BabySensor
QUICK GUIDE



Test Winner
2024 & 2025

We are here to help, and can be reached on
hello@babysensor.com or **chat** on webite.

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www.babysensor.com



CONNECT THE BASE AND BRACELET

- Place the sensor on the base
- Remember to remove the plastic under the sensor
- Charge for 1 hour the first time

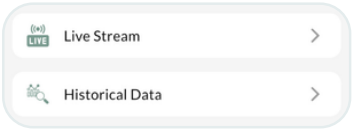


- Make sure your phone is connected to a network that supports 2.4 GhZ
- Start the installation from the room where your WiFi router is located
- Download the app from Apple Store / Google Play
- Follow the instructions in the app
- Test that you receive the first heart rate measurement

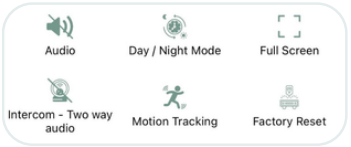


CONNECT THE CAMERA

- Plug in the camera
- The camera announces it is ready for setup
- Check that your phone is on the same network as the base
- Follow the instructions in the app, under Settings / Live stream



- Choose settings for sound, light mode, etc.

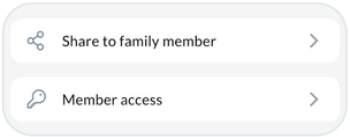


- Activate your free 4G (code 2108) under Settings / Activate 4G

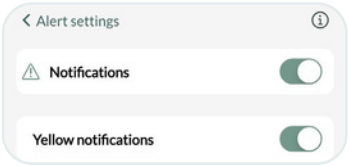


FAMILY SHARING

- Invite partner or family member after completed installation
- Go to Settings / Share with family member in the app. Follow the instructions



- The person you share with receives an invitation, downloads the app, and logs in with the family code they have received.
- Each user can choose their own notification settings





CONNECT THE BASE AND BRACELET

Problem

Cannot connect the base to WiFi. Message says wrong network or passowrd, or try again

Check

Make sure the password is correct and that the network supports 2.4 GhZ.

Solution

- **2.4 GhZ networks have better range but are slower than 5 GhZ**
- **5 GhZ networks often have “5” in the name**
- **If you have your own router, set it to send 2.4 GhZ. Remember to refresh the router after changes.**
- **If still issues, connect to your own Mobile Hotspot first, then - after successful installation - connect to your WiFi network under Settings.**



CONNECT THE CAMERA

Problem

App does not find the camera for setup or use.

Check

Make sure the camera is connected to power (also for reset).

Solution

- **Tilt the black part of the camera upwards**
- **At the bottom, you’ll see a port and a small black button to the left**
- **Hold the button until the camera says “Factory reset”**
  Follow the app instructions under Settings / Live stream



FAMILY SHARING

Problem

Thrown out of the app or not receiving alerts as expected

Check

Check “Member access” to ensure sharing is enabled and used.

Solution

- **Go to Settings / Member access**
- **Delete the invited user**
- **Ask the invited user to delete the app**
- **Make sure everything works for you**
- **Share again via Settings / Share with family member**





REFRESH

Problem

The app is frozen or functions are not working

Check

Make sure you have the latest version of the app and desired functions are enabled.

Solution

- **Close and restart the app**
- **Restart the base station (use the power button on the front or unplug/replug power cable)**



EASY RESET

Problem

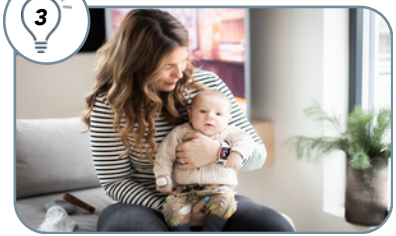
Several functions missing or not working

Check

Make sure you have the latest version of the app and desired functions are enabled.

Solution

- **Go to Settings / your name (top of next page) / Log out**
- **Delete the app**
- **Download the new app**
- **Log in with your existing user**
- **Restart the base station**



FULL RESET

Problem

No contact between app and base station, not receiving bracelet data

Check

Make sure the base is connected to WiFi or 4G. Check that the bracelet blinks green or red when against skin.

Solution

- **Go to Settings / your name (top of next page) / Deregister account**
- **Delete the app**
- **Download the app again**
- **Set up the system with a new user**
- **Make sure everything works**
- **Share again with family member**

Support. We are here to help, and can be reached on
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