vtech®

User's manual
VM311/VM311-2

Safe & Sound™
Full Color Video and Audio Monitor

Congratulations

on purchasing your new VTech product. Before using this product, please read **Important safety instructions**.

For support, shopping, and everything new at VTech, visit our website at **www.vtechcanada.com**.

Important safety instructions

When using your equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury, including the following:

1. Follow all warnings and instructions marked on the product.
2. Adult setup is required.
3. This product is intended as an aid. It is not a substitute for responsible and proper adult supervision and should not be used as such.
4. This product is not intended for use as a medical device.
5. Do not use this product near water. For example, do not use it next to a bath tub, wash bowl, kitchen sink, laundry tub or swimming pool, or in a wet basement or shower.
6. **CAUTION:** Use only the batteries indicated in this manual. There may be a risk of explosion if a wrong type of battery is used for the parent unit. Use only the supplied rechargeable battery or replacement battery pack (BT185645/BT285645) for the parent unit. Do not dispose of batteries in a fire. They may explode. Dispose of used battery according to the information in **The RBRC® seal**.
7. Use only the adapters included with this product. Incorrect adapter polarity or voltage can seriously damage the product. Baby unit power adapter: Input 100-240V AC 150mA 50/60Hz; Output: 6V DC 600mA Parent unit power adapter: Input 100-240V AC 150mA 50/60Hz; Output: 6V DC 600mA.
8. The power adapters are intended to be correctly oriented in a vertical or floor mount position. The prongs are not designed to hold the plug in place if it is plugged into a ceiling, under-the-table or cabinet outlet.
9. Unplug this product from the wall outlet before cleaning. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.
10. Unplug the power cords before replacing batteries.
11. Do not cut off the power adapters to replace them with other plugs, as this causes a hazardous situation.
12. Do not allow anything to rest on the power cords. Do not install this product where the cords may be walked on or crimped.
13. This product should be operated only from the type of power source indicated on the marking label. If you are not sure of the type of power supply in your home, consult your dealer or local power company.
14. Do not overload wall outlets or use an extension cord.
15. Do not place this product on an unstable table, shelf, stand or other unstable surfaces.
16. This product should not be placed in any area where proper ventilation is not provided. Slots and openings in the back or bottom of this product are provided for ventilation. To protect them from overheating, these openings must not be blocked by placing the product on a soft surface such as a bed, sofa or rug. This product should never be placed near or over a radiator or heat register.
17. Never push objects of any kind into this product through the slots because they may touch dangerous voltage points or create a short circuit. Never spill liquid of any kind on the product.
18. To reduce the risk of electric shock, do not disassemble this product, but take it to an authorized service facility. Opening or removing parts of the product other than specified access doors may expose you to dangerous voltages or other risks. Incorrect reassembling can cause electric shock when the product is subsequently used.
19. You should test the sound reception every time you turn on the units or move one of the components.
20. Periodically examine all components for damage.
21. Be aware of possible loss of privacy while using public airwaves. Conversations may be picked up by other nursery monitors, cordless phones, scanners, etc.
22. Children should be supervised to ensure that they do not play with the product.
23. The product is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.

SAVE THESE INSTRUCTIONS

Cautions

1. Use and store the product at a temperature between 32°F and 104°F.
2. Do not expose the product to extreme cold, heat or direct sunlight. Do not put the product close to a heating source.
3. Batteries should not be exposed to excessive heat such as bright sunshine or fire.
4. Make sure the baby unit(s) and the adapter cord(s) are always out of reach of the baby, at least 3 feet away from the baby or crib, to avoid a possible strangulation hazard.
5. Never place the baby unit(s) inside the baby's crib or playpen. Never cover the baby unit(s) or parent unit with anything such as a towel or a blanket.
6. Other electronic products may cause interference with your baby monitor. Try installing your baby monitor as far away from these electronic devices as possible: wireless routers, radios, cellular telephones, intercoms, room monitors, televisions, personal computers, kitchen appliances and cordless telephones.

