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## 1. FAQ

### 1.1 Can iBaby support to view on 3G/4G?

A: Yes.

### 1.2 Does M6 Support 5GHz?

A: Yes

### 1.3 Installation was successful, but I still cannot see the video feed on my phone. Why?

A:

- 1) Please unplug the power adapter and plug back in.
- 2) The distance between the camera and router should be less than 15 meters, during installation.
- 3) Check your router's Wireless Settings to correct any issues, take the router Netgear WGR614 as an example:

[Setup—» Wireless Settings](#)

#### Wireless Settings

##### Wireless Network

- Enable SSID Broadcast  
 Enable Wireless Isolation

Name (SSID):

ibaby105

Region:

United States ▼

Channel:

Auto ▼

Mode:

Up to 150 Mbps ▼

Channel:Auto

Mode:Up to Maximum

##### Security Options

- None  
 WEP  
 WPA-PSK [TKIP]  
 WPA2-PSK [AES]  
 WPA-PSK [TKIP] + WPA2-PSK [AES]

Security Options:WPA2-AES

### 1.4 Does M6S Support PC Version ?

A: Sorry It Is Not Available.

### 1.5 Does M6S Support Android Tablet?

A: Sorry It Is Not Available.

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## 1.6 What Are The Differences Between M6S And M6T?

A: M6S Supports 1080P, 5GHz WIFI, Air Quality Control, Other Functions Are Same As M6T, They Both Use The Same APP (iBaby Care)

## 2. Audio, Music, Video Functions

### 2.1 Does M6S Allow You To Upload Music?

A: Yes With IOS You Can Upload Music From iTunes, Files Must Be Mp3 Format; For Android Devices You Can Upload Music From The Local Feature.

This Music Is Associated With Your iBaby Account.

### 2.2 Why Is There Audio Feedback When I Use The Two-Way Audio ?

A: If You Are In Close Distance Of Your Monitor And Your Phone, This Will Cause An Issue, We Recommend To Allow A Good Distance Between Your Phone And Monitor.

### 2.3 Why Do I Hear “Clicking Noise” From My Monitor?

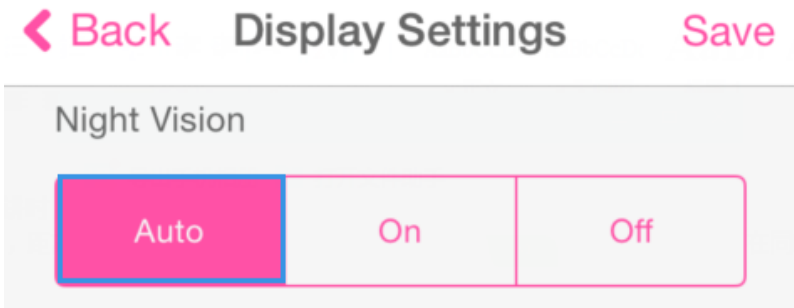
A: Depending On The Lighting Of The Room, This Usually Means The Monitor Has Gone Into “Night Vision” Mode..

### 2.4 Why Is My Video Feed Only Appearing In Black & White?

A:

Please Check The Following Settings: Go To:

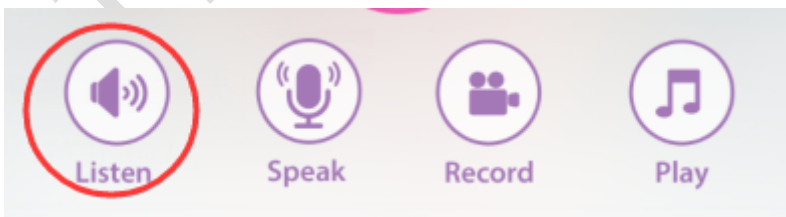
APP Settings → Display Settings → Night Vision & Change to: Auto



### 2.5 When I Answer A Call – Why Am I Not Able To Use The “Listen” Function?

A:

