



Have you
raybaby'd
your nursery
yet?

Setup, installation
and troubleshooting



What's in the box?

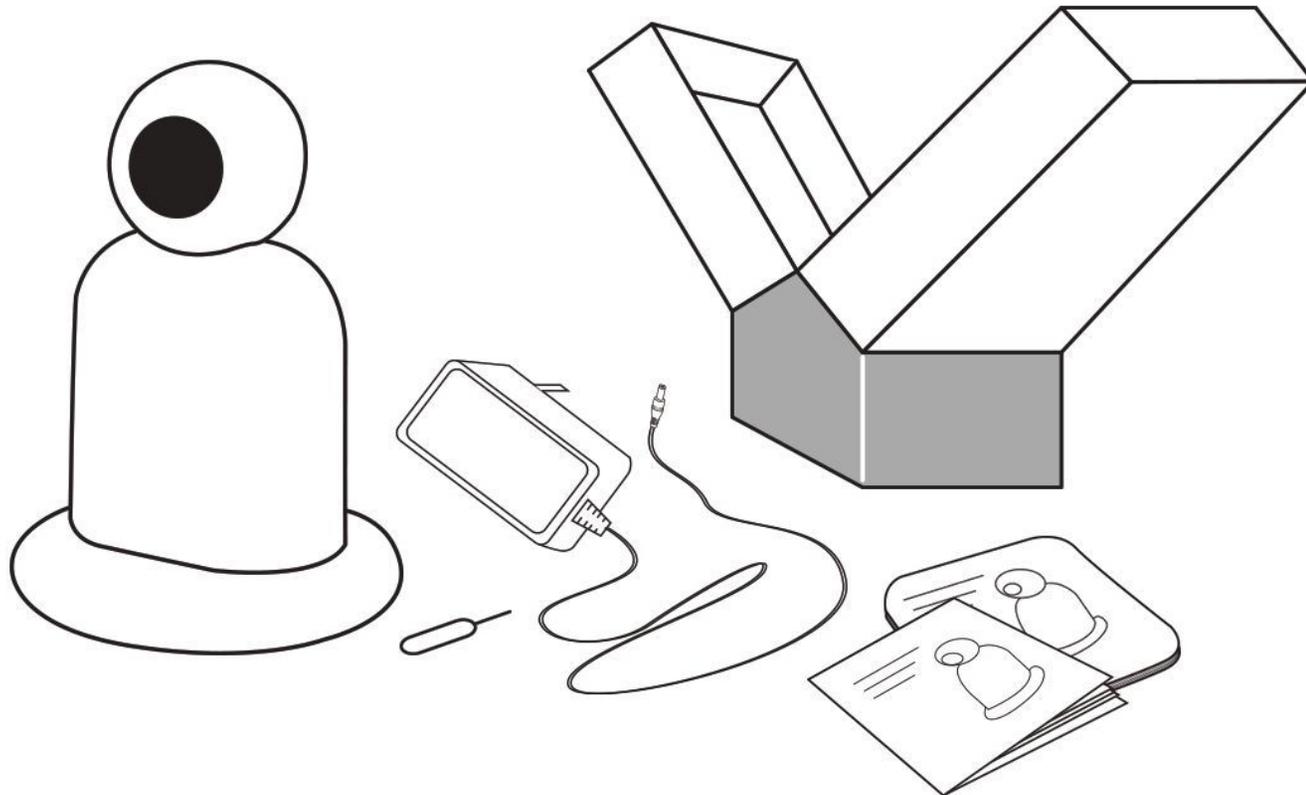
1 raybaby ✓

A setup guide ✓

1 adapter with cord ✓

Terms & Conditions ✓

1 reset pin ✓



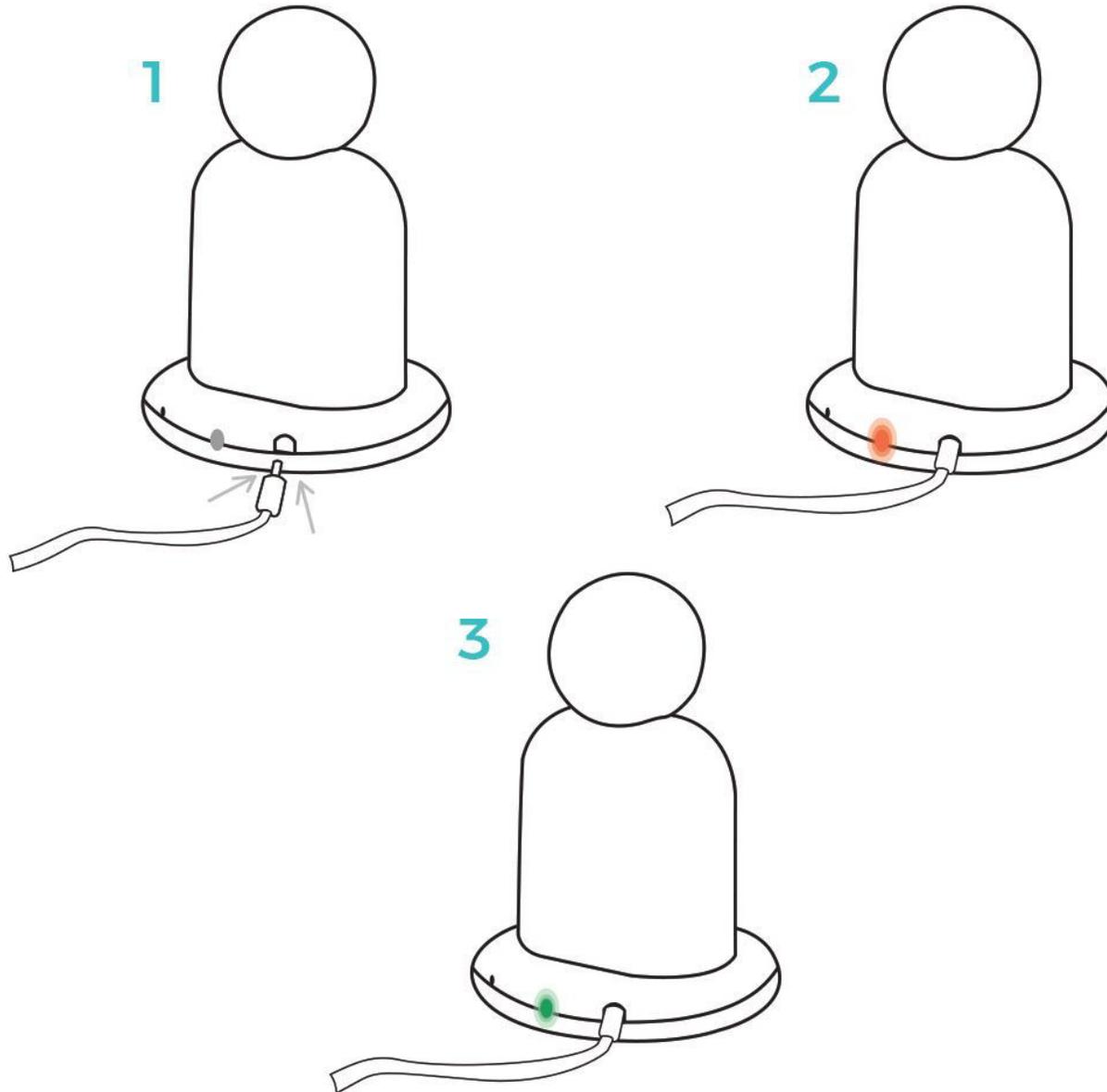
Before you begin

- raybaby works only on a 2.4GHz network because that's considered best suited for access from anywhere in the house. To check if your router offers a 2.4GHz network, call your ISP.
- Have you watched the set up videos (available for both iOS and Android), to know what to expect? If you haven't, we recommend that you visit the raybaby YouTube channel: <https://www.youtube.com/channel/UCqXXkdAklqQNlx4WVmgPLhg>
- Have you installed the latest version of the raybaby app? If not, we recommend that you uninstall and download it again before setting it up.
- Is your WiFi connection strong? For the duration of the set-up, you might want to be where the connection is strongest.
- Is it too close to baby's bedtime? We suggest you set up raybaby when you have a little time to set up and get familiar with it.



Allow 5-10 minutes for the set up.

Starting raybaby



1. Insert the adapter pin into raybaby. Now, plug the adapter into the power socket.
2. You should see an orange light come on. That means, raybaby is powered on.
3. The light will turn green and start flickering, in about 20 seconds.
4. It should turn a stable green in about 30-40 seconds.
5. A stable green light indicates that raybaby is ready to connect to the internet.



At this stage, if the light is a fast flickering green, unplug and wait for 5 seconds before replugging. Please proceed to the next step only after the green light turns stable.



This stage takes up to 1 minute.

Connecting raybaby with the app

1. Open the app. You should see the first screen with a prompt to login with your Google/ Facebook account.
2. Making sure that the LED light is still a stable green, scan the QR code on the base of the device to recognize the raybaby. You'll recognize the device by the name raybaby_XXXXXX.



The stage can take up to 1 minute. For the duration of it, please ensure that your WiFi is stable and that you are close to a router.



At this stage, if you get these error messages, please follow the solution recommended.

Error Message 1: Oops, unable to scan the QR code.

