

project nursery®

SMART

BABY MONITOR SYSTEM

User Guide

PNMSA2 IB 01

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WELCOME!

The Project Nursery Smart Baby Monitor System is your gateway to smart baby monitoring and voice control for your smart home. It's easy to set up and easy to use—this guide takes you through the steps to get started.

Check out our setup videos

For the Smart Camera

On your computer, go to <http://bit.ly/2k9veoG> or scan the QR code here.



For the Smart Speaker

On your computer, go to <http://bit.ly/2BleOKN> or scan the QR code here.

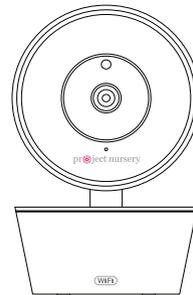


Before you start...

Make sure you read the Important Information sheet included in this package.

SMART

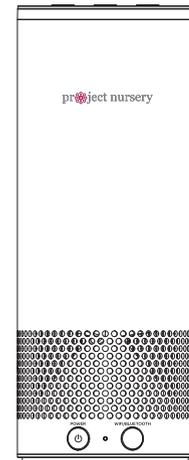
STEP 1: UNPACK



Smart Baby
WiFi Camera

Plus accessories:

- (1) Power adapter
- (1) 10' Power cable
- (2) Mounting screws
- (1) Mounting template



Smart
Speaker

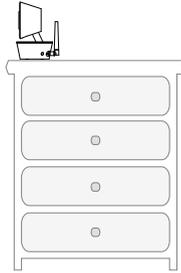
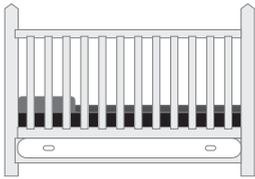
Plus accessory:

- (1) Power adapter
with attached cord

GETTING STARTED



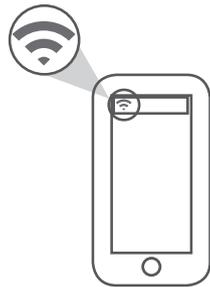
STEP 2: PLACE THE CAMERA



Position the camera

Find a location for the camera that gives you the best view of your baby in his or her crib. Place the camera on a flat surface, like a dresser or shelf, or mount the camera to a wall using the keyhole slots on its bottom (see the mounting template included in this package).

IMPORTANT: NEVER place the camera or cords of any kind inside the crib. **NEVER** place the camera or cords within reach of the baby.



Test your WiFi signal

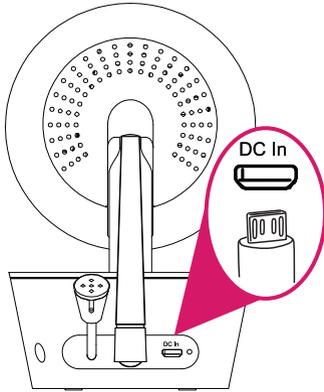
Your Project Nursery Smart Baby WiFi Camera needs a strong enough signal from your WiFi router to send its video signal. Here's how to test for signal strength.

First, go to where you want to put the camera. Make sure your smartphone or other portable wireless device is connected to the WiFi network you want to test. Then look at the WiFi icon on your device screen to see the strength of the connection.

For best results, look for a location with at least 50% strength to use the WiFi camera.

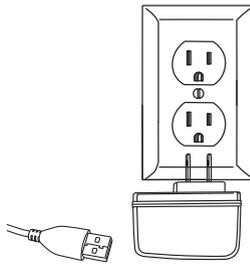
IMPORTANT: If you have a dual-band router that uses different networks for the two bands, make sure the WiFi signal you use for the camera is 2.4GHz, not 5GHz!

Continues on next page...



Plug in the camera

Plug one end of the included power cable into the **DC In** jack on the back of the camera.



Plug the other end into the included power adapter. Then plug the adapter into an outlet or surge protector.

The camera turns on automatically when you plug it in (the indicator light on its back panel turns solid red).

IMPORTANT: Make sure you carefully remove the protective film covering the camera's face and lens before you continue setup.

! WARNING

Strangulation Hazard: Children have **STRANGL**ED in cords. Keep this cord out of the reach of children (more than 3ft (0.9m) away). Never use extension cords with AC Adapters. Only use the AC Adapters provided.





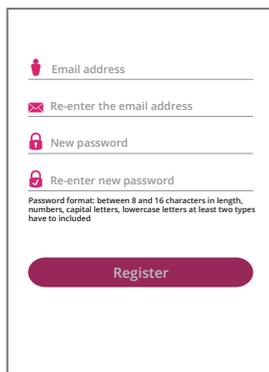
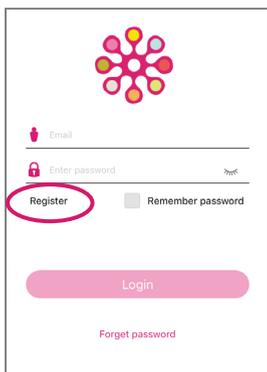
STEP 3: SET UP THE CAMERA AND APP



Install the Camera App on your phone or tablet

In the Google Play or Apple App Stores, search for “PROJECT NURSERY SMART CAMERA” and look for the icon shown here. Then download and install the App.

Once the Project Nursery Smart Camera App has installed on your smartphone or tablet, press the icon to launch the App.