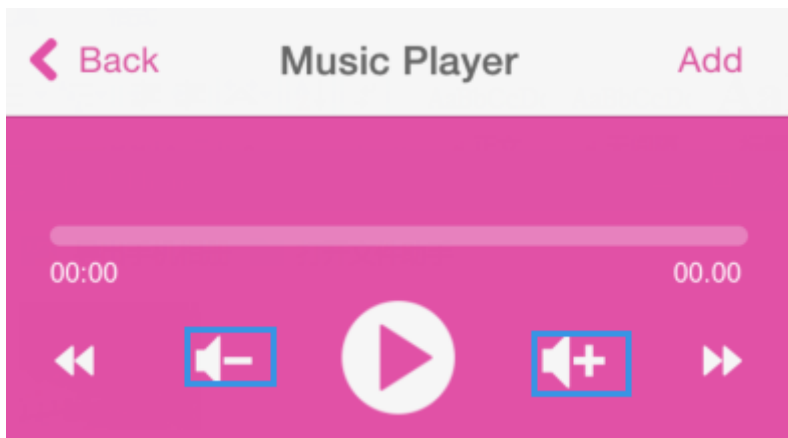
- 1) Please CLOSE The iBaby Care App Then Re-Open iBaby Care App
- 2) Please Turn OFF The Listen Feature & Then Turn The Feature Back ON.



### 2.6 Can I Adjust The Volume Within The Music Player?

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Yes, When You Are In The Music Player You Can Adjust The Volume Using The UP & DOWN Buttons on the Left & Right Side Of The PLAY Button.



**2.7 If I Record A Video, Can I Save It To The Local? How Large Can The File Be?**

A:

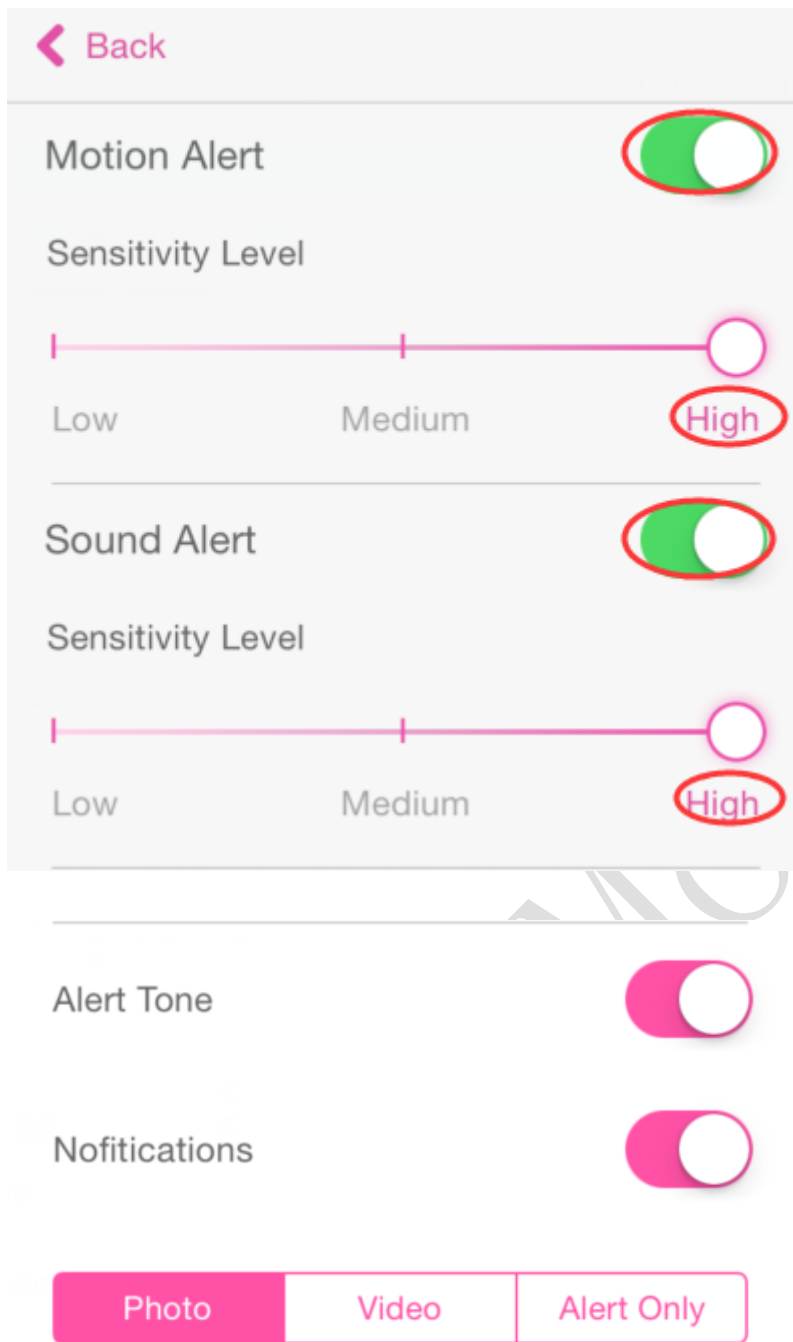
- 1) For iPhone It Is Not Available Yet .  
For Android- It Is Saved To The SD Card. Please Use The Following Path:  
/sdcard0/Snapvideo
- 2) Video Files Can Be  
90MB (per hour)

