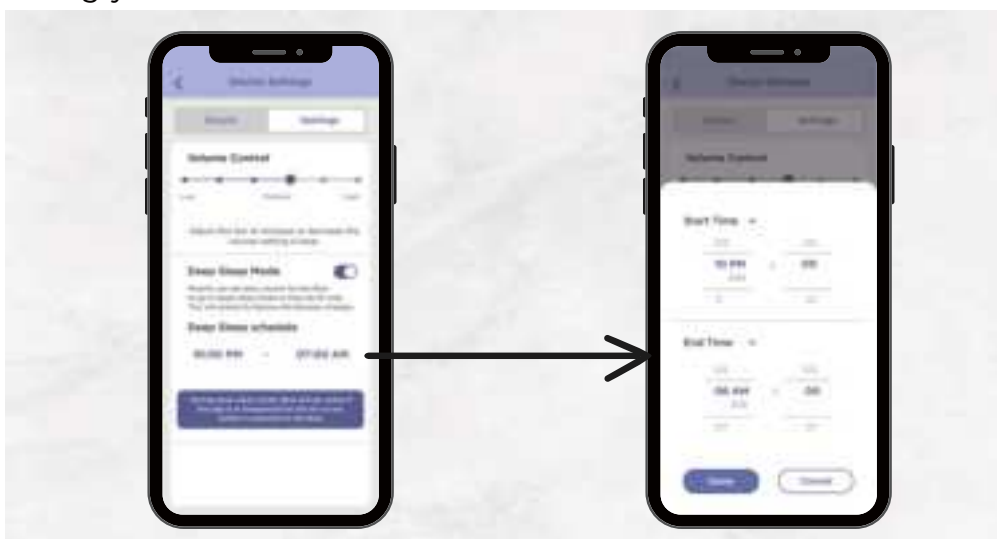
- **Standby Mode Activation:** 5 min of inactivity on the Hubble Bear when hubble app is not in foreground leads to enter standby mode.
- **Transition from Standby to Online State:** Either press any key on the bear and wait for 10- 15 sec to let go Bear online.
- **Transitions:**
  1. **Enters Light Sleep mode** after the app is closed or interaction with bear ends.
  2. **Exit Light Sleep mode** when the app launches, or interaction with bear begins.

### Deep Sleep Mode

- **Deep Sleep Mode Activation:** Primarily during nighttime hours (10 PM to 7 AM by default, customizable in Bear Settings through HubbleClub App) Bear enters Deep Sleep Mode.
- **Transition from Deep Sleep to Online State:** Either press any key on the bear and wait for 60 sec to let go bear online and perform actions.
- **Transitions:**
  1. **Enters Deep Sleep mode** automatically at the scheduled time.
  2. **Exits Deep Sleep mode** when any user interaction or app launch occurs.

### Adjust Deep Sleep Schedule Time

Customize your Deep Sleep schedule to suit your preferences. Simply tap the start or end time displayed in the Bear Settings section of the HubbleClub App, and adjust them accordingly.



## Disabling Deep Sleep Mode

You can disable Deep Sleep mode from the "Bear Settings" section within the HubbleClub App. This will set the Hubble Bear in Online or Standby mode as long as it is connected to the internet.

**However, we recommend having the Deep Sleep mode enabled. This is because-**

**Battery conservation:** To let battery run for a longer time between charges.

**Minimal impact:** Default Deep sleep schedule aligns with the general child's sleep schedule. Deep Sleep activates during nighttime when baby likely resting. conserves battery life of bear due to less interaction. By the time the child wakes up and interacts with Hubble Bear, it will quickly resume responsiveness for continued play.

## Adjust Speaker Sound

By default, Hubble the Bear's sound volume is set to medium. You can adjust it within the "Bear Settings" section of the HubbleClub App. Speaker sound can be adjusted directly on the Bear module

## Format Internal Storage

It is present inside the Detail section of Bear Settings. This feature clears the internal flash memory taken up by favorite voice messages, ringtones, and connected chat messages.

