oricom OBHFCU HD Smart Camera with Remote Access User Guide

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Access User Guide

oricom®

USER'S GUIDE

Smart Camera

Model: OBHFCU

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

Welcome…
to your new Oricom Smart Camera!

Thank you for purchasing the Smart Camera. If you have always wondered what happens when you are away, wonder no more. Now you can monitor your children, pets or property with this easy-to-use system. You can install the App on your iPhone®/iPad® or devices for Android™ and view the Camera's video stream from your smart phone.

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 Camera Unit
- 1 x Magnetic Mount
- 1 x Power adaptor
- 1 x Quick Start Guide

Overview of Your Baby Unit
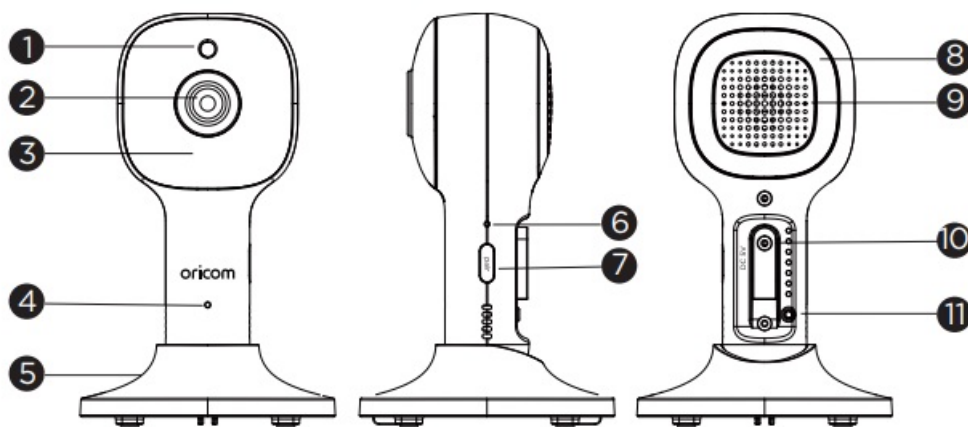
1. Photo Sensor (Night Vision Mode)
2. Camera Lens
3. Infrared LEDs (x 8, for night vision)
4. High Sense Microphone
5. Magnetic mount
6. Power/Link indicator
7. PAIR button
8. Night Light
9. Speaker
10. Power Socket
11. Temperature Sensor

Important guidelines for installing your Smart Camera

- Use of other 2.4 GHz 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
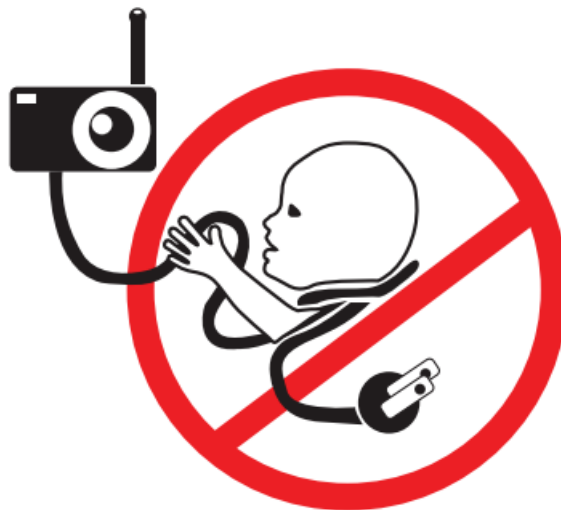- Always ensure that you have a good Wi-Fi® connection

Contents

1. Safety Instructions

⚠️**WARNING:**

Strangulation Hazard: Children have STRANGLED on cords. Keep this cord out of the reach of children (more than 1m away). Never use extension cords with AC Adaptors. Only use the AC Adaptors provided.

