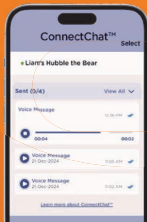




hubble the bear

connected

Your smart friend for
screen-free messaging



Send voice messages to Hubble the Bear through the Hubble Club App



My nose flashes to let you know when you receive a message!

3+

Patent Pending

USER GUIDE

World's First Smart Messaging Bear



Table of contents

1. Contents inside Box.....	4
2. Hubble the Bear Welcomes you to a Journey of Staying Connected	4
3. Know your Hubble the Bear	5
4. Getting Started with Hubble the Bear	6
4.1 Download the HubbleClub App.....	6
4.2 Setting up HubbleClub App	7
4.3 Signup & Security	7
4.4 Hubble Bear Registration.....	8
5. Hubble the Bear Features	10
5.1 Home Screen Interactions	10
5.2 Melody.....	11
5.2.1 Transfer tracks to Hubble the Bear	11
5.3 ConnectChat™ : Stay Connected with your Little one	12
5.3.1 Sending voice messages via the Hubble Bear	12
5.3.2 Receiving and Responding to messages	13
5.3.3 To Send Voice message back to kid from the HubbleClub App	13
5.3.4 To alert your child about a new voice message, the Bear's nose LED will blink green	14
5.3.5 To listen to a ConnectChat™ message.....	14
5.4 Favorite Message	14
5.4.1 Favorite Message: Interaction & Navigation Controls...15	
5.4.2 Record & Send Favorite Message from HubbleClub App	15
5.4.3 Play Favorite Message in Hubble Bear	16

5.5 Sharing Feature	16
5.5.1 Customise access	17
5.5.2 Guest user flow.....	18
5.6 Bear Settings	19
5.7 Managing Wi-Fi Networks on Hubble Bear	19
5.7.1 Connecting to the strongest available network.....	20
5.7.2 Adding and managing Wi-Fi details	20
5.7.3 Supported Wi-Fi band.....	20
5.8 Power Saving Mode	21
5.8.1 Light Sleep Mode or (Standby Mode).....	21
5.8.2 Deep Sleep Mode	21
5.8.3 Adjust Deep Sleep Schedule Time.....	22
5.8.4 Disabling Deep Sleep Mode	22
5.9 Adjust Speaker Sound.....	23
5.10Format Internal Storage	23
6. Bear to Bear Communication	24
7. Smart Schedule	25
7.1 Smart Schedule: Interaction & Navigation Controls.....	25
7.2 Voice Match AI - Personalized Storytelling	26
8. My Choice.....	27
9. Hubble Platform Security & Data Privacy.....	28
10. FAQs	34
11. Disposal of the Device (environment)	39
12. General Information	39

1. Contents inside Box



Hubble the Bear



USB Power
Cable



User Guide

Note: For environmental protection, there is only charging cable provided, you may need a separate adaptor with USB-type A port which is commonly used for all mobiles.

2. Hubble the Bear Welcomes you to a Journey of Staying Connected

Get ready to experience a whole new level of fun and connection with your cuddly companion!

This user manual will guide you through the setup, features, and troubleshooting tips for your new Hubble the Bear which is designed to bring you & your little one closer than ever before!

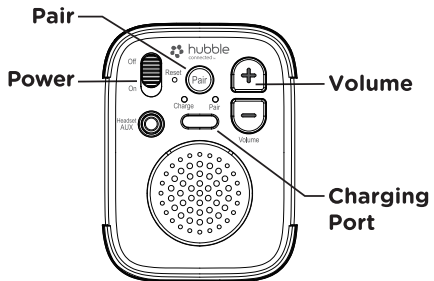
Hubble the Bear is a smart companion designed to connect you and a loved one with unique communication tools and provide fun audio content. For extended playtime, Hubble the Bear uses a smart **rechargeable NIMH battery**. The included **USB-C** type charging port allows for easy and convenient charging.

You need USB-A type adaptor which mostly available from your mobile charger. Be sure your bear is in an open environment while charging, and assure the cord is tangle free and pouch is open.

3. Know your Hubble the Bear



Open the back pocket of the bear head, you will see a module with On/off switch and control.



4. Getting Started with Hubble the Bear

Hubble the Bear needs to be registered on the Hubble system via the HubbleClub app, to access its full functionality. The HubbleClub App makes registration easy. More details are provided in the subsequent sections.

4.1 Download the HubbleClub App

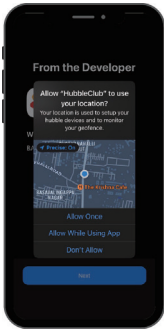
Use the HubbleClub by Hubble Connected App to access Hubble the Bear.

- Download the HubbleClub App
- To set up Hubble the Bear, you'll need the HubbleClub App on your phone or tablet. You can get it in two easy ways:
- Option 1: Scan the QR Code below
- Simply use your phone's camera or a QR code scanner to download the app directly.

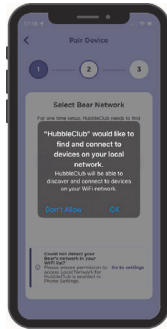


- Option 2: Download via the store link
- For iPhone / iPad: Download from App Store
- For Android: Download from Google Play Store

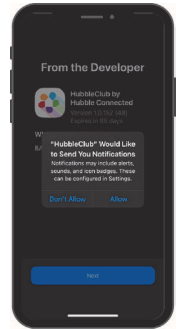
Important: The HubbleClub app requests permission to access your location, local network, and notifications.



Location: Require to setup the Hubble the Bear
Choose: “Allow while using the App”



Local Network: Require to setup the Hubble the Bear
Choose: “Ok” as its essential for setup



Recommend: Allow
 Otherwise, you will miss all important alerts sent from the Hubble System

4.2 Setting up HubbleClub App

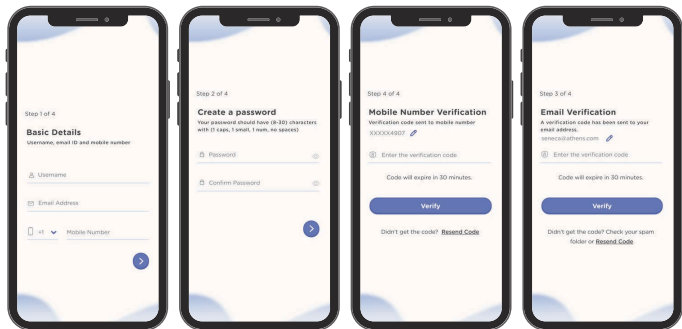
To get started, please begin by creating an account on HubbleClub App.