**3. Push Notifications For Alerts**

**3.1 What is Alert Video/Photo?**

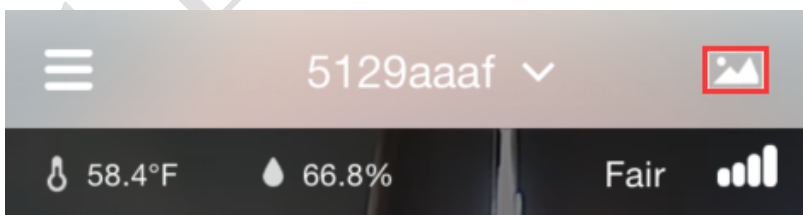
A:

- 1) Alert Video Means Something Triggered The Motion/Sound Alerts.



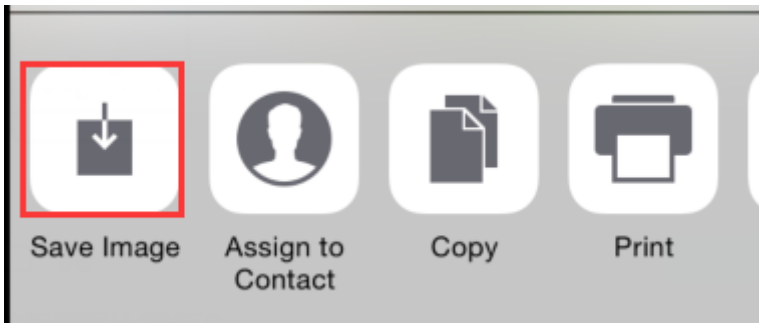
### 3.2 Can Alert Videos/Photos Be Saved To Local Phone Memory?

A: Yes. It Is Saved On The iBaby Server, Which Means You Can View/Delete From The Media Gallery.



If You Want To Save To Your Local Memory, Please Use The Following Steps:

IOS: When You Open The Photo In Your Gallery, Click The Upload Button (Lower Left Corner)Then It Will Give An Option To “SAVE IMAGE” :



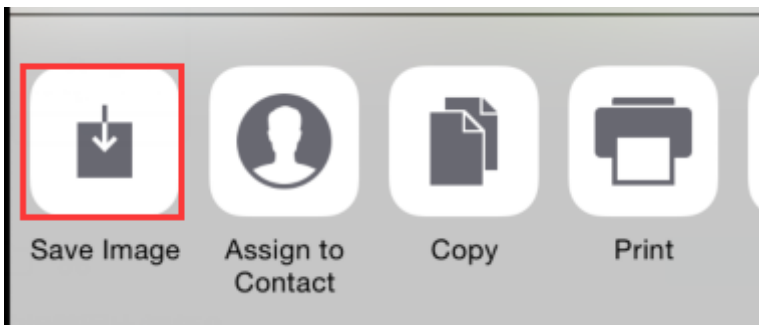
For Android: Photos/Videos Will Save Automatically To The SD Card. Use The Following Path:/sdcard0/AlertBmp

