

Start here



Important safety and care instructions

Keep for future reference

- Your Smart Baby Monitor is manufactured to comply with European safety standards. Please read the following instructions carefully before installing and using it. Keep these instructions safe for future reference.
- For indoor use only in UK and Ireland.
- Position all parts away from heat and sun (e.g. away from radiators, window sill or other electrical equipment which can get hot).
- Keep area ventilated (e.g. don't put in cupboards or back of sofas) and don't block any vents with objects or thick carpets.
- Don't try to open your devices or power adapters. There are no serviceable parts and you risk an electrical shock.
- This product is designed as just an aid. It isn't a substitute for responsible adult supervision. Only use power adapters provided by BT for this specific device; contact our helpdesk if you need a replacement.
- Electronic devices have liquids; don't place applicable laws if you want to use your camera in places where it may affect someone else's property or privacy.
- If you've got a pacemaker please check with your doctor before installation.
- If the temperature is not appearing or shows as delicate fabrics; place on a mat if required, between 0 and 40°C.
- Don't use near flammable substances or in a flammable atmosphere (e.g. warehouse or garage).
- This device uses wireless technology; check before using or installing where restrictions may apply such as in hospitals.
- The battery can't be removed or replaced. If you need repairs, get in touch with our helpdesk.
- Take care when disposing of your product. The battery could explode if placed in a fire, a hot oven or is crushed or cut.
- Don't submerge the product to extremely low pressure as the battery may explode or leak flammable liquid or gas.
- Regularly check your product for damage to ensure small parts aren't exposed.
- Regularly check your product for damage to for the lens); do not use water, chemicals or solvents.

Installation and location

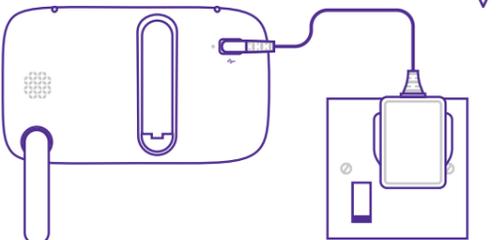
- If any parts of your product or any cables appear damaged, discontinue use immediately.
- Position all parts away from heat and sun (e.g. away from radiators, window sill or other electrical equipment which can get hot).
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Care and maintenance

- Treat all parts with care; no shock or vibration.
- And don't pull or twist any cables.
- Regularly check your product for damage to ensure small parts aren't exposed.
- Regularly check your product for damage to for the lens); do not use water, chemicals or solvents.

Set up your Parent unit

- 1 Plug the power cable into the Parent unit, then plug it into the mains power socket and switch the **Power** to turn the unit off and leave to charge for **12 hours**. Please use power supply unit item code 089010.
- 2 Rotate the antenna on the back of the unit to the upright position.



Tip

We recommend you keep the cable plugged into the mains power socket if you're going to use for longer than this or throughout the night. When the battery gets very low, it'll take about 30 minutes to charge enough for you to use it for a short time. To charge the Parent unit in the shortest amount of time, turn it off while it's charging.

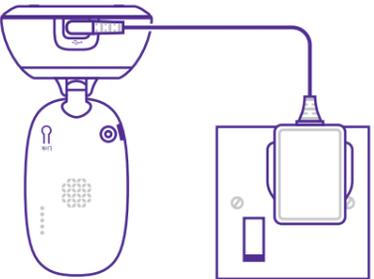
What's the range?

The maximum range between your Parent and Baby units is up to 250 metres outdoors and up to 50 metres indoors. Thick walls and doors reduce the units' range and affect how they link to each other.

Battery safety information

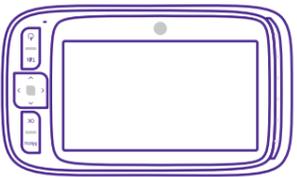
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- Take care when disposing of your product. The battery could explode if placed in a fire, a hot oven or is crushed or cut.
- Don't submerge the product to extremely low pressure as the battery may explode or leak flammable liquid or gas.

