



CUBBITALK

SMART AI BEAR WITH 2-WAY VOICE CHAT

User Manual

MODEL: PXB- BHB013

The features described in this User Guide are subject to modifications without prior notice.

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Welcome...

to your new CubbiTalk Bear with 2 way voice chat!

CubbiTalk Bear is a cuddly, screen-free smart teddy that lets you message with your child anytime you allow – turning tough goodbyes and bedtime battles into moments of comfort.

Please keep your original dated sales receipt for your records.

For warranty service of your Pixbee product, you will need to provide a copy of your dated sales receipt to confirm warranty status. Registration is not required for warranty coverage.

For questions, warranty, support or service related to the product, please contact us by:

Email: support@pixbee.com.au

This User Guide has all the information you need to make the most out of your product. Please read the Safety Instructions below before you install the unit.

Inside the Box

1 x CubbiTalk Bear 1 x USB Power Cable 1 x Instruction manual

WARNING: This CubbiTalk Bear is compliant with all relevant standards regarding electromagnetic fields and is, when handled as described in the User Guide, safe to use. Therefore, always read the instructions in this User Guide carefully before using the device.

- Adult assembly is required. Keep small parts away from children when assembling.
- The CubbiTalk Bear is not a substitute for responsible adult supervision.
- Keep this User Guide for future reference.
- Keep the cords out of reach of children.
- Test this product and all its functions so that you are familiar with it prior to actual use.
- Do not use the CubbiTalk Bear in extreme cold or heat, or close to a heat source.
- Only use the chargers and power adapters provided. Do not use other chargers or power adapters as this may damage the device and battery pack.
- Do not touch the plug contacts with sharp or metal objects.
- Connect the power adapters to easily accessible electrical sockets.

Not suitable for children under 3 years

- Choking hazard – small parts.
- Remove all packaging before giving this product to a child.
- Inspect regularly. Discard immediately if damaged.
- Keep away from fire.

Care Instructions

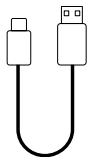
- Surface wash only with mild soap.
- Do not bleach.
- Do not tumble dry.
- Air dry thoroughly before use.

CAUTION: The battery replacement must be conducted by Pixbee or other authorised representatives.

1. WHATS IN THE BOX



CubbiTalk Bear



USB Power
Cable



Instruction manual

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. CUBBITALK 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 CubbiTalk Bear which is designed to bring you & your little one closer than ever before!

CubbiTalk 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, CubbiTalk Bear uses a **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 CUBBITALK BEAR



Listen to a Track



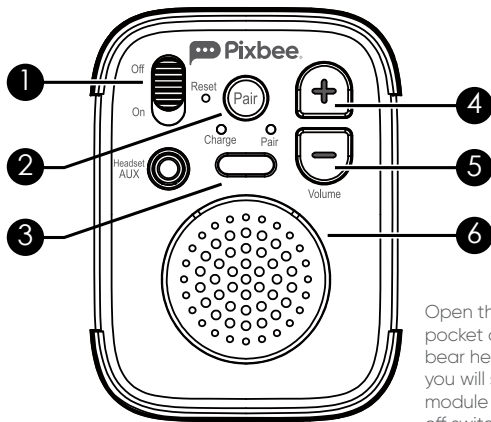
**Play
ConnectChat™**

**Record a
ConnectChat™**



Favorites





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

1. Power
2. Pair
3. Charging Port
4. Volume +
5. Volume -
6. Speaker

4. GETTING STARTED WITH CUBBITALK BEAR

The Bear needs to be registered via the Pixbee by Hubble Connected App, to access its full functionality. The Pixbee by Hubble Connected App makes registration easy. More details are provided in the subsequent sections.

4.1 Download the Pixbee by Hubble Connected App

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

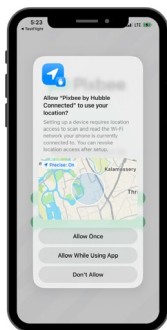
Download the Pixbee by Hubble Connected App

- To set up the Bear, you'll need the Pixbee by Hubble Connected 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.



