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# Pupillo

Mobile Video Eye

## User Guide





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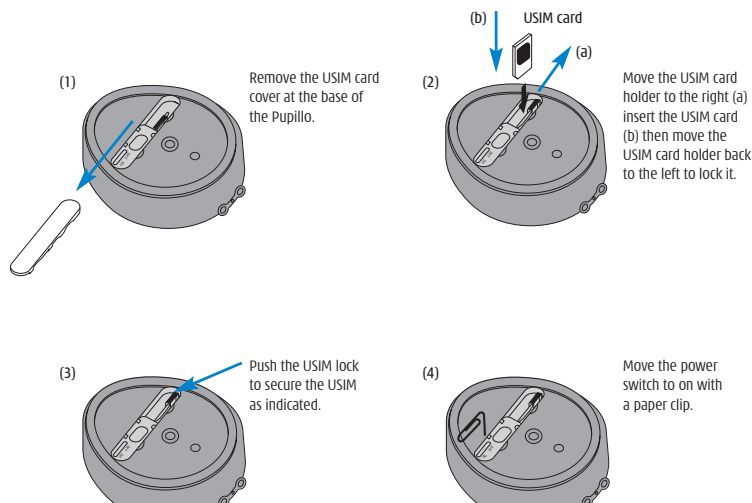
Get started

Get started

## What is it?

Pupillo is the first 3G mobile video camera that allows you to keep an eye on what's important to you. So you don't need to be in two places at once to know what's going on. It is totally portable and can see in the dark too. It works within the 3 video service area.

## How to insert your USIM card and switch the battery on / off

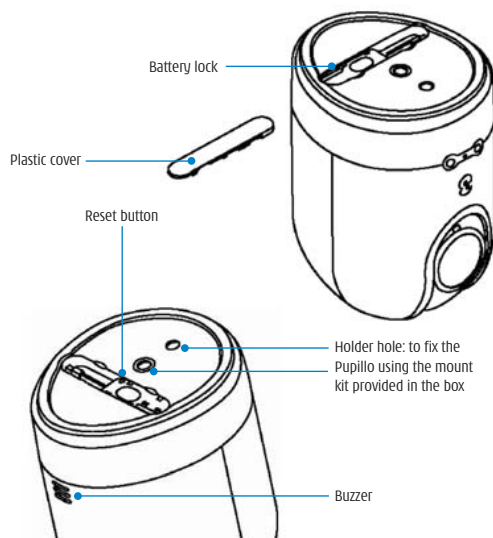
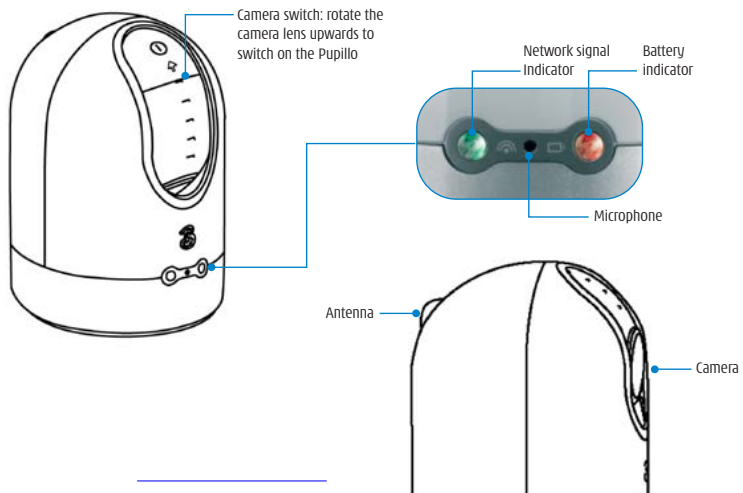




Get started

Get started

### Getting to know your Pupillo

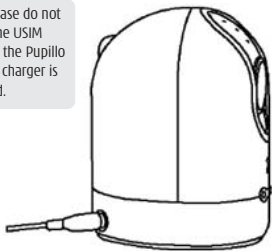


Get started

Charge the battery

You'll need to charge the battery for at least 3 hours. The battery signal indicator will turn green when it's charged. When the battery signal indicator starts flashing red, you'll need to recharge the battery.

**Note:** Please do not remove the USIM card from the Pupillo when the charger is connected.



- During a video call to the Pupillo, the call may be terminated if the battery is very low (less than 5%).