4.3 Signup & Security

Creating your HubbleClub account is easy! Sign up first if you do not have already have an account with HubbleClub.

To ensure a smooth registration, please ensure that you have access to your registered email address and mobile number. These are where we'll send a one-time passcode (OTP) to verify your details and to **add an extra layer of security to protect your account.**

Please refer to the screenshot below to get more details about registering a new account on the Hubble System.



To protect your account, you will receive a one-time password (OTP) on your registered mobile number & email address when logging in for the **first time** from an **unrecognized device**.

Why does the Hubble System need your email address and phone number while registering?

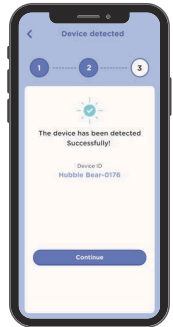
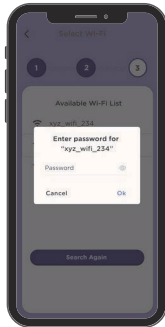
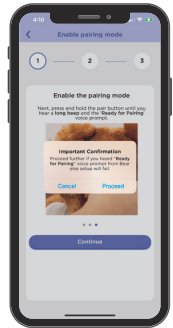
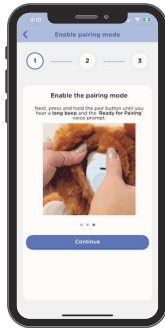
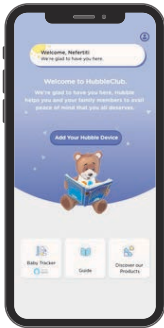
All contact information you asked for is to make sure that important information and notifications related to your account are sent to you with the utmost care taken to ensure your child's and your privacy. **The Hubble secure cloud platform is ISO 27001:2022, ISO 27017:2015 and GDPR compliant. It adheres to the highest standards of security and encryption globally.**

Visit the **Hubble Platform Security & Privacy** section for more detail.

4.4 Hubble Bear Registration

Next, to register your Hubble the Bear, Tap on the "Add Bear" and follow the instructions as provided in the HubbleClub App. It is important to keep Hubble the Bear within Range of Wi-Fi Router during registration.

Note: Hubble the Bear is compatible with 2.4 GHz WiFi bands. Most routers support dual bands, if your Wi-Fi supports only 5 GHz, we recommend you set it to 2.4 GHz band. More detail about common router settings method provided from [10 on Page 34](#).



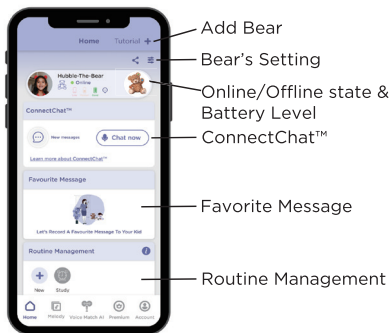
It's strongly recommended to **select your home Wi-Fi network** during the initial setup of your Hubble Bear. This ensures a reliable and consistent connection for optimal performance. You can still add and switch to different Wi-Fi networks later from the Bear Settings within the HubbleClub app, as explained from [5.7 on Page 19](#).

5. Hubble the Bear Features

Once registered with a user's account, Hubble the Bear becomes fully functional and ready to play or use independently (standalone) or through the HubbleClub App. This section will detail the various Hubble features accessible in both standalone and app-connected modes.

5.1 Home Screen Interactions

Once your Hubble the Bear is registered on the Hubble Server, the Home screen in the HubbleClub App will be as shown below



5.2 Melody

Hubble The Bear comes preloaded with a delightful mix of sing-along songs, calming sleep sounds, engaging audio stories, and soothing soundscapes. You can also explore and transfer even more content from the Hubble Cloud to personalize your child's experience anytime. Press the music button to play a song, story, or soothing sound.

- Press the “Music” button.
- Press the button again to play the next track.
- Press & hold the button to stop playing at any time.



5.2.1 Transfer tracks to Hubble the Bear

You can transfer more tracks of your choice from the Hubble Cloud post registration by following the steps below:

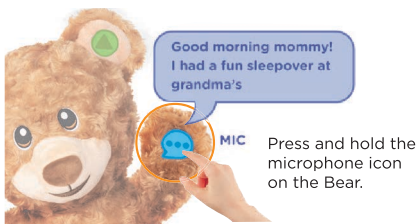
- Navigate to the Cloud section inside Melody.
- Within the Cloud section, you will find a wide range of melodies under different categories, available to Preview and Upload on the Bear. Additionally, you can preview a sample of a melody before transferring to the Bear.
- Finally Press the “Upload” Icon to initiate the transfer of the selected melody from Hubble Cloud to the Bear.



5.3 ConnectChat™ : Stay Connected with your Little one


Hubble the Bear's dedicated ConnectChat™ button and HubbleClub app offer a fun and safe way to communicate with those you love the most, **even when they are apart**. Here's how it works:

5.3.1 Sending voice messages via the Hubble Bear

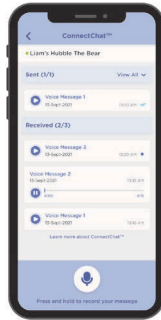
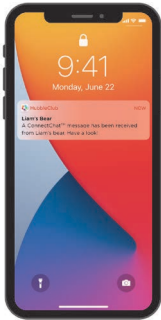


The bear will generate a  tone to let your child know they can start recording their message.

The Bear will continue recording audio until the button is released or after 20 sec, whichever is earlier.

There is a second  when the button is released at the end of the message.

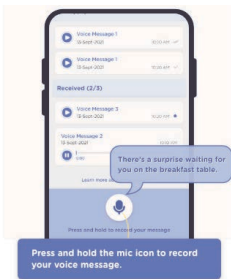
5.3.2 Receiving and Responding to messages



Recipients will be notified in real time, as soon as a voice message received by the Hubble Server

Navigate to the ConnectChat™ section. Press the play button and listen to the voice message received.