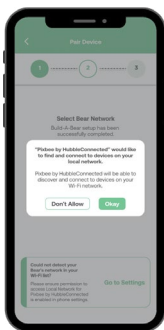
-  Option 2: Download via the store link
- For iPhone / iPad: Download from App Store
- For Android: Download from Google Play Store

IMPORTANT: The Pixbee by Hubble Connected app requests permission to access your location, local network, and notifications.



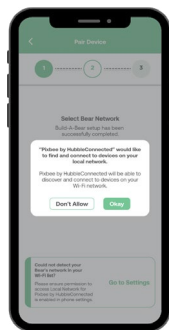
Location: Require to setup the CubbiTalk Bear

Choose: "Allow while using the App"



Local Network: Require to setup 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 Pixbee by Hubble Connected App

To get started, please begin by creating an account on the Pixbee by Hubble Connected App.

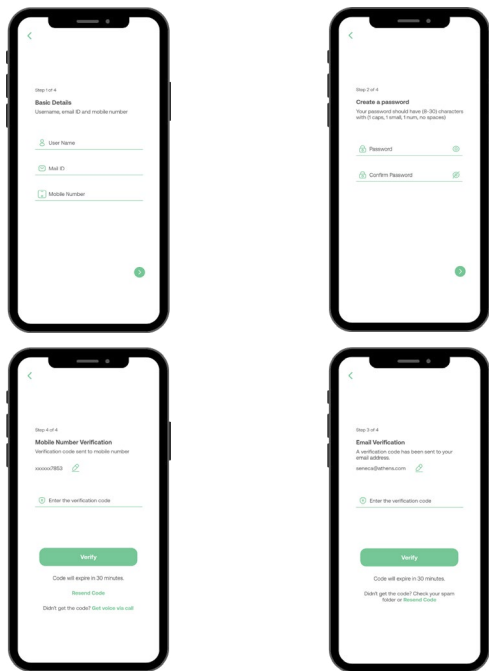
4.3 Signup & Security

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

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 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.**

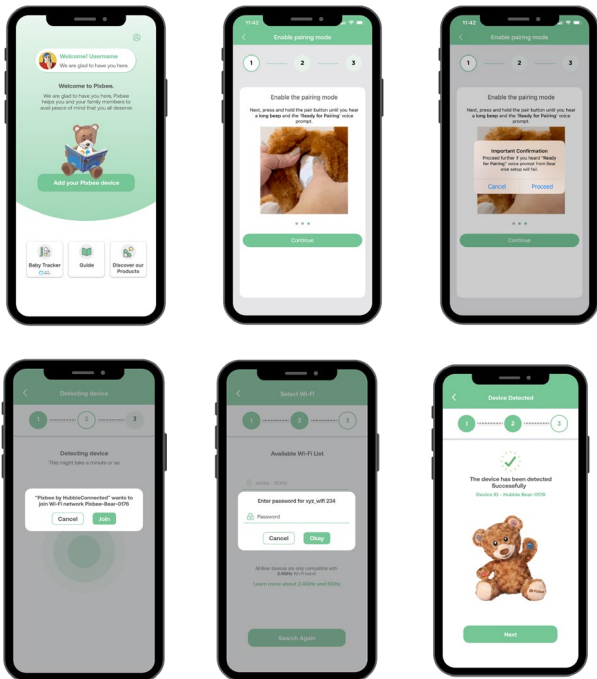
Visit the **Hubble Platform Security & Privacy** section for more detail.

4.4 CubbiTalk Bear Registration

Next, tap on the "Add Bear" to register by following the instructions as provided in the Pixbee by Hubble Connected App. It is important to keep CubbiTalk Bear within Range of Wi-Fi Router during registration.

NOTE: CubbiTalk 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 14 on Page 33.



