

PHILIPS

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Support manual

Philips Avent
uGrow Smart Baby
Monitor

innovation  you





- Support during migration
 - App update
 - New app setup
 - Baby monitor setup
- Share baby monitor
- Manage connected users
- Features
 - Home
 - Baby monitor
- Consumer Care Support

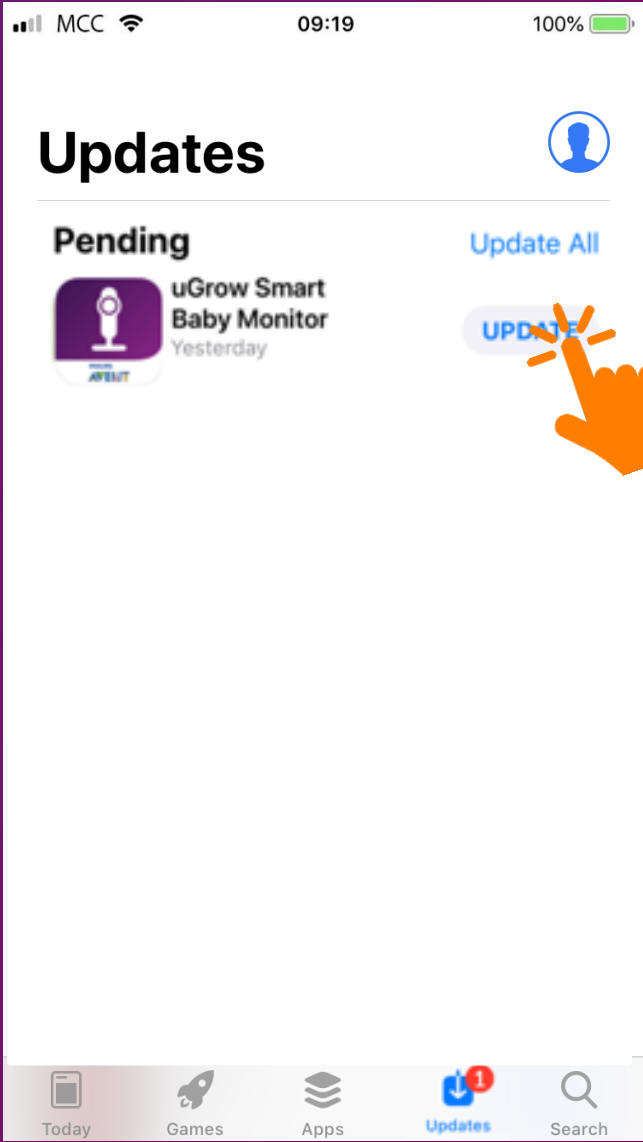


Did you update the app?
Version 1.7.0?

Yes >>

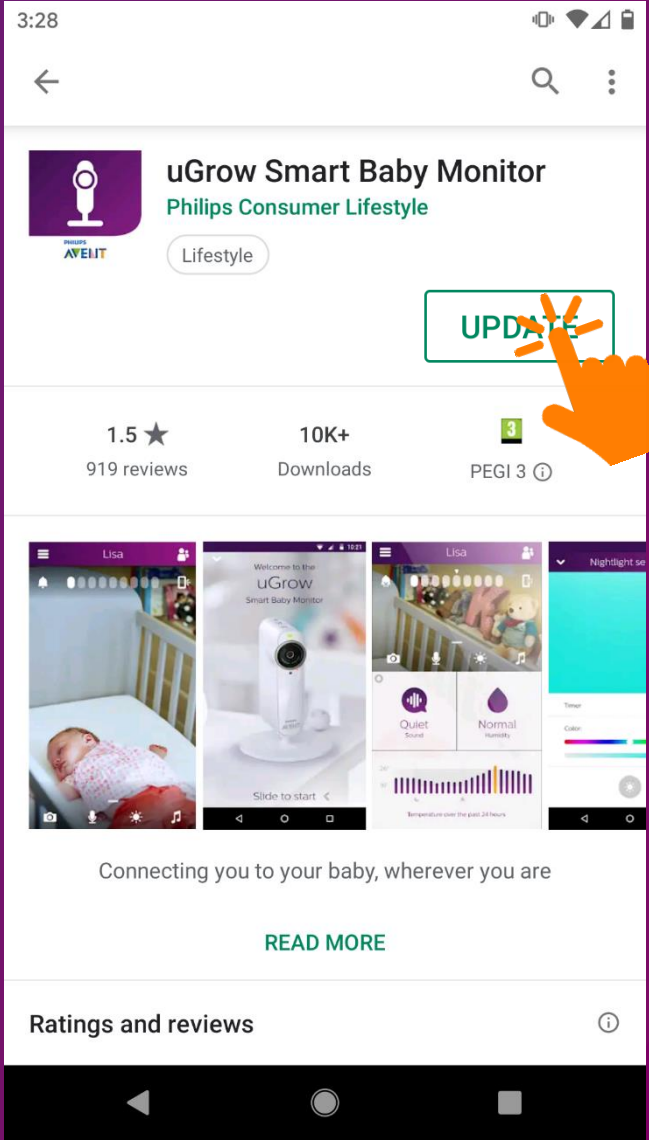
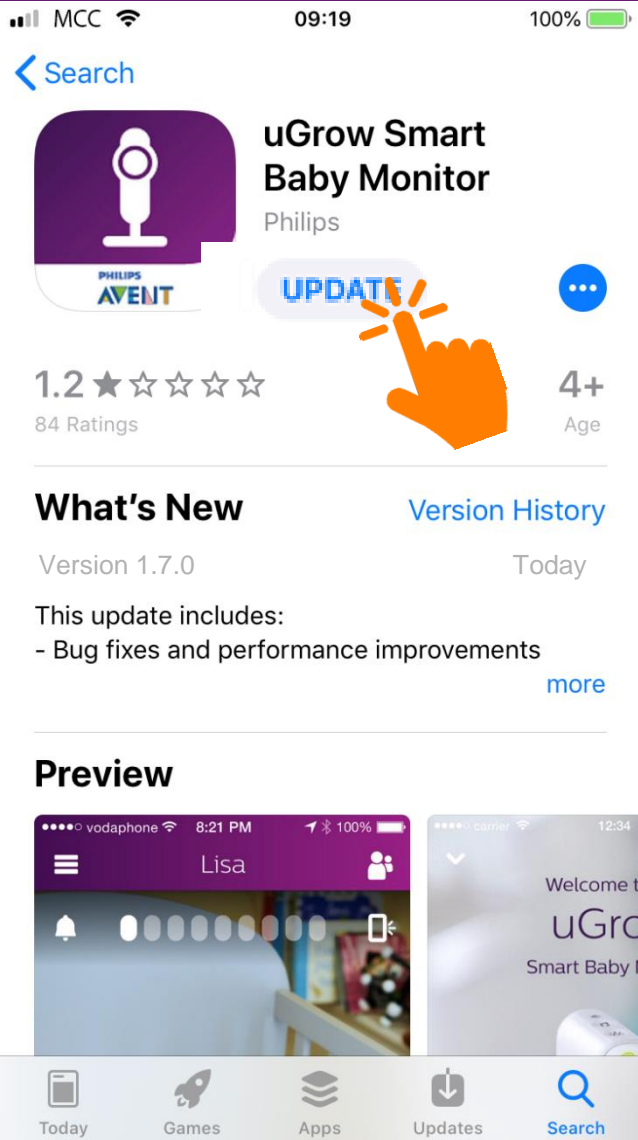
No >>

App update



If you see this screen, please visit your App Store or Google Play Store. You will see that there is an app update available: version 1.7.0.