- 3 Plug the cable into the Baby unit, then plug it into the mains power socket and switch the socket on. Please use power supply unit item code 089010.



- 5 Move the Parent unit at least one metre from the Baby unit.

Press the **Power** button and hold for 2 seconds to turn the Parent unit on.



The Parent and Baby unit are automatically linked so they are now ready to use.

Set up your BT Smart Controls app

The Smart Controls app allows you to control your Smart Baby Monitor from your smartphone or tablet. On your smartphone or tablet, download the free **BT Smart Controls** app now. Compatible with iOS 9 and above, Android™ 5 and above.

For Apple iPad users, search in the 'Phone' section of the App Store.



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Need more help?

Frequently asked questions are available online at bt.com/smartcontrols/help If you cannot find the answer to your question online, call our free Helpline. Our dedicated advisors are more likely to be able to help you than the retailer where you bought your baby monitor. 0808 100 6554*

Troubleshooting

My Parent/Baby unit isn't working. What should I do?

Check that:

- 1 Power cables are plugged in and switched on at the wall socket.
- 2 The Baby unit is plugged in and the Parent unit battery is fully charged (for 12 hours).
- 3 Both units are turned on.
- 4 The Parent unit isn't too far from the Baby unit (large obstructions or other electrical devices might affect the signal between the Parent and Baby unit).
- 5 Unplugging the power cables, waiting about 15 seconds, and then plugging them back in can help.

Can't find the app on the store

Search BT Smart Controls app, to find it. For Apple iPad users, search in the 'Phone' section of the App Store.

Can't connect the Baby unit to wi-fi network during set-up

- 1 Make sure the Baby unit is switched on.
- 2 For iPad/iPhone, check Bluetooth is activated.
- 3 Move your Baby unit nearer the wi-fi access point.
- 4 Make sure your tablet/smartphone is near the Baby unit.
- 5 Make sure your wi-fi password is correct.

Baby unit does not connect after set-up

- 1 Try turning your Parent unit off during set-up.
- 2 Baby unit may be out of wi-fi range of your router.
- 3 Move the Baby unit closer to your router.
- 4 Make sure your internet is working.

Poor video quality

Video quality depends on the bandwidth of your connection, especially when using over a mobile network. If you permanently get poor quality, you could try setting the Baby unit's camera to a lower video quality. This option is available within the camera settings menu in the app.

Do you hear an error code during set-up?

Try the below:

- 1 Try the set-up again and ensure your tablet/smartphone are within 1 – 2m of the Baby unit when in set-up mode.
- 2 Check that the Home Wi-Fi password entered is correct.

- 3 Ensure you have good wi-fi signal. Try moving the Baby unit closer to the Broadband router until set-up is complete.

- 4 Check that your internet connection is working as expected. If not, try restarting your Broadband router.

My Parent/Baby unit is making a high-pitched noise. What should I do?

The units might be too close together. Make sure they're at least one metre apart.

Why is my Parent unit beeping?

The Parent unit beeps when:

- The Baby unit is turned off
- The units are too far apart – try moving them closer together (but not closer than one metre)
- The battery in the Parent unit isn't charged – try charging it for 12 hours
- Other electronic items, like TVs and mobile phones, are causing interference – try moving the Baby unit away from things like that
- Software updates are in progress, the unit may beep for several minutes

Why is the Parent unit not making any sounds even though there's noise coming from my baby's room?

- The Parent unit might not be fully charged – make sure it's charged (for 12 hours)
- The speaker volume might be switched off
- The Parent unit might be out of range of the Baby unit – try moving it closer (but not closer than one metre)
- Large obstructions or other electrical devices might be affecting the signal between the Parent and Baby units. Try moving the Baby unit away from obstructions, including electrical appliances like TVs or mobile phones

Baby unit's camera keeps on moving when I try to pan using the app

You only need to tap/press the pan arrow once (left or right) and let the camera pan automatically in small steps. The dot in the middle button makes the camera pan fully left, then right, and then back to centre. Pressing the buttons more than once will make the camera keep on panning. Note: The Parent unit works differently; you have to keep the arrow button pressed to pan the camera.