**Note:** It is not a factory reset, and need not to register again after clearing internal storage. Utilize this option when freeing up internal storage space for transferring new media.

## Hubble Platform Security & Data Privacy

Ensuring your security is paramount to us. Rest assured, the Hubble Platform undergoes stringent security testing and has obtained the highest Essential rating and approval.

### Hubble Secure Cloud Platform



### Secure Communication



## Hubble the Bear & HubbleClub App Security

### Secure Firmware OTA workflow

Signed and Encrypted firmware OTA files for protecting against intellectual property theft and getting the access of system design. Upgrade any component(kernel, rootfs and firmware app) across the firmware stack quickly when vulnerabilities are reported or discovered

### Mobile Apps immune to Reverse Engineering

Provide app shielding which makes app more tamper-resistant, protecting against intellectual property theft, and vulnerability discovery

### Session Management

Monitor, control, and manage session with enhanced permissions which provide transparent view of sessions (who and where is your application is getting used)



### Encrypted Internal Storage

Encrypted data exists within the internal flash memory of Hubble the Bear, safeguarding sensitive information from unauthorized access in the event of a physical breach.



### Physical Security

Prevent data from being read or injected into the device through any hardware or software interface (e.g., UART, JTAG)

### Authorization : Access Control

Set of defined permissions for a connected device that specify which are granted access and the operations they are permitted to perform on device.

## Data Collection : Usage & Storage Policy

Data Type	Usage	Storage Policy
 <b>Account Information</b>	<ul style="list-style-type: none"> <li><b>Email, Password &amp; User Name</b> To Manage account authorization.</li> <li><b>Mobile Number :</b> For secure login, include OTP as part of Two-factor-authentication.</li> <li><b>Kid's Information ( Optional ) : Name ,DOB, Gender,Photo</b> During the Registration process to personalise Bear experience.</li> </ul>	<ul style="list-style-type: none"> <li>Account information will be stored as long as user's account is present in the Hubble Platform.</li> <li>User has full control to delete and update the account information in the Hubble Platform.</li> <li>Upon deletion all account information &amp; associated data will be removed from Hubble platform.</li> </ul>
 <b>Hubble the Bear information</b>	<ul style="list-style-type: none"> <li><b>MAC Address</b> To Link it with user's account</li> <li><b>Wifi Information</b> For seamless Wi-Fi transitions while the it moves across different networks.</li> <li><b>Timezone</b> To provide personalised user's experience</li> <li><b>Audio Recording</b> To use ConnectChat &amp; Favourite message function.</li> </ul>	<ul style="list-style-type: none"> <li>This information is stored for as long as Hubble the Bear is linked to account. Once its deleted all information associated with the it will be removed.</li> <li>Retention of Audio recording is based on user's plan profile : Free (30 days), Paid (unlimited).</li> </ul>

All data is securely stored on the Hubble Platform in compliance with regional regulatory requirements.

## FAQs

### Q: How to Setup 2.4 Ghz Wi-Fi?

#### 1. Access your router's settings:

- Most routers have their web interface accessible through a web browser. The default address is usually printed on the back of the router, typically something like "192.168.1.1" or "192.168.0.1."
- You will need the router's username and password to log in. These are also often printed on the back of the router or in the user manual.

#### 2. Locate the Wireless settings:

- Once logged in, look for the "Wireless" or "Wi-Fi" settings section. This might be under the "Wireless Settings," "Wi-Fi Setup," or similar category.

#### 3. Identify the 2.4 GHz band settings:

- Routers that support both 2.4 GHz and 5 GHz frequencies might have separate settings for each band. Look for options labeled "2.4 GHz," "2.4 GHz Network," or similar.

#### 4. Configure the 2.4 GHz network:

- **Network Name (SSID):** Choose a unique and descriptive name for your Wi-Fi network. Avoid using generic names or your personal information.
- **Security:** Select a strong security protocol like WPA2-PSK (AES) and create a complex password. Avoid using easily guessable passwords like birthdays or dictionary words.
- **Channel:** You can usually leave the channel setting on "Auto" for optimal performance.
- **Other settings:** Depending on your router, you might have additional options like disabling SSID broadcast (not recommended) or setting a maximum number of connected devices.

