

Troubleshooting Guide – Babysense HDS2 Baby Monitors

It takes approximately 8 hours to fully charge the battery

Troubleshooting

Problem	Possible cause/solution
No reception on the Parent Unit	• The power adapters may not be properly connected. • Ensure that the Baby and Parent Units are ON. • Adjust the monitor antenna to vertical position. • Make sure the Baby and Parent Units are not far away from each other. • Baby and Parent Units may not be properly paired. Follow PAIRING instructions.
Interference or poor reception	• Move the Baby Unit closer to Parent Unit. • Use of other 2.4GHz products, such as wireless networks (Wi-Fi routers), Bluetooth systems, or microwave ovens, may cause interference with this product, so keep the baby monitor at least 5ft (1.5m) away from these types of products or turn them off if they appear to be causing interference. • The Baby or Parent Units may be set too close to metal objects. • The battery power may be too low.
Image frozen on the Parent Unit	• Restart the Baby Unit (unplug the power adapter from the wall outlet, wait for approx. 5 seconds and plug it back into the wall outlet). • Reset the Parent Unit by pressing the RESET button (17), located at the back of the Parent Unit, under the stand.
A high-pitched sound is heard from the units (feedback, static)	• The Baby Unit and Parent Unit may be too close to each other. Move them further apart. • The volume on the Parent Unit may be set too high. Lower the volume.
Cannot hear the baby sounds on the Parent Unit	• Volume setting on the Parent Unit may be too low. Increase the volume. • Battery power may be too low. Recharge the battery.
Background noises	• In a quiet environment, surrounding the Parent Unit, decrease the volume on your Parent Unit to level 3 and below. • In a loud environment, surrounding the Parent Unit, increase the volume to the maximum level.
Picture is black and white	• Automatic Night vision mode may be on. Increase lighting around the camera to force monitor out of night vision mode.
Lines/marks across the screen	• Camera Lens is dirty. Follow the Maintenance procedure. • Check that power adapters are properly connected. • Reset the Parent unit by pressing the RESET button (17), located at the back of the Parent Unit, under the stand.
The rechargeable battery will not charge, or no charge light shows	• The power adapter may not be properly connected. • Switch to another wall outlet. • Switch between the Baby Unit and Parent Unit power adapters.
Two-Way Talk / Talk-Back is not working	• Confirm that both the Parent Unit and Baby Unit are powered on and a live connection is established. • Press and hold the TALK button on the Parent Unit while speaking. Release the button when finished.

Problem	Possible cause/solution
	• Please note: while the TALK button is being held, audio from the Baby Unit cannot be heard. Normal monitoring audio resumes after releasing the TALK button. • Restart the Baby Unit by disconnecting the power adapter for approximately 5 seconds and reconnecting it. • Reset the Parent Unit using the RESET button located under the stand. • If necessary, re-pair the Baby Unit with the Parent Unit according to the User Manual. • Keep the units away from sources of 2.4 GHz interference and confirm that the units are within operating range. • If the issue remains after completing these steps, contact Babysense Customer Support.

IMPORTANT: If the above troubleshooting guide did not help you solve your problem, please contact our customer service via:

Email – support@babysensemonitors.com
Toll Free Number – (833) 568-2229 (USA ONLY)

Specifications

Specification	Detail
Product Model	• HDS2
Frequency	• 2.4GHz FHSS
Type of Modulation	• GFSK
Data Rate	• 4 Mbps
Channel Bandwidth	• 3.5 MHz
Transmission Range	• Up to 960 feet / 350 meters (open space – no obstructions)
Input Voltage	• 5V, 1.0 A
Power Adapter	• Input: 100-240VAC 50 / 60Hz, 200mA Max; • Output: 5V, 1.0A;
LCD Screen	• 5.0" TFT LCD (1280*720 pixels)
Rechargeable battery (pre-installed in Parent Unit)	• Model: YB905560 • 3.7V, 4000 mAh
Operating time with battery fully charged (Parent Unit) * It takes about 8 hours to fully charge the battery.	• Approx. up to 20 hours (VOX on) • Approx. up to 12 hours (Monitor on)
Transmitting Power	• 18dBm M
Image sensor type	• 1/4" Color CMOS
IR LED Type	• 940nm
Operation Environment	• Indoor use only; Temperature: 32–104°F / 0–40°C • Humidity: 5% to 90% rh. (relative humidity)