General information

Guarantee

Your Smart Baby Monitor with 5 inch colour screen is guaranteed for 2 years from when you bought it. This means we'll either repair it or replace all or part of the product if it's not working properly. If you bought the product more than 28 days ago, we might replace it with a refurbished or repaired one.

Guarantee conditions:

- The guarantee only covers problems found in the 2 year guarantee period
- You'll need your receipt or other proof of purchase
- Your product is returned to BT or one of our partners as instructed
- This guarantee doesn't cover any problems caused by accidents, misuse, fair wear and tear, neglect, tampering with the equipment, or any attempt at adjustment or repair other than through approved agents
- This guarantee doesn't affect your statutory rights

To find out what to do, if your monitor is in or outside of the 2 year guarantee, go to bt.com/smartcontrols/help

Disposing of your old electrical and electronic equipment

The Government has a legal requirement to minimise the unsorted waste disposal of electrical and electronic equipment and to maximise its separate collection and environmentally sound management. The symbol shown here and on a product, means you shouldn't throw it in your normal rubbish at the end of its working life.



This product may contain substances that could be harmful to people or the environment if it's not recycled correctly. Check with your retailer

to find out how to recycle your old equipment, or if you've bought something from us that has the crossed out wheellie bin symbol on it and it's similar to the kit you don't need any more, you can send us your old kit and we'll get rid of it in an environmentally friendly way.

Here's the address: WEEE Take Back Scheme, BT Returns, BT DF, Darlington Road, Northallerton, DL6 7ZY.

Website address: bt.com/weee

We're not responsible for the costs of returning items. If you don't wish to return kit to us, lots of electronics shops have their own 'take back' schemes where you can recycle very small electrical and electronic goods.

If you're a household user, you can also take it to your local recycling centre – go to recyclenow.com to find the one nearest to you. Please dispose of this carefully and help to protect our planet.

The Smart Baby Monitor contains code that is covered by the GNU General Public License (GPL). In accordance with the GPL, BT has made the relevant code available for download at bt.com/help/gplcode

Radio Equipment Directive Declaration of Conformity

Hereby, British Telecommunications plc declares that the radio equipment type Smart Baby Monitor with 5 inch colour screen (096030) is in compliance with Directive 2014/53/EU.

The item code for both power supply units is 089010. (model: BLJ06W050100P1-B).

The full text of the EU declaration of conformity is available at bt.com/smartcontrols/help

Radio transmission information

Frequency band	Maximum RF power
2400 – 2483.5 MHz	Baby unit: 20dBm Parent unit: 20dBm

Available in other formats including braille, large print or audio CD. If you would like a copy, please call 0808 100 6554*.

* Calls made from within the UK mainland network and mobile networks are free. International call costs vary.

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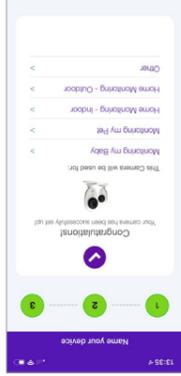
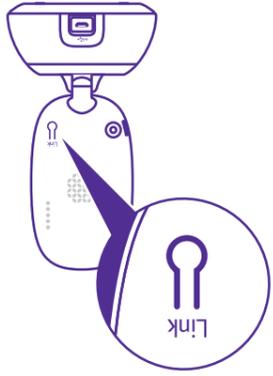
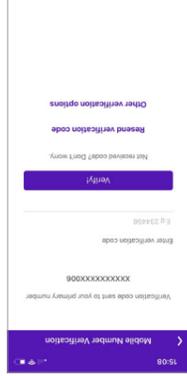


Fold out to continue set-up



Set up continued...

