MBP36 FAQ

Is the signal between the parent unit and the baby unit **secure?**
Yes, the signal transmitted between the baby unit and parent unit is digitally secure and therefore safe from unauthorized access.

What can I do to eliminate **high-pitched sound** that may occur due to feedback?
This noise occurs when the parent and baby unit are too close.

1. Increase the distance between the two units.
2. Have the two units face opposite directions.
3. From the menu bar select and press ▼ button to lower the volume.

How can I limit the **background** noise received on my unit?
Place the baby unit as far away from the source of the background noise.

1. Face the mic on the front of the baby unit away from the source of the background noise.
2. From the menu bar select and press ▼ button to lower the volume.

Why can't I see anything on the video monitor?

1. Check that the video feed is activated by pressing video ON/OFF .
2. The power button is located on the top of the parent unit. Press and hold button, until the display shows MOTOROLA and the solid green LED in on.

My display shows "no signal" even though both units are connected and powered on. What do I do?
They are no longer paired and require re-registration. Select "add" at the camera menu screen on the display. Select a camera, 1, 2, 3, or 4. An LED on the display will blink and the display will show "press pair on cam". On the bottom of the camera unit, press the pair button. A confirmation beep will sound.

I just purchased an additional camera. How do I pair a second camera?
Select "add" at the camera menu screen on the display. Select a camera, 1, 2, 3, or 4. An LED on the display will blink and the display will show "press pair on cam". On the bottom of the camera unit, press the pair button. A confirmation beep will sound.

I have more than one camera paired but the view is from only one camera. How do I select which camera I am viewing?

1. Select “view” in the camera menu screen on the display. Then select one of the paired cameras to view.
2. You can also select “SCAN” to constantly toggle views between cameras.

Why is the talk back feature not working?

1. Increase the volume on the parent unit.
2. Check that you have released the button after speaking to hear the response. The button is pressed only when you are speaking.
3. The parent and baby unit may be out of range. Reduce the distance between the two.
4. Verify that the connections on the baby unit and at the electrical outlet are secure.
5. Lift the antenna on the parent unit for optimal reception.

How can I extend the battery life of the parent unit?

1. Decrease the volume on the parent unit.
2. Decrease the brightness of the monitor screen.
3. By pressing the VIDEO ON/OFF button you may monitor the sound without video when you do not require video monitoring.

Why can’t I hear the baby’s response when I am using the talk button?

Check that you have released the TALK button after speaking to hear the response. The button is pressed only when you are speaking.

How do I adjust the volume of the lullaby playing on the baby unit?

Select the lullaby , and then press OK. A volume indicator appears. Press ▲ or ▼ to adjust the level.

What can I do if the video appears grainy?

1. Check that the area you wish to monitor is well lit.
2. If the zoom level is set to 2X, the video appears less sharp. Set it to 1X zoom.
3. Set the brightness level on the parent unit to an optimal level.
4. Carefully clean dust off the camera lens.
5. Lift the antenna on the parent unit for optimal reception.
6. Face the parent unit display away from direct sun light or other direct lighting.
7. Make sure that the camera view is not obstructed by an object.

8. Check that the camera itself has not been moved, panned, or tilted, beyond your desired viewing area.

What can I do when my night vision does not seem to be working well?

1. The quality of the display can be improved by increasing the ambient light in the baby's room.
2. Increase the brightness level on the parent unit.

How can I center the camera on a particular area to monitor?

1. The camera may be rotated to tilt ▲ or ▼ to get a better view of the area.
2. The camera may be panned ◄ or ► to get a better view of the area.
3. The camera may be mounted on a wall and then adjusted by tilting and panning to get a better view of the area.

My temperature display has °C. What does this mean?

This monitor has the option of displaying Fahrenheit or Celsius scales for temperature. You may choose to display either from the temperature menu.

Why is the **power LED** on the top left of the parent unit **red** even when it is connected to the charger?

The flashing LED on the parent unit indicates it needs charging.

1. Verify that the connections on the parent unit and at the electrical outlet are secure.
2. Check that the wall outlet is working by plugging in another device, such as a lamp.
3. Check that the battery is properly installed. A full charge requires 16 hours.

The battery icon should be visible when all connections are correct.

Why is the parent unit **beeping**?

1. The power switch on the **baby** unit is set to OFF. Switch it ON.
2. Check that the beep is not a result of setting the alarm . Select OFF in the alarm menu .
3. Verify that the connections on the baby unit and at the electrical outlet are secure.
4. Check that the wall outlet for the baby unit is working by plugging in another device, such as a lamp.
5. If the units are out of range, a beep will sound. Lift the antenna on the parent unit for optimal reception.

Why is the display showing "no signal" on the **parent unit** even when it is

connected to the charger?

1. The power switch on the baby unit is set to OFF. Switch it ON.
2. Verify that the connections on the baby unit and at the electrical outlet are secure.
3. The units may be out of range. Lift the antenna on the parent unit for optimal reception. The signal strength may be monitors with icon.

Why is the power **LED off** even when the **parent unit** is connected to the charger?

1. Verify that the connections on the parent unit and at the electrical outlet are secure.
2. Check that the wall outlet is working by plugging in another device, such as a lamp.
3. The power switch on the parent unit is set to OFF. Switch it ON.

Why is the power **LED off** even when the **baby unit** is connected to the charger?

4. Verify that the connections on the baby unit and at the electrical outlet are secure.
5. Check that the wall outlet is working by plugging in another device, such as a lamp.
6. The power switch on the baby unit is set to OFF. Switch it ON.

Why is there **no sound** from the parent unit?

1. Increase the volume on the parent unit.
2. Check that the baby unit is plugged in.
3. Check that the parent unit is ON
4. Check that the baby unit is ON.
5. The parent and baby unit may be out of range. Reduce the distance between the two. The signal strength may be monitors with icon.
6. Lift the antenna on the parent unit for optimal reception. The signal strength may be monitors with icon.