Precautions for users of implanted cardiac pacemakers

Cardiac pacemakers (applies only to digital cordless devices):

Wireless Technology Research, LLC (WTR), an independent research entity, led a multidisciplinary evaluation of the interference between portable wireless devices and implanted cardiac pacemakers. Supported by the U.S. Food and Drug Administration, WTR recommends to physicians that:
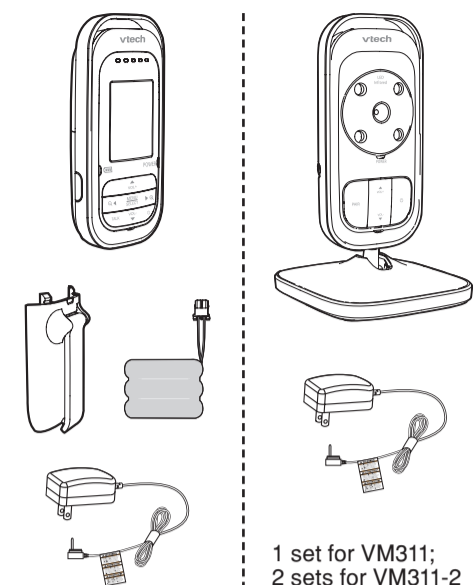
Pacemaker patients

- Should keep wireless devices at least six inches from the pacemaker.
- Should NOT place wireless devices directly over the pacemaker, such as in a breast pocket, when it is turned ON.

WTR's evaluation did not identify any risk to bystanders with pacemakers from other persons using wireless devices.

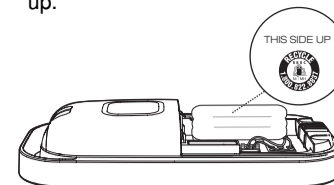### Electromagnetic fields (EMF)

This VTech product complies with all standards regarding electromagnetic fields (EMF). If handled properly and according to the instructions in this user's manual, the product is safe to be used based on scientific evidence available today.
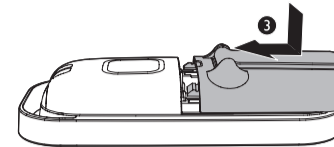
Part checklist

1 set for VM311;
2 sets for VM311-2

Install the battery

You can power up the parent unit by connecting it to AC power or to the rechargeable battery provided. Even if the parent unit is connected to AC power, we recommend you also install the battery. This guarantees continual operation in case of a power outage.

Install the battery as shown below.

1. Slide and lift to open the battery compartment cover.

2. Plug the battery connector securely into the socket.

note Make sure the supplied rechargeable battery with the label **THIS SIDE UP** facing up.

3. Align the battery compartment cover flat against the battery compartment, then place down and slide it towards the center of the parent unit until it clicks into place.

Replace the battery

To replace the battery, pull the battery out of the battery compartment and unplug the battery connector from the socket, then follow the steps above to install the battery.
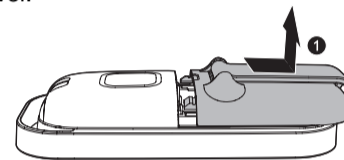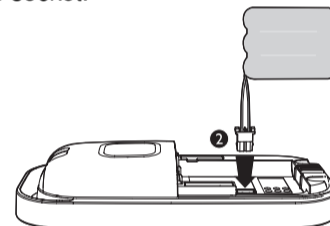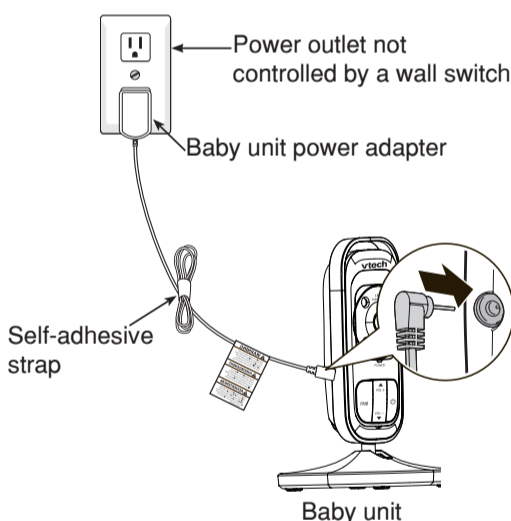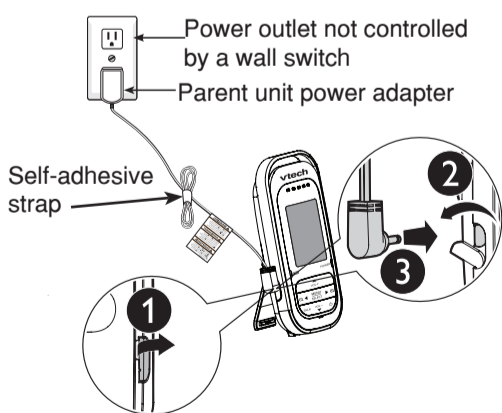
note
- The operating time for using the rechargeable battery is short. If you want to monitor your baby for a long time, we recommend you connect the parent unit to AC power.
- If the parent unit will not be used for a long time, disconnect and remove the battery to prevent possible leakage.