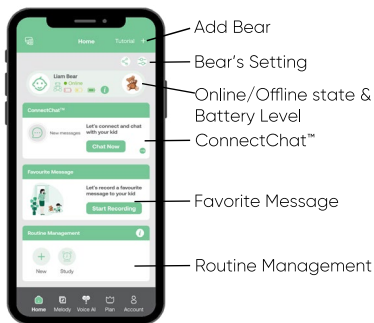
It's strongly recommended to **select your home Wi-Fi network** during the initial setup of your Bear. This ensures a reliable and consistent connection for optimal performance. You can still add and switch to different Wi-Fi networks later from the Bear Settings within the Pixbee by Hubble Connected App, as explained from 5.6 on Page 21.

5. CUBBITALK BEAR FEATURES

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

5.1 Home Screen Interactions

Once your CubbiTalk Bear is registered on the Hubble Server, the Home screen in the Pixbee by Hubble Connected App will be as shown below



5.2 Melody

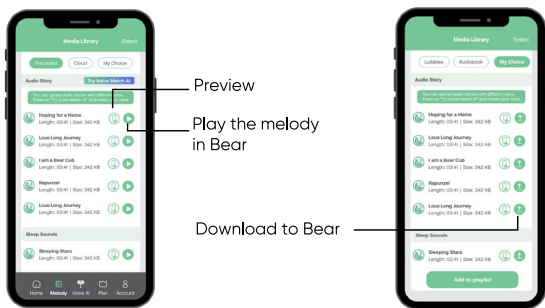
CubbiTalk Bear comes preloaded with a delightful mix of sing-along songs, calming sleep sounds, engaging audio stories, and soothing soundscapes. You can also explore and transfer even more content from the Hubble Cloud to personalize your child's experience anytime. Press the music button to play a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

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

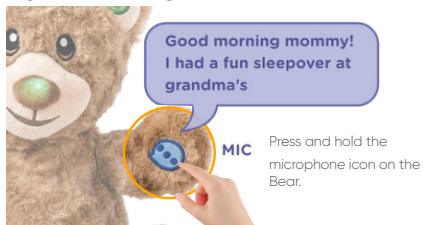
- Navigate to the Cloud section inside Melody.
- Within the Cloud section, you will find a wide range of melodies under different categories, available to Preview and Upload on the Bear. Additionally, you can preview a sample of a melody before transferring to the Bear.
- Finally Press the "Upload" Icon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



ConnectChat™ : Stay Connected with your Little one

CubbiTalk Bear's dedicated ConnectChat™ button and Pixbee by Hubble Connected 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:

5.2.2 Sending voice messages via the CubbiTalk Bear

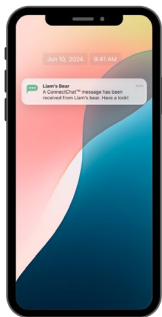


The bear will generate a  tone to let your child know they can start recording their message.

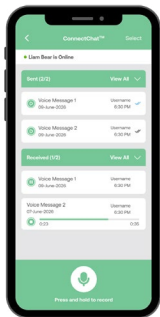
The Bear will continue recording audio until the button is released or after 20 sec, whichever is earlier.

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

5.2.3 Receiving and Responding to messages

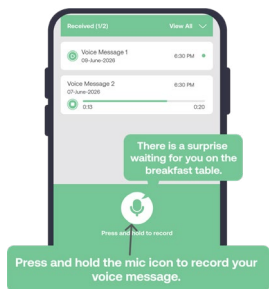


Recipients will be notified in real time, as soon as a voice message received by the Hubble Server



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

5.2.4 To Send Voice message back to kid from the Pixbee by Hubble Connected 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.

5.2.5 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.



5.2.6 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.