Open the app and create account or log in with existing account



- 1 Open the app. **Create an account** if this is your first Smart Controls product from BT. If you already have a Smart Controls account, select that option.

Tip Smart Controls isn't linked to any other existing BT services, so you can't use those details to log in. You will need to create an account.

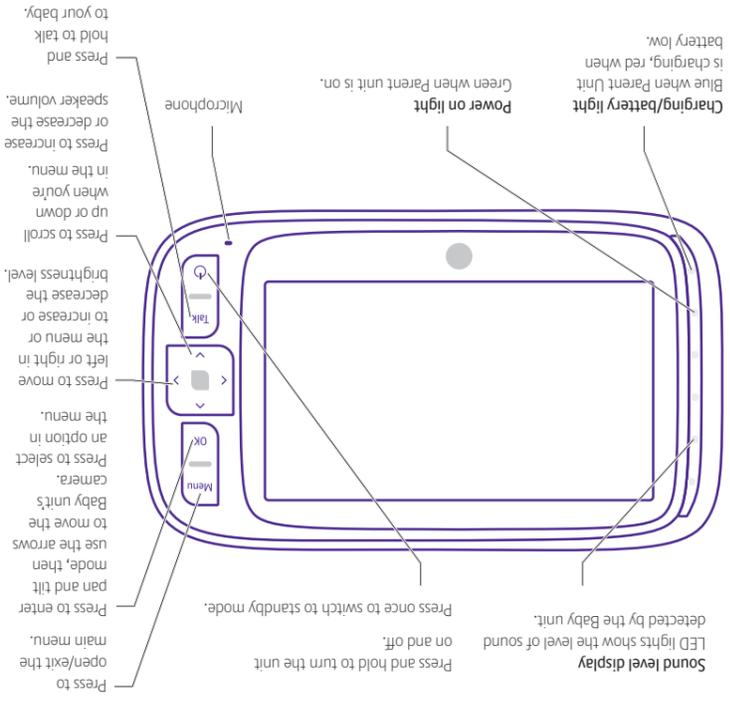
Follow the steps in the app to validate your **email address** and **mobile phone number**. This adds an extra layer of security as we'll always ask you to confirm if we see a log in from a new device.

Important For iPad/iPhone, check Bluetooth is activated.

- 2 Follow the steps in the app to validate your email address and mobile phone number. This adds an extra layer of security as we'll always ask you to confirm if we see a log in from a new device.
- 3 Once your account is set-up, tap the + in the top right corner to add a new Baby unit and follow the on-screen instructions.
- 4 Press and hold the **Link** button until the Baby unit beeps; you'll hear "Ready for pairing". The light on the front of the unit flashes orange.
- 5 Follow the steps in the app to detect your Baby unit.

Tip Set up the Baby unit in the same location as your router and get it all connected before moving to the baby's room.

Get to know your Parent unit



The icon will be displayed at the top of the screen. Images are shown in black and white.

Night vision

- Press **Menu**, scroll through the menu options using the **Left** and **Right** arrows. When the menu option you want is displayed, press **OK**. Use **Up** or **Down** to scroll through the sub menus and press **OK** to select
 - Press **Menu** to exit and return to the main monitoring screen
- Lullabies**
- There are 5 lullabies to choose from or you can play all 5 in sequence.
- 1 Press **Menu**, if is displayed, press **OK**.
 - 2 Press **Up** or **Down** to choose the lullaby 1-5 or press 5 to play all five, then press **OK**.
 - 3 Press **Up** or **Down** to select the volume from 1-3 and press **OK** to save.
 - 4 To stop the lullaby playing, select 0.
- Talk to your baby**
- Press and hold **Talk** on the Parent unit and speak into the Parent unit's microphone. The **Talk** icon will be displayed at the bottom right corner. Release the button when you've finished speaking.

