

## Angelcare AC517

### **Problem**

Poor Reception

### **Cause**

Units are not properly positioned for optimal performance or batteries are low

### **Solution**

- Bring the Parent Unit closer to the Nursery Unit.
- Change the position of one or both units.
- Place units on a flat surface, out of baby's reach. (Be sure to place monitor and all cords within 3 feet away from any crib, bassinet or other sleep environment.)
- Replace the batteries or recharge Parent Unit

### **Problem**

Static, Distortion, Interferences

### **Cause**

Other monitors, wireless phones, walkie-talkies, etc. are creating interference.

### **Solution**

- Rotate Parent Unit or move it away from source of interference.
- Keep Parent and Nursery Units at least 3 meters (10 feet) apart.
- Consult Instruction Manual for more information on interference.

### **Problem**

Feedback (Loud Noises Emitted From The Parent Unit)

### **Cause**

The Parent and Nursery Units are too close together.

### **Solution**

- Move units farther apart (at least 3 meters/10 feet).
- Lower volume on Parent Unit.

**Problem**

Screen on Parent Unit Is Black

**Cause**

The Parent Unit is off or batteries are low.

**Solution**

- Turn the Parent Unit ON by pressing the power key and holding for 2 seconds.
- Replace the batteries or recharge Parent Unit.

**Problem**

No Motion Is Detected

**Cause**

The Sensor Pad is installed incorrectly.

**Solution**

Always place the Sensor Pad under the mattress with the printed side facing up.

**Problem**

False Alarm

**Cause**

Various possible causes:

- The Camera is on when removing baby from crib.
- Something in the crib is preventing the Sensor Pad from detecting movement.
- The mattress in the crib is not compatible with your Angelcare monitor system.
- The Sensor Pad is not positioned correctly in the crib.
- The wireless sensor pad battery is low or dead

**Solution**

- Press the PAUSE button on the camera when removing baby from crib.
- Ensure that there is nothing between the mattress and Sensor Pad.
- Make sure you are not using a memory-foam or a dual-sided mattress, as they are not compatible.
- Sensor Pad must be positioned as described in the Instruction Manual and resting completely flat on a hard surface.
- If the crib has a spring or slat base: Place a hard board between the crib base and the Sensor Pad movement detector. Please ensure that the board measures at least 13" x 13" x ¼" thick (33 x 33 cm x 6 mm).
- Replace the wireless sensor pad battery (CR3032). Refer to your user manual for instructions on battery replacement.

**Problem**

Monitor Keeps Beeping/Going Off When Setting It Up (Solution 1)

**Cause**

Your Camera is pre-programmed to sense movement the moment it is connected to a power source— even if the Sensor Pad is not plugged into the Camera. Therefore, if no movement is detected, the alarm will sound after 20 seconds (continuous short beeps)

**Solution**

Go into the settings options in the menu, select the sensor pad icon and turn the sensor pad off to complete set-up. Important: when complete with the set-up, make sure you go back into the settings menu to turn the sensor pad back on.

**Problem**

Monitor Keeps Beeping/Going Off When Setting It Up (Solution 2)

**Cause**

Camera is turned off and the lost connection / out of range alert is beeping (2 short beeps – pause – repeat)

**Solution**

Turn the camera on to eliminate the lost connection / out of range alert

**Problem**

Monitor Keeps Beeping/Going Off When Setting It Up (Solution 3)

**Cause**

The wireless sensor pad battery isn't installed or is low or dead

**Solution**

Install / replace the wireless sensor pad battery (CR3032). Refer to your user manual for instructions on battery installation / replacement.

**Problem**

Alarm Will Not Sound (Solution 1)

**Cause**

The sensor pad is not connected or not turned on in the settings menu.

**Solution**

- Go into the settings (gear icon) menu and select the sensor pad icon – ensure the sensor pad is turned on
- Check for the sensor pad connected icon in the left hand side of the Info Bar

**Problem**

Alarm Will Not Sound (Solution 2)

**Cause**

The Sensor Pad is detecting movement, regardless of whether your baby is moving in the crib.

**Solution**

- You may need to decrease Sensor Pad sensitivity (the default setting is set to level 3). Refer to “Testing your Angelcare Monitor” section in the Instruction Manual.
- Avoid coming into contact with the crib when monitor is ON because it will detect your movements.
- Place the crib near a solid supporting wall so that Sensor Pad does not detect movement from outside crib.
- Make sure the Sensor Pad is not picking up vibrations from outside sources such as fans and adjust the sensitivity accordingly.

**Problem**

No Sound Is Being Transmitted

**Cause**

Various possible causes:

- One or both of the units is not on.
- The Parent Unit volume is minimized
- The camera volume is minimized.
- The camera unit and parent unit are not within range.