#### 5. Save your changes:

- Once you have configured the settings, click the "Save" or "Apply" button to apply the changes.

#### Additional tips:

- Refer to your router's user manual for specific instructions and details on any additional settings available.
- Consider consulting the manufacturer's website for support articles or video tutorials related to your router model.
- If you encounter any difficulties, consider contacting your internet service provider (ISP) for assistance with router configuration.



Refer common router settings page

[Configure Netgear router](#)

[Configure Asus Router](#)

[Configure D-Link Router](#)

[Configure TP Link Router](#)

**Q: How to update Wi-Fi details to ensure the Bear stays connected when in a new location?**

Refer the [Wi-Fi auto switch](#) section.

**Q: How to modify Deep sleep schedule?**

Refer to the Schedule Deep Sleep Section here.

**Q : What permissions are required to use Hubble Bear on the HubbleClub App ?**

HubbleClub App prompt to access following permission

**Location:** this is required to register a Bear in Hubble account.

**Microphone:** To use connect chat and favorite message.

**Notification:** To notify about any important event (System Maintenance, App update etc.. ) or feature specific (e.g. connect chat)

**Q. How many bears can be registered in one Hubble Account?**

HubbleClub App allows to a **maximum of 5 Bear** on one Hubble Account.



#### Q. Can I link my kids' profile with multiple bears?

At present the HubbleClub App allows the linking of one child profile with only one bear. This is set as such to allow for a more personalized experience with each bear present in the Hubble account.

#### Q. Is the time displayed in the Connect Chat the Bear's time zone or the phone's time zone?

All times shown in the HubbleClub App are as per the phone's time zone.

#### Q. Why am I not receiving new Connect Chat voice message alerts?

To resolve this, please check whether notification permission are **On** in the **HubbleClub App > Settings** in your phone's settings section.

If permissions are on then, check if any **Do Not Disturb is enabled**. To check Do Not Disturb schedules, **navigate to Application settings inside Account section**.

If the problem is still not resolved, then please logout and login again. There might be certain technical glitches which can be resolved by logging in again.

#### Q. My issue is not mentioned here – how do I resolve it?

Write an email with details of the issue to **[customervoice@hubblehome.com](mailto:customervoice@hubblehome.com)**, it would be advisable to add additional details such as screenshots to help our team understand the problem.

Once our support team receives the email, you will be reached out to within 24 hours.

#### Q. My Hubble Bear battery drains quite frequently?

**Check Deep Sleep time**, where further details about deep sleep are provided.

#### Q. Can I add additional Wi-fi networks to my Hubble Bear?

Yes, more details about adding additional Wifi networks are provided [here](#).

### Q. Can I disable Deep sleep?

Deep Sleep can be disabled but it isn't advisable to do so. Disabling Deep Sleep will consume more power and might lead to battery drain.

### Q. How can I change Hubble Bear Deep Sleep Schedule?

It can be done from HubbleClub App, check more [here](#).

### Q. Hubble Bear unable to find any Wi-Fi during registration process?

Hubble Bear is compatible with 2.4 Wi-Fi, so make sure Bear is kept near a 2.4 compatible router, verify in other smart devices (Mobile, Pcs) that Wi-Fi is accessible, If still problem persists, turn off & on the router then restart the registration process again.

### FCC Warning

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.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed 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.

Note: The Grantee is not responsible for any changes or modifications not expressly approved by the party responsible for compliance. such modifications could void the user's authority to operate the equipment.

The device has been evaluated to meet general RF exposure requirement. The SAR limit of USA(FCC) is 1.6 W/kg averaged over one gram of tissue. Device types Hubble Connected the Bear with HC001001 (FCC ID: 2BQL9-HC001001) has also been tested against this SAR limit. The highest reported SAR values for body - worn is 0.254W/kg. This equipment should be installed and operated with a minimum distance of 0mm between the radiator and your body. The use of accessories that do not satisfy these requirements may not comply with FCC RF exposure requirements, and should be avoided.