Solution:

Please take a screenshot of this screen along with the raybaby device ID to customercare@raybaby.us (To locate the raybaby device ID, check your phone WiFi list for Raybaby_XXXXXX. The last four characters are the device ID

Error Message 2: Unable to join Raybaby_XXXX.

Solution:

RETRY the connection to Raybaby_XXXXXX. The device is designed to make two attempts, so please click on RETRY if it comes up a second time. It should take around 30 seconds to connect.

Error Message 3: The green LED seems to be unstable. You will have to RESET the device.

Solution:

Choose RESET and proceed to reset device. Instructions to reset provided under Troubleshooting.

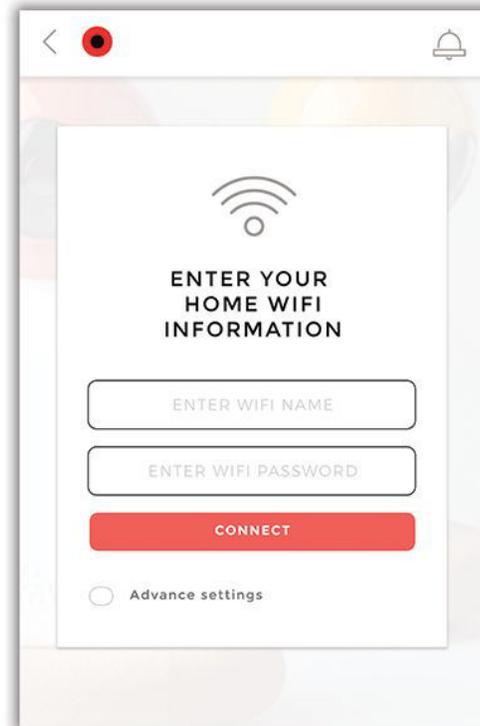
3. Select the raybaby device.

4. You'll get a screen that says Connection Successful and will be prompted to join the device.

If you are an Android user, scan for available WiFi networks and select your Home network. You'll be prompted to enter the password.

If you are an iOS user, choose your 2.4GHz connection.

You'll be prompted to enter the password.





At this stage, if you get any of these error messages, please follow the solution recommended.

Error Message 1: Device connection is lost

Solution: Select RETRY. The device is designed to make two attempts, so please click on RETRY if it comes up a second time. If it doesn't work after two attempts, you will be prompted to RESET.

Error Message 2: Please check credentials

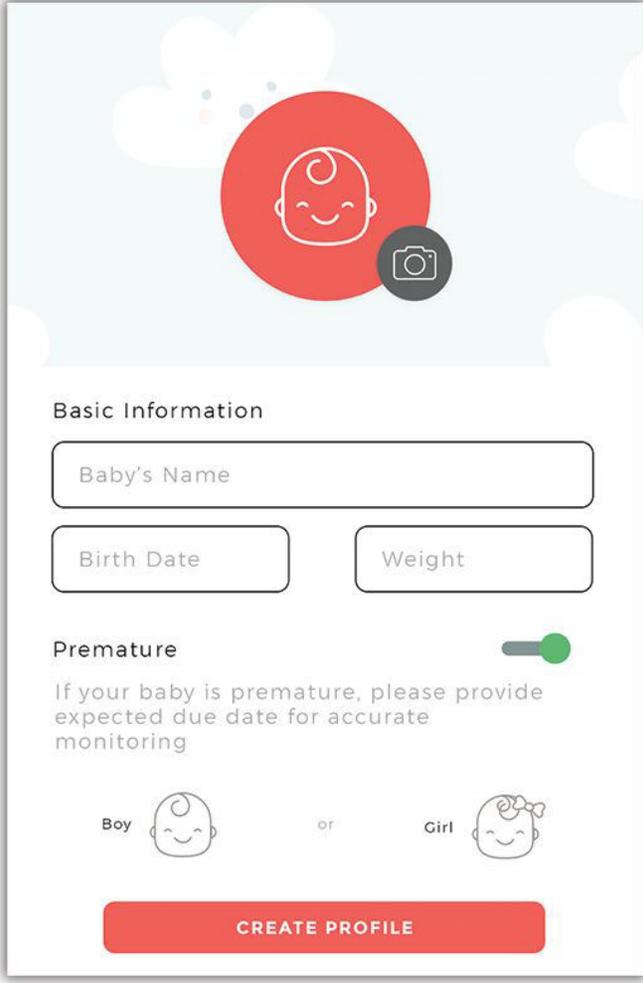
Solution: Please check and re-enter your credentials. If the red LED changes from fast flickering to slow to fast again, you will have to RESET device.

Error Message 3: Raybaby is not able to connect to your Home Wifi.

Solution: If your WiFi credentials are correct, please choose RETRY to connect to the WiFi. If the LED is a slow flickering red, it will stabilize shortly. You may need to close and reopen the app. If it's a fast flickering red, you may need to RESET device.