Create a Project Nursery account and password

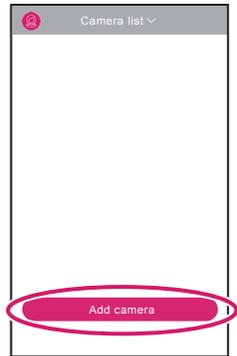
The first time you launch the Project Nursery App, you'll need to create an account and password so that you can access your camera securely.

Press **Register** to start, then follow the steps to set up your account.

IMPORTANT: *Make sure you give a valid email address that you have easy access to. The App will use this address if you ever need to recover or reset your password.*

Once you've finished creating your account and password, the App will ask you to Login with the email address and password for your account.

Continues on next page...



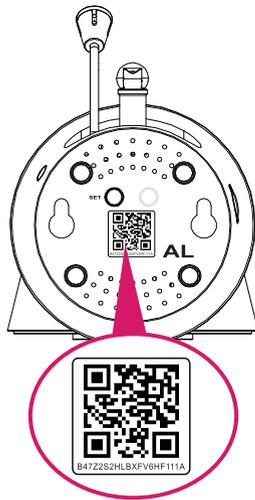
Pair the Project Nursery camera with the App

Make sure the Project Nursery Smart Camera App is open on your phone or tablet. Also make sure that your phone or tablet is connected to your WiFi network.

In the App's home screen, press the **Add camera** button at the bottom of the screen.

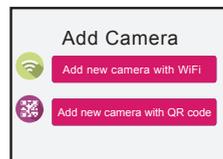
NOTE: *Make sure your camera is on! If you haven't already turned it on, press the Power button on the right side of the camera (the camera's LED lights up).*

The next screen in the App lets you name the camera you're setting up and prompts you to scan the QR code on the bottom of the camera.

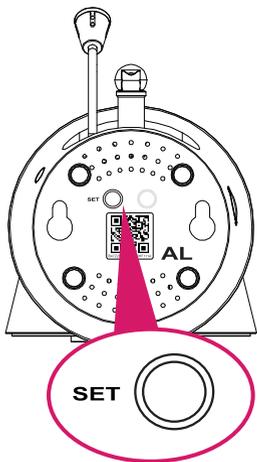


To name the camera you're setting up: Press in the Camera name field and enter the name you want to use. **Hint:** Use a name that's easy for Alexa to recognize with voice commands, like "nursery."

To scan the QR code on the camera: Find the QR code on the bottom of the camera. Position your smartphone or tablet so that its camera can scan this QR code. Then press where indicated in the App to scan the QR code on the bottom of your camera.



In the next screen, press the **Add new camera with WiFi** button.



Problems connecting?
If the *Add new camera with WiFi* method doesn't work, try the *Add new camera with QR code* method. Choose **Add Camera**, then **Add new camera with QR code** and follow the on-screen directions.

The App will ask you to press the **SET** button on the bottom of the camera and enter the name (WIFI SSID) and password of your WiFi network.

Find the **SET** button on the bottom of your WiFi camera. Press it for one second (until the camera gives an audio signal).

Enter the name (WIFI SSID) and password for your home WiFi network in the App.

IMPORTANT: *Double check your network name and password—these must be correct to work with the App!*

IMPORTANT: If you have a dual-band router that uses different networks for the two bands, make sure the WiFi signal you use for the camera is 2.4GHz, not 5GHz!

Once you've finished entering your network name and password, press the **Next step** button on the App screen. The indicator light on the back of the camera starts flashing—the camera is trying to join your WiFi network.

Once the camera has successfully connected to your WiFi network, you'll see the Success screen in the App and the indicator light on the back of the camera will turn green.

Congratulations—you've just set up your first camera!

IMPORTANT: *If your camera does not connect, follow the instructions in the App to troubleshoot.*



Choose the camera from the home screen

Press the part of the home screen showing the camera you set up in order to choose this camera.

The Camera View screen is your gateway to total control of your WiFi camera from virtually anywhere.

If you're having trouble setting up your camera: See the connection troubleshooting section on the next page.

USING THE CAMERA AND APP

Now that you've set up the camera, **you're all set to start using it to watch and interact with your little one through the Smart Camera App!**



 **(Settings)** accesses the Settings menu for this camera.

Camera view shows you the image from your WiFi camera. Pan and tilt the camera by swiping on the screen left/right or up/down. Zoom the camera by pinching the screen where you want to zoom. Tap the screen to see these controls:

 **(Micro-SD Card)** accesses any content stored on the camera's Micro-SD Card (not included).

 **(Record)** starts/stops recording video. The video file is saved to your smartphone or tablet.

 **(Pan/Tilt)** starts panning or tilting the camera.

 **(HD-SD Select)** lets you switch between high- and standard-definition video on the view screen.

 **(Multi-Camera View)** lets you see multiple cameras at once on a single screen (if you've set up multiple cameras).

 **(Snapshot)** takes a still photo of the camera video. The snapshot file is saved to your smartphone or tablet.

 **(Speak)** lets you speak through this camera's built-in speaker. Press and hold this icon to start speaking.

 **(Sound)** turns the sound from the camera on and off.

Connection Troubleshooting

- + Make sure your phone or tablet is connected to the WiFi network you want to use.
- + Make sure the camera is getting a good signal from your WiFi router. See page 3 for more information.
- + Test your WiFi network with other devices to make sure its working.
- + Double check that you've entered the correct password for your WiFi network in the Project Nursery App.
- + Make sure your router is broadcasting its SSID (name). The Project Nursery camera does not support hidden SSIDs.
- + Make sure that Wi-Fi signal is 2.4GHz. The Project Nursery camera does not support 5GHz WiFi.
- + Make sure that your WiFi router uses either WPA2-PSK/WPA-PSK or AES as its encryption method.
- + Make sure that there is no MAC filter on router or add MAC address to router whitelist.
- + Reset the camera to set up connection again. Press and hold SET button on the bottom of the camera for 10 seconds. The camera gives a long beep when it is fully reset.

