

snug



Snug Baby Monitor

WiFi Video Camera for Apple/Android

USER GUIDE

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Snug Wi-Fi Baby Monitor for Smartphones

With this baby monitor video camera you can watch your child from literally anywhere as long as you have Wifi, 3G, or 4G enabled on your device. Whether you need to run out for a quick errand or you're gone for the whole day at work, ensure your infant stays safe at all times until you get home.

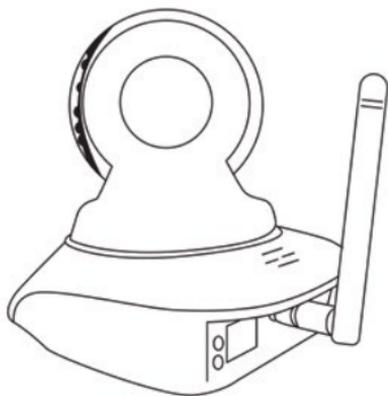
BOX CONTENTS

1. Snug camera
2. Power supply unit
3. Router cable (for standard set up)
4. Wall/ceiling mount kit
5. User Guide

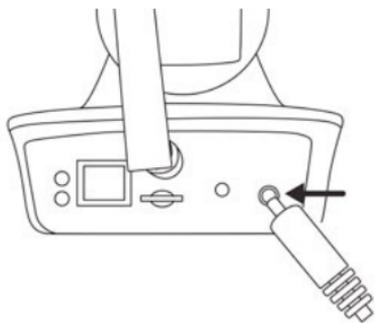
SET UP

To set up the camera before first use we must temporarily connect it to your router via the included network cable. Once setup is complete you can move the camera wherever you need it.

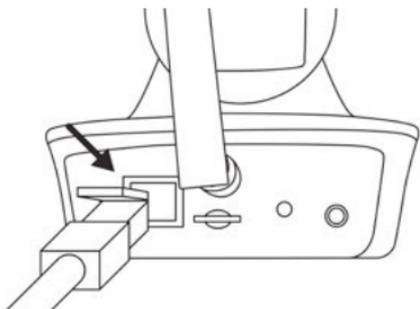
1 Attach antenna



2 Power up the camera



3 Connect to router



4 Wait 2 minutes (for camera to calibrate)

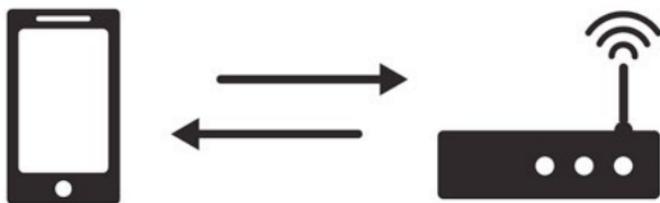


5 Download the “Snugcam” app



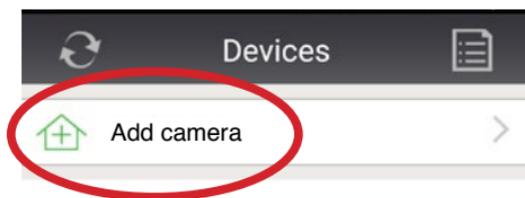
You must accept notifications if prompted to receive audio and motion detection alerts

6 Connect phone/tablet to Wi-Fi

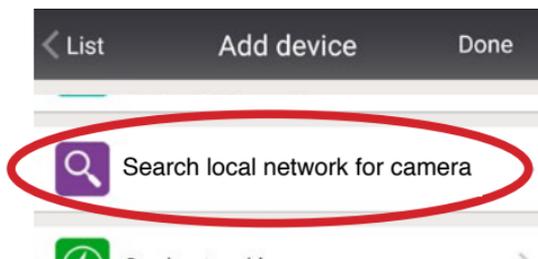


Make sure you are connected to the same network you intend to connect the camera

7 Add camera



8 Search network for camera



You can also add your camera by entering the ID or scanning the QR code on the sticker on the base of the camera.