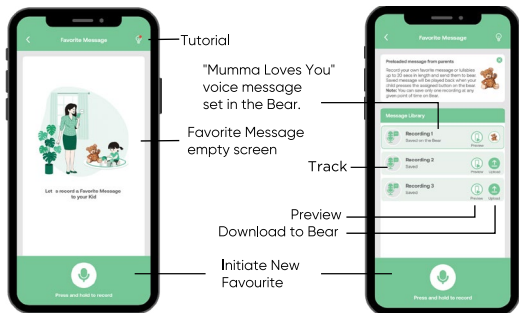


NOTE: It is recommended to keep your notification settings turned on to avoid missing important alerts. This includes, authorizing Microphone access to record voice messages.

5.3 Favorite Message

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

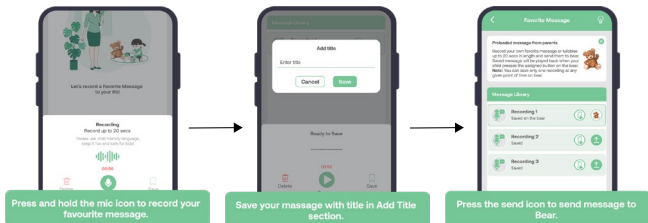
5.3.1 Favorite Message: Interaction & Navigation Controls



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.

5.3.2 Record & Send Favorite Message from Pixbee by Hubble Connected App



5.3.3 Play Favorite Message in CubbiTalk Bear

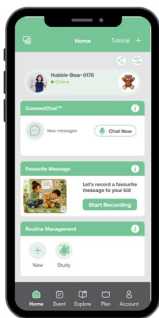
Message indicator on the Bear's nose, LED will blink Red.

Press heart icon on hand to listen the favourite message.

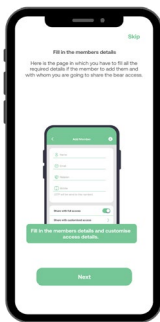


5.4 Sharing Feature

Sharing 'CubbiTalk Bear' allows your family or friends to access the Bear through the Pixbee by Hubble Connected app.



Initiate Sharing by Tab on the Sharing icon

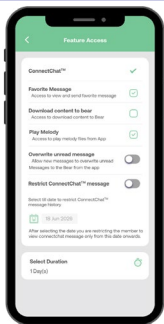


Follow Onscreen instruction



Invitation is sent successfully

5.4.1 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.

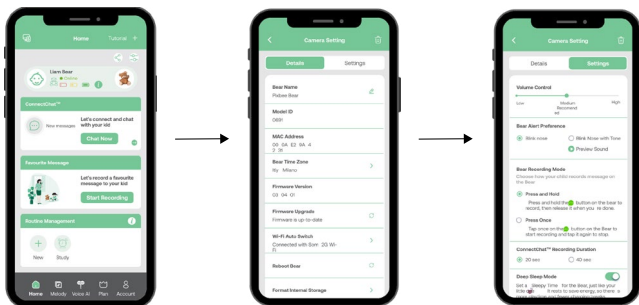
5.4.2 Guest user flow

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

Existing User	New HubbleClub User
- Will be notified via email. - No need to log in again. CubbiTalk Bear will automatically appear in their Pixbee by Hubble Connected app on the next app launch. - If the app is already open, the Bear will appear after a manual refresh.	- An OTP will be sent to the provided mobile number. - The user will receive an email with instructions to install the Pixbee by Hubble Connected app. - After installation, they must authenticate using the OTP to access CubbiTalk Bear.

5.5 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

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

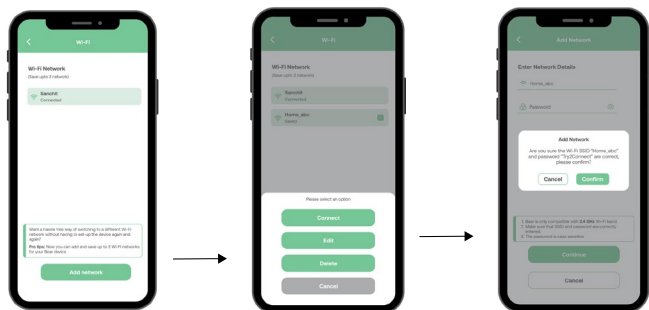
5.6 Managing Wi-Fi Networks on CubbiTalk Bear

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.