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 Keep small parts away from children when assembling.
- This product is not a Do not allow children to play with it.
- Keep this User's Guide for future
- Keep the cords out of reach of
- Do not cover the Smart camera with a towel or
- Do not use the Smart camera in damp areas or close to
- Do not install the Smart camera in extreme cold or heat, direct sunlight, or close to a heat
- Only use supplied power Do not use other chargers or power adaptors as this may damage the device and battery.
- Do not touch the plug contacts with sharp or metal
- Connect the power adaptors to easily accessible electrical

2. Getting Started

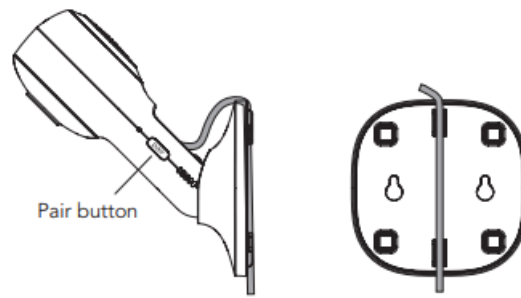**2.1   Connecting the Power Supply of the Camera Unit**
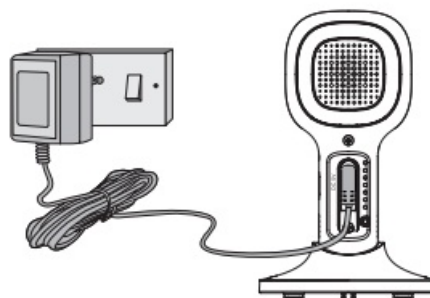
- Insert the DC plug of the power adaptor into the DC socket on the back of the Camera
- Connect the other end of the power adaptor to mains
- The Camera Unit turns on and the power indicator lights in Green

Note
Only use the supplied power adaptor (DC5V/1000mA).

2.2   Fixing magnetic mount on the wall

Pair button

Mark the position of the screw holes on the

- Install wall anchors (Not provided) suitable for the wall type and mounting screws if
- Fasten the mounting screws (Not provided) on the
- Position the cable behind the base as per image before hooking the base on the

2.3 Registration (Pairing)

The smart camera is compatible with Oricom models OBH500/OBH430/ OBH650P and works as an accessory camera, to re-register your smart camera, follow the procedures below:

1. Press the ☰ button to access the menu.
2. Press the ◄ LEFT button or ► RIGHT button until ⚲ is highlighted, the - (delete) / + (add) / ◉ (view) / ↻ (scan) menu will display.
3. Press the ▲ UP button or ▼ DOWN button to select + (add), and press the ● button to confirm.
4. Camera **1 / 2 / 3 / 4** will display. Press the ▲ UP button or ▼ DOWN button to select the desired Camera, and press the ● button to start the pairing process.
   Note: *If a camera is currently paired with the Parent Unit, its camera location (with a * against it) cannot be selected for a new registration.*
5. Press and hold the **PAIR** button on the back of the Baby Unit until the Parent Unit finds the camera, beeps and **PAIR OK** appears on the screen. The video from the camera will then appear.

Note:
A camera can only be registered to one Parent Unit at any one time.