9 Enter WiFi Details

← Back Enter WiFi Details

Please enter your WiFi details

Wifi Name

WIFI Password

Wifi password

Show password

Please use alphanumeric characters only as the camera does not compute special characters

10 Select Camera

← List Add device Done

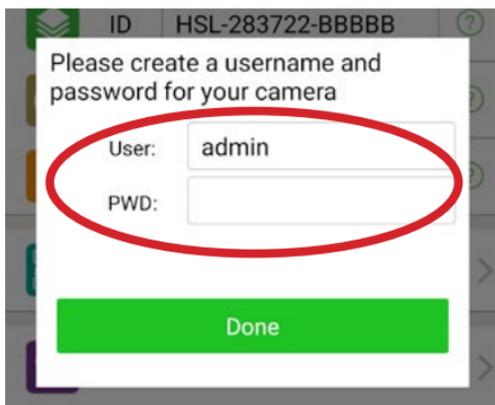
Search Result

WIFICAM
HSL-283722-BBBBB

Refresh Cancel

Scan QR code

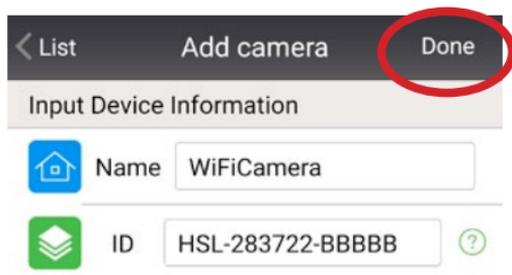
11 Create Username & Password



The screenshot shows a mobile application interface with a white dialog box overlaid on a grey background. At the top of the dialog, it says "Please create a username and password for your camera". Below this text are two input fields: "User:" with the text "admin" entered, and "PWD:" which is empty. A red oval highlights both input fields. At the bottom of the dialog is a green button labeled "Done". Above the dialog, the text "ID HSL-283722-BBBBB" is visible.

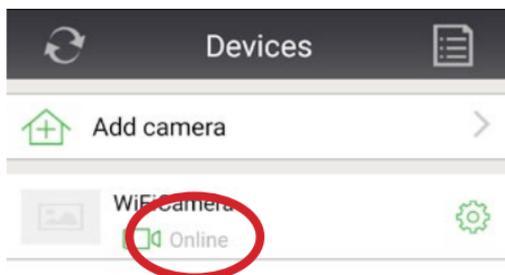
Please use alphanumeric characters only as the camera does not compute special characters

12 Click Done



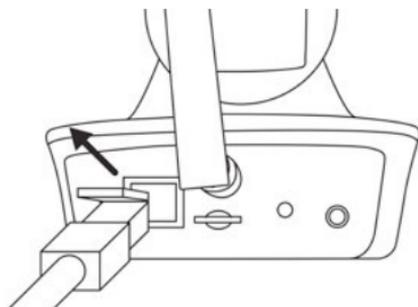
The screenshot shows a mobile application interface for adding a camera. At the top, there is a dark grey header bar with a back arrow, the text "List", "Add camera", and a "Done" button. The "Done" button is circled in red. Below the header is a section titled "Input Device Information". It contains two rows of input fields: "Name" with the text "WiFiCamera" and "ID" with the text "HSL-283722-BBBBB". There is a question mark icon to the right of the ID field.

14 Online



Please wait for a few moments and if setup has gone smoothly you should see your camera with the word "Online" appearing once the camera accepts the new details you entered.

15 Unplug network cable

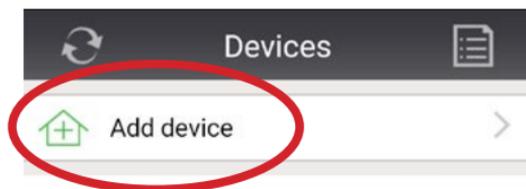


You can now unplug the network cable and the camera should be working fine with WiFi, allow a few seconds after unplugging the cable for the camera to switch from cable to WiFi.