When the charger is connected to the Pupillo, the status of battery indicator will change from:



General functions

Battery and network signal indicators

Battery indicator lights			
VERY LOW	RED		High speed blinking (one blink per second)
LOW	RED		Low speed blinking (one blink per 3 seconds)
MEDIUM	YELLOW		Low speed blinking (one blink per 3 seconds)
FULL	GREEN		No blinking

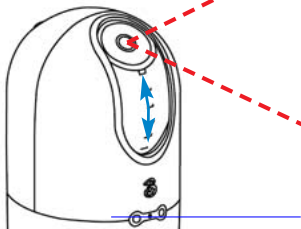
Network signal indicator lights			
In good coverage/ ready to use	GREEN		No blinking
During video call	GREEN		High speed blinking (one blink per second)
Searching UMTS	YELLOW /		High speed blinking (one blink per second)



## General functions

### Get the right angle

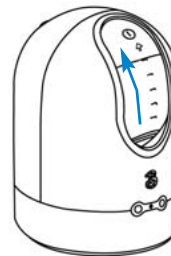
- In order to avoid over-exposure don't place the Pupillo in front of bright light.
- Rotate the camera lens to the position you want.
- Ensure the network signal is good.
- Keep at least 1 metre distance between the camera and the object you want to see.
- When mounting your Pupillo to a ceiling using the kit provided, please use the text message script on page 14 to reverse the captured image.



## General functions

### Switch the camera on

- After the battery has been charged, you need to rotate the camera lens upwards to activate the camera.



### Switch the camera off

- To switch the camera off, rotate the camera lens completely down. You'll hear a beep to notify that the camera has been switched off.
- Both the battery and network signal indicator lights will switch off.
- If the charger is connected to the Pupillo, the battery indicator light will switch on after



**Note:** All services provided by the Pupillo can only be used after the network signal indicator light shows green with no blinking.



## General functions

### Activate the service

■ When you video call the Pupillo for the first time:

1. Enter the Pupillo mobile number on your video mobile and press the video call key
2. Enter the 4 digit PIN code provided with your Pupillo on your video mobile
3. If the PIN code is correct, you'll be connected to the Pupillo. Your mobile number will automatically be added onto the Pupillo
4. The first video caller user becomes the Pupillo's Manager

**Note:** It is the Manager's responsibility to safeguard the PIN. If you transfer the Pupillo to another person, you must register their name and address with 3 Customer Services. This helps Customer Services to provide support to the new Manager if they contact 3.

5. No PIN code will be needed during subsequent calls



### Add more users

The Manager can add up to 20 different video mobile numbers to the Pupillo by text message. See **Adding a specific video mobile number** on page 13 for details.

Alternatively follow these instructions if you are not the Manager.

1. Enter the Pupillo mobile number on your video mobile and press the video call key
2. Once connected, enter the 4 digit PIN code on your video mobile provided by the Manager
3. After the correct PIN has been entered you'll be connected to the Pupillo
4. No PIN code will be needed during subsequent calls

All new users' video mobile numbers will be automatically saved by the Pupillo once the correct PIN code is entered during the first video call.

If you don't enter the PIN correctly after three

## General functions

**Note:** You can let up to 20 different video mobile numbers access your Pupillo but not at the same time.

If the video mobile numbers saved on the Pupillo reaches 20 it will not save or connect additional callers.

Please do not hide (suppress) your mobile video mobile number when you make a video call to the Pupillo.

Pupillo may not accept calls made from outside the United Kingdom as the video mobile number might be suppressed and the Pupillo will be unable to validate the caller.



### Managing access to your Pupillo

- The first video caller to the Pupillo becomes its Manager. The manager can add or delete other video callers' access to the Pupillo.
- To add or delete video callers' access to the Pupillo, the Manager will need to send a text message command to the Pupillo.
- There are 7 different text message commands that can be used by the Manager. (1) Modifying the video mobile number saved in the Pupillo, (2) Changing the Manager's video mobile number, (3) Deleting a specific video mobile number, (4) Deleting all video mobile numbers, (5) Adding a specific video mobile, (6) Changing the PIN code, (7) Reversing the image view.

#### 1. Modifying the video mobile number saved in the Pupillo

- You can let up to 20 different video mobile numbers access your Pupillo but not at the same time. The Manager can modify the

following specific contents:

**#modlist\*[NUMBER]#[PIN]#**

The **[NUMBER]** should be a digit between 1 and 20.

The **[PIN]** means the correct 4 digit PIN code. An example is: #modlist\*3#1234#

#### 2. Changing the Manager's video mobile number

- The video mobile number of the Manager can be changed to a new number by sending a text message to the Pupillo from the Manager's video mobile number.
- The Manager sends a text message with the specific contents as:  
**#changed\*[OLDNUMBER]\*[NEWNUMBER]#[PIN]#**  
The **[OLDNUMBER]** means the video mobile number of the current Manager.  
The **[NEWNUMBER]** means the video mobile

number which you want to use as the new Manager.