Connect and charge the battery

note
- Use only the battery supplied with this product.
- Use only the parent unit power adapter or the baby unit power adapter supplied with this product.
- The parent unit power adapter and baby unit power adapter are intended to be correctly oriented in a vertical or floor mount position. The prongs are not designed to hold the plug in place if it is plugged into a ceiling, under-the-table or cabinet outlet.
- Make sure the parent unit, the baby unit and the power adapter cord are out of reach of children.

Connect the baby unit

Power outlet not controlled by a wall switch

Baby unit power adapter

Self-adhesive strap

Baby unit

Connect the parent unit

Power outlet not controlled by a wall switch

Parent unit power adapter

Self-adhesive strap

Charge the parent unit battery

Once you have installed the parent unit and its battery, press and hold ⏻ to turn it on. The battery icon indicates the battery status (see the table below). The parent unit battery is fully charged after 12 hours of continuous charging. The standby time varies depending on the sensitivity level you set, your actual use and the age of the battery.

When the parent unit is operating in battery mode and the battery is low, you need to charge the parent unit without interruption for at least 30 minutes to give the parent unit enough charge to use for a short time. When operating in low battery condition, the parent unit displays 🔲. The 🔋 light on the parent unit flashes and the parent unit plays short beeps to alert you.

The following table summarizes the battery charge indicators and actions to take.

Battery indicators	Battery status	Action
The battery icon is off and ⅃ displays.	No battery is installed but operates using AC power, or the battery has been installed incorrectly.	Install the parent unit battery. Charge without interruption (at least 30 minutes).
The screen displays 🔲. The 🔋 light flashes.	The battery has very little charge and may be used for only a short time.	Charge without interruption (about 30 minutes).
The battery icon becomes solid ▮.	The battery is fully charged.	To keep the battery charged, connect it to AC power when not in use.

note When you charge the battery initially or it is not used for a long period of time, charge it for 12 hours continuously. It takes longer to charge the battery when the parent unit is turned on. To shorten the charging time, turn the parent unit off while charging.

Before use

You may test the baby monitor before initial use, and at regular times thereafter.

To test your video and audio monitor:

1. Place the parent unit and the baby units in the same room to test the product. Make sure the baby units are at least 3 feet away from the parent unit.
2. Press and hold ⏻ on the baby units until the **POWER** light turns on.
3. Press and hold ⏻ on the parent unit until the **POWER** light turns on.

note If both units are not connected, the parent unit displays 📶 while searching for a baby unit. If no baby unit is found after a while, it displays 📶x.

Positioning the baby monitor

Place the parent unit within the operating range of the baby unit. We recommend the parent unit is at least 3 feet away from the baby unit to avoid audio feedback. If you still experience audio feedback, move the parent unit and the baby unit farther apart.

note For better image quality, do not place the baby unit too far away from your baby.

note For desktop usage and/or wall mounting the baby unit, you can refer to **Installation guide**.