5.3.3 To Send Voice message back to kid from the HubbleClub App

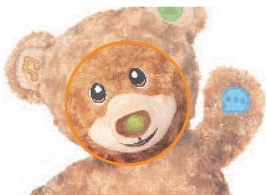


Tap and hold the microphone icon to record your message. Audio will continue being recorded till the mic button is released or at the 20 second mark, whichever is earlier.

If desired, voice messages can also be previewed before they're sent.

5.3.4 To alert your child about a new voice message, the Bear's nose LED will blink green

This indicates that there is a new message waiting for them from you.



5.3.5 To listen to a ConnectChat™ message

Press the play icon once. The Bear will play the most recent message received from the app.

To listen again, simply press the play icon once more.

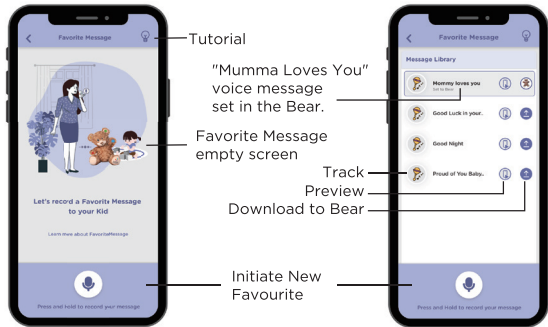


Note: It is recommended to keep your notification settings turned on to avoid missing important alerts. This includes, authorizing Microphone access to record voice messages.

5.4 Favorite Message

This feature lets loved ones record heartwarming voice messages through the HubbleClub App. They can then choose their favorites to transfer to Hubble the Bear for easy playback by their child. Kids can listen to their favorite messages again and again using the dedicated play button on Hubble the Bear. This section will outline how this feature works seamlessly between the HubbleClub App and Hubble the Bear.

5.4.1 Favorite Message: Interaction & Navigation Controls



Notes:

This feature requires access to your Microphone, if permission is not provided during the first use, you will receive a request again to authorize use.

Only one favourite message can be stored in the Bear at a time.

5.4.2 Record & Send Favorite Message from HubbleClub App



Press and hold MIC button to record your favourite message.

Save your message with title in Add Title section.

Press the send icon to send message to Bear.

5.4.3 Play Favorite Message in Hubble Bear

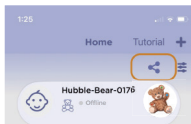
Message indicator on the Bear's nose, LED will blink Red.

Press heart icon on hand to listen the favourite message.

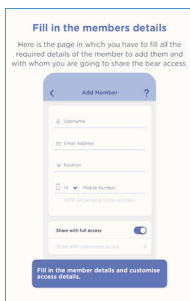


5.5 Sharing Feature

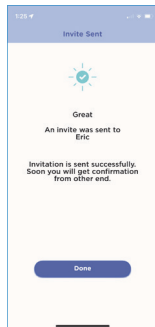
Sharing 'Hubble the Bear' allows your family or friends to access the Bear through the HubbleClub App.



Initiate Sharing by Tab on the Sharing icon

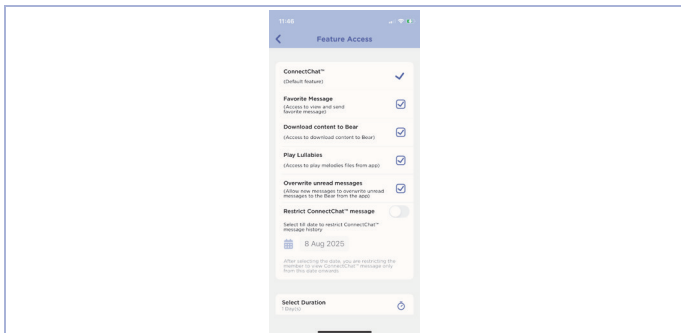


Follow Onscreen instruction



Invitation is sent successfully

5.5.1 Customise access



ConnectChat™

Guests can use the **ConnectChat™** feature to send and receive voice messages from the Bear.

Note: All messages sent by the Guest will also be delivered to the Owner.

Default: Enabled; this access cannot be customized.

Favorite Message

Guests can access all favorite messages recorded by the Owner. They can preview these messages and **replace** the existing one in the Bear.

The Owner will be **notified** whenever a replacement occurs.

Download Content to Bear

Guest users can access **all preloaded content** and **cloud content** that is available for download and playback on the Bear. The Owner will be notified if any content is downloaded from the cloud to the Bear.

Play Lullaby / Audiobook

Enabling this option allows Guests to **play a lullaby or audiobook** on the Bear.

Overwrite Unread Message

If enabled, the Guest can record a new voice message and send it to the Bear.

This message will **overwrite any existing unread message**, whether it was sent by the Owner or another Guest.

Restrict ConnectChat™ Messages

Default: Disabled.

When enabled, the Guest will only be able to see historical messages **from selected date**.

Messages **prior to that date** will not be accessible to the Guest.

Duration

Defines how long the Bear should be accessible from the Guest's account.

The Owner can choose any duration from **1 day to 6 months**.

Access can be **revoked at any time** from the Sharing settings.

5.5.2 Guest user flow

When the Owner enters the Guest's email, the Hubble system automatically checks if it is already registered and linked with the HubbleClub App. The sharing flow is then adjusted based on whether the Guest is an existing or new HubbleClub user.

Existing User	New HubbleClub User
<ul style="list-style-type: none"> • Will be notified via email. • No need to log in again. • Hubble the Bear will automatically appear in their HubbleClub App on the next app launch. • If the app is already open, the Bear will appear after a manual refresh. 	<ul style="list-style-type: none"> • An OTP will be sent to the provided mobile number. • The user will receive an email with instructions to install the HubbleClub App. • After installation, they must authenticate using the OTP to access Hubble the Bear.

5.6 Bear Settings

The settings option can be accessed by tapping the Settings icon in the top left corner of the home screen.



Settings section contains

1. Basic information regarding the Bear like Name, Time Zone, MAC Address, Current firmware version
2. Control for Speaker volume adjustment, Update timezone, Adjust deep Sleep schedule, Format Internal storage, Manage Wi-Fi Connection.