3. Wi-Fi® Internet Viewing

3.1 Minimum System Requirements
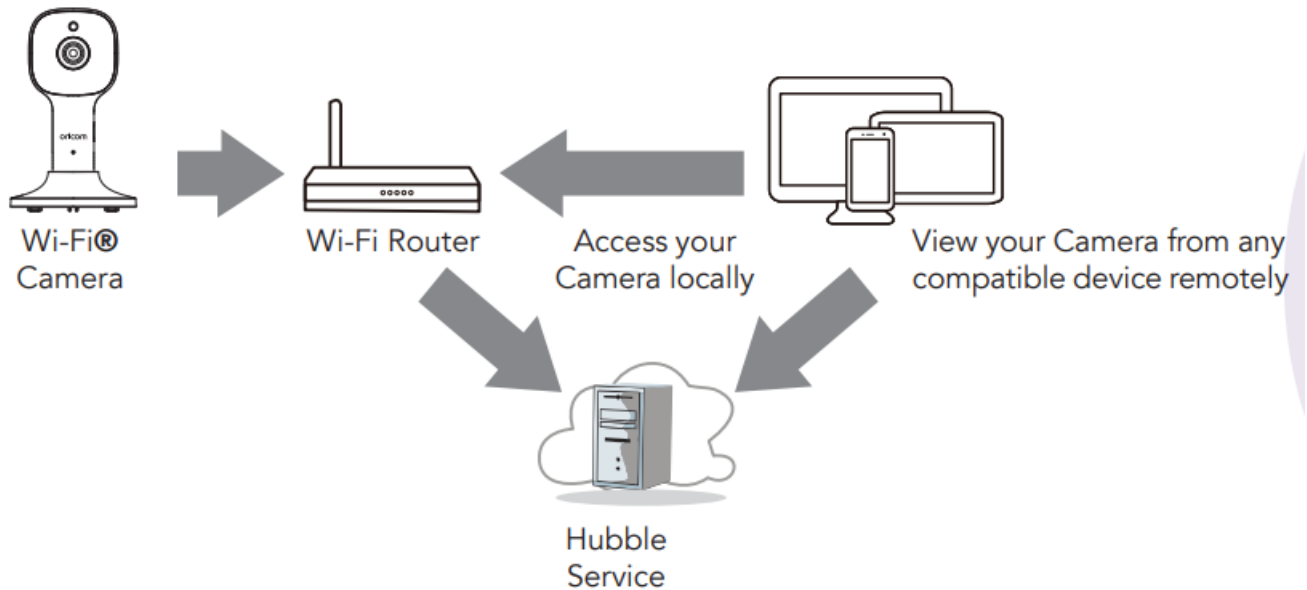
Android™ System

- Version 0 or above

iPhone®/iPad® iOS

- Version 0 or above

High Speed (Wi-Fi®) Internet

- At least 6 Mbps upload bandwidth per camera (you can test your internet speed on this site: **http://www.speedtest.net**)

3.2 Getting started – Connecting Devices

How does it work?

Wi-Fi® Camera → Wi-Fi Router ← Access your Camera locally → View your Camera from any 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.

3.3 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
- Unconnected state: LED is Flashing
- Connected state: LED is Solid

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

3.4 User Account and Camera Setup on Android™ or Apple devices.

What you need

- Wi-Fi® Camera Unit

- Power adaptor for the Camera
- Device with Android™ system version 0 and above
- Or iPhone®/iPad® with iOS version 0 and above

3.4.1 Connect the Camera

- Switch the parent unit off before connect the camera to Wi-Fi®.
- Connect the power adaptor to mains power and insert the plug into the power socket on the back of the Camera Unit, DO NOT switch the power on at the power point

3.4.2 Download HubbleClub for Partners App

https://scnv.io/H2ml?qr=1

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

3.4.3 Sign up with Hubble on your smart device

- Ensure that your smart device is connected to your Wi-Fi®
- Run HubbleClub for Partners App, tap **Create Account** with Hubble (fig.1), read through the Privacy Policy, Terms and Conditions, by signing up you agree to our terms of service, tap Done (fig.2).
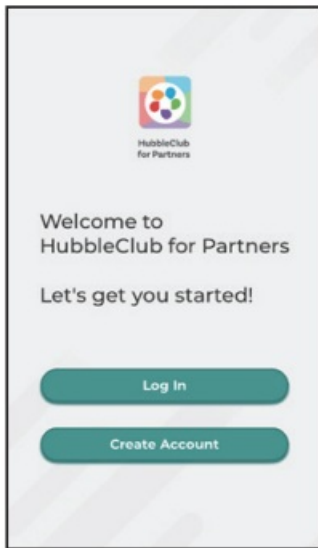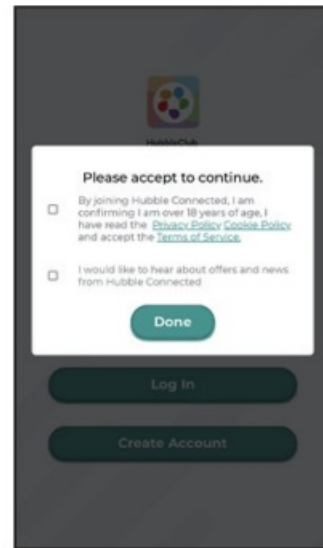
fig.1

