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## DM111 / DM111-2 DM112 / DM112-2 Digital Audio Monitor



# vttech®

## User's manual

For more support information



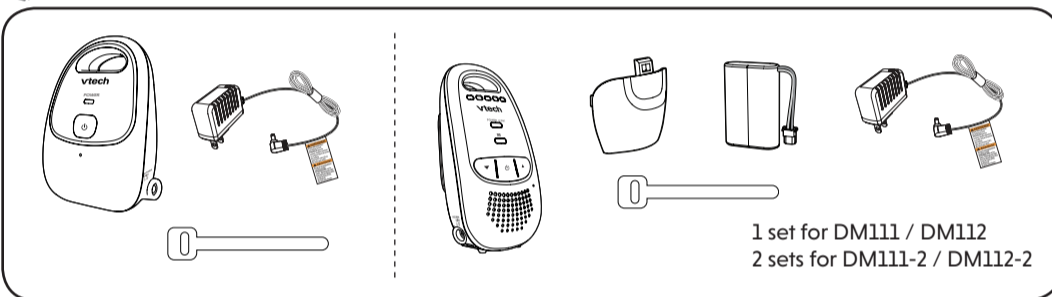
## CONGRATULATIONS

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

This manual has all the feature operations and troubleshooting necessary to install and operate your new VTech product. Please review this manual thoroughly to ensure proper installation and operation of this innovative and feature-rich VTech product.

For support, shopping, and everything new at VTech, visit our website at [www.vtechphones.com](http://www.vtechphones.com).

## WHAT'S IN THE BOX



## IMPORTANT SAFETY INSTRUCTIONS

The applied nameplate is located in the battery compartment of the baby and parent units.

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

- Follow all warnings and instructions marked on the product.
- Adult setup is required.
- CAUTION:** Do not install the baby unit at a height above 2 meters.
- This product is not a substitute for adult supervision of the infant. Supervising the infant is the parent's or caregiver's responsibility. This product could cease operating, and therefore you should not assume it will continue working properly for any given period of time. Further, this is not a medical device and should not be used as such. This product is intended to assist you in supervising your baby.
- 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.
- CAUTION:** Use only the batteries provided. There may be a risk of explosion if a wrong type of battery is used for the parent unit. The batteries cannot be subjected to high or low extreme temperature and low air pressure at high altitude during use, storage or transportation. Disposal of batteries into fire or a hot oven, or mechanically crushing or cutting or the batteries can result in an explosion. Leaving the batteries in an extremely high temperature surrounding environment can result in an explosion or the leakage of flammable liquid of gas. Batteries subjected to extremely low air pressure may result in an explosion or the leakage of flammable liquid or gas. Dispose of used battery according to the information in The RBRC seal.
- Use only the adaptors included with this product. Incorrect adaptor polarity or voltage can seriously damage the product.
- Use only adaptors and batteries listed below.

Power adapter information:  
Output: 6V DC 400mA  
VTECH TELECOMMUNICATIONS LTD.  
Model: VT05UUS06040

Rechargeable battery information:  
2.4V NiMH battery  
YIYANG CORUN BATTERY CO LTD.  
Model: NI-MH AAA750\*2

- 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.
- For pluggable equipment, the socket-outlet shall be installed near the equipment and shall be easily accessible.
- Unplug this product from the wall outlet before cleaning. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.
- Unplug the power cords before replacing batteries.
- Do not cut off the power adapters to replace them with other plugs, as this causes a hazardous situation.
- Do not allow anything to rest on the power cords. Do not install this product where the cords may be walked on or crimped.
- 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.
- Do not overload wall outlets or use an extension cord.
- Do not place this product on an unstable table, shelf, stand or other unstable surfaces.
- 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.