For additional assistance, please call 1-844-393-7338.

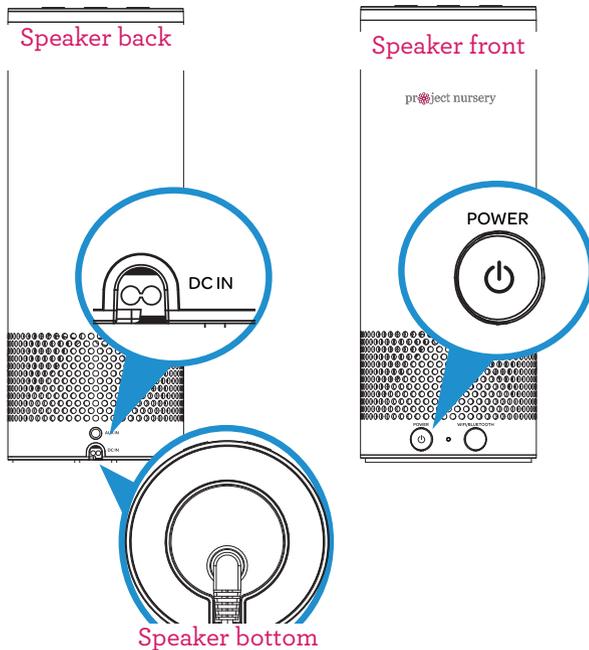


STEP 4: SET UP THE SPEAKER AND SPEAKER APP



Install the Speaker App on your phone or tablet

In the Google Play or Apple App Stores, search for “**Project Nursery Smart Speaker**” and look for the icon shown here. Then download and install the App.



Plug in & turn on the speaker

Plug one end of the power adapter with attached cord into the DC IN jack on the bottom of the speaker. Run the cord through the canal on the bottom and out the hole labeled DC IN on the back.

Plug the other end into a working power outlet or surge protector.

The speaker turns on automatically when you plug it in.

Launch the Project Nursery Smart Speaker App on your phone or tablet



Press the Project Nursery Smart Speaker icon on your phone or tablet's screen to launch it.

Note: The first time you launch the Project Nursery App, it will ask to access your music and video libraries on your phone or tablet. To get the most from the Smart Speaker, we recommend you allow the Project Nursery App to access these libraries.

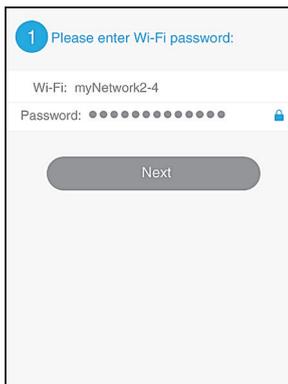
The Project Nursery App searches for your Smart Speaker (make sure you have it plugged in and turned on!).

The App asks you to make sure that your phone or tablet is connected to the 2.4GHz network to set up your speaker (if your WiFi router offers separate 2.4GHz and 5GHz networks).

In the screen that follows, press the **WiFi Setup Wizard** button to start configuring the speaker with your network.



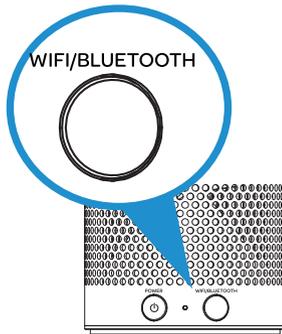
IMPORTANT: If your WiFi router offers separate 2.4GHz and 5GHz networks, you must use the 2.4GHz one to set up this speaker.



Once you've confirmed that your phone or tablet is connected to a 2.4GHz network, the App asks you to enter your WiFi network's password. Enter your password and press the **Next** button in the App.

In the next screen, choose **Project Nursery**, which is the speaker you're setting up.

Speaker front



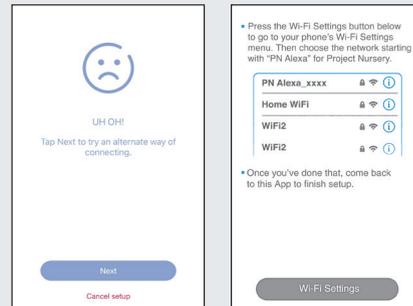
Once you've entered the information for your WiFi network and chosen your speaker, press and hold the **WIFI/BLUETOOTH** button on the front of the speaker until the speaker announces "Connecting to your network...this may take 1 to 3 minutes." Then release the button.

Press the **Next** button in the App to proceed. The App is now connecting the speaker to your WiFi network. This might take a few minutes.

Once your speaker has successfully connected to your WiFi network, the speaker gives an audio signal and the App lets you know that the speaker is connected. Press **Next** to continue.