Creating your baby's profile

Once you're connected, please proceed to create your baby's profile.



Basic Information

Baby's Name

Birth Date

Weight

Premature

If your baby is premature, please provide expected due date for accurate monitoring

Boy  or Girl 

CREATE PROFILE



At this stage, if are unable to connect (or) see a screen asking you to Try Again or Reconfigure, please check for the following.

If the **red light** is blinking fast, check if you have a stable 2.4GHz connection.

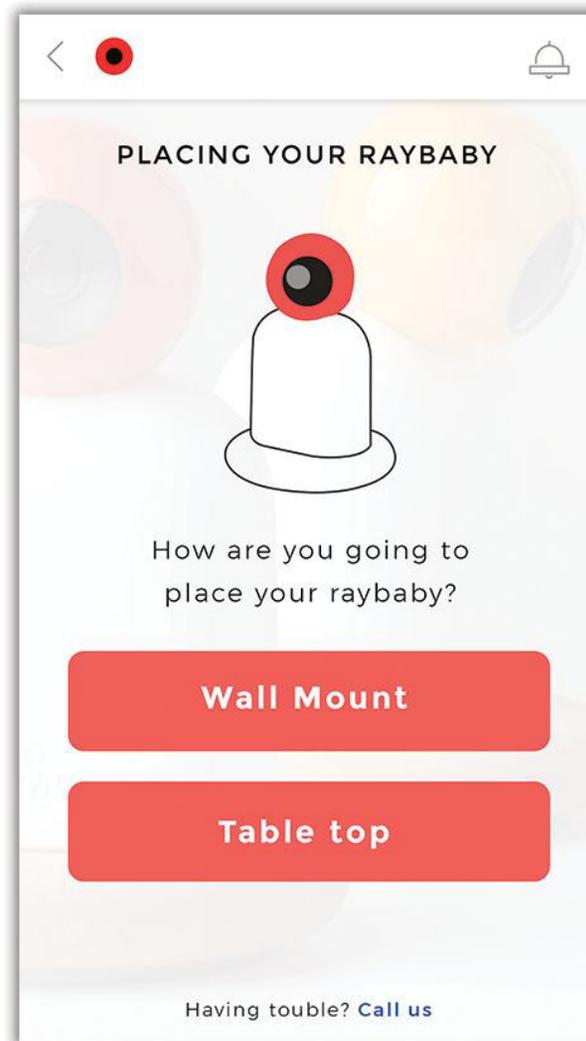
Choose Try again, if you do. If not, please choose Reconfigure.

If the **red light** is blinking slow, it's not really a problem. It indicates that raybaby is trying to reconnect to the WiFi.

This may take up to 30 seconds. If it takes longer, it's possible that your connection is poor. Do try to connect while being close to the router.

Introducing raybaby to baby

Once you have set up raybaby and the app, it's time to introduce raybaby to baby which is the Placement step.