- 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.
- 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.
- You should test the sound reception every time you turn on the units or move one of the components.
- Periodically examine all components for damage.
- There is a very low risk of privacy loss when using certain electronic devices, such as baby monitors, cordless telephones, etc. To protect your privacy, make sure the product has never been used before purchase, reset the baby monitor periodically by powering off and then powering on the units, and power off the baby monitor if you will not use it for some time.
- Children should be supervised to ensure that they do not play with the product.
- 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

- Use and store the product at a temperature between 32°F and 104°F.
- Do not expose the product to extreme cold, heat or direct sunlight. Do not put the product close to a heating source. Batteries should not be exposed to excessive heat such as bright sunshine or fire.
- Warning—Strangulation Hazard—Children** have STRANGLED in cords. Keep this cord out of the reach of children (more than 3 ft (0.9 m) away). Do not remove this tag.
- Never place the baby unit inside the baby's crib or playpen. Never cover the baby unit or parent unit with anything such as a towel or a blanket.
- 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.

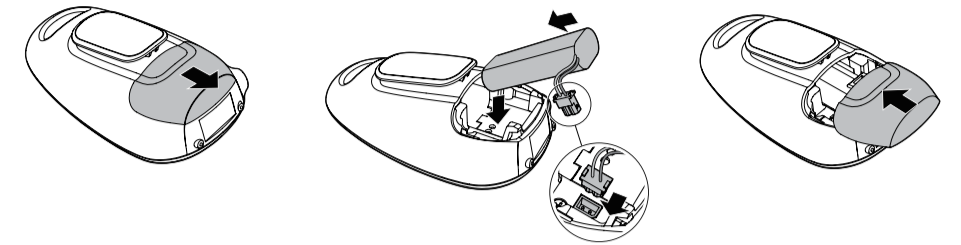
## 1 CONNECT THE BABY MONITOR

### Install the parent unit battery

The parent unit runs on rechargeable battery or AC power. To continuously monitor your baby, make sure you use both battery and AC power at the same time. With the battery alone, the parent unit can cordlessly run for a short time only.

#### NOTES

- Use only the battery supplied with this product.
- If the parent unit will not be used for a long time, disconnect and remove the battery to prevent possible leakage.



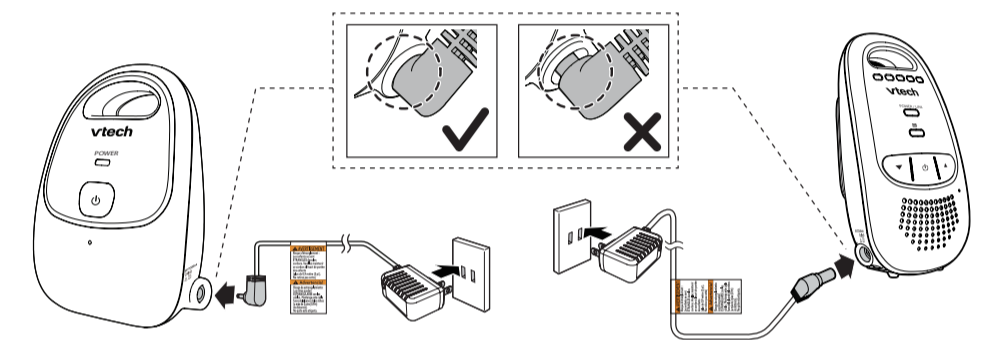
### Replace the battery

To replace the battery, press down on the battery compartment cover and pull it out, then follow the steps above to install the battery.

### Connect the baby monitor

#### NOTES

- Use only the power adapters supplied with this product.
- Make sure the baby monitor is not connected to a switch controlled electric outlet.
- Connect the power adapters in a vertical or floor mount position only. The adapters' prongs are not designed to hold the weight of baby monitor, so do not connect them to any ceiling, under-the-table, or cabinet outlets. Otherwise, the adapters may not properly connect to the outlets.
- Make sure the parent unit, the baby unit and the power adapter cords are out of reach of children.



## 1 CONNECT THE BABY MONITOR (CONT'D)

### Charge the parent unit battery

When you have connected and turned on the baby unit and all the parent units, they will enter pairing mode automatically. It takes around 10 minutes for the pairing process to complete. When the parent unit and baby unit are successfully paired, both their power LEDs are on steadily. The baby monitor is ready to use.