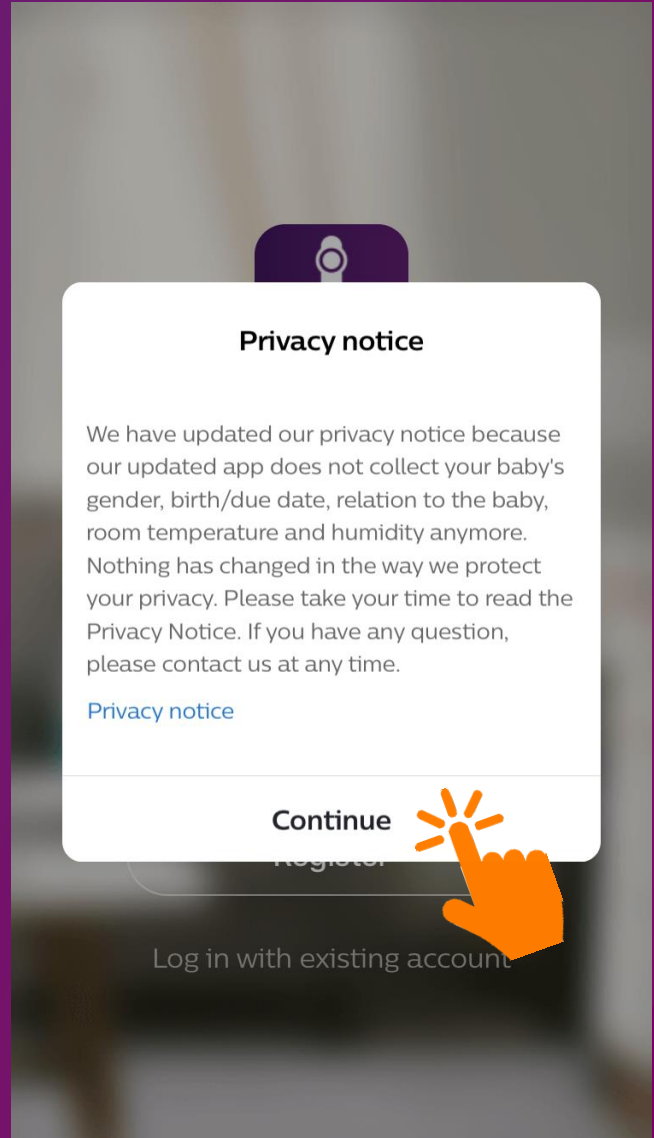
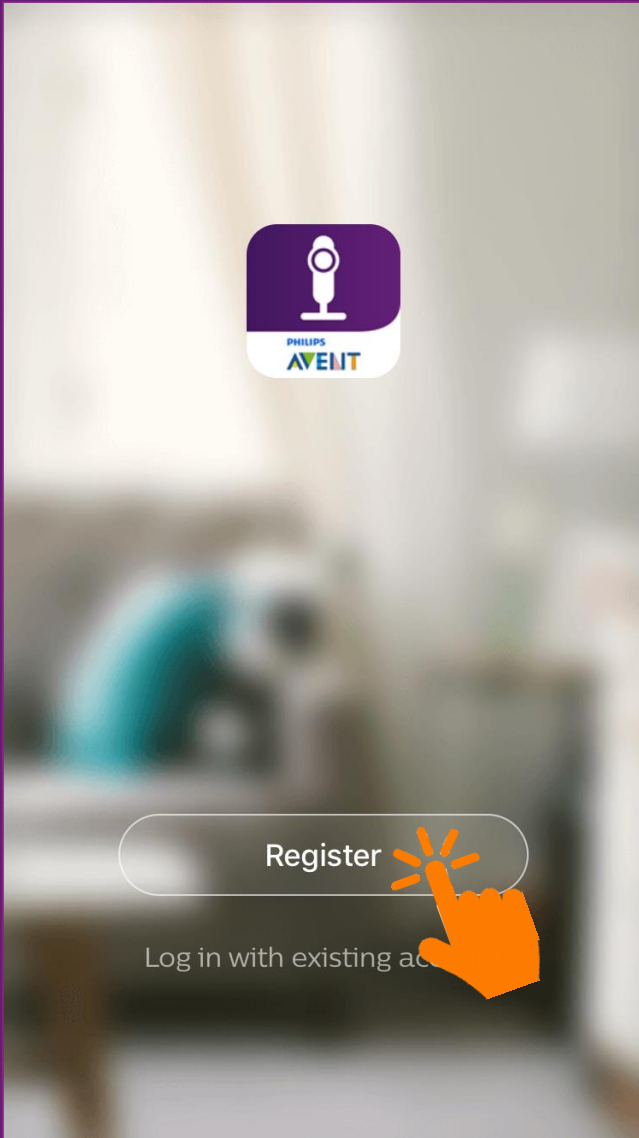
App update



Please update your app to version 1.7.0.

Note: if it is not possible to update the app. Please remove the app from your phone and re-install it from the App Store or Google Play Store.

New app setup



This is the start screen of your newly improved app.

Note: you will need to create a new account! You cannot use your old account anymore.

Additionally, the privacy notice has been updated.

New app setup



Register

Netherlands +31

Mobile number/e-mail address

Obtain verification code

☐ I agree with [Service Agreement](#) and [Privacy notice](#)

Register

Netherlands +31

mom@philips.com

Obtain verification code

☒ I agree with [Service Agreement](#) and [Privacy notice](#)

You can choose to either register yourself with your email address or phone number.

New app setup



09:19 100%

<

Enter verification code

A verification code has been sent to your email:
mom@philips.com, Resend (54s)

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
	0	< x

09:19 100%

<

Set Password

Password must contain 6-20 characters, including alphabets and numbers

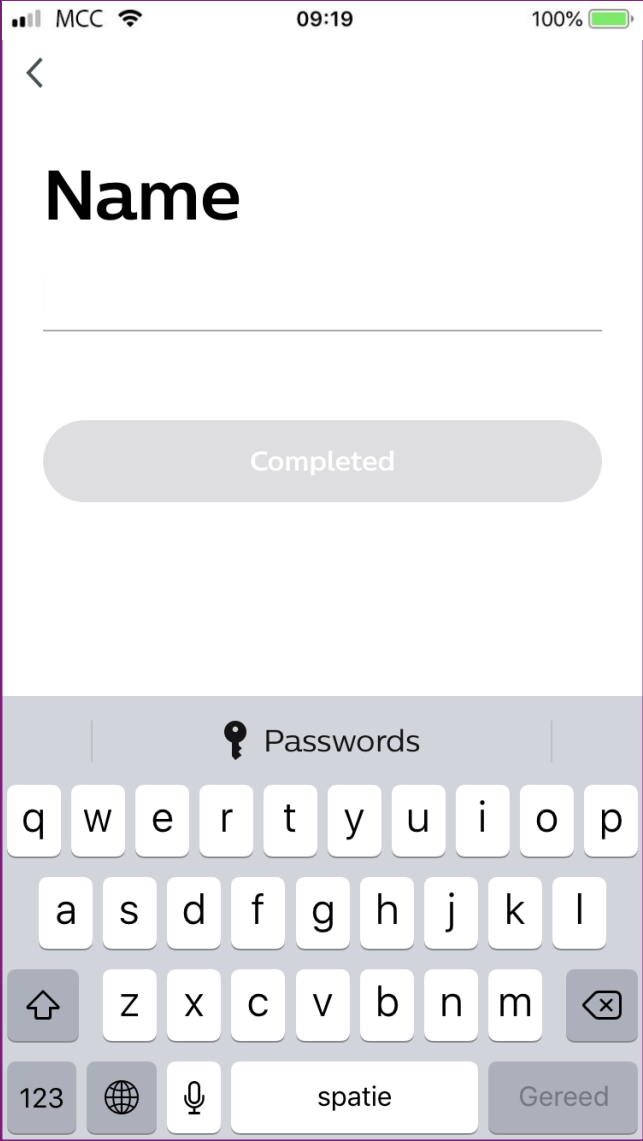
Completed

Passwords

q	w	e	r	t	y	u	i	o	p
a	s	d	f	g	h	j	k	l	
↑	z	x	c	v	b	n	m	< x	
123	🌐	spatie					Gereed		