5.7 Managing Wi-Fi Networks on Hubble Bear

Wi-Fi Auto Switch in the Bear Settings section displays the currently connected Wi-Fi network's details. Tap this option to manage your Wi-Fi connections.

Hubble Bear can store up to four Wi-Fi network profiles within the HubbleClub App settings. The first network will be designated as the **"Home network"** based on the SSID and password you provide during registration. You can add three additional Wi-Fi profiles with unique SSIDs and passwords.

This feature is designed to keep Hubble Bear constantly connected to the internet, even when it leaves the **"Home network"** Refer to the UX element of the app below for instructions on using the Wi-Fi auto-switch feature.



5.7.1 Connecting to the strongest available network

- If Hubble Bear is not connected to its designated home network and experiences a power cycle, it will attempt to connect to the strongest Wi-Fi network among the remaining configured network.

5.7.2 Adding and managing Wi-Fi details

- Hubble Bear **must be connected** to the internet to add new Wi-Fi details or modify existing ones.
- You will need to manually enter and save the Wi-Fi SSID and password within the HubbleClub App, so ensure these details are accurate before saving.

5.7.3 Supported Wi-Fi band

- Hubble Bear currently only supports the 2.4 GHz Wi-Fi band.

5.8 Power Saving Mode

Hubble the Bear utilizes a rechargeable NiMH battery designed for long-lasting performance on a single charge. To optimize battery life, we have developed two unique power saving modes to enhance your experience: **Light Sleep** and **Deep Sleep**.

5.8.1 Light Sleep Mode or (Standby Mode)

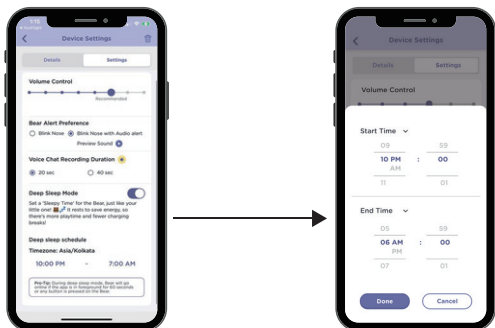
- **Standby Mode Activation:** 5 min of inactivity on the Hubble Bear when hubble app is not in foreground leads to enter standby mode.
- **Transition from Standby to Online State:** Either press any key on the bear and wait for 10- 15 sec to let go Bear online.
- **Transitions:**
 1. **Enters Light Sleep mode** after the app is closed or interaction with bear ends.
 2. **Exit Light Sleep mode** when the app launches, or interaction with bear begins.

5.8.2 Deep Sleep Mode

- **Deep Sleep Mode Activation:** Primarily during nighttime hours (10 PM to 7 AM by default, customizable in Bear Settings through HubbleClub App) Bear enters Deep Sleep Mode.
- **Transition from Deep Sleep to Online State:** Either press any key on the bear and wait for 60 sec to let go bear online and perform actions.
- **Transitions:**
 1. Enters Deep Sleep mode automatically at the scheduled time.
 2. Exits Deep Sleep mode when any user interaction or app launch occurs.

5.8.3 Adjust Deep Sleep Schedule Time

Customize your Deep Sleep schedule to suit your preferences. Simply tap the start or end time displayed in the Bear Settings section of the HubbleClub App, and adjust them accordingly.



5.8.4 Disabling Deep Sleep Mode

You can disable Deep Sleep mode from the "Bear Settings" section within the HubbleClub App. This will set the Hubble Bear in Online or Standby mode as long as it is connected to the internet.

However, we recommend having the Deep Sleep mode enabled. This is because:

- **Battery conservation:** To let battery run for a longer time between charges.
- **Minimal impact:** Default Deep sleep schedule aligns with the general child's sleep schedule. Deep Sleep activates during nighttime when baby likely resting. conserves battery life of bear due to less interaction. By the time the child wakes up and interacts with Hubble Bear, it will quickly resume responsiveness for continued play.

5.9 Adjust Speaker Sound

By default, Hubble the Bear's sound volume is set to medium. You can adjust it within the "Bear Settings" section of the HubbleClub App. Speaker sound can be adjusted directly on the Bear module

5.10 Format Internal Storage

It is present inside the Detail section of Bear Settings. This feature clears the internal flash memory taken up by favorite voice messages, ringtones, and ConnectChat™ messages.

Note: It is not a factory reset, and need not to register again after clearing internal storage. Utilize this option when freeing up internal storage space for transferring new media.

6. Bear to Bear Communication

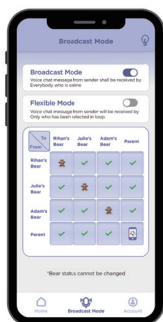
Hubble The Bear introduces a powerful and fun new way to stay connected within your family: **Bear-to-Bear Communication**. This feature allows seamless two-way communication **between multiple Hubble Bears**, enabling conversations beyond just parent-to-kid or kid-to-parent. Think of it like a private family group chat—just with Bears!

How It Works:

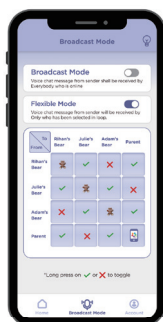
- Each Hubble Bear is connected via your HubbleClub app.
- You can create **custom communication groups**, including:
 1. One parent and multiple kids
 2. Siblings chatting with each other
 3. Entire family connected in one group

Key Benefits:

- **Flexible group creation:** Add or remove Bears from a group anytime based on your needs.
- **Instant messaging:** Send voice messages or alerts between Bears, just like a walkie-talkie or family chat.
- **Enhanced bonding:** Encourages sibling interaction, parent reminders, and shared moments—no matter where everyone is.



Broadcast Mode



Flexible Mode

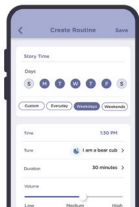
7. Smart Schedule

Smart Schedule is a premium routine-planning feature that helps parents easily organize and manage their child's daily activities. It includes a set of predefined alarms and routines, while also allowing full customization for key moments like feeding, nap time, bedtime, study sessions, bath time, and bedtime.