#### NOTES

- Before using the baby monitor for the first time, charge the parent unit battery for 12 hours.
- 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.
- The standby time varies depending on your actual use and the age of the battery.
- The parent unit beeps twice every 10 minutes and the light flashes in red when the battery is low. Charge the parent unit battery without interruption for at least 30 minutes.
- To keep the battery charged, connect it to AC power when not in use.

## 2 BEFORE USE

#### NOTE

- This baby monitor is intended as an aid. It is not a substitute for proper adult supervision, and should not be used as such.

### Test your baby monitor

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

#### CAUTION

- For hearing protection, make sure the parent unit is more than 3 feet (1 meter) away from the baby unit. If you hear any feedback noise, move the parent unit further until the noise stops. You can also press on the parent unit to lower or mute the noise.

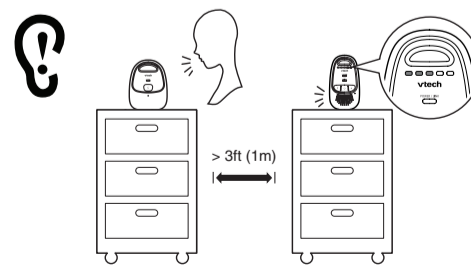
- Make sure your baby unit and parent unit are on.
- Speak towards the microphone of the baby unit. You will hear the sound at the parent unit, and see the visual sound indicators light up.

#### NOTE

- When the **POWER/LINK** LED light flashes, move the parent unit closer to the baby unit (observe the minimum distance of 3 feet / 1 meter). You can also check if the baby unit is connected to a live power socket and switched on.

#### TIP

- Increase the speaker volume of the parent unit if you cannot hear the sounds transmitted from the baby unit.

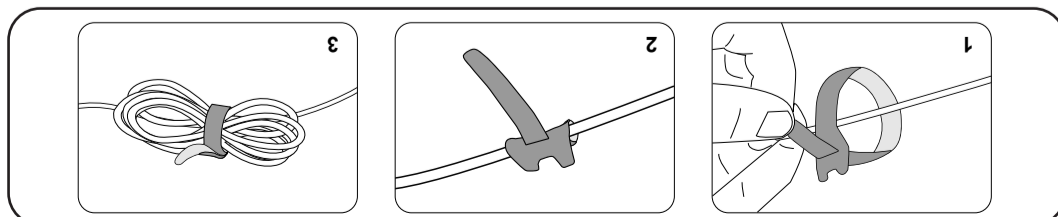


Specifications are subject to change without notice.  
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DM111-X, DM112-X, CIB, V23, 900mhz



Frequency control	Crystal controlled PLL synthesizer
Transmit frequency	Baby unit: 902.7 MHz - 927.1 MHz Parent unit: 902.7 MHz - 927.1 MHz
Channels	62
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 requirements	Baby unit adapter: Output: 6V DC @ 400mA Parent unit adapter: Output: 6V DC @ 400mA Parent unit battery: 2.4V NiMH battery

## TECHNICAL SPECIFICATIONS



## CABLE MANAGEMENT

### Positioning the baby monitor

#### CAUTION

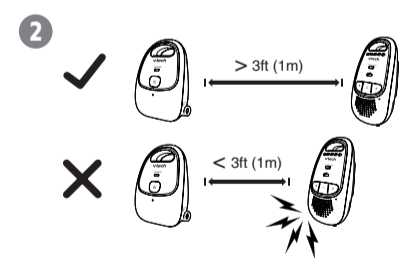
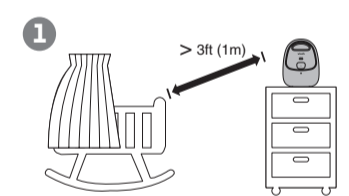
- Keep the baby unit out of the reach of your baby. Never place or mount the baby unit inside the baby's crib or playpen.

- Place the baby units more than 3 feet (1 meter) away from your baby.
- Place the parent unit more than 3 feet (1 meter) away from the baby unit to avoid feedback noise.