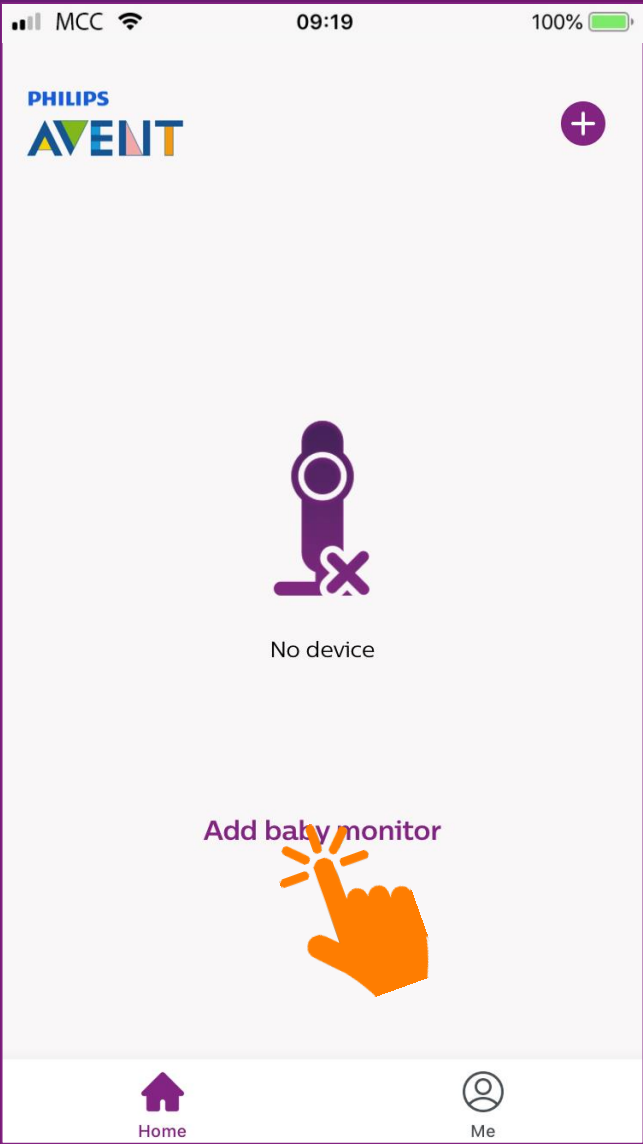
You will receive your verification code via email or SMS, depending on the registration method you chose.

New app setup

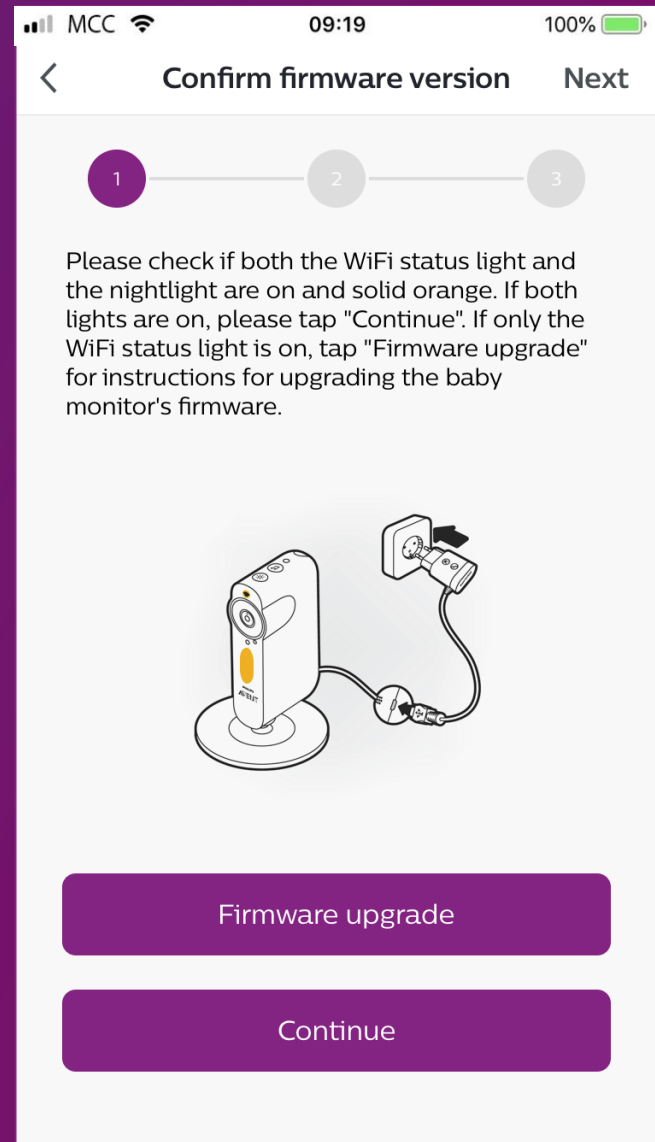
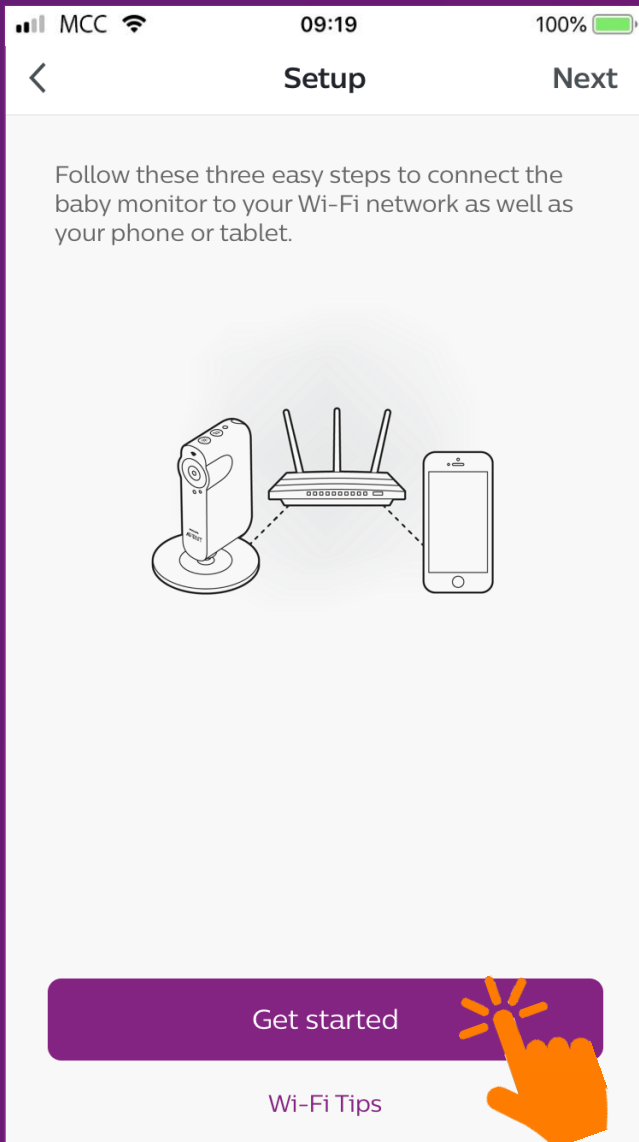


Enter your name and you are ready to set up your baby monitor.

Baby monitor setup



Baby monitor setup



If the night light is off or not solid orange, please check the firmware upgrade flow here>

Otherwise, please continue here>

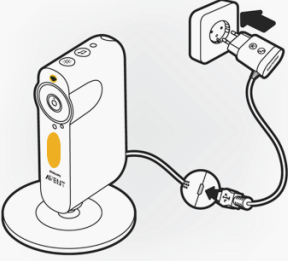
Baby monitor setup



Confirm firmware version

1 2 3

Please check if both the WiFi status light and the nightlight are on and solid orange. If both lights are on, please tap "Continue". If only the WiFi status light is on, tap "Firmware upgrade" for instructions for upgrading the baby monitor's firmware.




Firmware upgrade

Continue

Connect monitor

Ensure that you connect to a 2.4GHz Wi-Fi network

Wi-Fi [Change Network](#)

Password 

If your network has no password, leave the password field blank, it is not advised that you connect your baby monitor to an unsecured network.