In the next App screen, **choose a name for your speaker**.

What if the App doesn't connect the speaker?

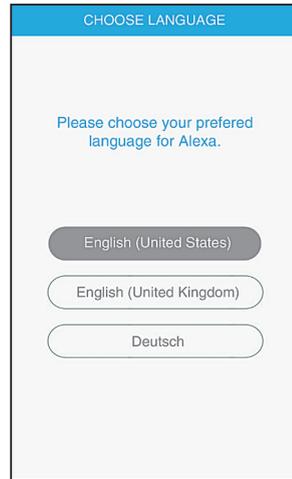
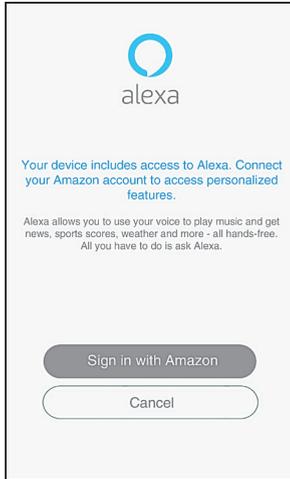


If the App can't connect the speaker to your WiFi network directly, it leads you through the steps for an alternate setup.

1. Follow the steps in the App alternate setup to connect your phone or tablet to the speaker.

If you're prompted for a password, use "password808" to connect.

2. Connect the speaker to your WiFi network.



Now you're ready to set up this speaker to work with Alexa through your Amazon account. Press the **Sign in with Amazon** button in the App.

Then, choose your preferred language to use for Alexa and follow the instructions to continue.

Once you've logged into your Amazon account, the App confirms your login and introduces you to Alexa. Press the **Next** button on both screens to proceed.

Congratulations! You've just set up the Project Nursery Smart Speaker. Now quit the Project Nursery Smart Speaker App and go to the next page to continue setup. (For more info about the App, see page 22).

TOUR OF THE SPEAKER

Top

+ and **—** adjust the speaker's volume up or down. Press and hold to change tracks.

🔊 turns Alexa's listening mode off and on. Press **🔊** once to turn listening off (the light ring turns red). Press it again to turn listening back on.

- manually activates Alexa Voice Service (without saying "Alexa").

Light ring gives you feedback when talking to Alexa and shows the speaker's connection status:

- blue/green when using Alexa Voice Service
- blue for Bluetooth (solid when connected, fast blinking when pairing, slow blinking when connecting)
- white for Aux In
- yellow if not connected to WiFi or not logged into an Amazon account when you try to access Alexa
- red when Alexa's listening mode is turned off.

Front

POWER turns the speaker off and on. Acts as a pause/play button when the speaker is playing music.

WIFI/BLUETOOTH toggles between WiFi and Bluetooth modes. Press and hold to start the speaker setup process with the App (in WiFi mode) or to initiate Bluetooth pairing (in Bluetooth mode).

Indicator light shows you the status of the Smart Speaker: blue for Bluetooth, white for WiFi, white and blue for Aux In.

Back

AUX IN jack lets you connect an audio device directly to the speaker using a 3.5mm audio cable (not provided).

DC IN jack (bottom) connects to the provided power adapter.

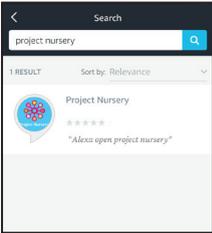


STEP 5: ACTIVATE THE PROJECT NURSERY ALEXA SKILL



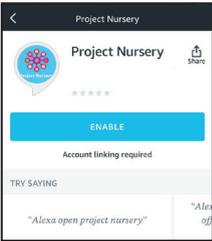
Install the Amazon Alexa App on your phone or tablet

In the Google Play or Apple App Stores, search for “**Amazon Alexa**” and look for the icon shown here. Then download and install the App.



Enable the Project Nursery Alexa skill

In the Alexa App, search for “Project Nursery.” Then choose the Project Nursery skill from the results.



In the next screen, press the **ENABLE** button. Then follow the on-screen instructions to link your Project Nursery Smart Camera account with the Project Nursery skill.

IMPORTANT: Make sure you link with the same email address and password you used to set up the camera!

Using Alexa (“Open Project Nursery” commands)

Once you’ve enabled the Project Nursery Alexa Skill, you’re ready to start using Alexa with your Smart WiFi Baby Monitor system.

To start controlling with Alexa: Say “Alexa, open Project Nursery.” Then use one of voice commands below. **IMPORTANT:** *Use the name you gave your camera in the setup process—in the examples below the camera is named “Nursery.”*

Say...

Sounds / Lullabies

“**Play/stop pink noise** on the **Nursery** camera.” *(waves and rain are also available)*

“**Play/stop ‘Jolene’** on the **Nursery** camera.”
(“Holiday” and “I Don’t Want to Miss a Thing” are also available)

Snapshots/ Video

**You must have an SD card (not included) in the camera to use these.*

“**Take a picture** with the **Nursery** camera.”

“**Start/stop recording** with the **Nursery** camera.”
**The camera stops recording after 1 minute unless you stop it before then.*

Motion- Sound Alerts/ Temperature

“**Turn on/off Nursery** camera **motion/sound detection**.”

“**When was the last motion/sound detected** by the **Nursery** camera?”