#### CAUTION

- The default volume of your parent unit is level 3, and the maximum volume is level 5. If you experience feedback noise from your baby monitor while positioning:

- Make sure your baby units and parent unit are more than 3 feet (1 meter) apart, OR
- Turn down the volume of your parent unit.



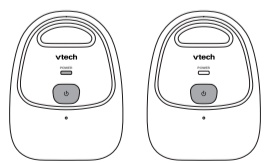
### Operating range

The operating range of the baby monitor is up to 1000 feet (300 meters) outdoors or 160 feet (50 meters) indoors. The actual operating range may vary depending on the environmental conditions and other interferences such as walls, doors and other obstructions.

## 3 USING THE BABY MONITOR

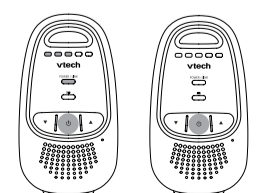
### Power on or off the baby unit

- Press to turn on the baby unit. The **POWER** LED light turns on.
- Press again to turn off the baby unit. The **POWER** LED light turns off.



### Power on or off the parent unit

- Press to turn on the parent unit. The **POWER / LINK** LED light turns on.
- Press again to turn off the parent unit. The **POWER / LINK** LED light turns off.





## 3 USING THE BABY MONITOR (CONT'D)

### Adjust parent unit speaker volume

The speaker volume is preset to level 3, and the maximum volume is level 5. You can adjust it to your preferred volume level.

- Press ▲ or ▼ on the parent unit to adjust the speaker volume.

#### NOTE

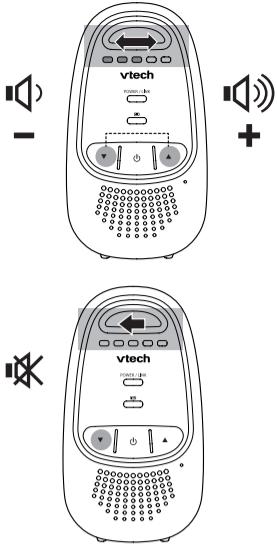
- If you continue to press ▲ or ▼ when the volume reaches the minimum or maximum setting, the parent unit will beep twice.

#### To mute the speaker volume:

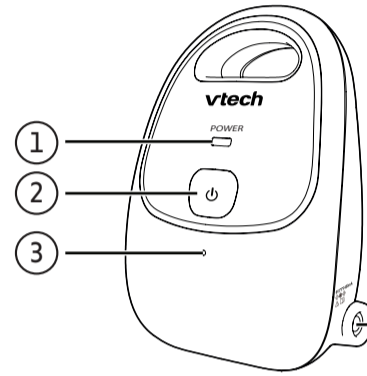
- Press ▼ repeatedly until the volume reaches the minimum.

#### NOTES

- When the parent unit is in mute, the visual sound indicator will still indicate the sound detected from the baby unit.
- To unmute, press ▲ repeatedly until it reaches your desired volume.



## BABY UNIT OVERVIEW



#### 1 POWER light

- On steadily in green when the baby unit is powered on.
- Off when the baby unit is powered off.

#### 2 ⏻ (On/off)

- Press to turn on or off the baby unit.

#### 3 Microphone

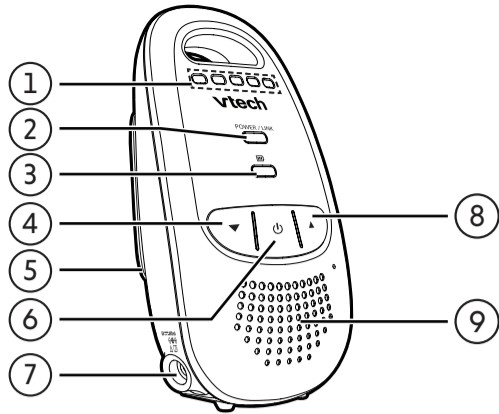
#### 4 Power jack

## PARENT UNIT ALERT TONES

- Low battery tone • Beeps twice every 10 minutes when the battery is low.