fig.2

- Follow the steps to enter your account information and sign up with Hubble (fig.3-6).
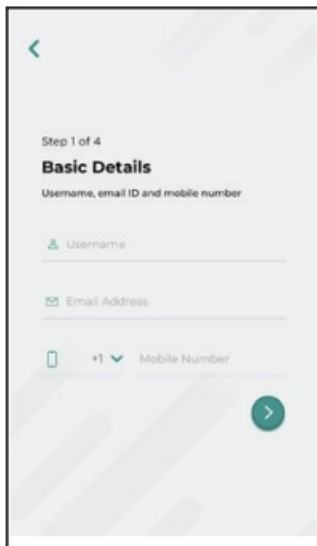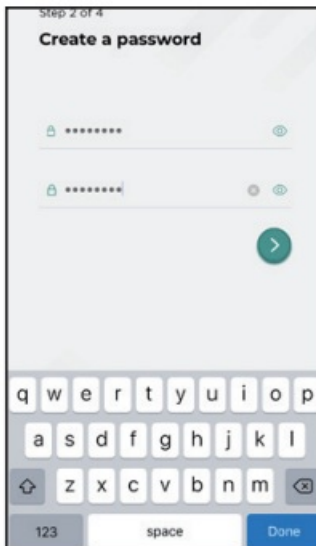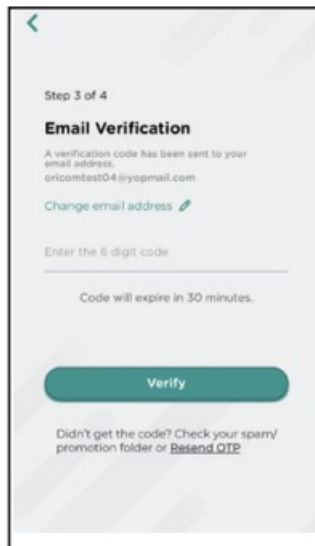

fig.3

fig.4

fig.5
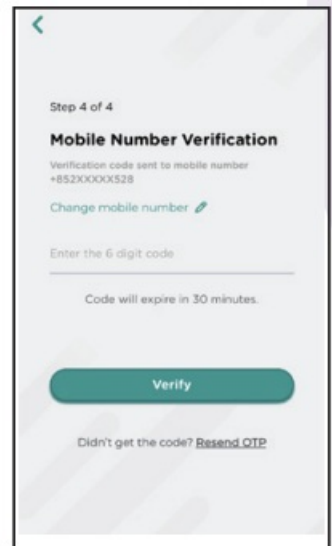
fig.6

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

3.4.4 Add the Camera to your account

- Log in your Hubble Account by entering "User Name" and "Password" (fig.7).
- Tap **Add Your Device** on the screen of your device to add new Camera (fig.8)
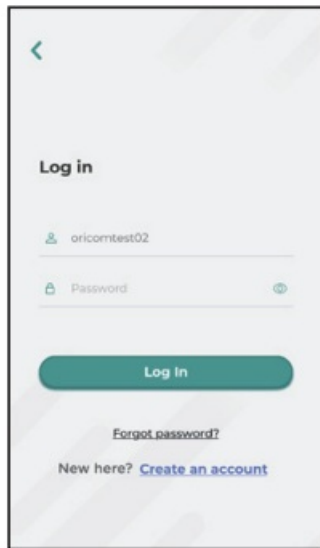
fig.7
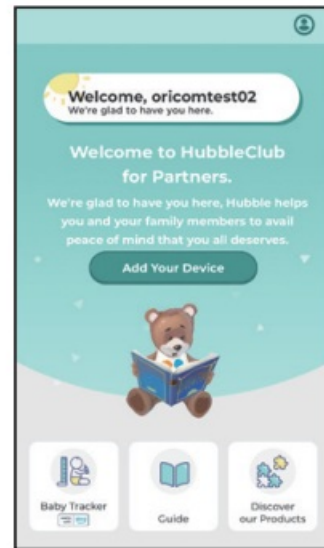
fig.8

- Tap **Oricom** brand and select your device for setting up by tapping **Oricom baby monitor** (fig.9-10).
- Tap **OBH500** to add the new camera (fig.11) .

fig.9

fig.10

fig.11

- The following setup instructions will appear on the screen, select your Wi-Fi network and enter "Password" (fig.12).