7.1 Smart Schedule: Interaction & Navigation Controls

Create Routine

After filling all the details click on save to create routine.



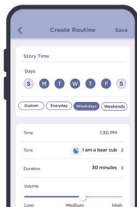
Click save to create Routine.



Next

Routine: Add details

This screen will be shown when user clicks on add routine. All the necessary details need to be filled for start and end activity to create routines for your child.



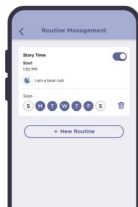
Fill in the details according to your preference to create a routine.



Next

Enable or Disable

In the dashboard of Routine the list will be created for routine. The toggle button will help to enable or disable the previously created routine.



Use the toggle button to enable or disable the created routine.



Done

7.2 Voice Match AI - Personalized Storytelling

Hubble the Bear introduces **Voice Match AI**, a magical storytelling feature that lets your child's favorite stories be read aloud in the familiar voices of their family-like mom, dad, or grandpa.

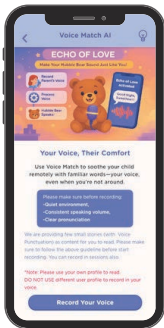
Using advanced AI technology, Hubble securely creates **lifelike voice clones** from short voice samples provided via the HubbleClub App. Once set up, stories can be narrated in the voice of a loved one, **offering comfort and emotional connection even when they're far away.**

Whether it's a bedtime tale from a parent working late or a special story from a grandparent living afar, your child will feel as though they are being read to in person.

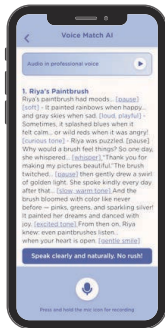
Benefits:

- Personalized bedtime experience
- Strengthens emotional bonds with distant family
- Easy and secure voice setup
- Fully privacy-compliant and safe for kids

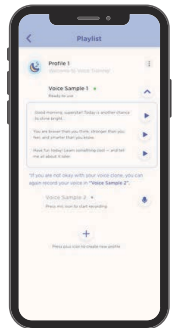
Get started by uploading voice samples in the HubbleClub App and let Hubble The Bear tell your story-just like family does.



Voice Match AI



Content to record



Test your voice clone

8. My Choice

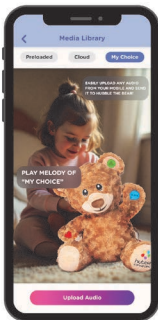
With My Choice, you can upload your baby's favorite lullabies, calming sounds, or even **your own voice recordings - all from your device, directly into the app.**

Whether it's a special bedtime song, a peaceful melody, or a tune only your little one loves, My Choice lets you keep it close and play it whenever needed.

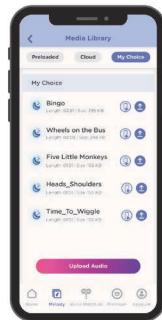
How it works:

- Upload your own lullaby or audio file from your phone
- Organize your sounds in a my choice playlist
- Tap to play anytime - during sleep, quiet time, or while soothing your baby
- Combine with other features like timers or routines for a seamless experience

Because no one knows your baby better than you — now their comfort is just a tap away.



Upload file from device



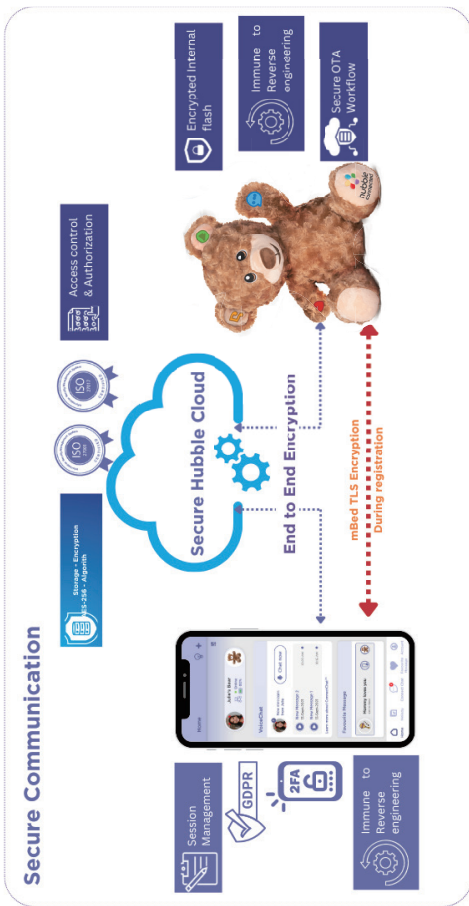
Files uploaded in app

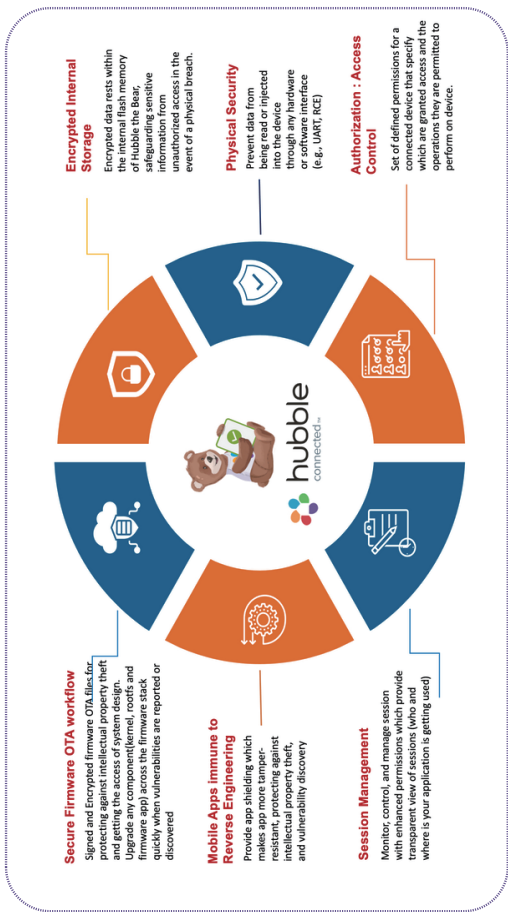
9. Hubble Platform Security & Data Privacy

Ensuring your security is paramount to us. Rest assured, the Hubble Platform undergoes stringent security testing and has obtained the highest Essential rating and approval.

