

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.

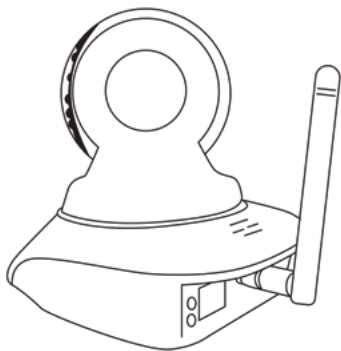
BOX CONTENTS

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

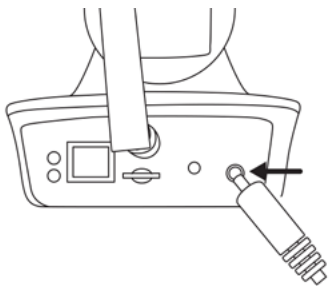
SET UP

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.

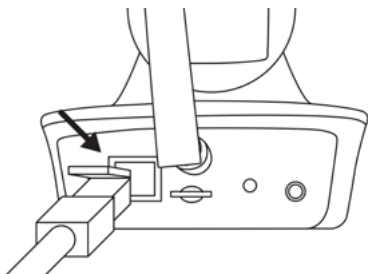
1 Attach antenna



2 Power up the camera



3 Connect to router



4 Wait 2 minutes (for camera to calibrate)

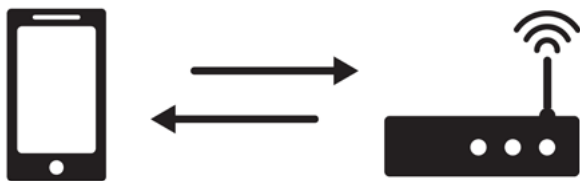


5 Download the “Snugcam” app



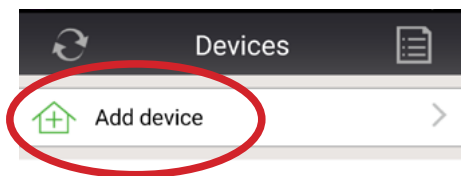
You must accept notifications if prompted to receive audio and motion detection alerts

6 Connect phone/tablet to Wi-Fi

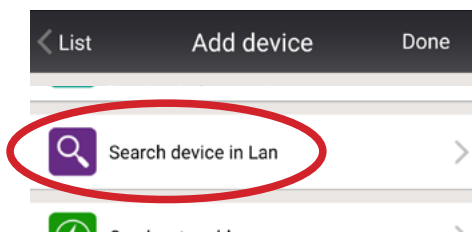


Make sure you are connected to the same network you intend to connect the camera

7 Add camera



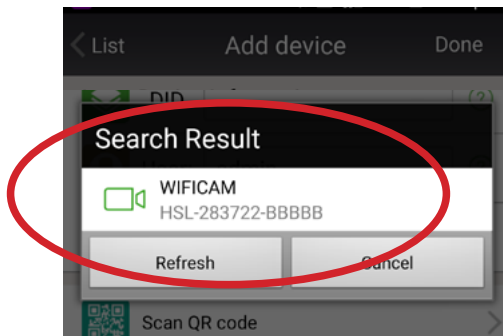
8 Search network for camera



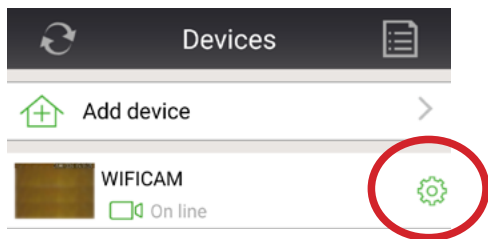
You can also add your camera by entering the ID or scanning the QR code on the sticker on the base of the camera.



9 Select camera

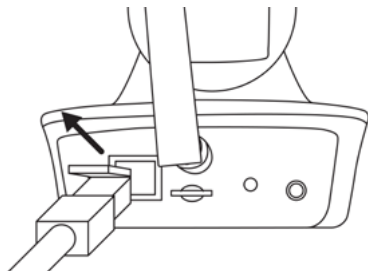


10 Connect camera to Wi-Fi



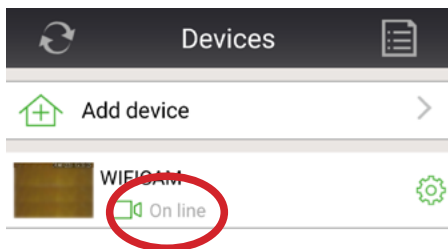
Click on the green cog next to the camera we just set up.
Then go to Wi-Fi Setting > WiFi Manager and select your home network from the list.
Add your WiFi password which is usually found on the back of the router.
Then go back to the main devices page.