- Out of range tone • Beeps three times every 30 seconds when there is no link between the baby unit and parent unit, or when the parent unit is out of range from the baby unit.

## PARENT UNIT OVERVIEW



#### 1 Visual sound indicators



The visual sound indicators can show the sound level detected by the baby unit or the volume level during speaker volume setting.

#### Sound level detected by the baby unit



One to three green lights indicate a moderate sound level detected by the baby unit.



Additional red lights indicate a higher sound level detected by the baby unit (e.g. baby crying loudly).

#### Speaker volume level



One to three green lights indicate **Level 1 to Level 3** of the speaker volume setting.



Additional red lights indicate **Level 4 to Level 5** of the speaker volume setting.

#### 2 POWER / LINK



- Lights on steadily in green when the parent unit is on and linked to the baby unit.

- Flashes in green when there is no link between the baby unit and parent unit, or when the parent unit is out of range from the baby unit.

#### 3



- Steady on in red when the parent unit is charging.

- Flashes in red when the battery is low.

#### 4 ▼ (Volume down)

- Press to decrease the parent unit speaker volume.

#### 5 Belt clip

#### 6 ⏻ (On/off)

- Press to turn on or off the parent unit.

#### 7 Power jack

#### 8 ▲ (Volume up)

- Press to increase the parent unit speaker volume.

#### 9 Speaker

## FCC AND IC REGULATIONS

#### FCC Part 15

This equipment has been tested and found to comply with the requirements for a Class B digital device under Part 15 of the Federal Communications Commission (FCC) rules. These requirements are intended to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

**WARNING:** Changes or modifications to this equipment not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device complies with Part 15 of the FCC rules. Operation is

subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This Class B digital apparatus complies with Canadian requirement: CAN ICES-3 (B)/NMB-3(B)

#### Industry Canada

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions: (1) This device may not cause interference. (2) This device must accept any interference, including interference that may cause undesired operation of the device.

The term "IC:" before the certification/registration number only signifies that the Industry Canada technical specifications were met.

This product meets the applicable Innovation, Science and Economic Development Canada technical specifications.

#### RF radiation exposure statement

Caution: To maintain compliance with the FCC's RF exposure guidelines, place the baby unit at least 20cm from nearby persons. The device has been tested and complies with FCC and IC SAR limits.

## FOR CETL COMPLIANCE ONLY

#### Mesures de sécurité importantes

La plaque signalétique appliquée se trouve dans le compartiment à piles des unités bébé et parents.

Lorsque vous utilisez votre appareil, vous devriez toujours suivre certaines mesures de précaution de base afin de réduire les risques d'incendie, d'électrocution et de blessures corporelles, dont ceux qui suivent :

- Observez toutes les instructions et mises en garde inscrites sur l'appareil.
- L'installation par un adulte est requise.
- MISE EN GARDE:** N'installez pas l'unité du bébé à une hauteur supérieure à 2 mètres.
- Ce produit ne remplace pas la surveillance adulte du nourrisson. La supervision du nourrisson est la responsabilité du parent ou de la personne qui s'occupe de l'enfant. Ce produit pourrait cesser de fonctionner et, par conséquent, vous ne devriez pas présumer qu'il continuera de fonctionner correctement pendant une période de temps donnée. De plus, il ne s'agit pas d'un instrument médical et ne devrait pas être utilisé comme tel. Ce produit est destiné à vous aider à superviser votre bébé.
- N'utilisez pas cet appareil près de l'eau ni de toute autre source d'humidité, par exemple, près d'une baignoire, cuve à lessive, évier de cuisine, dans un sous-sol humide ni près d'une piscine, dans un soussol humide ou une douche.
- MISE EN GARDE:** Utilisez uniquement la pile fournie. Un risque d'explosion pourrait survenir si un mauvais type de pile est utilisé pour l'unité du parent. La pile ne peut pas être soumise à des températures extrêmes élevées ou basses et à une faible pression d'air à haute altitude pendant l'utilisation, l'entreposage ou le transport. L'élimination de la pile dans le feu ou dans un four chaud, ou l'écrasement ou le découpage mécanique de la pile peuvent entraîner une explosion. Laisser la pile dans un environnement à température extrêmement élevée peut entraîner une explosion ou la fuite d'un liquide ou d'un gaz inflammable. Une pile soumise à une pression d'air extrêmement basse peut provoquer une explosion ou une fuite de liquide ou de gaz inflammable. Éliminer la pile usagée conformément aux informations du **Sceau RBRC**.
- N'utilisez que les adaptateurs inclus avec ce produit. L'utilisation d'un adaptateur dont la polarité ou la tension serait inadéquate risque d'endommager sérieusement le produit et mettre