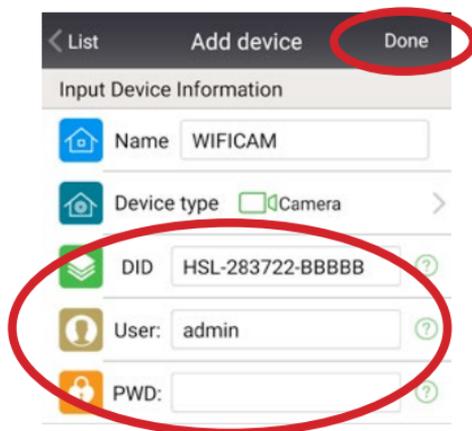
EXISTING CAMERA SETUP

If you have already set up your baby monitor and would like to access it from more than one device, follow the instructions below

1 Add camera



2 Search network for camera

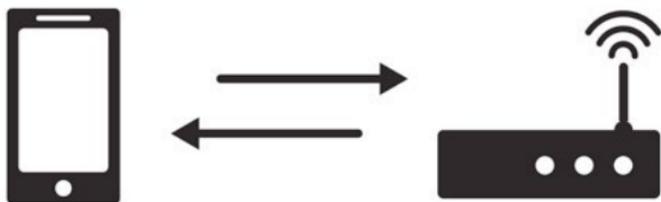


Enter the Camera ID, as well as the User and Password created when first setting up the camera. Then click Done. Wait approximately 2 minutes and you should then be online.

CABLE-FREE SETUP

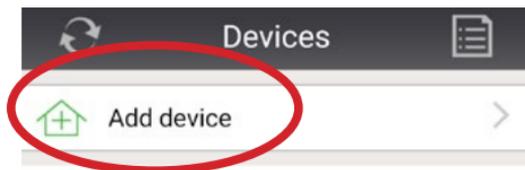
If connecting to your router is not convenient, please try the following “Audio matching” setup method

1 Connect phone/tablet to Wi-Fi

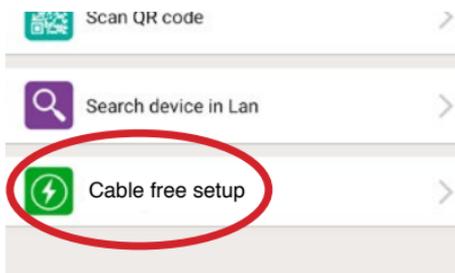


Make sure you are connected to the same network you intend to connect the camera

2 Add camera



3 Cable-free set up



4 Enter Wi-Fi details

(usually found on back of router)

[← Back](#) Voice Connection

WIFI Name

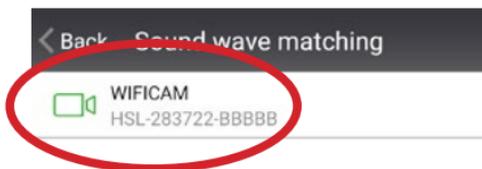
WIFI Password

5 Audio matching

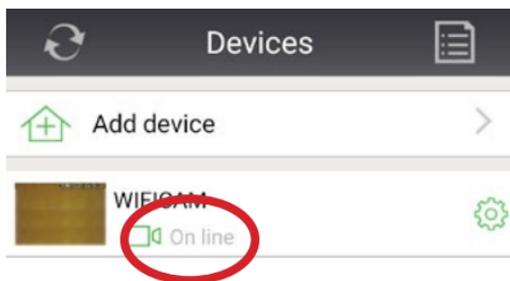
Make sure your phone speaker is pointing directly at the baby monitor, within a few inches and is not on silent mode.

You will hear a coded audio signal for 2 seconds and if the connection has been successful you will then hear voice prompts from the camera to confirm the connection.