Operating range

The operating range of the baby monitor is up to 1,000 feet outdoors or 150 feet indoors. The actual operating range may vary depending on the environmental conditions and other interferences such as walls, doors and other obstructions.

Overview

Baby unit overview

1	Camera
2	Infrared LEDs
	Backup light for night vision.
3	POWER on/off indicator
	• On when the baby unit is powered on and currently linked to parent unit.
	• Flashes when the baby unit is not linked to a parent unit; or the pairing process is in progress; or the parent unit is not viewing this baby unit.
4	Power jack
5	Control key panel
	▲/VOL+
	Press to increase the listening volume.
	▼/VOL−
	Press to decrease the listening volume.
	PAIR
	Press and hold to pair to the parent unit.
	⏻ (On/Off)
	Press and hold to turn on or off.
6	Microphone
7	Stand
	Tilt to adjust the camera angle.
8	Rim
9	Base

Parent unit overview

1	Visual sound indicator
	⬡ ⬡ ⬡ ⬡ ⬡
	Visual sound indicator shows the sound level detected from baby unit. It also shows the volume level during speaker volume setting.
	Sound level detected from the baby unit is independent from the volume level set at the parent unit.
	• ⬡ ⬡ ⬡ Green lights indicate a moderate sound level detected from the baby unit; or **Level 1** to **Level 3** of the speaker volume setting.
	• ⬡ ⬡ Red lights indicate a higher sound level detected from the baby unit; or **Level 4** to **Level 5** of the speaker volume setting.
2	🔋 Battery level indicator
	• Light On when the parent unit battery is being charged.
	• Light Flashes when the parent unit battery is low and needs charging.
	• Light Off when the parent unit battery is fully charged, or when no battery is installed.
3	POWER on/off indicator
	• On when the parent unit is turned on.
	• Flashes when in pairing process, or when connecting to baby unit while the baby unit is not available.
4	Power jack
5	Control key panel
	▲/VOL+
	• Press to increase the speaker volume.
	• While in the menu, press to scroll up.
	• While viewing a zoomed image, press and hold to move the image upward.
	MENU/SELECT
	• Press to enter the menu.
	• While in a menu, press to choose an item, or save a setting.
	▼/VOL−
	• Press to decrease the speaker volume.
	• While in the menu, press to scroll down.
	• While viewing a zoomed image, press and hold to move the image downward.
	◄/⊖
	• While in a menu, press to choose the option on the left side.
	• While viewing a zoomed image, press to zoom out; or press and hold to move the image leftward.
	►/⊕
	• While in a menu, press to choose the option on the right side.
	• While viewing image, press to zoom in.
	• While viewing a zoomed image, press and hold to move the image rightward.
	TALK
	While viewing image, press and hold to talk to the selected baby unit.
	⏻(On/off)
	• Press and hold to turn on or off.
	• Press to turn on or off the screen.
6	Slot for portable use
7	Stand
8	Battery compartment cover

Parent unit display icons

Connection status

- displays when strong signal strength is detected between the baby unit and the parent unit.
- and displays when moderate signal strength is detected between the baby unit and the parent unit.
- displays when the link between the baby unit and the parent unit is lost.
- displays when the parent unit is searching for a baby unit.

Current view status
(x:1-4)
- Display the number of the baby unit that is being viewed.

Zoom
- Display when the camera at the baby unit has zoomed in.

Volume off
- Display when the volume is turned off.

Sound activation
- Display when the sound activation is on. The baby unit detects the sound in the baby room, and it automatically goes on to show the baby on the video display.

Battery status
- animates when the battery is charging.
- displays solid when the battery is fully charged.
- displays when the battery is low and needs charging.
- displays when no battery is installed but operates using AC power, or the battery has been installed incorrectly.

Parent unit main menu icons

Camera selection
- You can select the screen to view images from a particular baby unit, or view all baby units in Patrol Mode.

Brightness
- You can change the brightness of the screen.

Sensitivity
- You can change the sound sensitivity level of the baby unit. It monitors the baby unit on picking up any sound activities in your baby's room.