Hubble Secure Cloud Platform



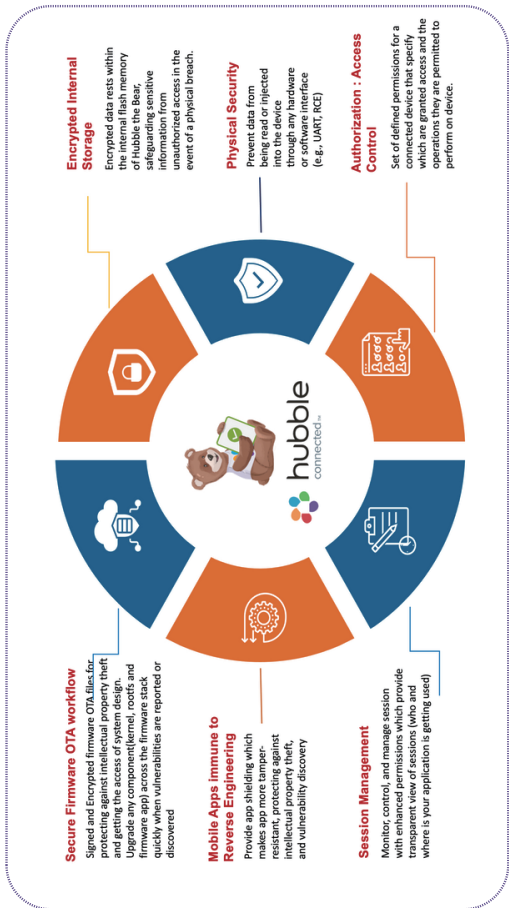




Data Collection : Usage & Storage Policy

Data Type	Data Type & Usage	Storage Policy
Account Information	<ul style="list-style-type: none"> • Email, Password & User Name To Manage account authorization. • Mobile Number : For secure login, include OTP as part of Two-factor-authentication. • Kid's Information (Optional) : Name ,DOB, Gender,Photo During the Registration process to personalise Bear experience. 	<ul style="list-style-type: none"> • Account information will be stored as long as user's account is present in the Hubble Platform. • User has full control to delete and update the account information in the Hubble Platform. • Upon deletion all account information & associated data will be removed from Hubble platform.
Hubble the Bear information	<ul style="list-style-type: none"> • MAC Address To Link it with user's account • Wifi Information For seamless Wi-Fi transitions while the it moves across different networks. • Timezone To provide personalised user's experience • Audio Recording To use ConnectChat™ & Favourite message function. 	<ul style="list-style-type: none"> • This information is stored for as long as Hubble the Bear is linked to account. Once its deleted all information associated with the it will be removed. • Retention of Audio recording is based on user's plan profile : Free (30 days), Paid (unlimited).

All data is securely stored on the Hubble Platform in compliance with regional regulatory requirements.



Data Collection : Usage & Storage Policy



Email Address

To Manage user's account



Mobile Number

For secure login, include OTP as part of 2FA process



Location

To Manage Wi-Fi scanning process during BAB registration process



Audio Recording

To use ConnectChat™ & Favourite message feature.



Wi-Fi Detail

Wi-Fi Name & Password

For seamless Wi-Fi transitions while the Bear moves across different networks.



Kid's Detail (Optional)

Name / Gender / Date of Birth
During Registration process to personalise Hubble the Bear experience.

All data is securely stored on the Hubble Platform in compliance with regional regulatory requirements.

10. FAQs

Q: How to Setup 2.4 Ghz Wi-Fi?

1. Access your router's settings:

Most routers have their web interface accessible through a web browser. The default address is usually printed on the back of the router, typically something like "192.168.1.1" or "192.168.0.1." You will need the router's username and password to log in. These are also often printed on the back of the router or in the user manual.

2. Locate the Wireless settings:

Once logged in, look for the "Wireless" or "Wi-Fi" settings section. This might be under the "Wireless Settings," "Wi-Fi Setup," or similar category.

3. Identify the 2.4 GHz band settings:

Routers that support both 2.4 GHz and 5 GHz frequencies might have separate settings for each band. Look for options labeled "2.4 GHz," "2.4 GHz Network," or similar.

4. Configure the 2.4 GHz network:

Network Name (SSID): Choose a unique and descriptive name for your Wi-Fi network. Avoid using generic names or your personal information.

Security: Select a strong security protocol like WPA2-PSK (AES) and create a complex password. Avoid using easily guessable passwords like birthdays or dictionary words.

Channel: You can usually leave the channel setting on "Auto" for optimal performance.

Other settings: Depending on your router, you might have additional options like disabling SSID broadcast (not recommended) or setting a maximum number of connected devices.

5. Save your changes:

Once you have configured the settings, click the "Save" or "Apply" button to apply the changes.

Additional tips:

Refer to your router's user manual for specific instructions and details on any additional settings available.

Consider consulting the manufacturer's website for support articles or video tutorials related to your router model.

If you encounter any difficulties, consider contacting your internet service provider (ISP) for assistance with router configuration.

Refer common router settings page

[Configure Netgear router](#)

[Configure Asus Router](#)

[Configure D-Link Router](#)

[Configure TP Link Router](#)

Q: How to update Wi-Fi details to ensure the Bear stays connected when in a new location?

Refer the **Wi-Fi auto switch** from [5.7 on Page 19](#).

Q: How to modify Deep sleep schedule?

Refer to the **Schedule Deep Sleep** from [5.8.2 on Page 21](#).

Q : What permissions are required to use Hubble Bear on the HubbleClub App ?

HubbleClub App prompt to access following permission

Location: this is required to register a Bear in Hubble account.

Microphone: To use ConnectChat™ and favorite message.

Notification: To notify about any important event (System Maintenance, App update etc..) or feature specific (e.g. ConnectChat™)

Q. How many bears can be registered in one Hubble Account?

HubbleClub App allows to a **maximum of 5 Bear** on one Hubble Account.

Q. Can I link my kids' profile with multiple bears?

At present the HubbleClub App allows the linking of one child profile with only one bear. This is set as such to allow for a more personalized experience with each bear present in the Hubble account.