The **[PIN]** means the correct 4 digit PIN code.

An example is:

```
[OLDNUMBER]=44310101010
[NEWNUMBER]=44310202020
[PIN]=1234
#changed*443101010*443102020#1234#
```

#### 3. Deleting a specific video mobile number

- A specific video mobile number stored on the Pupillo can be deleted by sending a text message to the Pupillo from the Manager's video mobile number.  
The Manager sends a text message with the following specific contents:  
**#del\*[NUMBER]#[PIN]#**  
**Note:** The **[NUMBER]** means the video mobile number of the specific user that you want to delete.  
The **[PIN]** means the correct 4 digit PIN code.

#### 4. Deleting all video mobile numbers

- The authorised users stored in the Pupillo can be deleted by sending a text message to the Pupillo from the Manager's video mobile number.  
The Manager sends a text message with the following specific contents:  
**#deluser#[PIN]#**  
The **[PIN]** means the correct 4 digit PIN code.  
An example is: #deluser#1234#

**Note:** After the 'Deleting Users' text message has been received by the Pupillo, all video mobile numbers saved in the Pupillo will be deleted, except the Manager's number.

#### 5. Adding a specific video mobile number

- A specific video mobile number can be added to the Pupillo by sending a text message to the Pupillo from the Manager's video mobile.  
The Manager sends a text message with the specific contents:





The **[PIN]** means the correct 4 digit PIN code.  
 An example is: #add\*443101010#1234#

### 6. Changing the PIN code

- The PIN code can be changed by sending a text message to the Pupillo from the Manager's video mobile number.

The Manager sends a text message with the following specific contents:

**#pin\*[PIN\_NEW]#[PIN]#**

**Notice:** The **[PIN\_NEW]** means the 4 digits which you want to use as the new PIN code.

The **[PIN]** means the correct 4 digits of the current PIN code.

An example is: #pin\*0987#1234#

**Note:** Call 3 Customer Services if you can't remember your PIN.

### 7. Reversing the image view

- The captured image can be reversed by sending a text message to the Pupillo. For example, if you want to mount the Pupillo on the ceiling, you can send the specific text message to reverse the captured image so it is shown the right way round.

The Manager sends a text message with the following specific contents:

**#inverso#[PIN]#**

The **[PIN]** means the correct 4 digit PIN code.

An example is: #inverso#1234#

The following table gives an overall view of all supported Manager's text messages:

Text message commands	
<b>#modlist*[NUMBER]#[PIN]#</b> ex. #modlist*3#1234#	Modifying the video mobile number of saved in the Pupillo
<b>#changed*[OLDNUMBER]*[NEWNUMBER]#[PIN]#</b> ex. #changed*443101010*443102020#1234#	Changing the Manager's video mobile number
<b>#del*[NUMBER]#[PIN]#</b> ex. #del*443101010#1234#	Deleting a specific video mobile number
<b>#deluser#[PIN]#</b> ex. #deluser#1234#	Deleting all video mobile numbers
<b>#add*[NUMBER]#[PIN]#</b> ex. #add*443101010#1234#	Adding a specific video mobile
<b>#pin*[PIN_NEW]#[PIN]#</b> ex. #pin*0987#1234#	Changing the PIN code
<b>#inverso#[PIN]#</b> ex. #inverso#1234#	Reversing the image view

**Note:** The text message commands are NOT case sensitive.

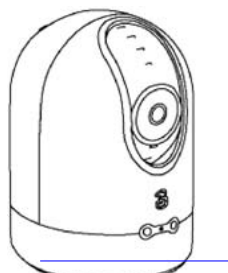


Accessories

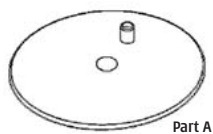
Mounting kit

A mounting accessory is included in the box. This mounting accessory is designed to mount the Pupillo on a ceiling or wall. After the Pupillo is mounted, it can be rotated horizontally.