11 Unplug network cable



Go back to the main devices page and allow a few seconds for your camera to connect to your WiFi network

12 Online



If setup has gone smoothly you should see your camera with the words “On line”

13 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

14 Log in with new details

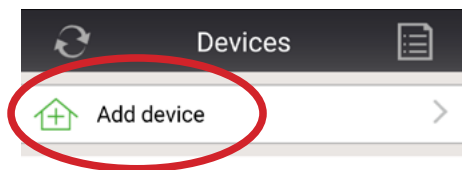
The screenshot shows a mobile application interface for adding a device. At the top, there is a dark header bar with three options: '< List', 'Add device', and 'Done'. Below the header is a light gray bar with the title 'Input Device Information'. The form consists of five rows, each with an icon on the left and a text input field on the right. The first row has a blue house icon, the label 'Name', and the text 'WIFICAM'. The second row has a blue house icon with a camera lens, the label 'Device type', a green camera icon, the text 'Camera', and a right-pointing arrow. The third row has a green stack of papers icon, the label 'DID', the text 'HSL-283722-BBBBBB', and a green question mark icon. The fourth row has a brown person icon, the label 'User:', the text 'admin', and a green question mark icon. The fifth row has an orange padlock icon, the label 'PWD:', a series of dots followed by a vertical cursor, and a green question mark icon. The bottom of the screen is a light gray bar.

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.

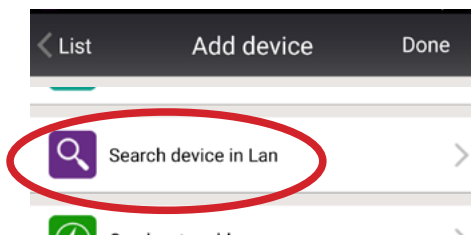
EXISTING CAMERA SETUP

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

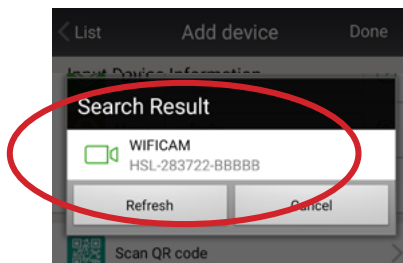


2 Search network for camera



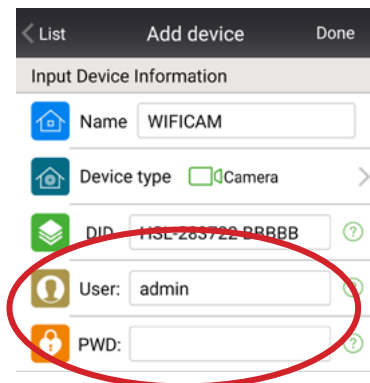
You can also add your camera by entering the ID or scanning the QR code on the sticker on the base of the camera.

3 Select camera



4 Update user and PWD

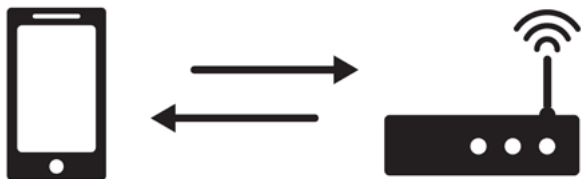
Input the user name and password you created when setting up the camera in the initial setup. If you did not create a password then the default settings are User: admin and the password is blank. When finished click Done and you are ready to view the camera on the main devices page.