Sound activation
- You can turn on or off the sound activation feature to check on your baby whenever there is sound in the baby room.

Pairing
- The baby units and parent unit provided are already paired. You can add or replace baby units (VM310 purchased separately) to your baby monitor system.

Using the baby monitor

Power on or off the baby unit
- Press and hold to turn on the baby unit. The POWER light turns on.
- Press and hold again to turn off the baby unit. The POWER light turns off.

Power on or off the parent unit
- Press and hold to turn on the parent unit. The screen turns on.
- Press and hold again to turn off the parent unit. The screen turns off.

Turn on or off the parent unit screen
You can turn on or off the parent unit screen without power off the parent unit. You can still hear sound from the baby unit.
- Press on the parent unit at any time.

Adjust the speaker volume for baby unit
You can adjust the speaker volume.
- Press ▲/VOL+ or ▼/VOL− on the baby unit at any time.

Adjust the speaker volume for parent unit
You can adjust the speaker volume from Volume 1 to Volume 5, or turn it off.
- Press ▲/VOL+ or ▼/VOL− on the parent unit when it is not in use.
When the speaker volume is set to off, the screen displays .

Adjust the LCD brightness of the parent unit
You can adjust the brightness of the parent unit screen from Level 1 to Level 5. The LCD brightness is preset to Level 3.
1. Press MENU/SELECT when the parent unit is

not in use.
2. Press ▼ or ▲ to scroll to .
3. press ◄ or ► to adjust the brightness.
4. Press MENU/SELECT to confirm your selection.

Adjust the sound sensitivity of the baby unit
You can use the parent unit to change the sound sensitivity level of the baby units from Level 1 to Level 5. The higher the sound sensitive is set, the more sensitive the baby unit is in detecting sounds for transmitting to the parent unit.
1. Press MENU/SELECT when the parent unit is not in use.
2. Press ▼ or ▲ to scroll to .
3. Press ◄ or ► to adjust the sensitivity level.
4. Press MENU/SELECT to confirm your selection.

Turn on or off the sound activation
When the parent unit screen is turned off manually, you can set the screen to be turned on automatically whenever there are sounds detected from the baby units. The parent unit screen will turn off automatically when no sounds are detected from the baby units within 20 seconds.
1. Press MENU/SELECT when the parent unit is not in use.
2. Press ▼ or ▲ to scroll to .
3. Press ◄ or ► to select ✓ to turn on, or ✗ to turn off sound activation.
4. Press MENU/SELECT to confirm your selection.

> **note** You hear a beep when the screen turns on or off due to sound activation.

Select the camera
You can select the screen to view images from a particular baby unit, or view all baby units in Patrol Mode.

If you select Patrol Mode to view the images, the screen switches to view another baby unit automatically after some time. The switching is in chronological order: 1 to 4.
1. Press MENU/SELECT when the parent unit is not in use.
2. Press ▼ or ▲ to scroll to .
3. Press ◄ or ► to select the desired baby unit (1, 2, 3 or 4) or Patrol Mode ().
4. Press MENU/SELECT to confirm your selection.

Zoom

You can zoom in or out while viewing image from baby unit.
- Press to zoom in.
- Press and hold ▲, ▼, ◄ or ► to move the zoomed image upward, downward, leftward or rightward correspondingly.
- Press to zoom out.

Talk function
You can use the TALK function of the parent unit to talk and comfort your baby.
- Press and hold TALK when the parent unit is viewing particular baby unit. Speak towards the MIC (microphone) on the parent unit. Your voice is broadcast to the baby unit.

Night vision
The baby unit has infrared LEDs that allow you to see your baby clearly at night or in a dark room. When the baby unit detects low light levels, the infrared LEDs are switched on automatically.

> **note** When the infrared LEDs are on, the image is in black and white. This is normal due to external light sources.

Pair and replace extra new baby unit (VM310)
The baby units and parent unit provided are already paired. You can add or replace any baby units (VM310 purchased separately) to your video and audio monitor system.