### 3.3 How Many “ALERT” Records Can Be Save (Including Alert Videos/Photos)?

A: At The Most 100. Once You Reach 100, The System Will Automatically Delete The Oldest Photo.

### 3.4 I Cannot Find My Alert Photos/Videos. Why?

: Photos/Videos Are Not Saved To The Device, They Are Saved To The iBaby Server. Reason Is Because When New Photos Are Added, The Older Videos Are Automatically Deleted.



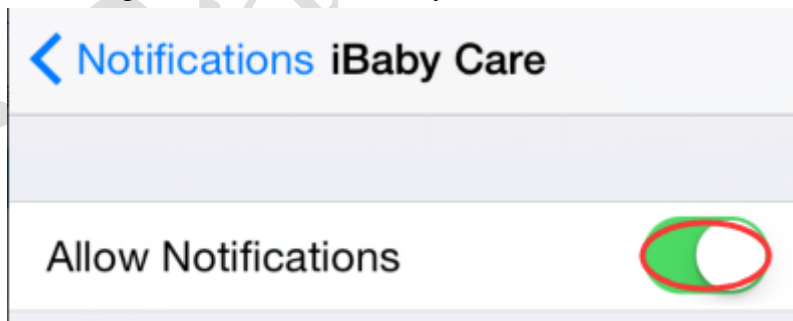
### 3.5 How to delete the alert photos/videos on my phone?

A: Go to Media Gallery, select the photos and click delete button.

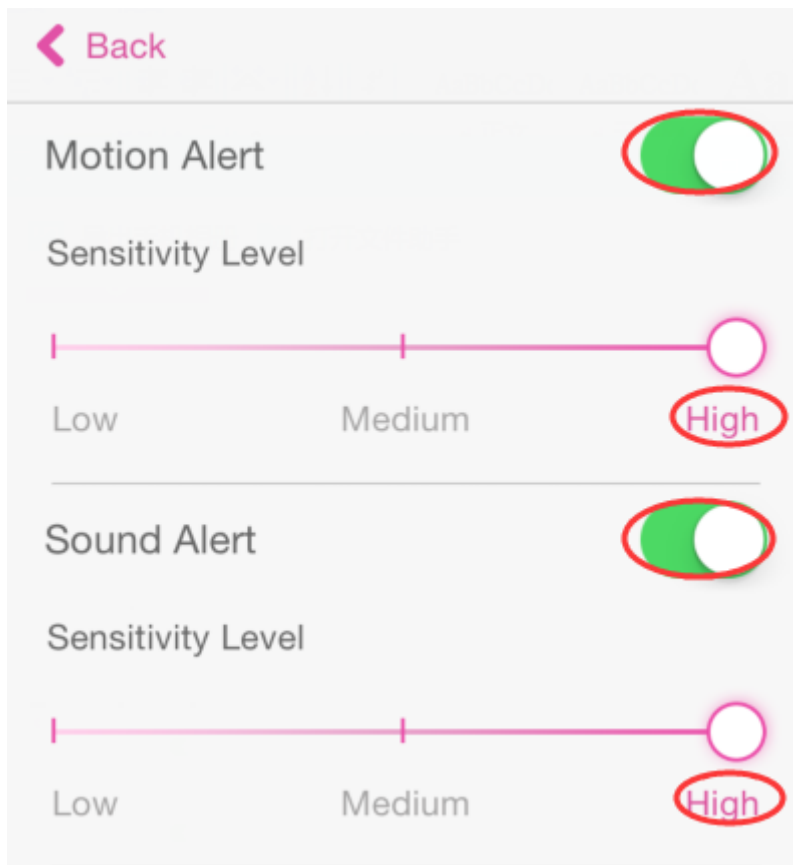
### 3.6 IOS device cannot get push notifications, why?