Q. Is the time displayed in the ConnectChat™ the Bear's time zone or the phone's time zone?

All times shown in the HubbleClub App are as per the phone's time zone.

Q. Why am I not receiving new ConnectChat™ voice message alerts?

To resolve this, please check whether notification permission are **On** in the **HubbleClub App > Settings** in your phone's settings section.

If permissions are on then, check if any **Do Not Disturb is enabled**. To check Do Not Disturb schedules, **navigate to Application settings inside Account section**.

If the problem is still not resolved, then please logout and login again. There might be certain technical glitches which can be resolved by logging in again.

Q. My issue is not mentioned here - how do I resolve it?

Write an email with details of the issue to customervoice@hubblehome.com, it would be advisable to add additional details such as screenshots to help our team understand the problem. Once our support team receives the email, you will be reached out to within 24 hours.

Q. My Hubble Bear battery drains quite frequently?

Check **Deep Sleep time** from [5.8.2 on Page 21](#), where further details about deep sleep are provided.

Q. Can I add additional Wi-fi networks to my Hubble Bear?

Yes, more details about adding additional Wifi networks are provided from [5.7 on Page 19](#).

Q. Can I disable Deep sleep?

Deep Sleep can be disabled but it isn't advisable to do so. Disabling Deep Sleep will consume more power and might lead to battery drain.

Q. How can I change Hubble Bear Deep Sleep Schedule?

It can be done from HubbleClub App, check more from [5.8.2 on Page 21](#).

Q. Hubble Bear unable to find any Wi-Fi during registration process?

Hubble Bear is compatible with 2.4 Wi-Fi, so make sure Bear is kept near a 2.4 compatible router, verify in other smart devices (Mobile, Pcs) that Wi-Fi is accessible, If still problem persists, turn off & on the router then restart the registration process again.

Q. How many guests can I share the Bear with?

You can share Hubble the Bear with up to **4 guests**. Each guest must be **invited individually** through the app.

Q. What happens if I delete the Bear while it's shared with a guest?

The Guest will receive a **notification** informing them that the Bear has been deleted from the Owner's account, and it will no longer be accessible in their app.

Q. If I register the Bear again to the same account, do I need to send invites again?

No. Guests will continue to have access to the Bear as long as it is present in the Owner's account, and the original sharing duration is still valid.

Q. Can I revoke access before the sharing duration ends?

Yes. Go to **Account Settings - Sharing Section**, select the guest you wish to remove, and **revoke** access at any time.

Q. How long will the Guest's Voice chat messages be stored in the Owner's account?

Storage of **ConnectChat™ messages** depends on the plan linked with the Bear:

Premium Plan: Messages are stored for up to **30 days**.

Add-on Plan: Messages are stored **forever** if the Owner has purchased the connect chat storage add-on.

Q. Why was I asked to logout when I clicked the link in the email to access the Bear my friend shared?

This typically happens when the email address used to share the Bear with you is different from the one you're currently using to log in to the HubbleClub App.

When you click the shared link, the app tries to verify access based on the shared email. If your current login doesn't match, the app prompts you to log out and log in with the correct email associated with the shared Bear.

To avoid this in the future:

Please ask your friend to share the Bear with the same email address that you use to log in to the HubbleClub App.

11. Disposal of the Device (environment)

At the end of the product life cycle, you should not dispose of this product with normal household waste. Take this product to a collection point for the recycling of electrical and electronic equipment. The symbol on the product, user's guide and/or box indicates this.



Some of the product materials can be re-used if you take them to a recycling point. By reusing some parts or raw materials from used products you make an important contribution to the protection of the environment.

Please contact your local authorities in case you need more information on the collection points in your area.

The internal battery should be disposed of with the Parent unit in an environmentally-friendly manner according to your local regulations.

12. General Information

If your product is not working properly, read this User Guide. Contact Customer Service:

<https://support.hubbleconnected.com>

Consumer Products and Accessories Limited Warranty (“Warranty”)

Thank you for purchasing this Hubble Smart Nursery branded product manufactured by Hubble Research HK LTD (“HUBBLE”).

What Does this Limited Warranty Cover?

Subject to the items listed below in the section “What is not Covered” HUBBLE warrants that this Hubble connected branded product (“Product”) will be free from defects in material and workmanship under normal use for a period of 1 year from the date of purchase and that any certified accessory (“Accessory”)

sold for use with this product will be free from defects in materials and workmanship under normal use for a period of 90-days from the date of purchase. This Limited Warranty is your exclusive warranty and is not transferable.

What is not covered?

This Limited Warranty excludes and does not cover:

- Normal deterioration or wear resulting from use;
- Damage caused by or resulting from misuse, abuse, or accident;
- Damage caused by or resulting from improper operation or storage;
- Damage caused by or resulting from contact with foreign substances, including, but not limited, to liquid, water, rain, humidity, perspiration, sand, dirt, and/or food;
- Damage caused by or resulting from the use of Non-Hubble Smart Nursery branded or certified Products or Accessories or other peripheral equipment;
- Damage caused by or resulting from modifications, alterations, tampering, improper installation, or repairs by someone other than Hubble connected or their authorized representatives;
- Defects, damages, or the failure of Products or Accessories due to any communication service or signal you may subscribe to or use with the Products or Accessories; and,
- Periodic maintenance, repair and replacement of parts due to normal wear and tear.

What Other Limitations Are There?