CubbiTalk Bear can store up to four Wi-Fi network profiles within the Pixbee by Hubble Connected 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 CubbiTalk 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.



5.6.1 Connecting to the strongest available network

- If CubbiTalk 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.

5.6.2 Adding and managing Wi-Fi details

- CubbiTalk 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 Pixbee by Hubble Connected app, so ensure these details are accurate before saving.

5.6.3 Supported Wi-Fi band

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

5.7 Power Saving Mode

CubbiTalk 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.

5.7.1 Light Sleep Mode or (Standby Mode)

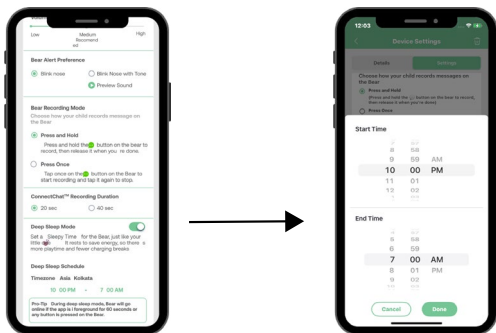
- **Standby Mode Activation:** 5 min of inactivity on the CubbiTalk Bear when Pixbee by Hubble Connected app is not in foreground leads to enter standby mode.
- **Transition from Standby to Online State:** Either press any key on the bear and wait for 10– 15 sec to let go Bear online.
- **Transitions:**
 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.

5.7.2 Deep Sleep Mode

- **Deep Sleep Mode Activation:** Primarily during nighttime hours (10 PM to 7 AM by default, customizable in Bear Settings through Pixbee by Hubble Connected 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.

5.7.3 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 Pixbee by Hubble Connected app, and adjust them accordingly.



5.7.4 Disabling Deep Sleep Mode

You can disable Deep Sleep mode from the "Bear Settings" section within the Pixbee by Hubble Connected app. This will set the CubbiTalk 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 CubbiTalk Bear, it will quickly resume responsiveness for continued play.

5.8 Adjust Speaker Sound

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

5.9 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

CubbiTalk 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 CubbiTalk Bears**, enabling conversations beyond just parent-to-kid or kid-to-parent. Think of it like a private family group chat—just with Bears!

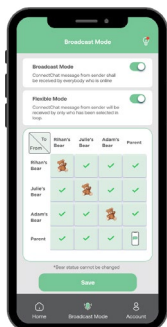
How It Works:

- Each CubbiTalk Bear is connected via your Pixbee by Hubble Connected app.
- You can create **custom communication groups**, including:
 1. One parent and multiple kids

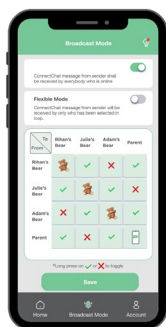
2. Siblings chatting with each other
3. Entire family connected in one group

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

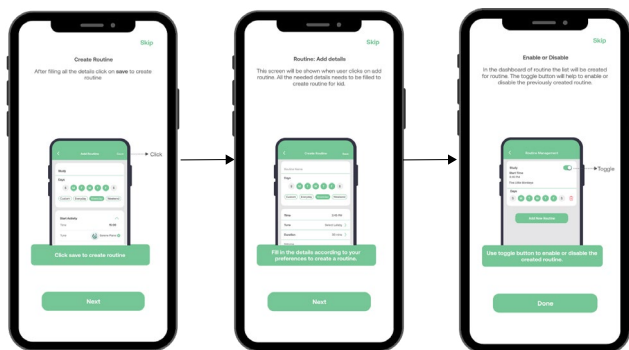


Flexible Mode

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, playtime, study sessions, bath time, and bedtime.