> **note** You can pair a maximum of four baby units to your parent unit. Each new baby unit must pair with the parent unit before use.

To pair and replace a baby:
1. Press MENU/SELECT when the parent unit is not in use.
2. Press ▼ or ▲ to choose .
3. Press ◄ or ► to choose a desired baby unit slot, then press MENU/SELECT. The screen displays .

> **note** If you choose an occupied baby unit slot, the new baby unit will replace the existing baby unit.

4. Turn on the new baby unit, and then immediately press and hold PAIR until the POWER light turns on.
When pairing is successful, the screen displays ✓, and then the image from the newly paired baby unit.

> **note**
> - If pairing fails, the screen displays ! Try the pairing process again.
> - Only one baby unit can be paired at a time.

To unpair a baby unit:

> **note** Make sure you power on the baby unit and the parent unit before unpairing the baby unit.

1. Press MENU/SELECT when the parent unit is not in use.
2. Press ▼ or ▲ to scroll to .
3. Press ◄ or ► to select the desired baby unit (1, 2, 3 or 4).
4. Press and hold TALK until ✗ and ✓ display.
5. Press ◄ or ► to select ✗ to cancel, or ✓ to confirm the unpair process.
6. Press MENU/SELECT to confirm your selection.
When unpairing is successful, the POWER light on the selected baby unit flashes. The parent unit displays for a while, and then the image from the baby unit previously viewing.

Portable use of parent unit (optional)

> **note** Sling is not included. You may need to buy a sling for portable usage.

1. Make sure battery is installed and charged. Unplug the power adaptor.
2. Pinch the end of the sling and insert it into the slot on the top of the parent unit.
3. Insert the one end of the sling into the other end of the sling, and fasten it.

General product care

To keep this product working well and looking good, follow these guidelines:
- Avoid putting it near heating appliances and devices that generate electrical noise (for example,

motors or fluorescent lamps).
- DO NOT expose it to direct sunlight or moisture.
- Avoid dropping the product or treating it roughly.
- Clean with a soft cloth.
- DO NOT immerse the parent unit and the baby unit in water and use them under the tap.
- DO NOT use cleaning spray or liquid cleaners.
- Make sure the baby unit and parent unit are dry before you connect them to the mains again.

Storage

When you are not going to use the baby monitor for some time, remove the rechargeable battery from the parent unit. Store the parent unit, the baby unit and the adapters in a cool and dry place.

Frequently asked questions

Below are the questions most frequently asked about the baby monitor. If you cannot find the answer to your question, contact customer service by visiting our website at www.vtechcanada.com or calling 1 (800) 267-7377.

Question	Answer
Why does the baby monitor not respond normally?	Try the following (in the order listed) for common sure: 1. Disconnect the power to the baby units and the parent unit. 2. Remove the batteries in the parent unit. Then install the batteries again. 3. Wait a few minutes before connecting power back to the baby units and the parent unit. 4. Turn on the baby units and the parent unit. 5. Wait for the parent unit to synchronize with the baby units. Allow up to one minute for this to take place.
Why don't the power-on light of the baby unit and parent unit go on when I switch on the units?	Perhaps the rechargeable battery of the parent unit is empty and the parent unit is not connected to the mains. Insert the appliance plug into the parent unit and put the adapter in a wall socket. Then press to switch on the parent unit and to establish connection with the baby unit.

The RBRC® seal

FCC and IC regulations

Limited warranty

Technical specifications

Frequency control	Crystal controlled PLL synthesizer
Transmit frequency	Baby unit: 2407.5 - 2475 MHz Parent unit: 2407.5 - 2475 MHz
Channels	21
LCD	2" Color LCD (QVGA 320x240 pixel)
Nominal effective range	Maximum power allowed by FCC and IC. Actual operating range may vary according to environmental conditions at the time of use.
Power requirement	Parent unit: 3.6 V Ni-MH battery Baby unit power adapter: Input: 100-240V AC 150mA 50/60Hz Output: 6V DC 600mA Parent unit power adapter: Input: 100-240V AC 150mA 50/60Hz Output: 6V DC 600mA