Continue

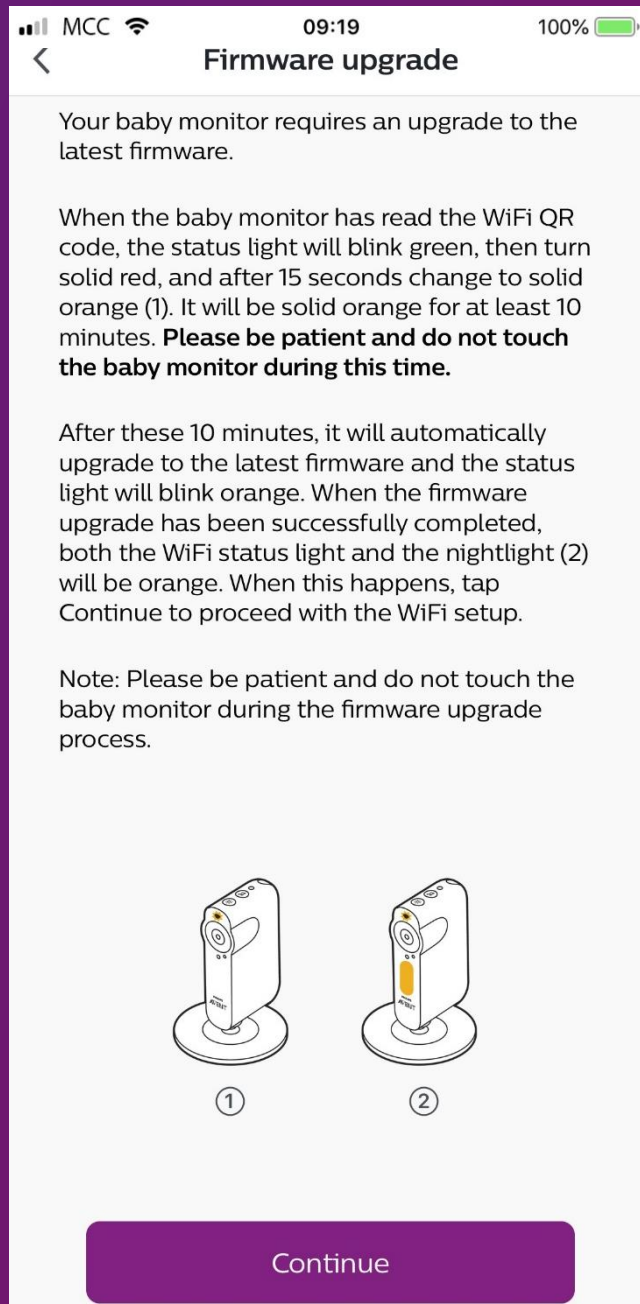
If the network uses MAC filtering add the baby monitor to the whitelist beforehand. The baby monitor MAC address (12 characters) can be found on a sticker on the bottom of the baby monitor.

[Choose a different WiFi network](#)

[Why does my baby monitor only work on the 2.4 GHz network of my router?](#)

Please make sure to fill in
your WiFi details correctly!

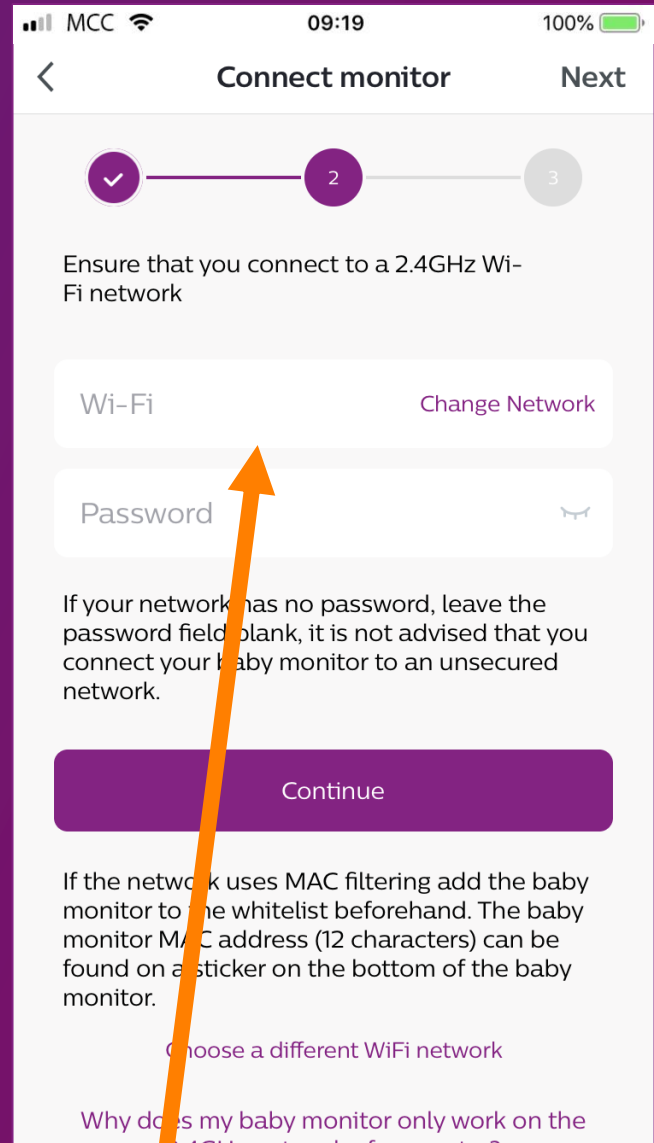
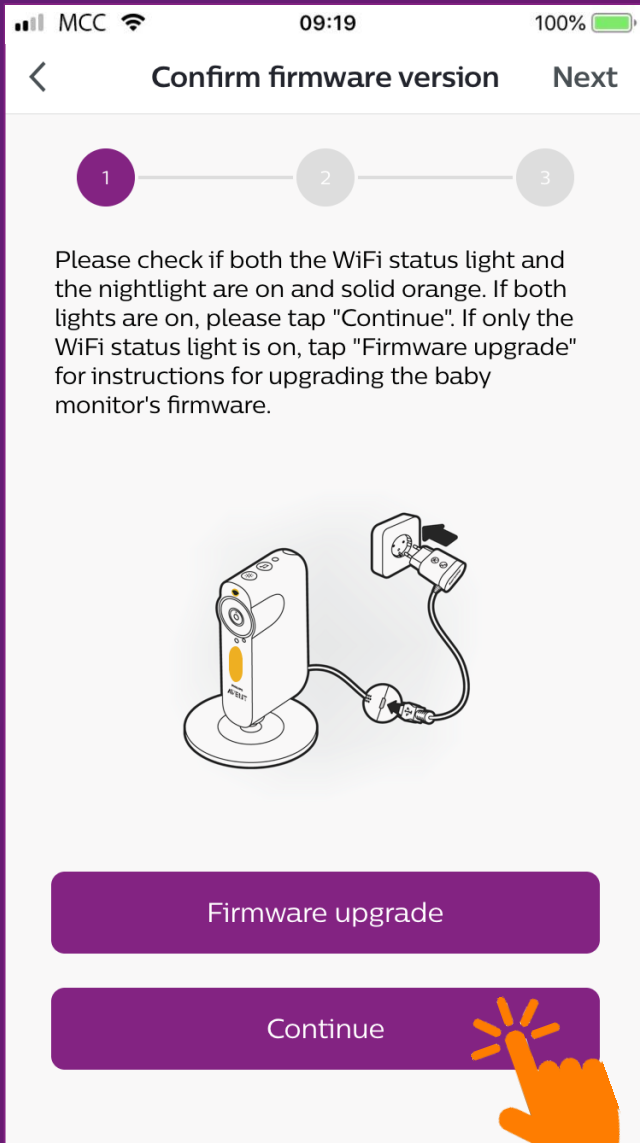
Baby monitor setup



Firmware will be installed. Please wait until you see that both the WiFi and night light are on and orange.

Note: if it takes more than 30 minutes for the night light to turn orange, please go back and fill in your WiFi credentials again

Baby monitor setup



Continue your set-up, please
make sure to fill in your WiFi
details correctly!

Baby monitor setup



3

Continue to the WiFi QR code on the next screen and then place your phone or tablet in front of the baby monitor. You will first hear a confirmation sound from the baby monitor and the light will flash green when the WiFi QR code is recognized.