7.1 Smart Schedule: Interaction & Navigation Controls



7.2 Voice Match AI - Personalized Storytelling

CubbiTalk 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 Pixbee by Hubble Connected 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 Pixbee by Hubble Connected app and let CubbiTalk Bear tell your story—just like family does

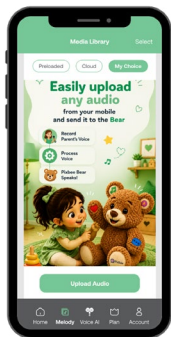
8. MY CHOICE

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.**

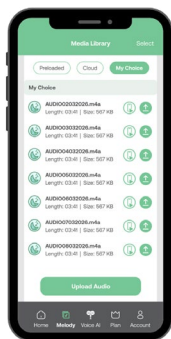
Whether it's a special bedtime song, a peaceful melody, or a tune only your little one loves, My Choice lets you keep it close and play it whenever needed.

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.



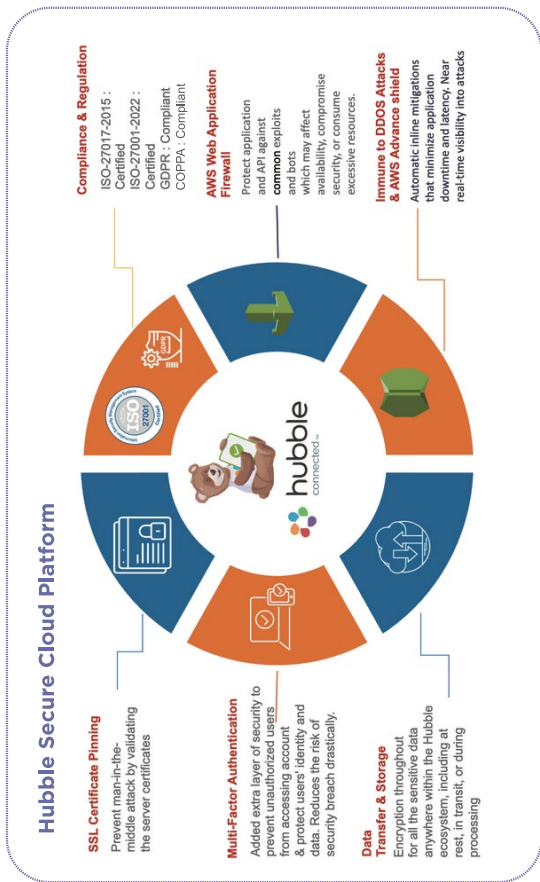
Upload file from device



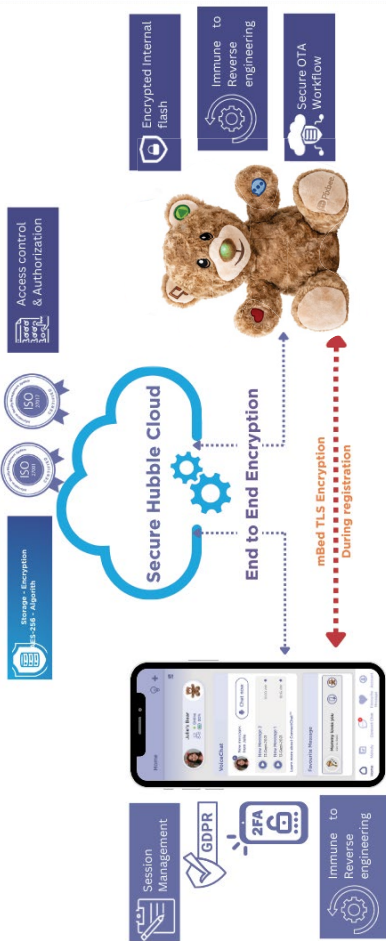
Files uploaded in app

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.



Secure Communication





Data Collection : Usage & Storage Policy

Data Type	Data Type & Usage	Storage Policy
Account Information	• 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.	• 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.
	• 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.	• 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.