Informations sur les adaptateurs électriques :  
Sortie: 6V CC 400mA  
VTECH TELECOMMUNICATIONS LTD.  
Modèle: VT05UUS06040



Informations sur les piles rechargeables :  
2,4V NiMH battery  
YIYANG CORUN BATTERY CO LTD.  
Modèle: NI-MH AAAT50\*2

- Lorsqu'ils sont branchés dans une prise de courant, les adaptateurs secteur ont été conçus pour être orientés correctement, soit à la verticale ou au plancher. Les broches n'ont pas été conçues pour supporter le poids du bloc d'alimentation et le maintenir en place si celui-ci est branché dans une prise au plafond, sous une table ou dans un meuble.
- Pour les PRODUITS À BRANCHER À UNE PRISE DE COURANT, la prise de courant doit être installée près du produit, afin d'assurer une accessibilité sécuritaire à la prise de courant.
- Débranchez ce produit de la prise de courant avant de procéder au nettoyage. N'utilisez pas de nettoyants en aérosols. Utilisez un chiffon humide pour le nettoyer.
- Débranchez les cordons d'alimentation avant de remplacer le bloc-piles.
- Ne coupez pas les cordons d'alimentation pour remplacer les fiches, car ceci peut présenter un danger potentiel.
- Ne laissez aucun objet reposer ni appuyer sur le cordon d'alimentation. N'installez pas cet appareil dans un endroit où l'on risque d'écraser le cordon d'alimentation ou de le piétiner.
- Nie faites fonctionner cet appareil qu'avec le type d'alimentation indiqué sur l'étiquette. Si vous ne connaissez pas le type d'alimentation que vous possédez à votre domicile, consultez votre marchand ou votre compagnie locale d'électricité.
- Ne surchargez pas les prises de courant murales ni les rallonges électriques.
- Ne placez pas cet appareil sur un chariot, meuble, trépied, support de montage ni table chancelants.
- Les trous et ouvertures du boîtier, situés à l'arrière de l'appareil ou sous celui-ci, servent à aérer l'appareil. Pour l'empêcher de surchauffer, ne bloquez sous aucun prétexte ces ouvertures et n'empêchez pas l'aération adéquate de l'appareil en le plaçant sur

un lit, divan, tapis ou toute autre surface similaire. De même, ne le positionnez pas à proximité ni au-dessus d'une source de chaleur ou d'un calorifère. De plus, ne placez pas l'appareil dans un endroit avant de vous assurer qu'il y ait une bonne circulation d'air.

- N'enfoncez jamais d'objets à travers les ouvertures de cet appareil, car ils pourraient entrer en contact avec des points de tension dangereux ou causer des courts-circuits qui peuvent générer en incendies ou en risques d'électrocution. Ne renversez jamais de liquide dans ce produit.
- Afin de réduire les risques d'électrocution, ne démontez pas cet appareil, mais apportez-le dans un centre de service autorisé. L'ouverture du boîtier ou le retrait de toutes pièces que contient cet appareil, à l'exception de l'accès autorisé à certaines portes ou ouvertures, risque de vous exposer à des points de tension dangereux ou d'autres dangers. Un remontage incorrect peut par la suite présenter des risques d'électrocution.
- Vous devriez tester la réception chaque fois que vous mettez l'appareil en fonction.
- Examinez les composants afin de vérifier si celles-ci ne sont pas endommagées.
- Il existe un très faible risque de perte de confidentialité avec certains appareils électroniques (autres écoute-bébés, téléphones sans fils etc.). Pour l'éviter, s'assurer que le produit n'a jamais été utilisé avant l'achat, réinitialiser l'unité de façon périodique, éteindre l'écoute-bébé quand il n'est pas en cours d'utilisation.
- Les enfants devraient être supervisés afin de vous assurer qu'ils ne jouent pas avec l'appareil.
- Le produit n'est pas conçu pour être utilisé par des personnes (incluant des enfants) aux capacités physiques, sensorielles ou mentales réduites ou qui manquent d'expérience et de connaissances, à moins qu'on leur ait donné suffisamment de supervision ou d'instructions relativement à l'utilisation de l'appareil par une personne responsable de leur sécurité.