- Power on your camera and wait for the LED to flash Red on the Press and hold the PAIR button on the side of Camera, you will hear a voice prompt "Ready for Pairing" then tap **Next** (fig.13)
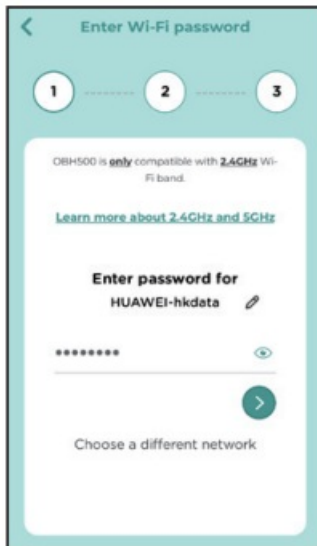
fig.12
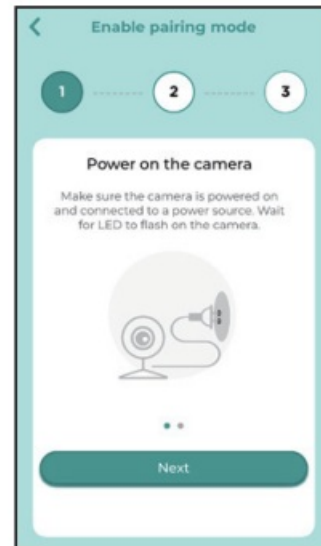
fig.13

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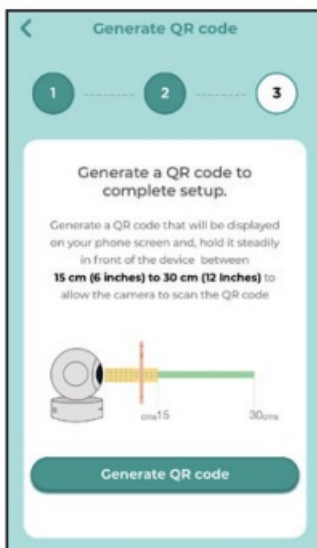
fig.14

fig.15

- It will take a few minutes for the Camera to connect to the Wi-Fi® network before showing the connection status (fig.16).

- The Camera has been successfully connected, name your Camera (fig.17).

fig.16
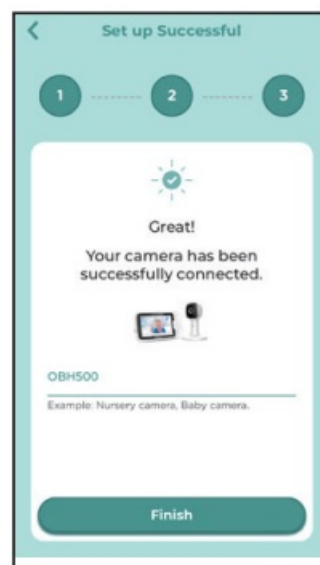
fig.17

Note: If connection fails, please tap Retry and repeat the steps starting from **3.4.4.**