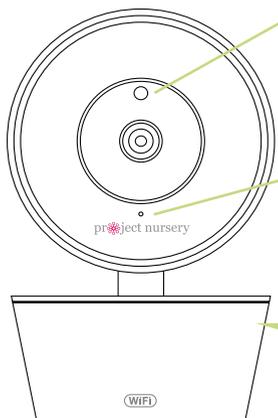
“**What is the temperature** at the **Nursery** camera?”

“**What is the status update** on the **Nursery** camera?”

IMPORTANT: New voice commands are added to your Project Nursery Smart Baby Monitor System all the time—the commands here are just a small sample to get started. For all the latest voice commands, go to the Project Nursery Smart Camera skill in the Alexa App.

TOUR OF THE SYSTEM

Camera (front)



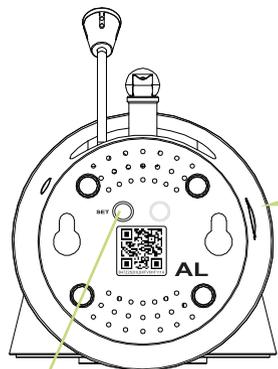
Nighttime sensor adjusts the camera sensitivity to the amount of ambient light.

Microphone picks up sound around the camera.

POWER button (right side) turns the camera on and off (press and hold).



Camera (bottom)



Mounting keyholes let you mount the camera on a wall (mounting screws included).

MICRO-SD slot (left side) accepts a micro-SD card (not included) for storage of automatic photos/video.



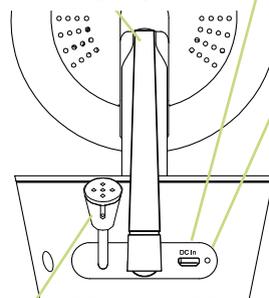
SET starts the WiFi setup process (press and hold).

QR code passes the camera ID information to the App during the WiFi setup process.

Camera (back)

Adjustable antenna communicates wirelessly with your WiFi network.

DC In jack plugs into your power cable to power the camera.



Indicator light shows the power and connection status of the camera:

- off (camera not plugged in or powered on)
- solid red (on but not connected)
- blinking red (in the process of connecting)
- solid green (connected to network and App)
- blinking green (camera being actively viewed).

Thermal sensor detects the temperature around the camera.

Speaker (top)

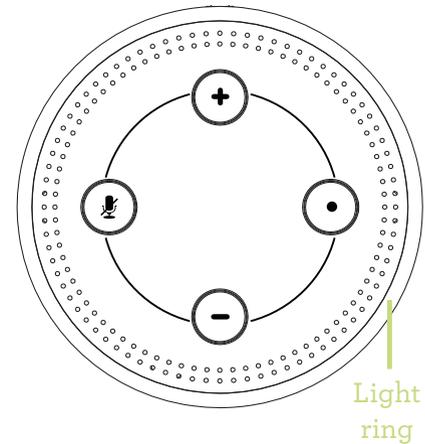
+ and **-** adjust the speaker's volume up or down. Press and hold to change tracks.

🎤 turns Alexa's listening mode off and on. Press **🎤** once to turn listening off (the light ring turns red). Press it again to turn listening back on.

- manually activates Alexa Voice Service (without saying "Alexa").

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- red when Alexa's listening mode is turned off.

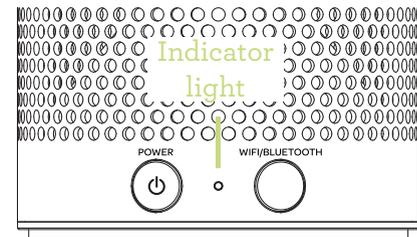


Speaker (front)

POWER turns the speaker off and on. Acts as a pause/play button when the speaker is playing music.

WIFI/BLUETOOTH toggles between WiFi and Bluetooth modes. Press and hold to start the speaker setup process with the App (in WiFi mode) or to initiate Bluetooth pairing (in Bluetooth mode).

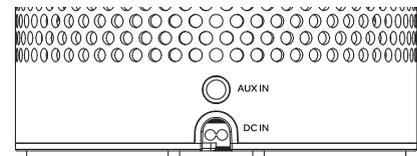
Indicator light shows you the status of the Smart Speaker: blue for Bluetooth, white for WiFi, white and blue for Aux In.



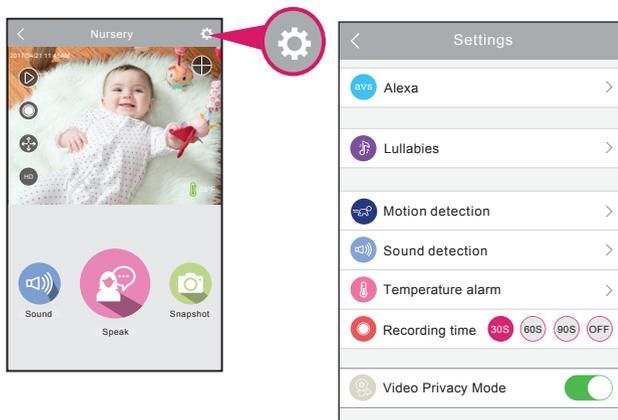
Speaker (back)

AUX IN jack lets you connect an audio device directly to the speaker using a 3.5mm audio cable (not provided).

DC IN jack (bottom) connects to the provided power adapter.



EVERYDAY USE



In the Camera View screen, press the  (Settings) icon to customize your WiFi camera's setup.

