

Installation

Question 1: I installed the app but I cannot see the video feed (LED light at the back of the monitor is red)

Solid red means the monitor cannot connect to Wi-Fi. Here are some possible reasons for that:

1. If you are using a third party USB cable, it might have a different voltage.
2. The camera does not support the 5GHz Wi-Fi frequency. Please connect your phone to 2.4 GHz Wi-Fi, and reinstall the camera.
3. Wi-Fi SSID and password should be 8-18 characters made of uppercase or lowercase letters, numbers, or their combinations. It cannot be special characters, such as space, apostrophe, ampersand, etc.
4. Because Wi-Fi signal cannot pass through walls and floors, it is recommended to set up the monitor within 5-10 meters (15 -35 feet) of the router. Also, to ensure strong signal, do not put the router in the corner.
5. Unplug power adapter of the router and plug it in again.
6. Unplug power adapter of the camera and plug it in again.

Question 2: The video feed lags after installation.

1. Unplug power adapter and plug it in again.
2. Because Wi-Fi signal cannot pass through walls and floors, it is recommended to set up the monitor within 5-15 meters (15 -35 feet) of the router. Also, to ensure strong signal, do not put the router in the corner.
3. The router might be old, or there are too many devices connected to the router.

Question 3: Where can I download iBaby Care App for Android?

Please download iBaby Care App from Google Play Store.

Question 4: I keep seeing the message 'If you do not see any progress, please click 'Cancel'', when installing the monitor.

1. If you are using a third party USB cable, it might have a different voltage.
2. In iBaby Care App, click the 'Log Out' button, log in again and re-add the monitor.

Question 5: How do I set up the monitor in a new location?

Connect your phone to the new Wi-Fi and plug in the USB cable to the monitor. Click 'Share Wi-Fi' when prompted, and follow the instructions on the screen to unplug the USB cable.

External network problems

Question1: Why can I not see the video feed via 3G/4G?

1. Unplug power adapter of the router and plug it in again(the router ibaby product connected).
You should be able to see the video feed.
2. Unplug power adapter of the camera and plug it in gain
3. The network might have a firewall.

Question2: Why is there a delay when I'm viewing the video feed via 3G/4G?

Click on the camera list at the top of the app. A green dot near the camera means the camera is online. A gray dot means the camera is not online.

If the camera is not online, please check the following instructions:

- Unplug power adapter of the camera and plug it in again. You should be able to see the video feed.
- Unplug the power on the router and plug back in (the router iBaby product connected)If the camera is online:
- Your upload speed is low. We recommend the Internet speed to be at least 2.5 Mbps.
- Change the resolution of the camera to low. For that, go to APP settings -> Display Settings -> Resolution

Feature

Question1: Does the baby monitor support multi-user viewing?

It supports unlimited users.

Users have two type: Owner and Viewer

The user who plug in the USB cable is owner, each monitor has one owner. If the other accounts plug in the USB cable to install camera, the first user cannot view the monitor anymore, The latest user plug in the USB cable to install the monitor will be become owner.

If you forget which account is user, logout the app and login back in again and set up the monitor.

If other users need to view the video feed, they need to create an account in the app first and have the owner invite them. You can use the same account to view the video feed on more than one device.

Question2: Can I play music uploaded to my phone/tablet through the monitor?

For Apple users, iBaby Monitor M6 supports the music uploaded from iTunes. The music should be in MP3 format. For Android users, upload the music from the local memory on the phone/tablet. The music should also be in MP3 format and less than 5 MB.

Question3: Can the video feed be viewed on the computer?

This feature is not developed.

Question4: How can I save the alert photos on my phone?

Image in the gallery are in thumbnails type and downloaded from the server. Select the thumbnails, the image will be downloaded successfully when full screen display.

Apple users: Click 'Save Image', and the photo will be saved to the Camera Roll.

Android users: the photos will be saved automatically. Default path is /AlertBmp and is saved on phone's SD card.

Question5: How can I save the alert videos on my phone?

Currently the alert videos are stored on the server. Apple users cannot save to the local memory. Android users can access the alert video from the server and download it. Default path is /AlertVideo and is saved on phone's SD card.

Question6: How can I adjust the music volume on the monitor?

Make sure your monitor firmware is version 2.7.1 or above. You can find volume controls in the 'Play Music' feature in the app. Or adjust the volume of your phone/tablet.

Other issues:

Question 1: When the two-way audio is enabled (I speak and listen at the same time), I hear static sound.

The phone is too close to the monitor, both devices work well when they are within 10 meters from each other.

Question 2: Why is the sound alert not sensitive even when it is adjusted to the highest sensitivity level?

Turn on the 'Speak' button and turn it off after 10 seconds. The sound alert will be sensitive.

Question 3: I cannot hear any sound from the phone/tablet even though I have the 'Listen' button on.

Try the following steps:

1. Make sure your phone is not in silent mode. Turn off the 'Listen' button and turn it on again.
2. Close the app and then reopen it.
3. Unplug power adapter and plug it in again.

Question4: I turned on the 'Speak' button, but why is there no sound from the monitor?

Try the following steps:

1. Turn off the 'Speak' button and then turn it back on.
2. Close the app and then reopen it.
3. Allow iBaby App to access your microphone. To do that, go to the iPhone Settings -> Privacy ->Microphone.
4. Other users might have turned on the 'Speak' function. Only one user can use the speaking function at the same time.