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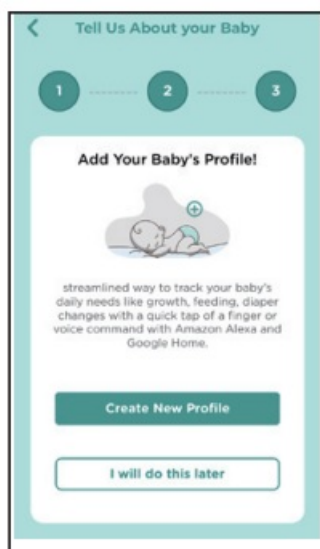
fig.18
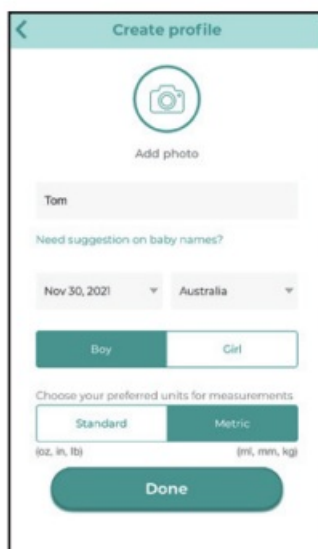
fig.19
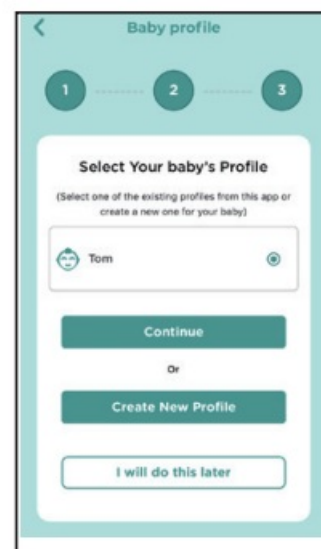
fig.20

4. Procedure for Resetting the Camera

Note: If your Camera is moved from one router (e.g. home) to another (e.g. office) or you have Camera setup issues, then the Camera must be reset. Please reset the Camera with the following procedure:

- 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
- You can add your Camera again by following the steps in section **4.4.**

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

Clean the Smart camera 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
- Keep the Smart camera away from hot, humid areas or strong sunlight, and don't let it get
- Every effort has been made to ensure high standards of reliability for your Smart However, if something does go wrong, please do not try to repair it yourself – contact Customer Service for assistance.

IMPORTANT
Always switch off and disconnect the power adaptor before cleaning your smart camera.

7. Help

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
- Use of other 2.4 GHz products, such as Bluetooth™ systems or microwave ovens, may cause interference with this Keep the Wi-Fi® Camera Unit at least 1m 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, reset your Wi-Fi®. Ensure that the Wi-Fi® Camera Unit is switched Wait a few minutes to make the connection with your Wi-Fi® network.

If you forgot your password

- If you do not remember your Hubble for partners App password, tap Forgot Password and submit your e-mail A new password will be sent to your e-mail address.

Troubleshooting for Wi-Fi® Internet Viewing

Category	Problem Description / Error	Solution
Account	I am unable to login even after re gistration.	Please check your user name and password.
Account	I receive an error message sayin g: "Email ID is not registered".	Please ensure that you have registered with us. Tap **C reate Account** to create an account.
Account	What do I do if I forgot my passw ord?	Click on the "Forgot Password" link on https://app.hub bleconnected. com/ #lostpassword OR on your Androi d™ or iOS application. An email will be sent to your re gistered 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.

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. Switch the parent unit off before connecting the camera to Wi-Fi®.

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.
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	Please reset the Camera to setup
	devices for Android™ and iOS, I am not able to find my Camera during the last step and the setup fails.	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
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 StoreTM

– 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.

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. Will ful 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.

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
- 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

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 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.

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**

9. Technical Specifications

Frequency	2400 MHz to 2483.5 MHz
Image sensor	colour CMOS 2M Pixels
IR LED	8 pcs
Operating Temperature	5oC to 40oC
Power Adaptor:	Input: 100-240V AC, 50/60Hz, 300mA; Output: 5.0V DC, 1000mA

Specifications are subject to change without prior notice.

Documents / Resources

	oricom OBHFCU HD Smart Camera with Remote Access [pdf] User Guide OBHFCU, HD Smart Camera with Remote Access
	oricom OBHFCU HD Smart Camera [pdf] User Guide OBHFCU, HD Smart Camera, Smart Camera, HD Camera, OBHFCU, Camera

References

- ⃝ **Oricom Baby Monitors UHF CB Radios & Cordless Phones**
- ⃝ **Speedtest by Ookla - The Global Broadband Speed Test**

Manuals+,