A:

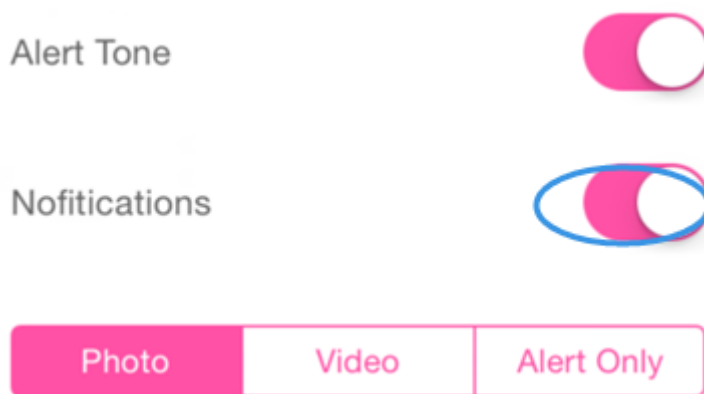
1) IOS Settings—>Notifications—>iBaby Care, Allow Notifications



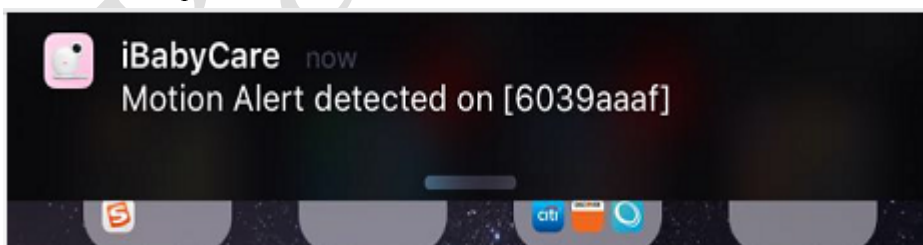
2) Turn On The Motion Alert And Sound Alert.



3) Turn On Alert Notifications.



4) Here is the push notifications



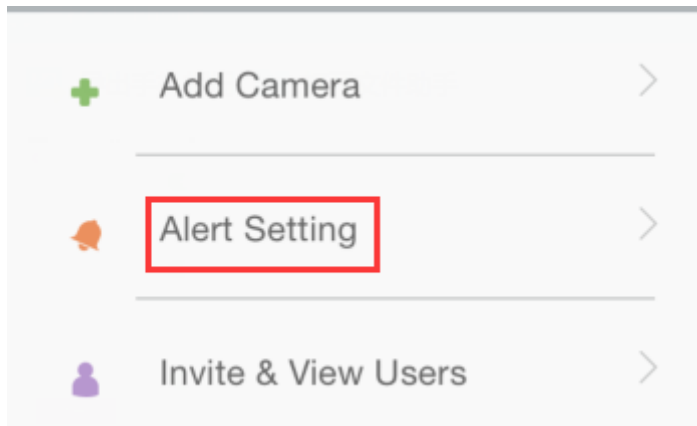
You Will Always Receive Push Notifications When You Are Logged Into Your Account, Even If You Are On Your Home Screen. Push Alert Notifications Will Have A 5-30 Second Delay, Depending On Your Internet Connection. There Will Be A 30 Second Interval Between Two Alerts.