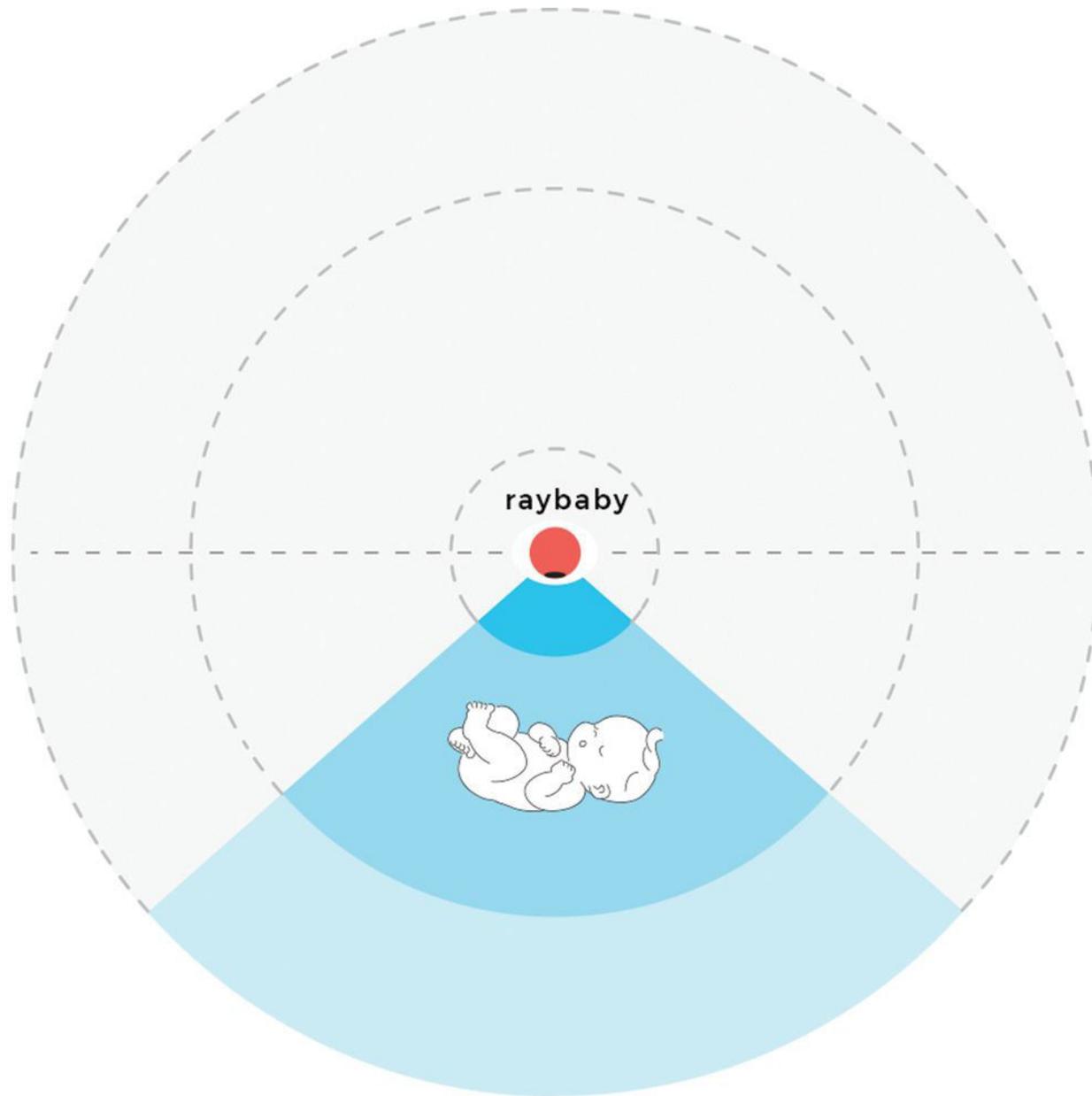
Where should you place raybaby



1. Choose a smooth and stable surface close to the crib but out of reach of baby.
2. The ideal height for raybaby is 1.6 - 1.9 ft above the crib, and facing your baby.
3. The ideal distance from baby is 3 ft.
4. We recommend wall mounting raybaby at the recommended height.
5. Please remember never to place raybaby on or in the crib.



The raybaby zone

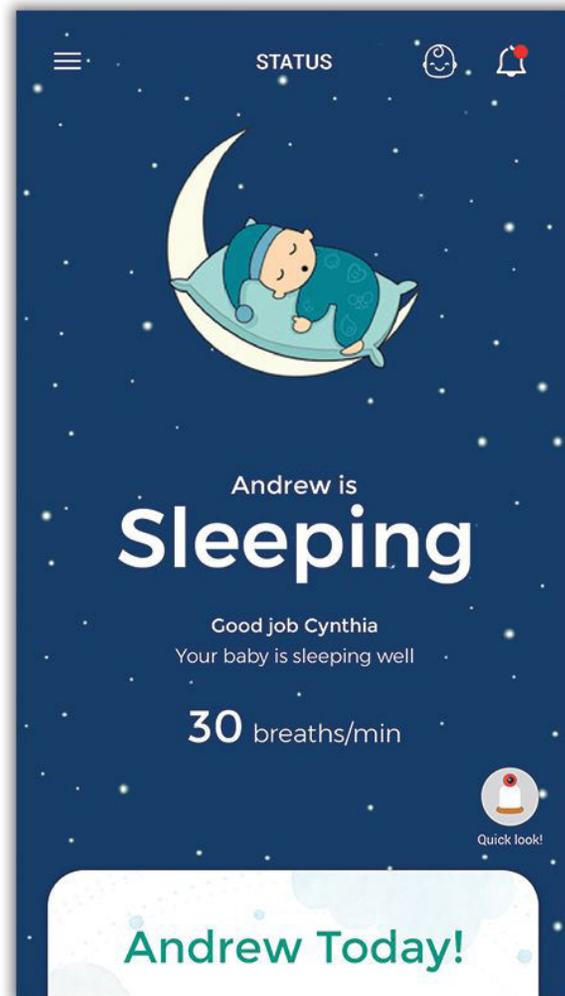


raybaby's sensors pick up movement and breathing from an elliptical area around it. We call this area the raybaby zone. If you look at the illustration, you can see how the zone extends all around raybaby. Which means that if you are closest to raybaby, your breathing will be displayed, even if you are behind the device.