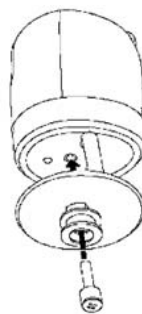
Please follow the steps to attach the mounting kit to both your Pupillo and ceiling:



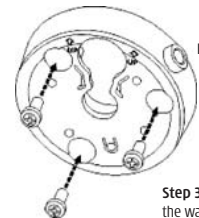
Step 1. Attach the Pupillo to the base of the mounting kit



Part A

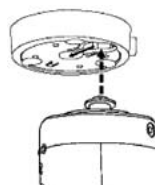


Step 2. Screw Part A to the base mould of the Pupillo

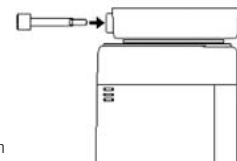


Part B

Step 3. Mount Part B to the wall or ceiling with three fixing screws



Step 4. Hang the Pupillo (Part A is already mounted in



Step 5. Rotate the Pupillo to adjust the angle, then screw it tight using the

Accessories



## Troubleshooting

### Please check the following before you call 3 Customer Services.

#### Reboot the Pupillo.

- You can reboot the Pupillo by pressing the 'Reset' button for 5 seconds with a paper clip. However, the video mobile numbers in the Pupillo will be deleted, except the Manager's number.



#### The network signal indicator light is not shown.

- Make sure the USIM card has been inserted into the Pupillo properly.
- If the USIM card is already inserted and locked properly, and the [network signal indicator](#) is still not shown, please call 3 Customer Services.

#### The network signal indicator light is always shown in red and blinking.

- Make sure the USIM card has been inserted into the Pupillo properly.
- If the network signal indicator is always shown in red and blinking, please move the Pupillo to other locations because the radio signal may not be good at that specific location.
- After you change several locations, if the network signal indicator still shows yellow or green, please press the 'Reset' button for 5 seconds while the camera is switched on to reboot the Pupillo.
- After reset, if the Pupillo is still not working properly, please call 3 Customer Services.

#### The battery indicator light is shown in red and blinking.

- Make sure the charger is connected to the Pupillo and plugged to a standard wall outlet for at least

- After the shut down process is performed, if both the battery and network signal indicator lights are still shown in red (no blinking), please call 3 Customer Services.

#### The Pupillo cannot be switched on by rotating camera lens upwards.

- First turn off the Pupillo, remove and re-connect the charger to the Pupillo. Then try to power on the Pupillo again. If the charger is not connected to the Pupillo, fully charge the battery and try again.
- If the Pupillo still doesn't turn on, and the battery capacity is full, please perform the shut down process.
  1. Set the Pupillo into power off status (camera is switched off)
  2. Remove the plastic cover
  3. The battery lock is at the base of the Pupillo. You can switch the battery lock from on to off by using a paper clip to completely shut

5. Place the plastic cover back on the Pupillo
6. Set the Pupillo into power on status (camera is switched on)

After the shut down process is performed, if the Pupillo still not working, please call 3 Customer Services.

#### The Pupillo has been dropped unintentionally and turned off automatically.

- Check the battery lock, it might be switched from on to off due to the drop.
- If the battery lock is switched to off, please switch the battery lock from off to on to switch on the Pupillo again.
  1. Set the Pupillo into power off status (camera is switched off)
  2. Remove the plastic cover
  3. The battery lock is at the base of the Pupillo. You can switch the battery lock from on to off by using a paper clip to completely shut

## Troubleshooting



5. Place the plastic cover back on the Pupillo
6. Set the Pupillo into power on status (camera is switched on)
7. After the shut down process is performed, if the Pupillo is still not working, please call 3 Customer Services for help.

#### To configure the Pupillo with misspelt text message commands.

- The Pupillo will ignore any text message with incorrect syntax, misspellings, or sent from a remote user who is not the Manager. You only need to resend a text message with the correct message.

#### A video call made to the Pupillo fails.

- Check that the video mobile number calling the Pupillo does not have Caller ID suppressed as this will result in call failure.
- Pupillo may not accept calls made from outside

- Check the strength of the network signal on your video mobile. The call connection may have failed due to poor network signal.
- Make sure that the Pupillo is positioned in a good video service area.
- If the call still continues to fail, please call 3 Customer Services.

#### Both battery and network signal indicator lights are always shown in red.

- If both battery and network indicator lights are always shown in red (no blinking), please perform the shut down process.
- The steps to carry out the shut down process are as follows:
  1. Set the Pupillo into power off status (rotate the camera lens completely down)
  2. Remove the plastic cover
  3. The battery lock is at the base of the Pupillo. You can switch the battery lock from on to

4. Switch the battery lock from off to on to switch the Pupillo on again
  5. Place the plastic cover back on the Pupillo
  6. Set the Pupillo into power on status by rotating the camera lens upwards
- After the shut down process is performed, if both the battery and network indicator lights are still shown in red (no blinking), please call 3 Customer Services for help.