THIS LIMITED WARRANTY SETS FORTH THE ENTIRE LIABILITY OF HUBBLE AND CONTAINS YOUR SOLE AND EXCLUSIVE REMEDY. OTHER THAN THIS LIMITED WARRANTY, HUBBLE MAKES NO ADDITIONAL REPRESENTATIONS OR WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. IF YOUR STATE DOES NOT PERMIT THE DISCLAIMER OF WARRANTIES, THEN THE IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A

PARTICULAR PURPOSE IS LIMITED TO THE DURATION OF THIS LIMITED WARRANTY. REPAIR OR REPLACEMENT IS YOUR SOLE AND EXCLUSIVE REMEDY AGAINST HUBBLE AND Hubble Smart Nursery. IN NO EVENT SHALL HUBBLE OR Hubble Smart Nursery's LIABILITY TO REPAIR OR REPLACE YOUR PRODUCT OR ACCESSORY EXCEED THE ORIGINAL PURCHASE PRICE OF THE PRODUCT AND ACCESSORY AND HUBBLE AND Hubble Smart Nursery's TOTAL LIABILITY FOR DAMAGES ARISING FROM THIS LIMITED WARRANTY SHALL NOT EXCEED THE PRICE YOU PAID FOR THE PRODUCT AND ACCESSORY REGARDLESS OF WHETHER SUCH CLAIM ARISES UNDER CONTRACT, STATUTE, TORT OR OTHERWISE. IN NO EVENT AND UNDER NO CIRCUMSTANCES WILL HUBBLE OR Hubble Smart Nursery BE LIABLE FOR DIRECT, INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES OF ANY KIND, OR LOSS OF REVENUE OR PROFITS, LOSS OF BUSINESS, LOSS OF INFORMATION OR OTHER FINANCIAL LOSS ARISING OUT OF OR IN CONNECTION WITH THE ABILITY OR INABILITY TO USE THE PRODUCTS OR ACCESSORIES. ALL DISCLAIMERS, LIMITATIONS OF LIABILITY AND MODIFICATIONS OF WARRANTIES STILL APPLY EVEN IF THE LIMITED REMEDY OF REPAIR AND REPLACEMENT FAILS OF ITS ESSENTIAL PURPOSE.

Some jurisdictions do not allow the limitation or exclusion of incidental or consequential damages, so the above limitations or exclusions may not apply to you. This Limited Warranty gives you specific legal rights, and you may have other rights that vary from one jurisdiction to another.

Who is covered?

This Warranty extends only to the first consumer purchaser and is not transferable.

What will HUBBLE do?

HUBBLE or its authorized distributor at its sole discretion will, at no charge, repair or replace any Products or Accessories that

do not conform to this Warranty. In the event that replacement is necessary to remedy a defect in material or workmanship, HUBBLE may use new or remanufactured products, accessories or parts of equal quality to the original Product or Accessory.

How to Obtain Warranty Service or Other Information?

To obtain service or information, please contact us by:

<https://support.hubbleconnected.com>

You will receive instructions on how to ship the Products or Accessories at your expense and risk, to a HUBBLE Authorized Repair Center.

You must include: (a) the Product or Accessory; (b) the original proof of purchase (receipt) which includes the date, place and seller of the Product; (c) if a warranty card was included in your box, a completed warranty card showing the serial number of the Product; (d) a written description of the problem; and, (e) your name, address, email address and telephone number. These terms and conditions constitute the complete warranty agreement between you and HUBBLE regarding the Products or Accessories purchased by you, and supersede any prior agreement or representations, including representations made in any literature publications or promotional materials issued by HUBBLE or representations made by any agent, employee or staff of HUBBLE, that may have been made in connection with your purchase of any Product and/or Accessory.

Download User Guide from website:
support.hubbleconnected.com

Product web page: **hubblethebear.com**

FCC Warning

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Note: The Grantee is not responsible for any changes or modifications not expressly approved by the party responsible for compliance. such modifications could void the user's authority to operate the equipment.

The device has been evaluated to meet general RF exposure requirement. The SAR limit of USA(FCC) is 1.6 W/kg averaged over one gram of tissue. Device types Hubble Connected the Bear with HCO01001.

(FCC ID: 2BQL9-HC001001) has also been tested against this SAR limit. The highest reported SAR values for body-worn is 0.254W/kg. This equipment should be installed and operated with a minimum distance of 0mm between the radiator and your body. The use of accessories that do not satisfy these requirements may not comply with FCC RF exposure requirements, and should be avoided.

Hereby, Hubble Research (HK) Ltd, declares that this Hubble Connected the Bear/ HC001001, is in compliance with the essential Requirements and other relevant provisions of Radio Equipment Directive 2014/53/EU and Radio Equipment Regulations 2017 (S.I. 2017/1206) of United Kingdom.

Batteries shall not be exposed to excessive heat such as sunshine, fire or the like.

CAUTION RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE. DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS.

The RF frequencies (2412-2472MHz) can be used in Europe without restriction. This device is allowed to be used in all EU member states.

Wi-Fi (IEEE 802.11b/g/n):

Operation Frequency: 2412-2472MHz

Max. RF output power: 18.48dBm EIRP

The device has been evaluated to meet general RF exposure requirement. To maintain compliance with EN IEC/IEEE 62209-1528 and BS EN IEC/IEEE 62209-1528. The SAR limit is 2.0 W/kg averaged over ten gram of tissue. Device types Hubble Connected the Bear with HC001001 has also been tested against this SAR limit. The highest reported SAR values for body-worn is 0.126W/kg. This equipment should be installed and operated with a minimum distance of 0mm between the radiator and your body.

IC Warning

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

(1) This device may not cause interference.

(2) This device must accept any interference, including interference that may cause undesired operation of the device.

Cet appareil contient des émetteurs/récepteurs exempts de licence qui sont conformes aux normes CNR exemptes de licence d'Innovation, Sciences et Développement économique Canada.

Son fonctionnement est assujéti aux deux conditions suivantes :

(1) Cet appareil ne doit pas causer d'interférences.

(2) Cet appareil doit accepter toute interférence, y compris celles qui peuvent entraîner un fonctionnement indésirable de l'appareil.

SAR

The device has been evaluated to meet general RF exposure requirement. To maintain compliance with RSS-102-Radio Frequency (RF) Exposure guidelines. The SAR limit of IC is 1.6 W/kg averaged over one gram of tissue. Device types Hubble Connected the Bear with HC001001 (IC: 34330-HC001001) has also been tested against this SAR limit. The highest reported SAR values for body-worn is 0.250W/kg. This equipment should be installed and operated with a minimum distance of 0mm between the radiator and your body.

UKCA Declaration

The product is in conformity with the essential requirements of Article 3.1 (a) the protection of the health, property and safety, 3.1 (b) an adequate level of electromagnetic compatibility and 3.2 effective use of the spectrum of Radio Equipment Directive 2014/53/EU which has been implemented into UK law with effect from 26 December 2017 by way of the Radio Equipment Regulations 2017.



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