The raybaby zone extends from 1ft - 6.5ft around raybaby. The highest signal strength is between 1ft - 4ft in front of the unit, making this the most suitable space for your baby to be in, in relation to raybaby's position. In other words, this is where you can expect the most accurate readings.

-  Might not capture your baby's video
-  **Best zone to track your baby's breathing**
-  Not the optimal position to track your baby's breathing
-  Make sure no other moving objects are in the raybaby zone

DAY 1 with raybaby



Connecting raybaby to the app takes about 5 minutes, after which we recommend 2-3 hours for raybaby to stay connected, recognize and tune in to your baby's breathing patterns. The first video will not be generated until 24 hours have passed.

What do the icons on the Home screen mean?



Click here to view your baby's profile. If you have twins, you will see two profiles. Should you want to edit any information, use the Edit option to do so.



This is the Notifications icon. The default option enables notifications and you can choose to disable them here.



This is the Quick Look icon. Click here to access the audio and video options.



Quick Look icons

To speak to the baby, press Talk and wait for it to be enabled. When you finish speaking to the your baby, exit the screen to disable the option.

To hear your baby, press Mic. The default option is mute. When you unmute it, it enables the Mic on raybaby. Use your phone volume buttons to adjust volume. When you're done, mute to disable the Mic.

The Video Settings allows you to adjust brightness and contrast.