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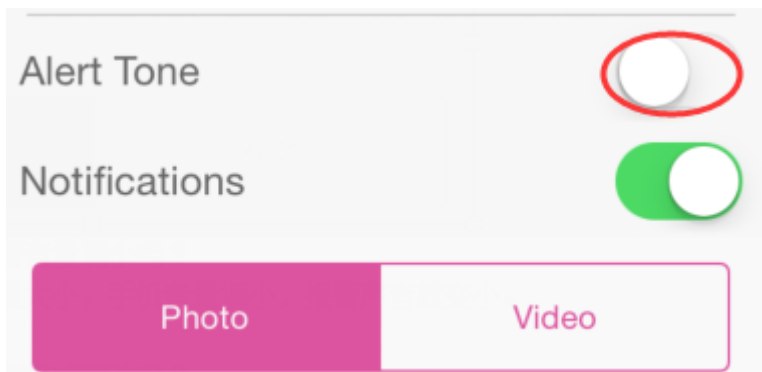
### 3.7 How Do I Turn Off The Alert Tone If It Is Too Noisy?

A:

- 1) Select "Alert Setting"



- 2) Disable Alert Tone



### 3.8 Can I Turn Down The Volume Of The Alert Tone?

A: If You Turn Down Your Phone Volume, The Alert Tone Will Also Go Down.

### 3.9 Can I Change The Alert Tone To Vibrate?

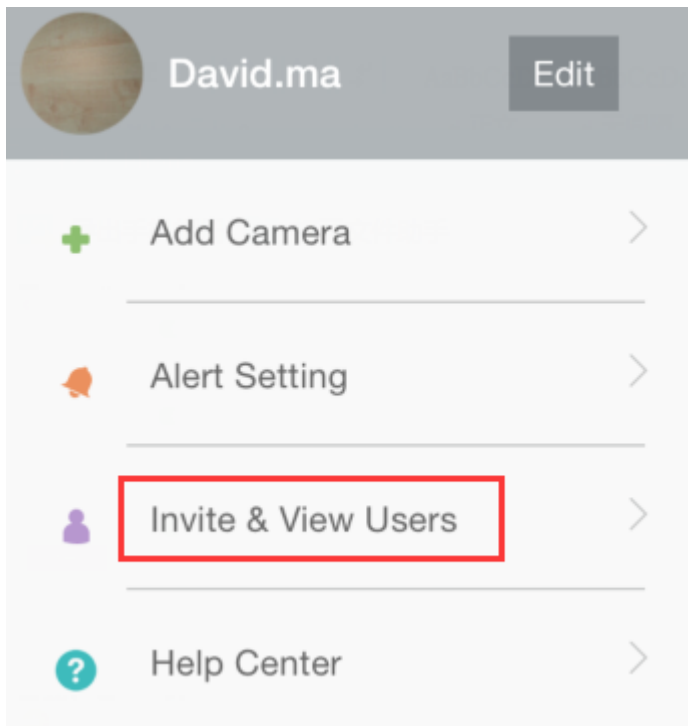
A: No, You Can Either Turn Off Your Alert Tone, Or Turn Down Your Phone's Volume

## 4. User Management

### 4.1 How Many Users Can Simultaneously View The Camera?

A: You Can Have Unlimited Users With Camera Access, But Only 4 Users Can View Simultaneously.

### 4.2 Why Can't I See Who Else Has Camera Access?

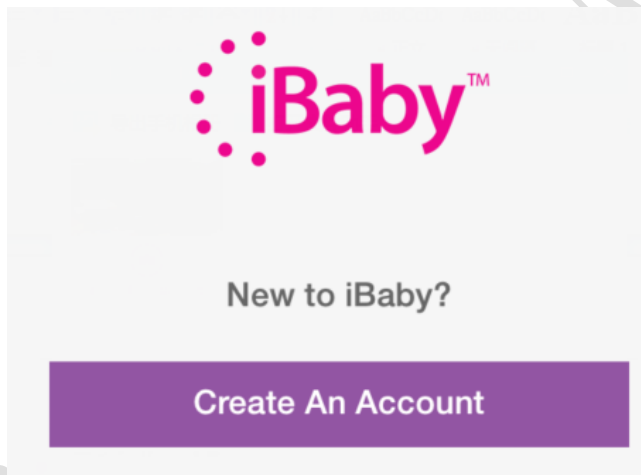


A: Only The Owner Who Installed The Monitor Can View All Of The Invited Users.