Your camera name and ID will then appear on screen, please select the camera to finish setup



6 Online



If setup has gone smoothly you should see your camera with the word "Online"

7 Security



Click on the green cog again next to your camera, then User Setting. Here you can edit the Administrator login details for your camera. Once you have made these changes, click done and you will then need to log back in to the camera with the new details

8 Log in with new details

< List Add device Done

Input Device Information

 Name WIFICAM

 Device type  Camera >

 DID HSL-283722-BBBBBB ?

 User: admin ?

 PWD: ?

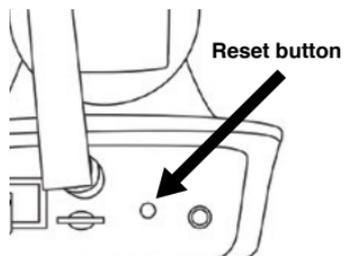
Go back to the main Devices pages, click on the notes icon, top right, and then click on the notes icon on your camera. Here you can change the user name and password to the details you just set in the previous step. Then click done and go back to the main Devices page. You should now be back online.

FACTORY RESET

If you are having any issues setting up or using the camera, it may be best to do a factory reset and start again.

To do a factory reset:

1. With the power on, use pencil tip or similar object to hold the reset button down until you hear an audio prompt to confirm the reset was successful
2. The camera will now begin to recalibrate, please wait 2 minutes until this process has finished before trying to re-install



If a factory reset does not solve your issues, please get in touch and we will be happy to walk you through the setup process to get you up and running.

CONTROLLING THE CAMERA

1. Tap on the small camera image to open up the camera
2. Swipe your finger either left, right, up or down to move the camera
3. Tap the screen when on full screen viewing to bring up options. The icons that appear along the bottom control the speaker/ microphone, snapshot, video, HD, position pre-set, brightness, contrast and night vision (infrared)
4. The icons in the top right allow you to pan the camera fully left / right and move it up/ down automatically (without swiping) and also flip the image (required if you ceiling/ wall mount the camera)
5. To return to the devices list screen tap "List" in the top left of the screen
6. To hide the options tap the screen again

TIP

The time taken for the camera to move and the image to be sent back to you depends on the connection speed of your network or cell phone carrier. If you swipe your finger the camera will eventually move so just wait for the signal to catch up. If you over swipe it will move too much.

ALERTS

Setting alarms

Tap the green cog on the Device list screen and then tap Alarm setting. Tap Motion detection to activate this alert and select the sensitivity (1 being most sensitive). Tap Audio detection to activate this alert and select the sensitivity.

Stop the alerts

To stop the alerts tap the green cog on the device list screen and go to the Alarm setting. Deselect Motion Detection and/ or Audio detection. The button will be green when activated and gray when deactivated.

Change the alarm sound/vibration

Tap About at the bottom of the screen and then System Settings. Here you can turn on/off the alarm vibration and if you tap Audio Alarm Setting you can choose from 3 sounds

Email Alerts

Tap the green cog on the devices page and tap mail setting. You can enter up to 4 email addresses to receive alerts.

NOTE: It can take up to a few minutes to receive email alerts as this speed depends on email servers and how busy they are

OTHER FEATURES

Camera Focus

By default the camera should arrive to you in focus with a clear image. If this is not the case the focus can be adjusted using the white dial around the lens - twist clockwise and anti-clockwise until the image on screen is clear and in focus.

Turning the Camera Microphone On

To listen through the cameras microphone tap the screen when on full camera viewing screen to bring up the options icons along the bottom. Tap the speaker icon on the far left of the bottom row to turn the volume on. Tap again to turn off.

Speak through the Microphone

Tap the speaker (as above) and you will notice a microphone icon appear in the bottom right of the screen. Hold this down and talk, your voice will be played through the cameras speaker. Release when you have finished talking.

Night Vision (Infrared)

The camera is set for night vision to be activated by default. If it is not coming on then when on the full camera viewing screen tap the screen to bring up the icons along the bottom. Tap the bulb icon (infrared) on the bottom far right and tap open. If it is still not working do a factory reset as this fixes most bugs.