Settings

raybaby app settings allow you to

Add Caregivers

Access the Journal

Access Community to share with other raybaby users

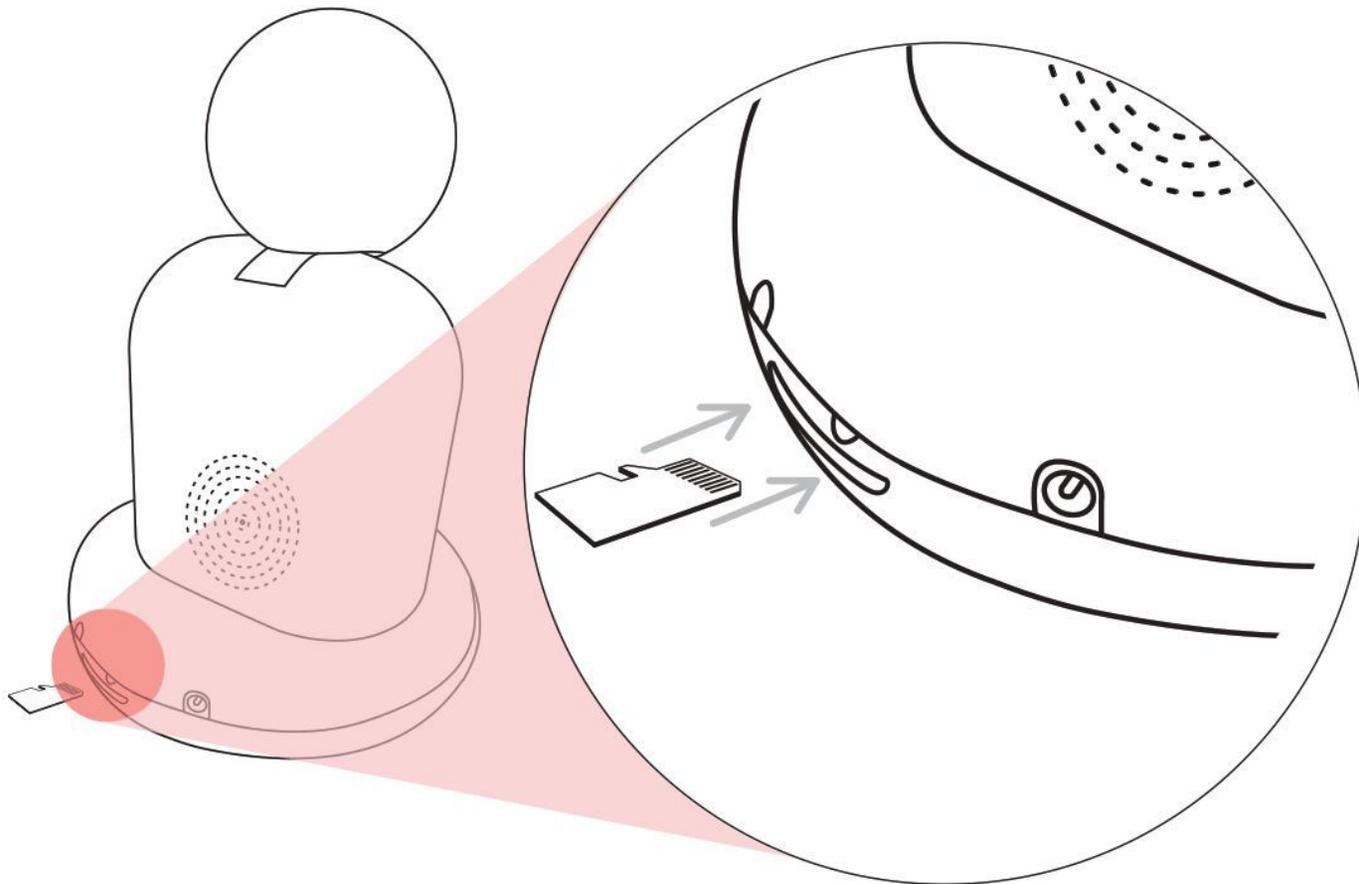
App Settings for firmware updates

Once you've logged in

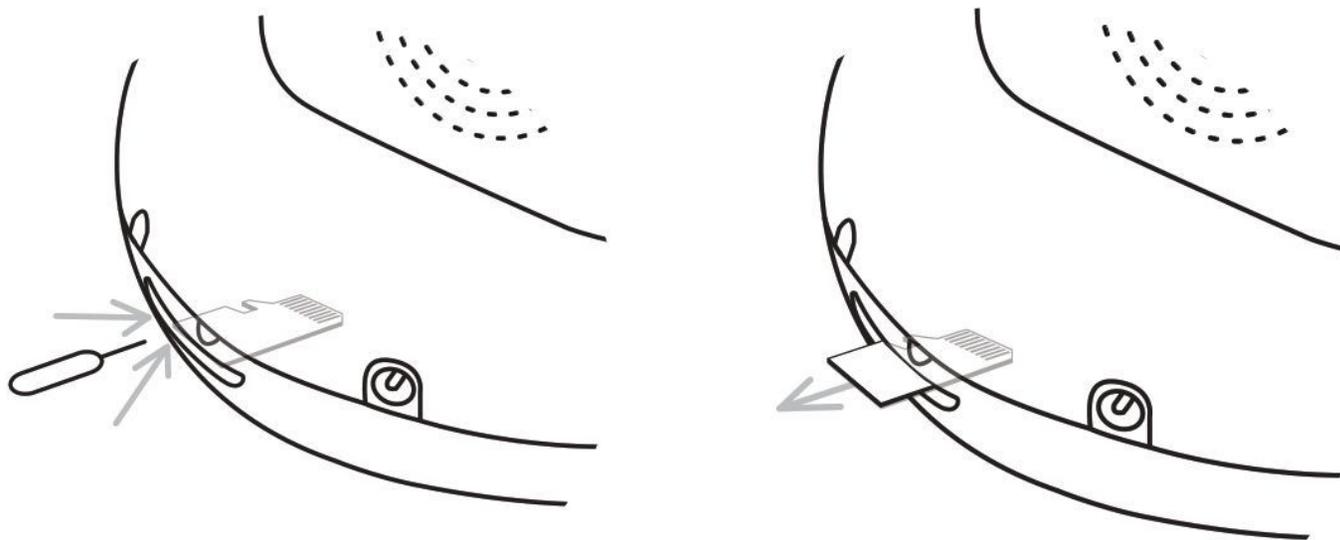
1. Do make sure that you enter the correct age of your baby, as our algorithms work with specific age groups. Also, do round off your baby's weight to the nearest decimal.
2. Do give raybaby an hour or two for it's AI to start working. raybaby's AI-algorithms are well-trained and will start picking up the right signals.
3. Do step away from raybaby's vicinity to allow raybaby access to your baby. This is because raybaby will recognize the person closest to it and start tracking their breathing. Even if you are behind the device! For accurate readings, we recommend that you wait an hour or two after raybaby is on.
4. Do be patient. It takes 24 hours before the first Highlights video will be available.

Using external storage

Have you created your baby's profile? Wait until the home screen appears on the raybaby app. Now, you're ready to add an SD card for external storage.



1. Make sure that you use an EXT4 or FAT32 type micro SD card.
2. Before you insert the SD card, unplug the device so that any existing data on the card won't be erased.
3. Insert the SD card with the pins facing up, as shown.
4. To remove, use the reset pin to gently push the SD card so that it pops out.



