Troubleshoot

If you are having trouble connecting:

- Restart the camera by using a pin and press down on the Reset button for three seconds. Use the default password "000000" when setting up the device.
- Remember to check if your camera is connected to your local Wi-Fi network in the Advanced Settings.
- Make sure you are connected to a strong, stable network.

Need Help?

Contact our Technical Support Team:
Phone: 1-844- WISENET (844-947-3638)
Email: cs@samsungsvcom
Open 7 days a week, 9:00am – 9:00pm EST

PT01-004839A

SAMSUNG
WISENET

BabyView

Quick Start Guide

⚠️ WARNING: THIS BABY MONITOR HAS THE OPTION TO HEAR AND VIEW ACTIVITIES UTILIZING THE INTERNET. IN ORDER TO RESTRICT INTERNET VIEWERSHIP, PLEASE FOLLOW THE REMOTE VIEWING INSTRUCTIONS AND MAKE SURE TO CREATE A SECURE PASSWORD.

Any firmware updates that you may be prompted to update through the BabyView app is securely encrypted.
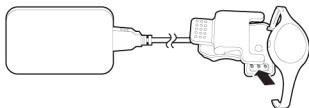
Quick Setup Guide

1

Plug the smaller end of the cable into the DC IN 5V port on your camera and the other end into the charger Plug the charger into the outlet.

For SEW-3057W model only : Connect the environmental sensor to the back of the camera where it is labeled "sensor".

2

Charge the baby monitor with the provided USB charger. Turn on the baby monitor by holding down the power button on the side for 4 seconds.

3 **SEW-3055W and SEW-3057W models** : After the monitor is fully charged, connect the BabyView watch charger to the USB power adapter to charge the watch. Plug the charger into the outlet.

※ **Full charge time :**
Baby Monitor : 50 ~ 60min
BabyView Watch : 7.5 ~ 8.0 hours

iOS Remote Viewing Guide

1. Connect to your Camera (Wi-Fi Direct)

a. Turn on your camera by using the "On/Off" switch located on the bottom of the camera .

   Press and hold down the Reset button on your camera for 3 seconds.

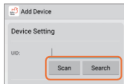b. Install the **BabyView** app from the Apple App Store.

c. Go to your phone's Wi-Fi network list and select "BabyView_XXXXXX", which contains the last 6 characters of the camera's MAC address located on the bottom of your camera.
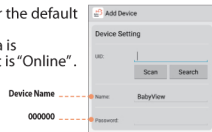
d. Open the app and tap the "Add Device" button.

e. Scan the QR code located on the bottom of the camera or tap "Search" to find your Device ID.

f. Create a device name and enter the default password "000000". Tap "OK" and when your camera is connected it will indicate that it is "Online" .
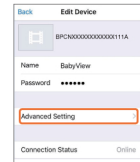
4

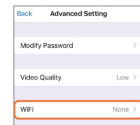### 2. Connect the camera to your home network to enable remote viewing

a. Tap on the ⓘ next to your registered device.

b. Select "Advanced Setting".

c. Tap "WiFi" and select your secure local Wi-Fi network and enter the network password.
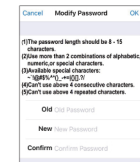
   * Ensure your home network is protected with a password that is complex and regularly updated.

d. Tap "Back" and make sure the Connection Status says "Online". Press "Back" again to be directed to the Device list.

e. Select your camera and a pop-up will direct you to modify your password. You can start live-viewing after the password has been changed.

5

Android Remote Viewing Guide

1. Connect to your Camera (Wi-Fi Direct)

a. Turn on your camera by using the "On/Off" switch located on the bottom of the camera.

Press and hold down the Reset button on your camera for 3 seconds.

b. Install the **BabyView** app from the Google Play Store.

c. Go to your phone's Wi-Fi network list and select "BabyView_XXXXXX" which contains the last 6 characters of the camera's MAC address located on the bottom of your camera.
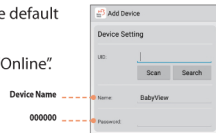
d. Open the app and press "Tap here to add device".

e. Scan the QR code located on the bottom of the camera or press "Search" to find your Device ID.

f. Create a device name and enter the default password "000000".
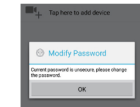Tap "OK" and when your camera is connected it will indicate that it is "Online".

Device Name
000000

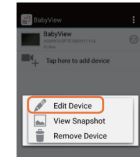### 2. Connect the camera to your home network in order to enable remote viewing
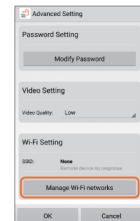
a. Tap on the down arrow and select "Edit Device".

b. Tap "OK" to modify your password following the instructions.

c. Once you are back to the Device List, press the down arrow again and select "Edit Device".

d. Select "Advanced Setting".

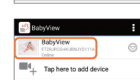Tap "Manage Wi-Fi networks" to access your secure local Wi-Fi network.

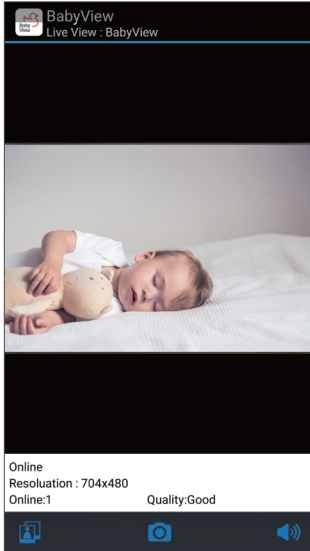* Ensure your home network is protected with a password that is complex and regularly updated.

e. Make sure the SSID says "Connected".

Press "OK" until you are directed back to the Device List screen.

f. To start live-viewing, select the registered camera from the Device List.

App Basic Feature Guide

User Interface

BabyView
Live View : BabyView

Online
Resoluation : 704x480
Online:1   Quality:Good

1

Camera Status
Indicates the numbers of
users on the app and the
quality/ resolution of the
video.

2

Snapshot Library
Access your snapshot
collection on your app

3

Camera
Take snapshots by
tapping this icon

4

Audio
Tap to turn on
or off the audio

Helpful Hints

❖ Remotely Pan, Tilt, and Zoom the camera by
swiping left, right, up or down on the live view
screen.
Use two fingers to pinch out to zoom in

❖ Remote viewing on the app has limited
functionalities as the primary controls are
intended for the parent unit (monitor)

❖ For SEW-3055W and SEW-3057W models:
After you receive an alert on your BabyView
Watch, you will not be able to receive alerts from
the same camera until three minutes after the
initial alert (however, you will receive alerts
between that period if it is coming from another
paired camera).

❖ To register the camera on additional devices*:
1) Download the BabyView app on that device
2) Open the BabyView app
3) Tap on the Add Device button
4) Scan the QR code found under the camera
5) Input the *already existing* password for
the camera

* iOS/ Android Tablet and Mobile Devices

9