20cm / 8in

Continue to QR code



Use QR code

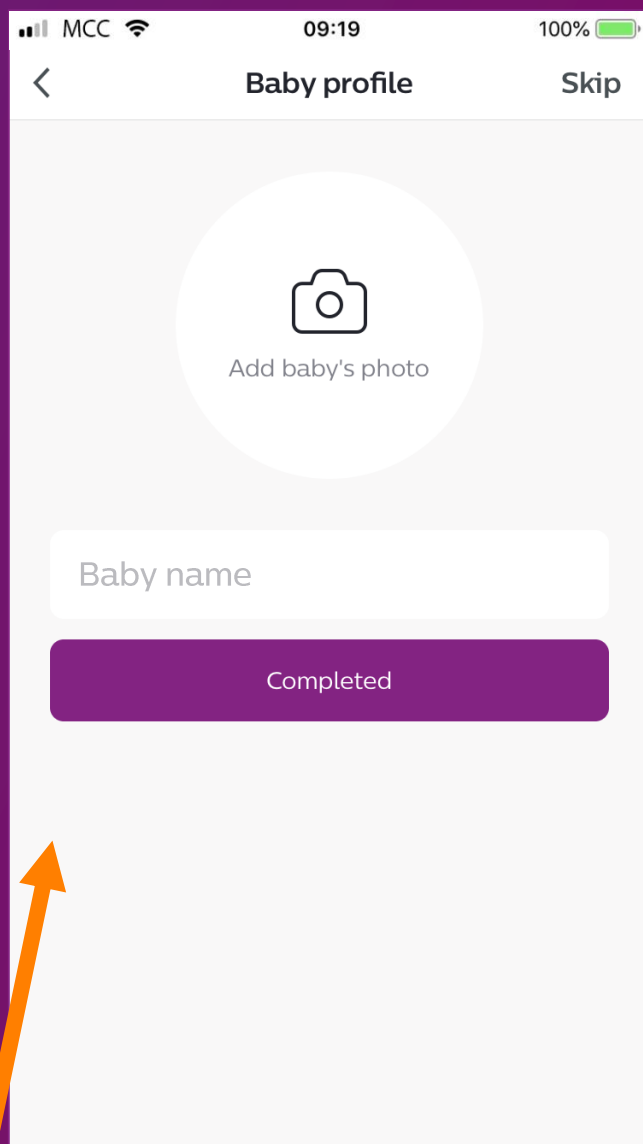
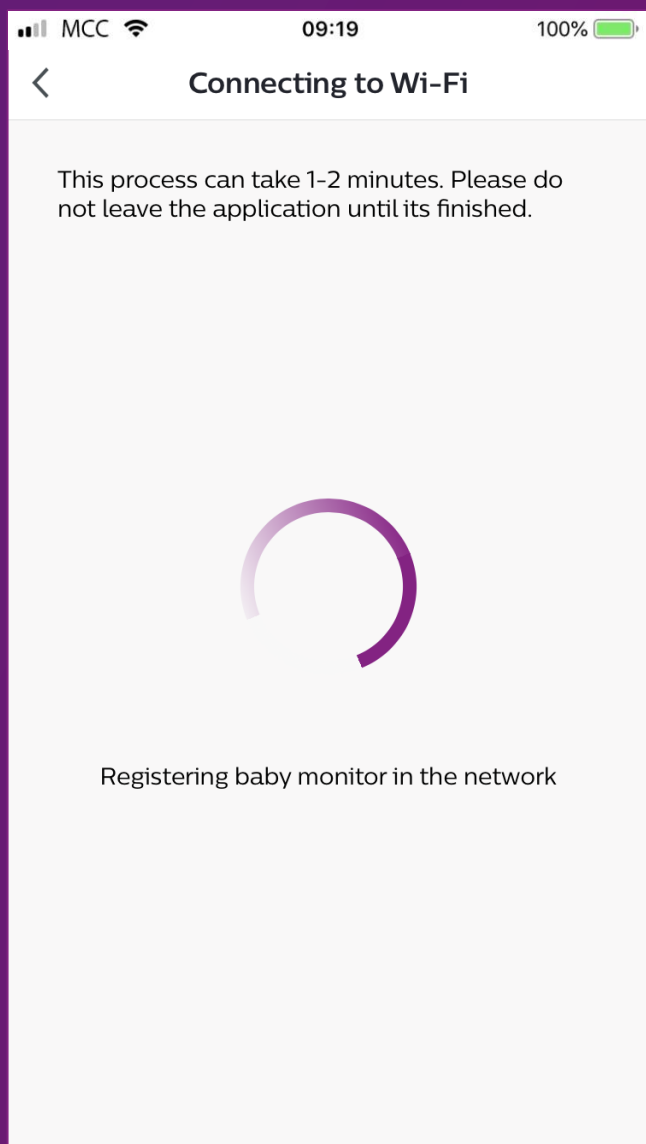
Next

Show this code in front of the baby monitor lens. When the WiFi status light is flashing green and you hear a confirmation sound, press "Continue".