#### Important safety information from the manufacturer (Compal)

**Read this information carefully before using your Pupillo to reduce the risks of bodily injury, electric shock, fire, and damage to the equipment.**

#### General Precautions

**Avoid wet areas:** Never use the product in a wet location.

**Avoid hot areas:** Please locate the product away from high-temperature areas. The product should be kept away from sources of ignition or heat such as radiators, heaters or other products that may produce heat. The heat not only damages and ages the product, but also causes battery defects. Furthermore, the heat may cause a fire or breakdown.

**Avoid abnormal usage/dismantling:** Please insert the power plug to a household electric outlet. When traveling abroad, never plug the AC adaptor into a power source that does not correspond to both the voltage and the frequency specified on the rating plate of the unit, as equipment damage will

**Mounting accessories:** do not use the product on an unstable base. Any mounting of the product should follow the manufacturer's instructions, and you should use a mounting accessory provided by the manufacturer.

**Warning:** users need to switch off the mobile Pupillo when in or near areas of potentially explosive atmospheres, such as petrol stations, fuel or chemical storage depots or blasting operations.

#### Battery and adaptor precautions

Never connect or disconnect the AC adaptor with wet hands. Connecting or disconnecting the AC adaptor to a power source with wet hands could give you an electric shock.

Never place an AC adaptor on a wooden surface (or any other surface that could be marred by exposure to heat) while it is in use, since its surface temperature increases during normal use. Always rest it on a suitable heat-insulating materials.

Never cover the AC adaptor with any object while it

Never attempt to dismantle or repair an AC adaptor, and never alter their Power Supply Cables or plugs as exposure to electric shock hazards could result.

Do not dismantle or modify the battery.

Never touch any fluid that might leak from the built-in battery. Such liquid could cause injury to the skin or eyes. If the liquid does come into contact with the eyes, rinse the eyes thoroughly with clean water and immediately seek medical attention. In the event the liquid comes into contact with the skin or clothing, wash it away immediately with clean water.

Always use the lens cleaning cloths attached in the gift box to clean your camera lens, and a damp or anti-static cloth to clean the Pupillo. Do not use a dry cloth or electrostatically charged cloth. Do not use chemical or abrasive cleaners as these could damage the Pupillo.

#### Important safety information from the manufacturer (Compal)

#### Third party equipment

The use of third party equipment, AC adaptor or accessories, not made or authorised by Compal, may invalidate any applicable express warranty of your Pupillo and also adversely affect the Pupillo's safety or operation.

#### Repair precaution

The Pupillo, batteries and charger contain no user-serviceable parts. Never attempt to dismantle or repair these parts by yourself, otherwise it may cause a fire, electric shock, or malfunction. Always contact **3** Customer Services if there is a product fault or service issue.



Important safety information from the manufacturer (Compal)

Glossary

#### Declaration of Conformity



This product complies with the ACMA requirements and R&TTE Directive (1999/5/EC), EMC Directive (89/336/EEC), and the Low Voltage Directive (73/23/EEC) issued by the Commission of the European Community. CE compliance of this product is valid only if powered with a Compal-provided CE marked AC Adapter. Compliance with these directives implies conformity to the following ACMA and European standards and regulations:

- AS/ACIF S042.1:1999 and AS/ACIF S042.2:1999
- AS/NZS 60950:2000
- EN 301 489-1 and -24 - Electromagnetic compatibility and Radio spectrum Matters (ERM); ElectroMagnetic Compatibility (EMC) standard for radio equipment
- EN 301 908-1 and -2 - Electromagnetic compatibility and Radio spectrum Matters (ERM);

#### Caring for the environment by recycling in the European Union

This symbol on the product or on its packaging indicates that this product must not be disposed of with your other household waste. Instead, it is your responsibility to dispose of your waste equipment by handing it over to a designated collection point for the recycling of waste electrical and electronic equipment. The separate collection and recycling of your waste equipment at the time of disposal will help to conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste equipment for recycling, please contact your local authority, your household waste disposal service or the shop where you purchased the product.



**3G / UMTS** - 3G offers high speed mobile multimedia services - fuse together communications, entertainment and information. UMTS (Universal Mobile Telephony System) is the technical name for 3G.

**USIM** - Your USIM (Universal Subscriber Identity Module) contains your video mobile number, service details and contacts. Use the **3** USIM card only in your Pupillo. Don't use it for any other mobiles, as it may get damaged and might not work properly when you re-insert it back into your Pupillo.

**PIN** - Your PIN (Personal Identification Number) code for your Pupillo enables video calls to your Pupillo only from callers who have the PIN to access your Pupillo.

**Video call** - It enables users to talk and see each other at the same time.