This chapter takes you through the settings you can customize, one by one.



Alexa

You can set up the App and camera to follow voice commands and provide feedback through Alexa Voice Services (see page 13 for more information on configuring Alexa). This option directs you to the skill in the Amazon Alexa App.



Lullabies

This Project Nursery system comes with 3 lullabies, 2 nature sounds, and white noise ready to play—simply choose the one you want, and the camera you're on will play it back.

To play a lullaby, nature sound, or white noise from the active camera: Press **Lullabies** in the **Setup** menu. Then press the option you want to play.

Note: Make sure you're displaying the camera you want to play the lullaby on. If you want to play on a different camera, go back to the App's home screen and choose that camera.



Motion detection >

IMPORTANT: You must have a micro SD card (not included) installed in your camera to use the auto-recording function of this feature.

Motion detection

You can set up the App and camera so that you get a notification on your phone and the camera automatically records video when the camera detects that your baby is moving. You can also select parts of the screen where you do **not** want motion detected.

To set up motion detection: In the **Settings** menu, press the **Motion detection** sensitivity setting you want to use: **OFF**, **Low**, **Default**, or **High**.

Note: You might want to test different levels of sensitivity for this setting, to find the best fit for your environment and preference.

Everyday use



Sound detection >

IMPORTANT: You must have a micro SD card (not included) installed in your camera to use the auto-recording function of this feature.

Sound detection

You can set up the App and camera so that you get a notification on your phone and the camera automatically records video when the camera detects sound from your baby.

To set up sound detection: In the **Settings** menu, press the **Sound detection** sensitivity setting you want to use: **OFF**, **Low**, **Default**, or **High**.

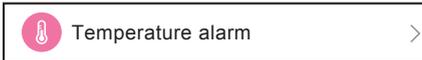
Note: You might want to test different levels of sensitivity for this setting, to find the best fit for your environment and preference.

Notes about notifications:

- + Pressing on a sound- or motion-detection notification or going to messages shows you a screenshot of the motion detection event. To view the video, press the  icon in the camera view screen.
- + The App sends a maximum of 2 notifications every 4 minutes. It prioritizes notifications in the following order: temperature, sound, motion.



IMPORTANT: You must have a micro SD card (not included) installed in your camera to use this feature.



Auto-record time

You can set up the camera so that it automatically records a certain amount of video when the camera detects a motion or sound alert.

To set up an auto-record time: In the **Settings** menu, press the amount of **Recording time** you want (in seconds) when a motion or sound alert is triggered: **30s**, **60s**, or **90s** (or **OFF** for none).

Temperature alarm

These alerts tell you when your baby's room is too hot or too cold.

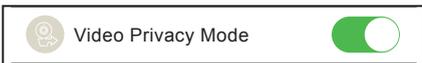
- 1 In the **Settings** menu, press **Temperature alarm**.
- 2 In the **Temperature alarm** menu, press **Edit** at the top of the screen to change the settings.

To change from degrees Fahrenheit to Celsius: Press the **C**.

To set a high temperature alert: Press the switch next to **High temperature alert**. Then set the temperature you want for the high temperature alert.

To set a low temperature alert: Press the switch next to **Low temperature alert**. Then set the temperature you want for the high temperature alert.

If the temperature in your baby's room goes beyond the limit(s) you set, you will get a push notification on your phone or tablet.



Video privacy mode

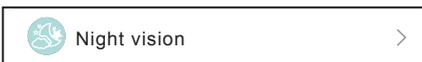
Video privacy mode lets you temporarily switch the active camera off for extra privacy, so that no one can see video from this camera.

To turn video privacy on or off: In the **Settings** menu, press the toggle next to the **Video privacy mode** setting.



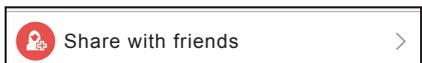
Rotate video 180 degrees

This option lets you reverse the orientation of the Camera View video. Press the switch to toggle it on and off.



Night vision

This option lets you configure the camera's IR light for viewing nighttime video. Press it to access the Night vision menu.

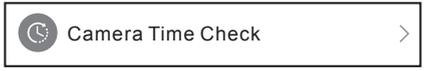


Share with friends

The Project Nursery Smart Camera lets you share video with friends and family, so that they can see what's happening with baby. These guest accounts have limited access to settings—they can view and talk through cameras and record pictures and videos directly to their phone.

- 1 Make sure the person you want to share with has downloaded the Project Nursery Smart Camera App on their phone or tablet.
- 2 On your phone or tablet, go to the **Settings** menu and press **Share with friends**. Have the person you want to share with follow the steps in the App.

IMPORTANT: Your friend or family member will need to scan the QR code on the screen. If they are not physically present to do so, either print the screen or do a screenshot and send it to a phone they can scan with their phone.



Camera time check

The camera's internal clock might need to be periodically synchronized with your phone's clock. If you notice the two times don't match, choose **Camera time check** in the App's Settings menu, and follow the directions on the page that appears. The App will sync the current camera's clock with your phone or tablet's clock.



Camera information

The Camera information screen gives you details about the currently selected camera, including the amount of memory left on the micro-SD card if you have one installed. This menu option also lets you update the firmware in the active camera.