Continue

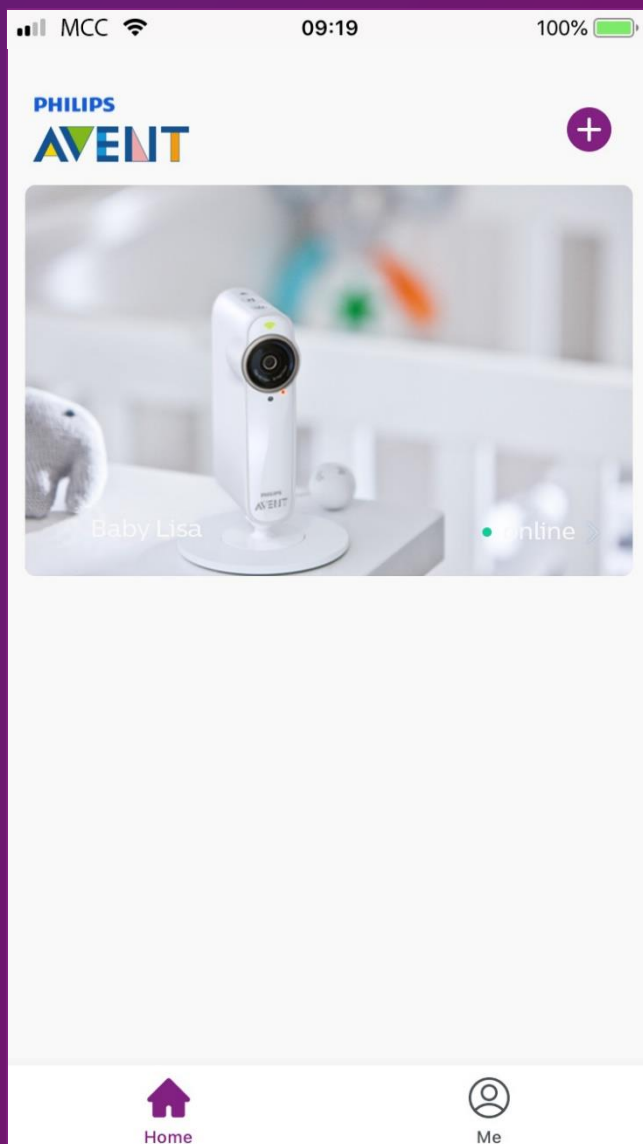
Troubleshooting

Baby monitor setup



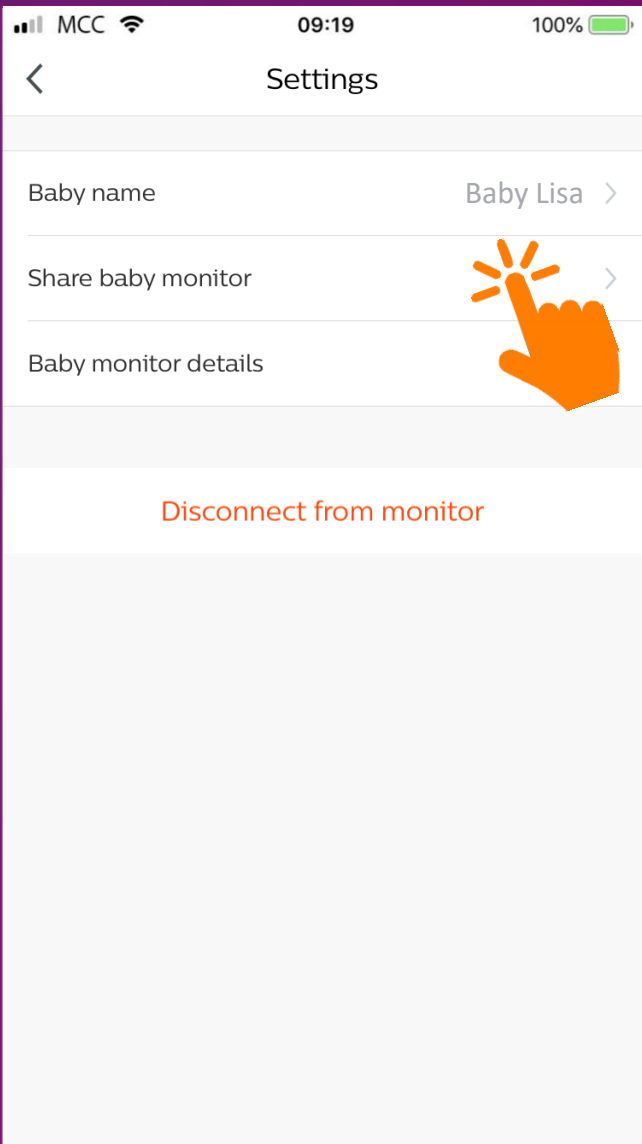
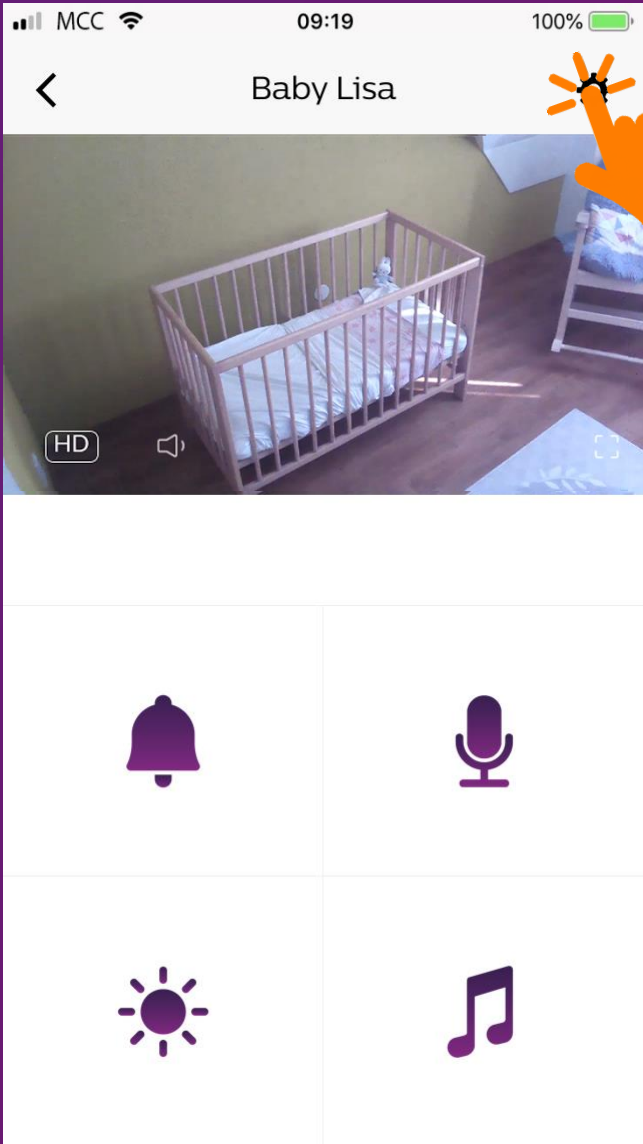
If you don't see this screen, a troubleshooting screen will pop up

Baby monitor setup

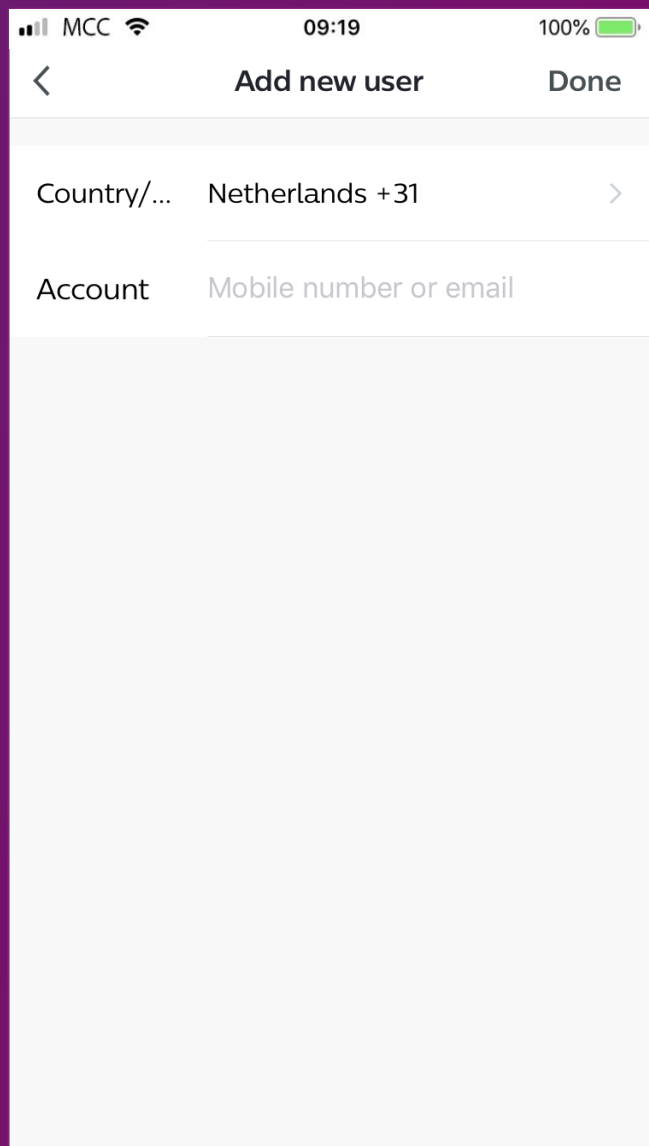
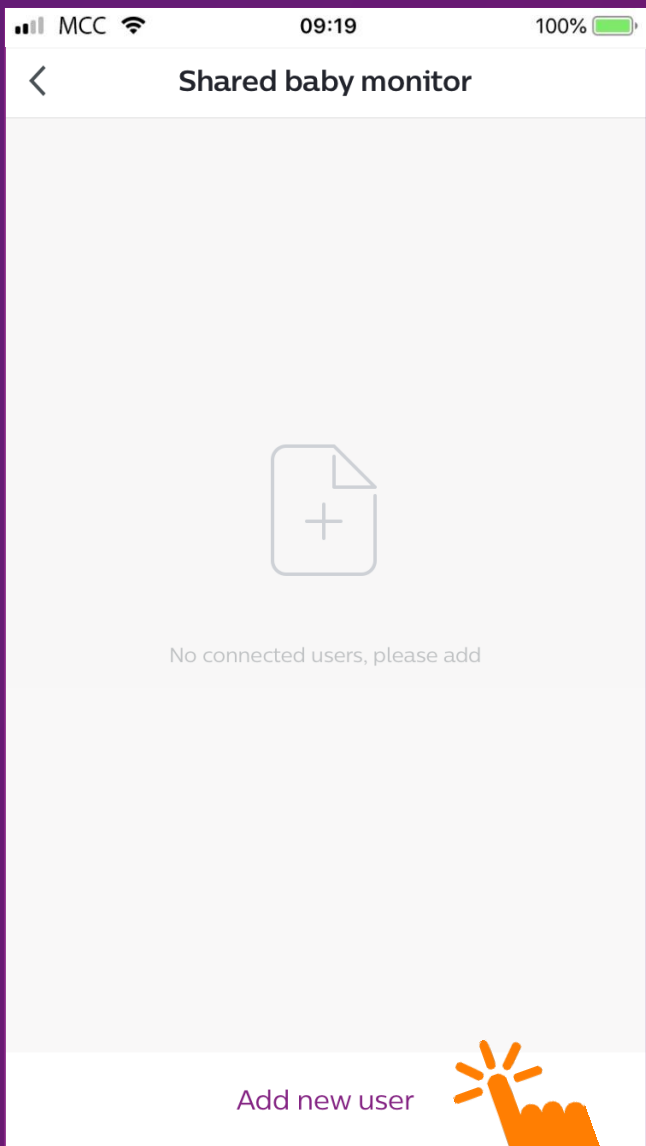


