

MobiCam Ultra

Wireless Color Video & Audio Monitoring System

Frequently Asked Questions & Troubleshooting

Q. Why is there static in my picture?

A. Due to FCC requirements & guidelines for wireless products, occasionally you may hear some static or background noise. This is normal and not a defect.

All wireless products by law they must comply with strict FCC guidelines which require them to allow other wireless devices to function in the same area by not overpowering or disabling them so they can co-exist. Unfortunately this also allows for interference from these other devices and depending on each product they may produce occasional or constant static or noise.

In most cases you should be able to reduce or eliminate the issue by following one or more of the following:

1. Try changing channels on the MOBI Camera & Monitor units
2. Reset the units by turning them OFF for a few seconds
3. Make sure batteries have enough power or use the supplied AC adaptors, weak batteries can cause weaker signal
4. Check for any other wireless devices nearby such as cordless phones, wireless network routers or computers nearby or in between. Most wireless products will communicate on a regular basis with their other components to confirm their presence to each other such as cordless handsets communicating with their bases even when they are not being used at the time. To check if any of these devices are causing the static or noise issues turn off and disconnect power from all their components to see if the problem is reduced or eliminated.
5. Move other wireless devices or products as far away as possible from the Camera & Monitors units
6. Change channels on your wireless devices. All Wireless Network routers and devices allow for changing wireless channels (Refer to or contact your products manual or manufacturer for instructions on how to change channels)
7. Reduce the distance between Camera & Monitor units. With more distance between the units the signal becomes weaker which increases the amount of static or noise.
8. Physical objects like walls, glass windows and other dividers which are located between the Camera & Monitor units might shorten the signal range and cause static sounds. Try various locations for best reception

Note that the range for the monitors vary depending on each environment they are being used at and effected by barriers such as walls, fluorescent lights, furniture, and other obstacles between the Baby & Parent units. This is normal for all wireless products and not a defect. The average indoor distance is typically 100-150ft. and outdoors line of sight up to 300ft.

Q. Why do I hear a loud screeching sound from the MobiCam Ultra monitor?

This sound may be caused by the receiver/monitor being too close to the camera. You can correct this by either lowering the volume or moving away from the camera.

Q. What does the VOX switch do?

When the VOX function is active, both the LCD screen & Audio turn off and will automatically reactivate when there is noise in the room being monitored (e.g. baby crying). This feature is useful at night so the light coming from the screen doesn't bother you and also when running the MobiCam Ultra receiver on batteries since it will extend the life of the batteries. Note: The VOX function will not work when batteries are low and you cannot change channels on the receiver in the VOX mode.

Q. Why is the VOX light blinking?

The blinking VOX light functions as a Low Battery indicator. Replace with fresh batteries or switch to AC power.

Q. My MobiCam is turned on, but the screen is blank. Why?

- A. Make sure the camera & receiver units are turned on and set to the same channel as the monitor.
- B. If using batteries, check if batteries have enough power (If Low Battery indicator is flashing or off, your batteries need to be replaced).
- C. If using AC adaptors, make sure they are securely plugged into a working outlet and securely plugged into the units. If unsure please test with batteries.
- D. Check that the VOX function on the monitor is turned off by confirming the VOX green LED in front of the monitor is not lit. To deactivate this function, simply press the VOX switch on the side of the unit.

Q. Why is there a ghost image on my screen?

This problem can be caused by cameras running on the same or similar frequency channels. If you are using two cameras, make sure they are both set to different channels and place them as far from each other as possible to minimize ghosting effects. Also, if you are using multiple cameras, make sure they are placed at least 25 feet apart.

Q. What is the average battery life?

Depending on the type of batteries being used and activated features (such as Night Vision, Screen Brightness, Volume Level, VOX, etc.) the average battery life is 2-4 hours. We recommend use of the supplied AC adapters as much as possible. You may also use any standard rechargeable batteries in place of alkaline batteries. Make sure to use the proper charger when using rechargeable batteries.

Note: Depending on your type of rechargeable battery capacity your usage time will vary. If desired, you may also purchase additional AC adapters for the MobiCam Ultra.

Q. What causes some batteries to leak?

- A. Usually battery leaks are caused by one or more of the following reasons listed below:
 - a. Old & new batteries are mixed and used or all are old
 - b. Rechargeable & Non Rechargeable batteries are mixed and used together (this is occurring more often as more rechargeable batteries are sold)
 - c. Batteries are left in the product for a long time. They need to be removed depending on the brand & the environment generally anytime the battery is not going to be used for over a week or more.
 - d. Poor quality batteries are used

Batteries may have been damaged (dropped etc...They can get damaged too like any other product)

IMPORTANT NOTES:

Proper care must be taken to avoid damage to this product and voiding your warranty.

- Do not drop units
- When being used or stored, locate units on secure stable surfaces to avoid accidental drops which may damage the units or cause harm
- Turn off units when not in use
- Remove batteries when not used for extended periods
- Do not use cleaning solutions or sharp objects when cleaning the product or its LCD screen
- Keep away from moisture and direct sunlight
- Avoid pulling on the belt clip/stand – it is not detachable
- Avoid pulling on the AC adapter cords