#### 4.3 How Do I Invite Other Users To View The Monitor?

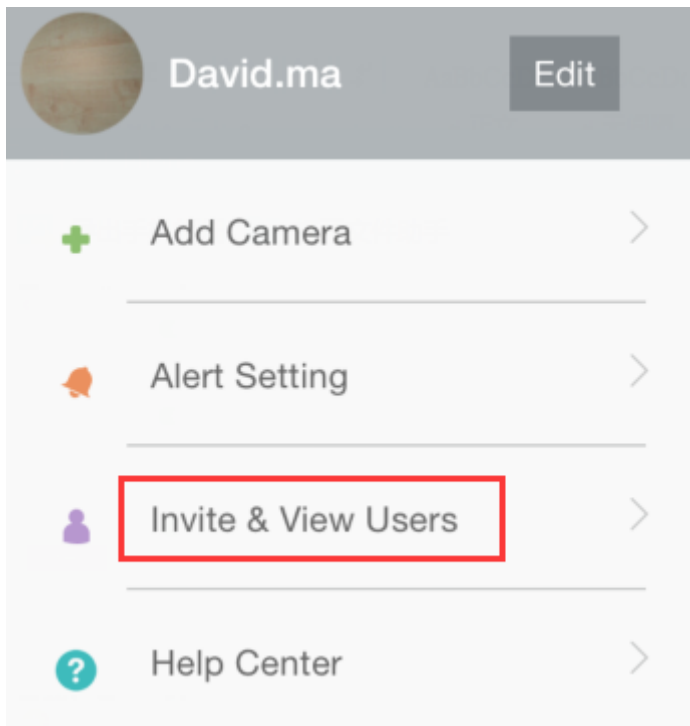
A:

- 1) Download The iBaby Care App And Create An Account.

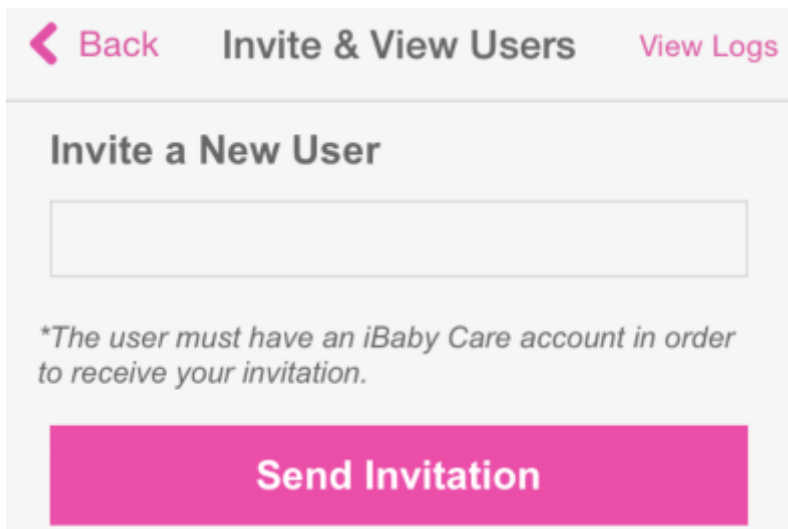


- 2) Select "Invite & View Users".