Your baby monitor is ready to use and it will now appear in the home screen

Sharing baby monitor

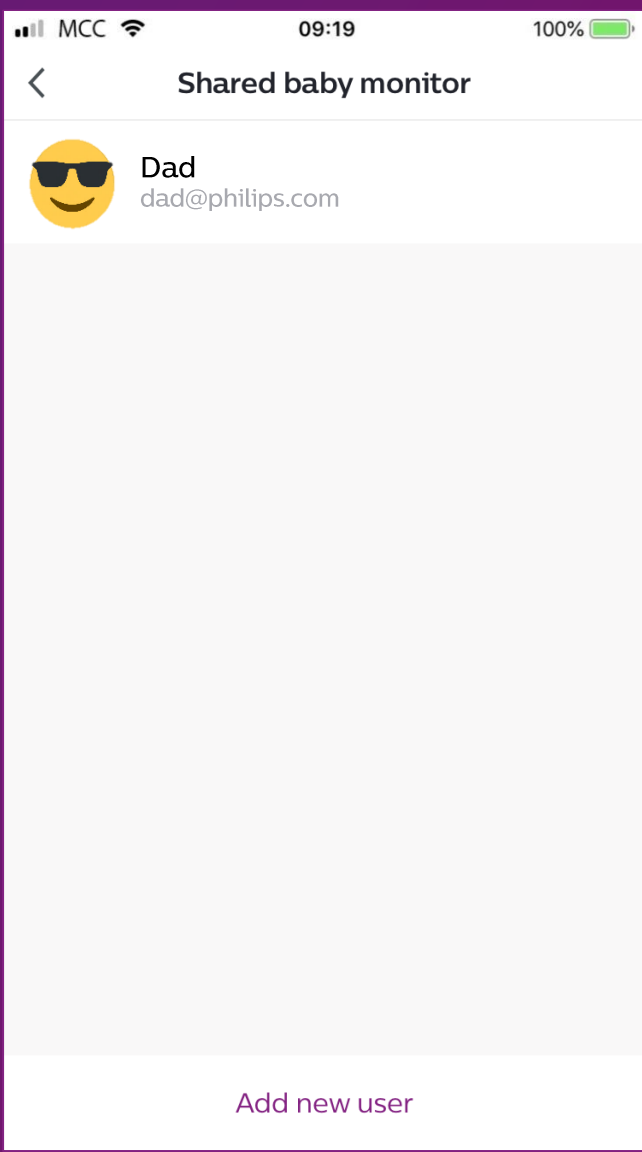


Sharing baby monitor



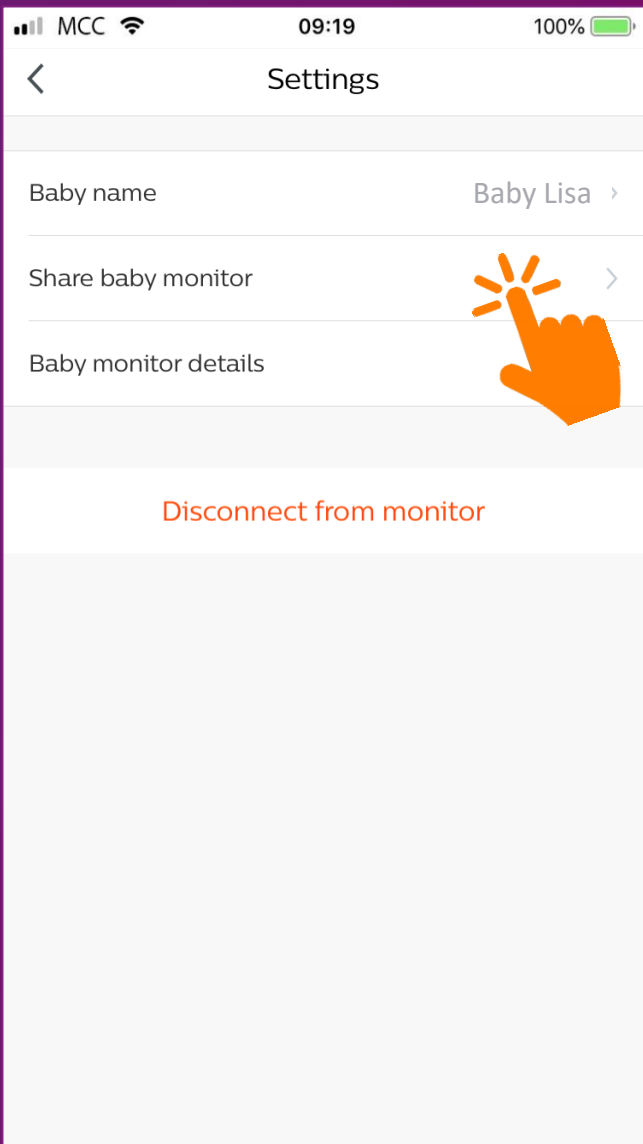
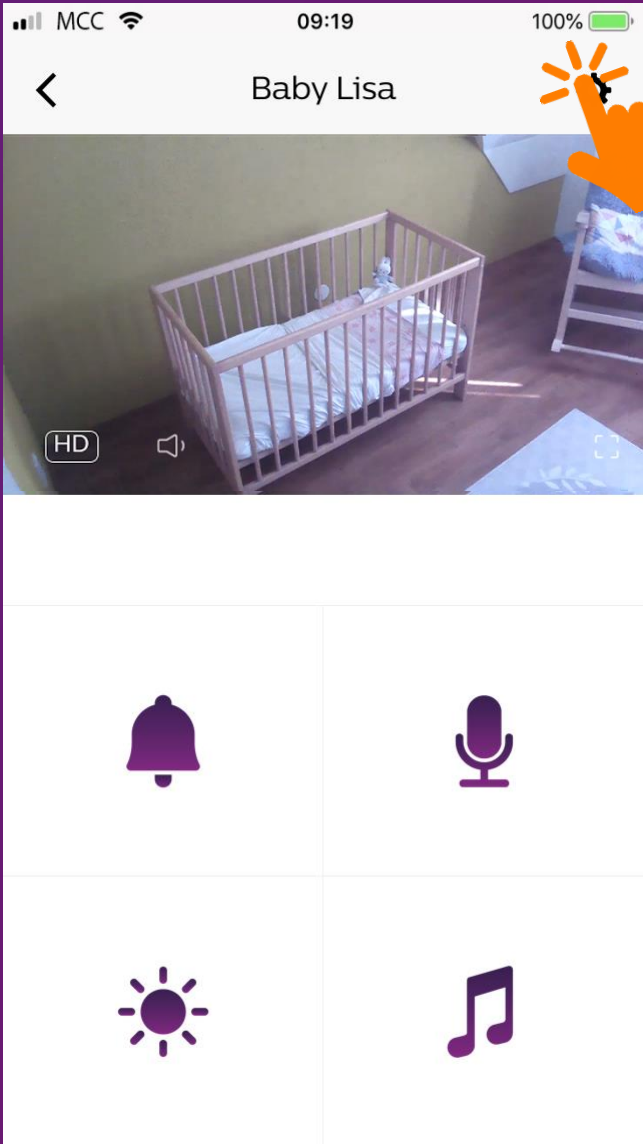
To add new users, make sure that they first download the app and create an account