**Solution**

- Make sure both units are ON
- Turn the volume up on the parent unit (volume buttons on the side of the unit)
- From the settings menu (gear icon), select the camera icon and increase the volume of the camera (baby volume level icon)
- Bring the Parent Unit closer to the Camera

**Problem**

Sound Is Cutting In and Out

**Cause**

The Voice Activated mode is selected for transmission, so the Camera will only transmit sound if baby makes sounds.

**Solution**

Select the settings that give you the most peace of mind. For “constant audio”, from the settings menu, select the camera icon, ensure VOX is set to OFF

**Problem**

Parent Unit Is On However There Is No Picture On Monitor

**Cause**

The parent unit may be in screen saver mode.

**Solution**

Touch the screen to turn it back on. Screen timeout can be adjusted in the settings menu (gear icon).

**Problem**

No Motion Is Detected (Solution 2)

**Cause**

The sensor pad is not connected or not turned on in the UI

**Solution**

- Go into the settings (gear icon) menu and select the sensor pad icon – ensure the sensor pad is turned on

Check for the sensor pad connected icon in the left hand side of the Info Bar

**Problem**

No Motion Is Detected (Solution 3)

**Cause**

The sensitivity is too low.

**Solution**

From the sensor pad menu, adjust the sensitivity to a higher setting. Refer to “Testing Your Angelcare Monitor” section in the instruction manual.

**Problem**

I don't see any data in the movement graphing chart (Solution 1)

**Cause**

The Sensor Pad is not turned on / activated.

**Solution**

Go into the ‘Settings’ option of the main Menu and select the ‘Sensor Pad’ icon. At the top of the Sensor Pad Menu, ensure that the Sensor Pad is activated

**Problem**

I don't see any data in the movement graphing chart (Solution 2)

**Cause**

The Sensor Pad is not connected.

**Solution**

Check that the ‘Sensor Pad Connected’ icons are showing on the info bar. If not, re-pair your Sensor Pad by following the instructions [here](#)

**Problem**

I don't see any data in the movement graphing chart (Solution 3)

**Cause**

The movement graphing function is not activated.

**Solution**

The activity analytics / movement graphing feature should have been activated when you purchased your unit. If it was deactivated, confirm that the Sensor Pad is properly connected , ensure you have set the date and time, then go into the 'Settings' option of the Menu and turn the analytics / graphing on. Refer to your user manual for detailed instruction.

**Problem**

My Sensor Pad doesn't seem to be working or doesn't seem to be linked (Solution 1)

**Cause**

The Sensor Pad has lost link with the Camera.

**Solution**

Re-pair your Sensor Pad connection via these instructions

**Problem**

My Sensor Pad doesn't seem to be working or doesn't seem to be linked (Solution 2)

**Cause**

The battery is low or fully depleted.

**Solution**

Replace the Sensor Pad battery if it is low or depleted. The replacement battery is coin cell CR3032 and is widely available. **IMPORTANT: PLEASE KEEP THIS BATTERY AND ALL COIN CELL BATTERIES OUT OF THE REACH OF CHILDREN.**

### **Problem**

The Sensor Pad alarm activates when I try to set the time.

### **Cause**

When your Angelcare baby monitoring system is set up and everything is turned on, the Sensor Pad begins monitoring for movement. If no movement is detected within 20 seconds, an alarm will sound and an 'Alert' icon will appear on the Parent Unit. When the 'Alert' icon appears on the Parent Unit screen, you can tap the screen (AC417/517) or press any key (AC315) to stop the alert.

### **Solution**

When this happens, you will then need to re-start the process to set the time/date. In order to complete the time/date set up without an alarm to interfere, use one of the following two solutions:

1. Turn the Sensor Pad off during set-up: Go into the 'Settings' option of the Menu, select the 'Sensor Pad' icon and turn the Sensor Pad off while you complete the set-up. **Important: remember to turn the Sensor Pad back ON when you have completed set-up.**
2. Lightly tap the Sensor Pad every few seconds with your hand while you complete the time/date set up.

### **Problem**

The color changing room temperature display doesn't change colors no matter what the temperature is in my baby's room (Solution 1)

### **Cause**

The room-temperature color-changing feature isn't activated.

### **Solution**

To activate this feature, go into the 'Settings' option in the Menu, select the 'Thermometer' icon and then the 'Alarm' icon. Turn on the tri-colored icon for the color-changing feature. Refer to your user manual for detailed instruction.

**Problem**

The color changing room temperature display doesn't change colors no matter what the temperature is in my baby's room (Solution 2)

**Cause**

The room temperature hasn't varied either high or low enough to activate any color change.

**Solution**

Check the high/low temperature settings. Adjust as necessary to your preference. \*Keep in mind the suggested room temperatures for babies in North America (as per parents.com) is between 65°F and 70°F.