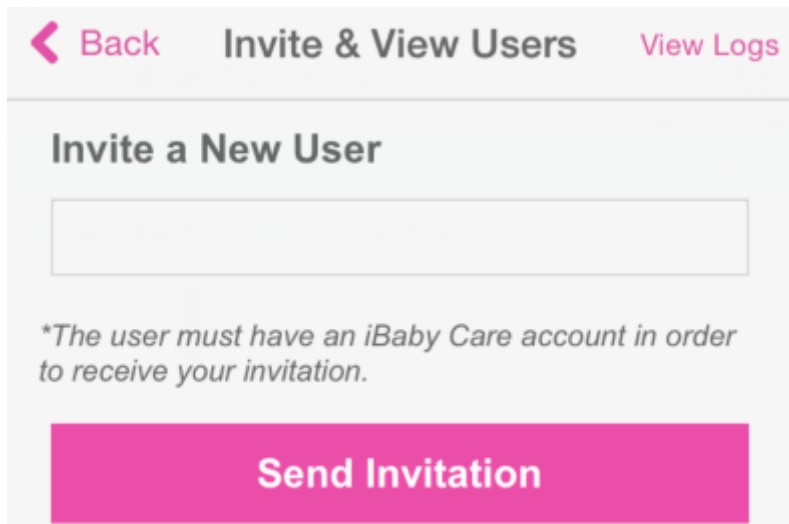




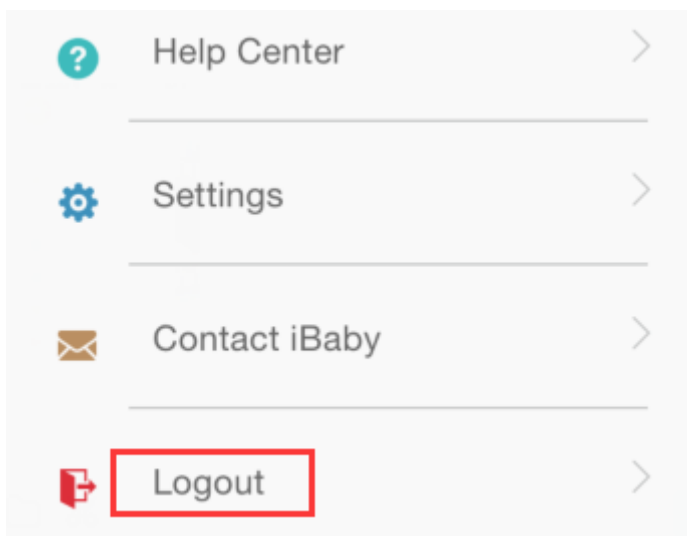
3) Type In The Account That You Would Like To Invite:



4) Send Invitation



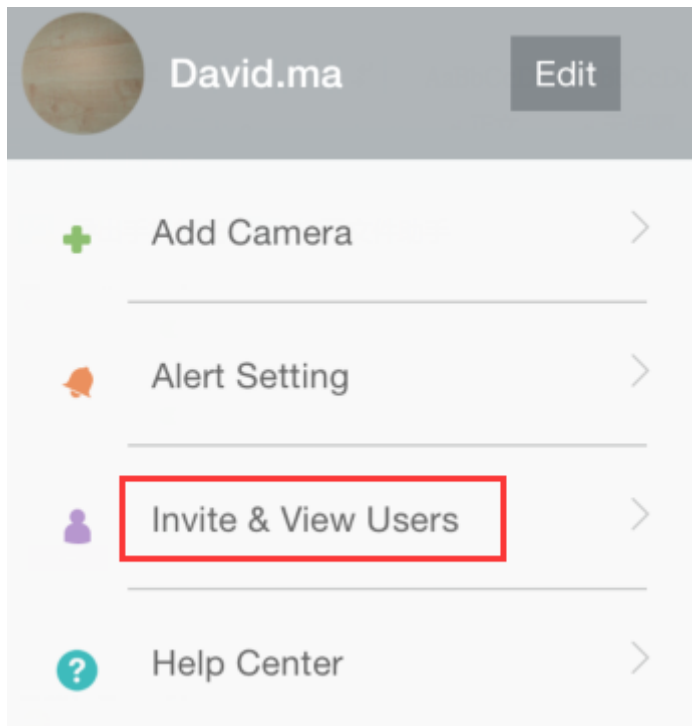
Once The User Receives the Notification, They Will Need To Log Out And Log Back In To Their Account To View The Monitor.



#### 4.4 How To Delete Invited Users

A:

- 1) Select "Invite & View Users"



2) Swipe Left On The User You Would Like To Delete, And Select “Delete”.