Sharing baby monitor

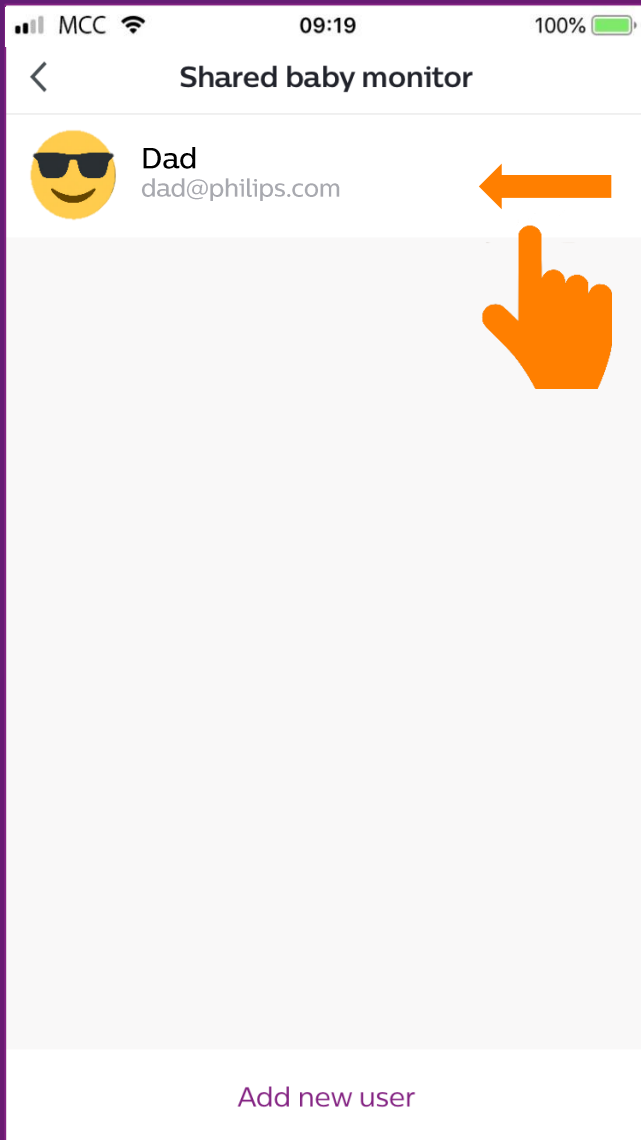


The new user will appear in your shared baby monitor list

How to manage connected users

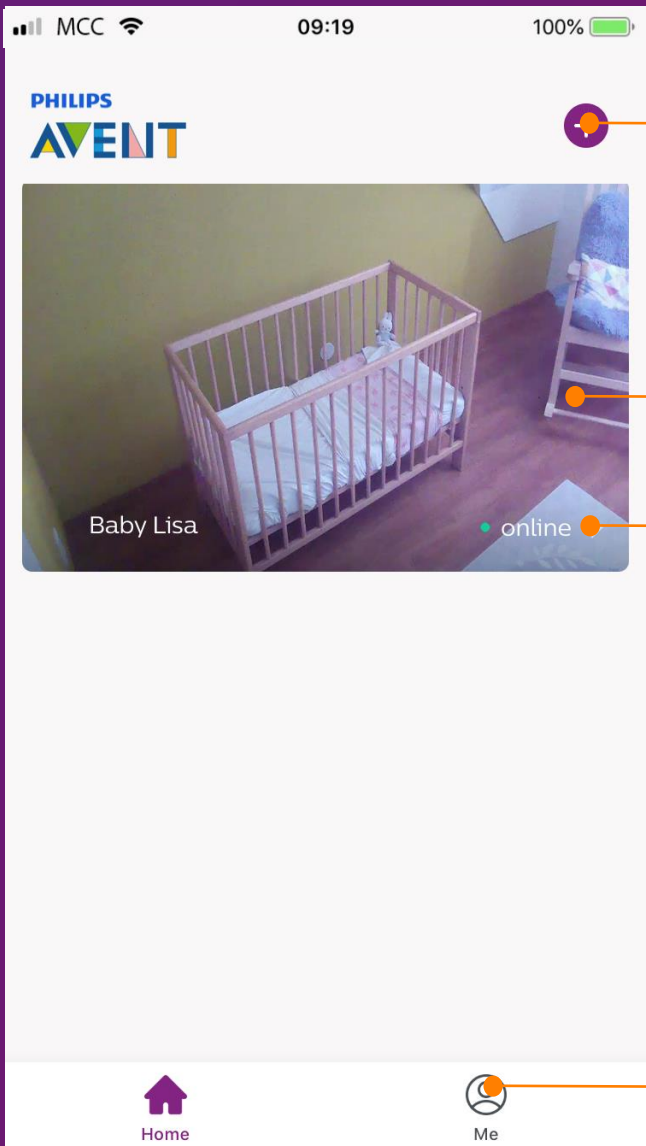


How to manage connected users



As admin you are able to delete users from the list

Features – Home



Add baby monitor

View baby monitor.
Screenshot of last live image

Baby monitor status

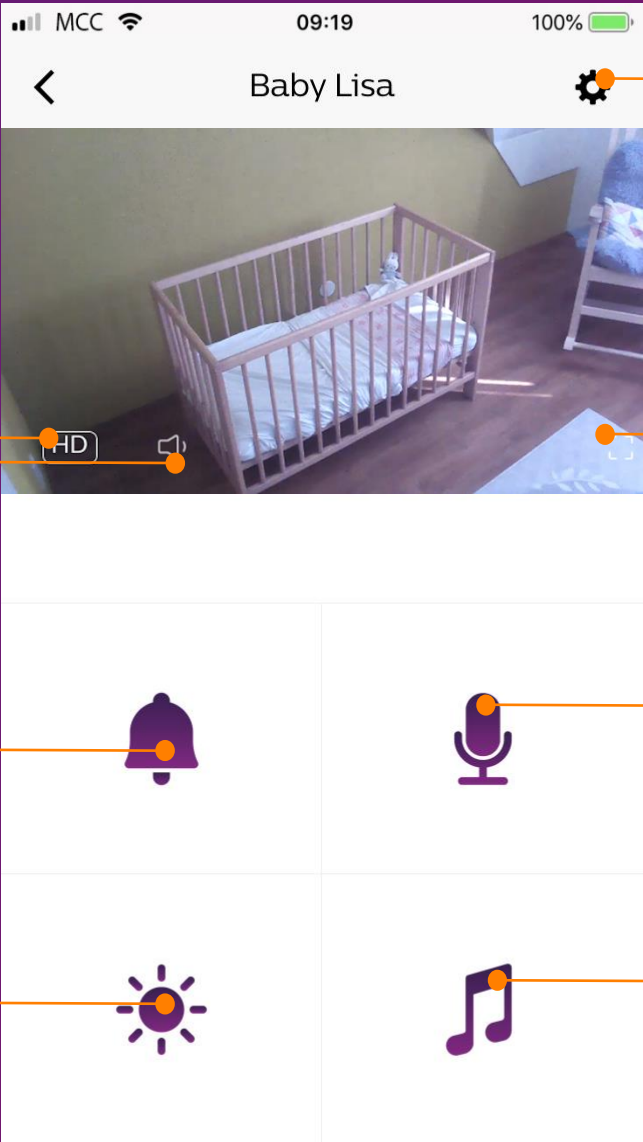
My profile

Features – Baby monitor



Settings :

- Share baby monitor
- Baby monitor details



Change modes:
HD, SD, audio only

Turn sound on/off

Sound sensitivity

Night light

Full screen mode

Talk back

Lullabies

Consumer Care Support



For additional support, please visit your local support page:

Dutch

https://www.philips.nl/c-p/SCD860_01/avent-slimme-babyfoon/ondersteuning

English (UK)

https://www.philips.co.uk/c-p/SCD860_05/avent-smart-baby-monitor/support

German

https://www.philips.de/c-p/SCD870_26/avent-smart-babyphone/support

Spanish

https://www.philips.es/c-p/SCD860_26/avent-vigilabebes-inteligente/soporte

French

https://www.philips.fr/c-p/SCD860_01/avent-ecoute-bebe-pour-smartphone/aide

Italian

https://www.philips.it/c-p/SCD860_26/avent-baby-monitor/support

Portuguese

https://www.philips.pt/c-p/SCD860_26/avent-intercomunicador-inteligente-para-bebe/suporte

Greece

https://www.philips.gr/c-p/SCD860_26/avent-smart-baby-monitor/support