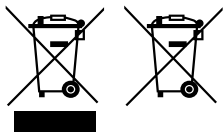


Kid's Detail (Optional)

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. 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 Guide and/or box indicates this disposal requirement.

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

Please contact your local authorities if 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.

11. HELP

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 8.7 on Page 21.

Q: How to modify Deep sleep schedule?

Refer to the **Schedule Deep Sleep** from 8.8.2 on Page 23.

Q : What permissions are required to use CubbiTalk Bear on the Pixbee by Hubble Connected app ?

Pixbee by Hubble Connected 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?

Pixbee by Hubble Connected 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 Pixbee by Hubble Connected 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 Pixbee by Hubble Connected 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 **Pixbee by Hubble Connected 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 support@pixbee.com.au, 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 CubbiTalk Bear battery drains quite frequently?

Check **Deep Sleep time** from 8.8.2 on Page 23, where further details about deep sleep are provided.

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

Yes, more details about adding additional Wifi networks are provided from 5.6 on Page 21.

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 CubbiTalk Bear Deep Sleep Schedule?

It can be done from Pixbee by Hubble Connected app, check more from 5.7.3 on Page 23.

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

CubbiTalk 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 CubbiTalk 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 Pixbee by Hubble Connected 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 Pixbee by Hubble Connected app.

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.

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.

12. WARRANTY TERMS AND CONDITIONS

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

This warranty is provided in addition to your rights under the Australian Consumer Law. Directed Electronics Australia Pty Ltd (Directed Electronics) warrants that this product is free from defects in material and workmanship for a period of 12 months from the date of purchase or for the period stated on the packaging. This warranty is only valid where you have used the product in accordance with any recommendations or instructions provided by Directed Electronics.

This warranty excludes defects resulting from alterations of the product, accident, misuse, abuse or neglect. To claim the warranty, you must return the product to the retailer from which it was purchased or if that retailer is part of a National network, a store within that chain, along with satisfactory proof of purchase. The retailer will then return the goods to Directed Electronics.

Directed Electronics will repair, replace or refurbish the product at its discretion. The retailer will contact you when the product is ready for collection. You will bear all costs involved in claiming this warranty, including the cost of the retailer sending the product to Directed Electronics.

**Please scan this QR code
for customer support:**



13. INDEMNITY

You agree to defend, indemnify and hold harmless Pixbee and its subsidiaries and affiliates from and against any and all claims, proceedings, injuries, liabilities, losses, costs and expenses (including reasonable legal fees), including but not limited to, claims alleging negligence, invasion of privacy, copyright infringement and/or trademark infringement against Pixbee and its subsidiaries and affiliates, relating to or arising out of your breach of any provision of these terms, your misuse of Pixbee products or its services, or your unauthorized modification or alteration of products or software.

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Pixbee has a limited warranty, whereby Pixbee warrants to you and only to you that this Pixbee product will be free from defects in materials and workmanship for one (1) year from the date of your purchase (unless a longer warranty period is required by law). The specifics of this Pixbee limited warranty are covered in this manual.

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Pixbee makes no warranty that the Pixbee product and services will meet your requirements or that use of the Pixbee services will be uninterrupted, timely, secure or error-free. Nor does Pixbee make any warranty as to the

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Pixbee equipment and services do not cause and cannot eliminate occurrences of certain events, including, but not limited to fires, floods, burglaries, robberies and medical problems. Pixbee makes no guarantee or warranty, including any implied warranty of merchantability or fitness for a particular purpose, that the Pixbee equipment and services provided will detect or avert such incidents or their consequences.

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Because some jurisdictions do not permit the exclusion of implied warranties, the last sentence of this section may not apply to you.

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For a full understanding of your rights, you should consult the laws of your state, province, or country. For our Australian customers: Please note that this

warranty is in addition to any statutory rights in Australia in relation to your goods which, pursuant to the Australian Consumer Law, cannot be excluded.

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This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.



Smart Tech for Growing Explorers.

DIRECTED.

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