CABLE-FREE SETUP

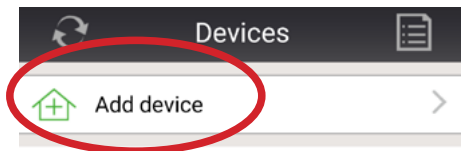
If connecting to your router is not convenient, please try the following “Audio matching” setup method

1 Connect phone/tablet to Wi-Fi

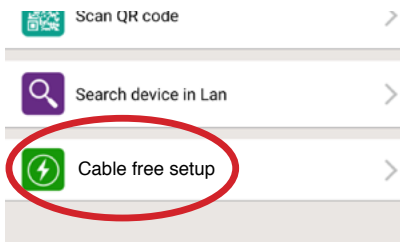


Make sure you are connected to the same network you intend to connect the camera

2 Add camera



3 Cable-free set up



4 Enter Wi-Fi details

(usually found on back of router)



WIFI Name

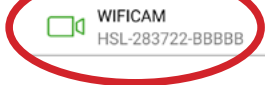
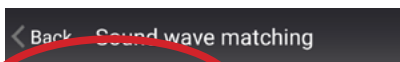
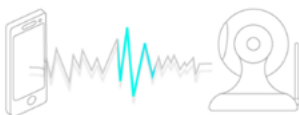
WIFI Password

5 Audio matching

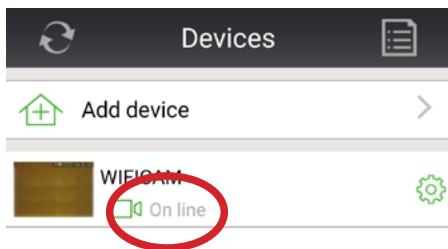
Make sure your phone speaker is pointing directly at the baby monitor, within a few inches and is not on silent mode.

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 words “On line”

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: ?

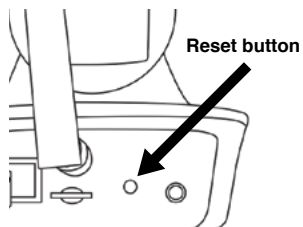
Go back to the main Devices pages, click on the notes icon, top right, and then click on the notes icon on your camera. Here you can change the user name and password to the details you just set in the previous step. Then click done and go back to the main Devices page. You should now be back online.

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.

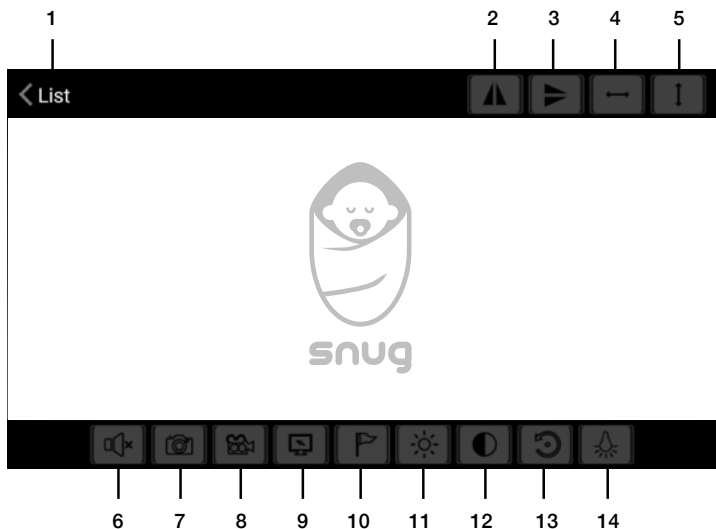
CONTROLLING THE CAMERA

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
4. 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.





1. Back to the main cameras screen
2. Flip horizontally (useful for wall/ceiling mounted cameras)
3. Flip vertically (useful for wall/ceiling mounted cameras)
4. Pan horizontally continuously
5. Pan vertically continuously
6. Intercom (2 way audio) - press and hold microphone button to talk
7. Take a snapshot
8. Record movie
9. HD or standard quality
10. Presets - recall and set
11. Brightness
12. Contrast
13. Restore default camera viewing settings
14. Night vision Infra Red LEDs

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 set up WiFi correctly before unplugging the network cable. After you have entered the WiFi password for your router in step 10 in the set up guide, do not unplug the camera from the router straight away. Leave it for one to two minutes for the camera to set up fully.

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.

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 your password you created.... tap the icon on the top right corner when on the add device 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 it still says no permission do this again and check you are typing the password correctly. If, after this, you are still having problems you can do a factory reset to restore the camera to its default settings.

*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.

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 manufactures 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 EST)

01656 790030 (UK 9am - 5pm)