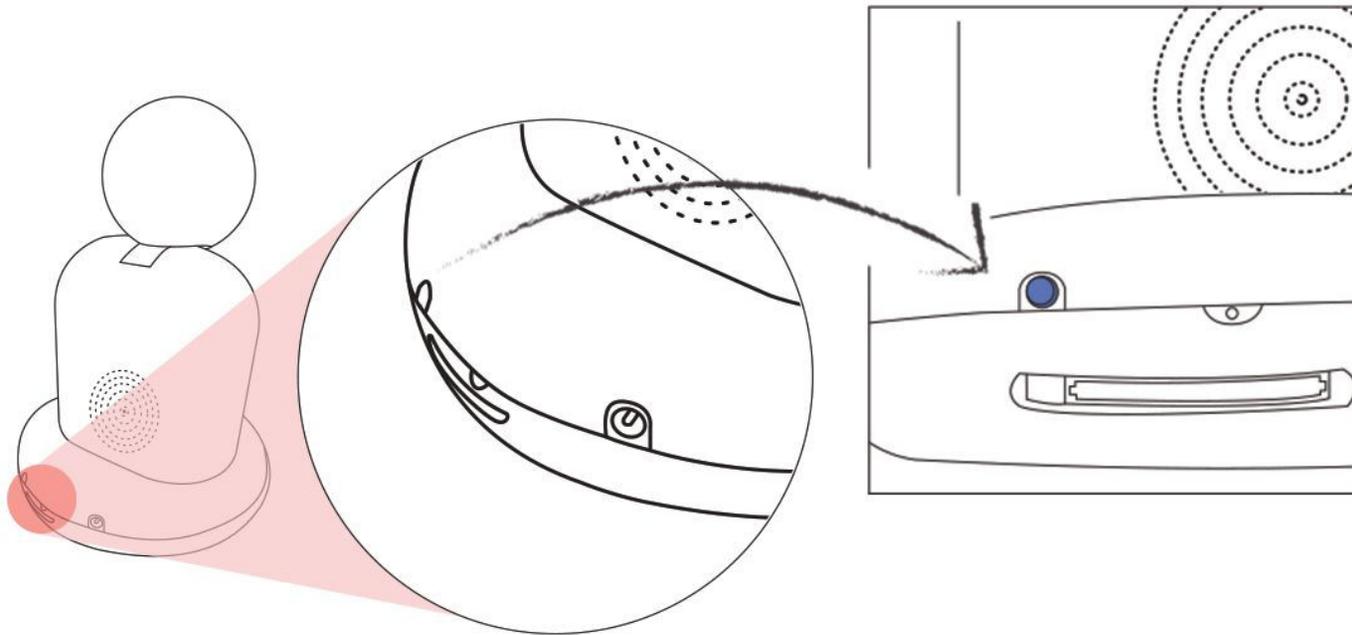
Troubleshooting Guide

*Visit the raybaby YouTube channel for video guides

To reset device

You will need to reset the raybaby device if the LED light is not stable (or) you want to connect to a different WiFi network.

To reset device, press the **blue** button with the reset pin and hold it for atleast 5 seconds until the light turns **green**.



WiFi alerts

If the device beeps, it indicates slow/ lost wireless connection.

If there's a sound alert with a stable **red** LED light, it indicates connection that's slow or lost while raybaby is ON. All you have to do is check your WiFi and wait. raybaby will automatically reconnect to it, once the connection is strong.

If the sound alert is accompanied by blinking **red** light, it indicates that the device was restarted but is unable to connect to the WiFi. If this happens, check the WiFi connection. Once the connection is strong, restart raybaby.

KEY

Orange: raybaby is powered on.

Slow flickering green: raybaby is trying to connect to the internet. Please wait at least 20 seconds.

Fast flickering green: Please unplug the device, and replug and restart the set up.

Stable green: raybaby app is connected to the raybaby network and is ready to sync with the device.

Slow flickering red: Your device is trying to reconnect to the internet. Please wait at least 30-60 seconds.

Fast flickering red: Please RESET raybaby device. Check your network connection, please check if you have a 2.4 GHz network and try again.

Stable red: Your device is connected to internet. The raybaby app should take you to Home Page if it has not already done so.

This is not a medical device and is not intended for use as a medical device or to replace a medical device. raybaby is only intended to assist you in tracking your baby's wellbeing by tracking their sleep and breathing pattern and is not intended to replace you as a caregiver or a doctor. You are ultimately responsible for your baby. This device is not intended to cure, treat, or prevent any disease or health condition, including but not limited to Sudden Infant Death Syndrome (SIDS).

NOTE:

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. 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 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.

This equipment may only be operated indoors. Operation outdoors is in violation of 47 U.S.C. 301 and could subject the operator to serious legal penalties.

Any changes or modifications not expressly approved by the party responsible for compliance could void the authority to operate equipment.

This device and its antenna must not be co-located or operating in conjunction with any other antenna or transmitter.

End-users and installers must be provided with antenna

installation instructions and transmitter operating conditions for satisfying RF exposure compliance.

For product available in the USA market, only channel 1~11 can be operated. Selection of other channels is not possible.

Mobile Device

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

RIOT SOLUTIONS, INC	
raybaby Baby Monitoring device	15.19
FCC ID: 2AP3Y-RBY31012018	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.
Powered from AC Adapter	
I/P: 100-240 Vac, 0.3A, 50-60 Hz	
O/P: 5 Vdc, 2.1A	
 	



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