Format SD card

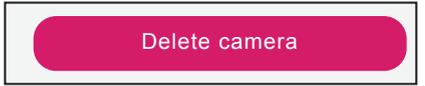
The Format SD card button in the Camera info screen lets you format a micro-SD card before you use it for the first time.

To format a micro-SD card: Insert the card into the WiFi camera's micro-SD card slot. Then press the Format SD card button in the Camera info page.

Update camera

The System firmware option in the Camera info screen shows if camera updates are available (a red dot appears) and lets you apply them.

To update a camera: Check if there is a red dot next to System firmware. If there is, press this option and follow the on-screen instructions.



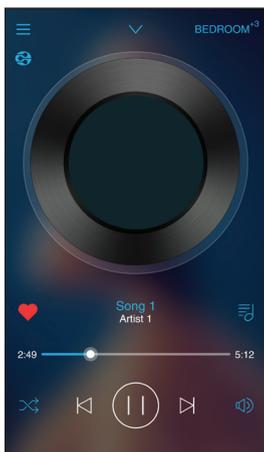
Delete Camera

If you've tried all of the troubleshooting solutions to solve a problem, and nothing seems to work, you might need to reset the camera and App to their factory settings and start setup again. **WARNING: Delete camera erases all of your custom settings. You will have to set up the camera from scratch.**

Using the Project Nursery Speaker App

The Project Nursery App is your gateway to your speaker's full functionality. You can play content from your library or streaming services, access Alexa, and adjust your speaker's settings. Simply swipe to switch between the following screens in the App:

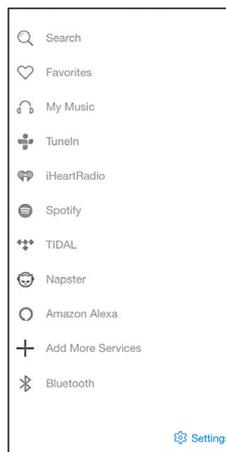
Music playback



Device List



Main Menu



Search lets you locate items in your music library.

Favorites shows you the items you've marked as your favorites.

My Music accesses the music library on your device.

TuneIn, iHeartRadio, Spotify, Tidal, and Napster access your accounts with those services. The first time you use these services with this App, you'll need to set them up in the App.

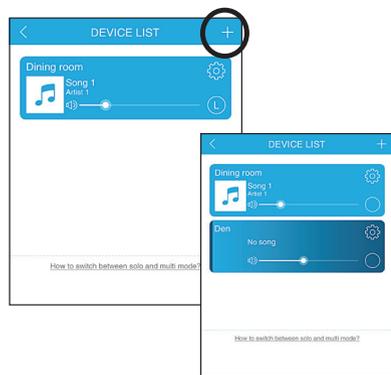
Amazon Alexa lets you access the Alexa service and adjust settings.

Add More Services lets you choose from a list of available services for the Project Nursery Smart Speaker.

Bluetooth lets you set up the Project Nursery Smart Speaker to stream audio from other devices via Bluetooth. Follow the instructions in the App to set this up.

Everyday use

Multi-room audio



You can set up multiple Project Nursery Smart Speakers in the same WiFi network to stream the same music from your phone or tablet simultaneously.

To set up another Project Nursery Smart Speaker: Press the + icon in the upper right-hand corner of the DEVICE LIST screen. Then follow the on-screen instructions in the App to set up the new speaker.

To use multi-room audio: In the DEVICE LIST screen, start playing music on one of your speakers. Then drag the icon for the other speaker(s) on top of the one that's playing. The App shows the two speakers linked.

To remove the speaker from multi-room audio: Drag that speaker's icon below the line on the App screen.

TROUBLESHOOTING / FAQs

Most issues with the Project Nursery baby monitoring system can be solved by following one of the troubleshooting tips below. For additional assistance, please call 1-844-393-7338.

I can't connect the camera to my network.

- + Make sure your phone or tablet is connected to the WiFi network you want to use.
- + Make sure the camera is getting a good signal from your WiFi router. See page 4 for more information.
- + Make sure your router is broadcasting its SSID (name). The Project Nursery camera does not support hidden SSIDs.
- + Make sure that Wi-Fi signal is 2.4GHz. The Project Nursery camera does not support 5GHz WiFi.
- + Make sure that your WiFi router uses either WPA2-PSK/WPA-PSK or AES as its encryption method.
- + Make sure that there is no MAC filter on router or add MAC address to router whitelist.
- + Reset the camera to set up connection again. Press and hold SET button on the bottom of the camera for 10 seconds. The camera will give a long beep when it is fully reset.

The camera's indicator light remains red (connection to network failed).

- + Double check that you've entered the correct password for your WiFi network in the Project Nursery App.
- + Test your WiFi network with other devices to make sure it's working.
- + Make sure the camera is getting a good signal from your WiFi router. See page 4 for more information.
- + Make sure that Wi-Fi signal is 2.4GHz. The Project Nursery camera does not support 5GHz WiFi.
- + Make sure that your WiFi router uses either WPA2-PSK/WPA-PSK or AES as its encryption method.

The Project Nursery Alexa Skill isn't working.

- + Make sure the Project Nursery Skill is enabled in the Alexa App.
- + Make sure the Project Nursery Skill is linked to the email address and password you used to set up the camera. (This might be different from your Amazon email address and password!)
- + Make sure you're wording the phrases correctly. See the Alexa option in the Settings menu for more info.
- + Try renaming the camera to one of the default names (like "nursery"). This might be easier for the Skill to recognize.
- + If none of the above steps work, try disabling and re-enabling the Project Nursery Skill in the Alexa App.