Zooming the Camera

The camera can zoom; just zoom as you would normally on your device. If you do not know how to zoom on your device please see your device manual handbook.

Deleting the camera

On the device list screen tap the icon in the top right of the screen that looks like a piece of paper with writing on. Then tap the trash can icon.

Turn off /on the blinking green LED

There is a green LED at the front of the camera which is set to off by default. You may want to turn it on to check the camera is working OK or show it is on. In the app tap the green cog when on the Device list screen to enter the settings. Tap on Indicator LED and you can turn the LED on and off.

Taking a Picture

You can take a picture simply by doing a screen shot on your device e.g. on an iPhone/ iPad hold the menu and power button down at the same time.

You can also take a screen snap shot within the app with the snapshot option when on the camera options (tap the screen when on the full camera viewing screen and tap the camera icon). You can then view it in my messages on the main screen. It will have a date stamp though so the first option is better.

Video

There is a TF card slot in the back of the camera to record video. Insert your TF card and then view the camera in full screen mode. Tap the screen to bring up the option icons along the bottom; tap the video icon which is the third from the left.

TROUBLESHOOTING

When I unplug the camera from the router during set up it says disconnected and won't connect

Please make sure you have entered the correct WiFi details during setup. The WiFi details can usually be found on your router. The camera can only use alphanumeric characters so if there are any special characters in your WiFi name or password this may cause an issue and should be changed. Once you have changed your WiFi password, delete the camera and start the setup process again with the new WiFi details. Please make sure to enter the same username and password for the camera login as before as this is saved on the camera.

If this does not resolve the situation it may be best to delete the camera within the app and do a factory reset (p. 19) and then start over.

*Please note if you do a factory reset any passwords you have created will be deleted and you will need to use the default password which means leave the password blank.

If everything seems to be setup correctly but the camera is still not working over WiFi then it may be possible that your router is set up to block access. The camera uses port 81 of your router to transmit data to and from your smartphone. Your ISP should be able to help allow access over port 81. A quick test to check if the router is the issue is to use your phone as a WiFi hotspot using 3G/4G, if you can enter those WiFi details instead and the camera works over WiFi with your phone signal then it is very likely the router settings causing issues.

Wi-Fi consistently loses the connection to the router

You should have at least a 10 metre range from the router to the camera. If you are within this try moving the camera to different location within the area. Something could be interfering with it in its present location.

I have added my own password for security but am locked out; it says I have no permission/password error

To enter the password you created.... tap the icon on the top right corner when on the add camera screen that looks like a piece of paper with lines on. Then tap the icon on the left of the trash can that brings up a modify device screen. Type your chosen password in to the password box and hit done. If, after this, you are still having problems you can do a factory reset to restore the camera to its default settings.

Camera is not functioning properly

Perform a factory reset (p.19) as this usually fixes any bugs and restores the camera to full operation.

Camera has no power/the red light has gone off on the power supply unit (PSU)

Check the socket is working with a different device. If it is then it is likely that the PSU has failed and a new one will be sent to you if the camera is still under warranty. See warranty.

My time zone is not correct

To change the time zone on your camera tap the green cog to open the settings. Tap Time Setting and select the zone you want.

WARRANTY

This item comes with a 2 year manufacturer's warranty. No registration is required after purchase. If you believe your device may have a fault please contact us by email

-
support@snugtogether.com

CUSTOMER SUPPORT

For any support whether it be for help setting up your camera, help with functions or help with a fault please contact us by...

Email - support@snugtogether.com
Phone (USA 9am - 6pm EST) 1-302-212-4570
Phone (UK 9am - 5pm) 01656 790030

We aim to reply to emails within 24 hours during normal working hours. If you do not receive a reply please check your junk/spam folders.



snug

www.snugtogether.com

support@snugtogether.com

1-302-212-4570 (USA 9am - 6pm ET)

01656 790030 (UK 9am - 5pm)