Using the Parent unit

- To enter/exit the pan mode, press **OK**. When in pan mode, press and hold the direction arrows to move the camera on the Baby unit
 - To enter/exit the pan mode, press **OK**. When in pan mode, press and hold the direction arrows to move the camera on the Baby unit
- Pan left/right**
- Zoom in/out**
- To enter zoom mode, press **Menu**, then press the **Right** arrow to display the **Z**, and press **OK**. Then press **Up** or **Down** to select the zoom level and press **OK**. Then press the **OK** button to exit the menu
- Set a reminder**
- You can set an alert to remind you of something you need to do, for example when your baby's next feed is due. You can set it for 2, 4 or 6 hours.
- 1 Press **Menu**, then press **Right** to display **Z** and press **OK**.
 - 2 Press **Up** or **Down** to select the reminder time (2H, 4H or 6H), then press **OK** to save. The **Z** will be displayed on the top right of the screen.
 - 3 To cancel the alert, select 0.
- Set the screen to turn on and off automatically**
- You can set the screen to turn on by pressing any button. On this setting, the screen will turn off automatically when no button is pressed during 1, 3 or 5 minutes.
- 1 Press **Menu**, then press **Right** to display **MI** and press **OK**.
 - 2 Press **Up** and **Down** to select 1, 3 or 5 minutes and press **OK**.
 - 3 To turn the screen back on at any time, press any button.
- If you want to set the screen on all the time, set the screen setting **MI** to off.

Setting up voice control

- 1 Open your **Alexa** app.
 - 2 Open the **Skills** tab.
 - 3 Search **BT Smart Controls**.
 - 4 Click **Enable** then log in with your BT Smart Controls account.
 - 5 To get started try saying "Alexa, ask Smart Controls".
- 1 Open the **Google Assistant** app.
 - 2 Say "Hey Google, talk to Smart Monitor".
 - 3 It will then ask you to link your account. Just say "Yes".
 - 4 Log in with your BT Smart Controls account.
 - 5 To get started try saying "Hey Google, talk to Smart Monitor".



Amazon, Alexa and all related logos are trademarks of Amazon.com, Inc. or its affiliates. Google Home, Google Assistant virtual personal assistant and the Google logo are trademarks of Google LLC.

- View live video stream
 - Night vision
 - Pinch to zoom
 - Take snapshots/videos**
 - Motion detection notifications
 - Sound detection notifications
 - Play lullabies
 - Temperature alarm notifications
 - Touch to talk
 - Zoom
 - Take snapshot**
 - Settings (notifications settings, brightness settings)
 - Motorised pan
- **Snapshots and videos are saved to your device where your photos/videos are normally saved.

Key camera icons

- Turn sound activated screen mode on or off**
- When set to On, the screen will turn on if noise is detected from the Baby unit. If it's set to Off, the screen will stay off even if noise is detected. To use this feature, you need to set the standby mode first to 1, 3 or 5 minutes as described above.
- 1 Press **Menu**, then press **Right** to display **SB** and press **OK**.
 - 2 Press **Up** and **Down** to select **✓** (for On) or **X** (for Off) and press **OK**.
 - 3 To turn the screen back on at any time, press any button.
- Temperature sensor**
- The reading from the temperature sensor on the Baby unit is displayed at the top of the Parent unit screen.
- 1 Press **Menu**, then press **Right** to display **T** and press **OK**.
 - 2 Press **Up** or **Down** to select **C** or **F**, then press **OK**.
- Other screen icon descriptions**
- T** All Signal strength
 - B** 1 Baby unit identification number e.g. Baby unit 1
 - S** Sound on
 - M** Mute
 - B** Battery status (Full battery shown, scrolling when charging)

- 3 To turn the screen back on at any time, press any button.
- 2 Press **Up** and **Down** to select 1, 3 or 5 minutes and press **OK**.
- 1 Press **Menu**, then press **Right** to display **MI** and press **OK**.