The WiFi camera's indicator light flashes green.

- + The camera is being actively viewed, or the camera is connected to the router but not the Internet.

I don't see video from the camera on my phone/tablet.

- + Make sure the camera is turned on and that it is plugged in to a working outlet.
- + Make sure the camera is within range of your WiFi router (certain kinds of signal obstacles, like large metal objects, might shorten the range somewhat).
- + Make sure your phone/tablet has an active data or WiFi connection and that the Project Nursery App is open and configured with the camera.

I can't record video or pictures on the camera (for motion or sound alerts).

- + Make sure you have an Micro SD card (not included) inserted in the **MICRO SD** card slot on the side of the parent monitor.
- + Make sure auto-record is set to on and a motion or sound alert is set.

I can't record video or pictures on my phone/tablet.

- + Make sure your phone/tablet has enough available memory to record video or pictures.

My video feed is frozen.

- + Check the time stamp on the video feed screen to make sure the video is frozen. Then return to the camera home screen and reload that camera again.
- + Close the App and re-open.

I can't pan/tilt the camera from my phone or tablet.

- + Make sure you're swiping on the video from the camera on your phone or tablet. Pan and tilt the camera by swiping on the screen left/right or up/down. Zoom the camera by pinching the screen where you want to zoom.
- + Make sure the camera is moving freely. In certain positions, the camera might bump into the stand neck. If the neck is in the way, pan or tilt the camera in the other direction so that you have a free range of movement.

The App is frozen.

- + Force close the App on your phone or tablet. Then re-open it.

I can't hear sounds from baby's room.

- + Make sure the volume on your phone or tablet is turned up.
- + Make sure sound is turned on in the camera view screen.
- + Make sure the microphone on the camera is not blocked. The microphone is just below the lens.

The lullabies/sounds aren't playing.

- + If you have multiple cameras, make sure you've chosen the one you want the lullabies to play on before you start the lullaby. Go to the Home screen and choose the camera you want. Then go to **Settings**, then **Lullabies** and select an option to play.

The temperature alerts don't work.

- + Make sure you've set the temperature preference to the system you use, Fahrenheit (standard in the US) or Celsius (standard outside the US). To switch your temperature preference, go to **Settings > Temperature alert**.
- + Make sure you've set the right kind of temperature alert—for example, if you want to make sure your baby's room does not get below 68 degrees Fahrenheit, set the **Low Temperature Alert** to **68**. If you want to make sure your baby's room doesn't get above a certain temperature, set the **High Temperature alert** to that temperature.

Motion alerts don't work.

- + You might need to adjust the sensitivity of the alerts—for example, if **Motion detection** is set to **Low**, the monitor will not come on as often as when **Motion detection** is set to **Default** or **High**. To adjust this setting, go to **Settings > Motion detection**.
- + If you have multiple cameras, you might need to set an alert for the camera you're using—motion alerts need to be set separately for each camera.
- + The App gives a maximum of 2 notifications every 4 minutes.

Sound alerts don't work.

- + You might need to adjust the sensitivity of the alerts—for example, if **Sound detection** is set to **Low**, the monitor will not come on as often as when **Sound detection** is set to **High**. To adjust this setting, go to **Settings > Sound detection**.
- + If you have multiple cameras, you might need to set an alert for the camera you're using—sound alerts need to be set separately for each camera.
- + The App gives a maximum of 2 notifications every 4 minutes.

I'd like to stop sharing the camera view with a friend/family member.

- + Go to the Settings menu in the Project Nursery App on your phone/tablet and select **Delete camera** at the bottom of the menu. This will stop all sharing, but you'll need to set up the camera again on your phone.

I'd like to give someone full access to my camera (including settings).

- + Guest accounts have limited access to settings. If you want to give someone full access, you will need to give them your account log-in info and password (not recommended!).

I can't access the camera from my computer.

- + The Project Nursery camera works with the Project Nursery App on iOS and Android devices only. It does not support computers or other mobile device operating systems.

I'm not getting notifications on my phone or tablet.

- + Make sure notifications are enabled in the settings on your phone or tablet.
- + In the home screen of the camera App, press the  icon in the upper left corner and make sure the Push Notification setting is turned on.

I can't open the App on my Android tablet.

- + The Project Nursery App is not compatible with some makes and models of Android tablets. Contact our customer service at 1-844-393-7338 to see if your Android tablet is compatible with the Project Nursery App.

The Smart Speaker can't connect to my WiFi network.

- + Make sure the Smart Speaker is powered on.
- + Make sure you entered the correct password for your WiFi network.
- + Make sure the Project Nursery App is connected to the right network (the network must be 2.4GHz, not 5GHz!).
- + Test your WiFi network with another device to make sure it's working.
- + Uninstall, then reinstall the Project Nursery App on your phone or tablet.
- + Reset the speaker through the Project Nursery App.

The Smart Speaker doesn't play audio.

- + Make sure the speaker is turned up.
- + Make sure you don't have anything plugged into the Aux In input on the back of the speaker.
- + Amazon Prime is needed to stream music from Amazon. To play music from Spotify you need a premium account. Others services may require account setup or subscription.

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