#### Mises en garde

- Utilisez et entreposez le produit à une température entre 0° C (32° F) et 40° C (104° F).
- N'exposez pas cet appareil à des froids ou des chaleurs extrêmes, ainsi qu'à la lumière directe du soleil. Ne l'installez pas près d'une source de chauffage.
- Le bloc-piles ne doit pas être exposé à la chaleur excessive telle que la lumière du soleil ou au feu.
- ⚠ Avertissement -** Risque de strangulation - Les enfants se sont ÉTRANGLES dans des cordons. Gardez ce cordon hors de portée des enfants (à plus de 0,9 m). N'enlevez pas cette étiquette.
- Ne jamais placer le moniteur à l'intérieur du berceau ou du parc de bébé. Ne jamais couvrir le moniteur ou l'unité (s) portative avec un article tel une serviette ou une couverture.
- D'autres équipements électroniques peuvent produire des interférences sur votre moniteur vidéo et audio. Tentez d'installer votre moniteur vidéo ou audio à l'écart des appareils électroniques tels que des routeurs sans fil, radios, téléphones cellulaires, interphones, moniteurs, téléphones, ordinateurs personnels, électromagnétiques et téléphones sans fil.

#### Stimulateurs cardiaques implantés dans l'organisme

Les stimulateurs cardiaques (ne s'applique qu'aux dispositifs numériques sans fil) :

- L'organisme Wireless Technology Research, LLC (WTR), une firme de recherche indépendante, a mené une évaluation pluridisciplinaire des interférences entre les téléphones sans fil portatifs et les stimulateurs cardiaques implantés dans l'organisme. Appuyée par l'Administration des aliments et drogues (FDA) des États-Unis, la firme WTR recommande aux médecins:
- Aviz aux détenteurs de stimulateurs cardiaques**
  - Vous devriez maintenir les dispositifs sans fil à au moins six pouces du stimulateur cardiaque.
  - Ils ne doivent PAS placer le téléphone sans fil directement sur le stimulateur cardiaque, tel que dans une poche de chemise, lorsque celui-ci est en marche.

L'étude effectuée par l'organisme WRS n'a pas identifié de risque pour les détenteurs de stimulateurs cardiaques causés par les gens qui utilisent des dispositifs sans fil à proximité de ceux-ci.

#### Champs électromagnétiques (EMF)

Ce produit de VTech est conforme à toutes les normes se rapportant aux champs électromagnétiques (EMF) standard. Si vous le manipulez correctement en suivant les instructions de ce guide, son utilisation sera sécuritaire pendant de nombreuses années, selon les meilleures évidences scientifiques dont nous disposons aujourd'hui.

## 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 do not clean 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, 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, visit our website at [www.vtechphones.com](http://www.vtechphones.com), or contact **1 (800) 595-9511** for customer service.

Why doesn't the <b>POWER</b> light on the baby unit turn on when I switch on the units?	Perhaps the baby unit is not connected to the power supply. Connect the baby unit to power supply. The baby unit turns on.
Why doesn't the <b>POWER / LINK</b> light on the parent unit turn on when I switch on the units?	Perhaps the battery of the parent unit is depleted and the parent unit is not connected to power supply. Connect the parent unit to power supply and charge the parent unit battery. The parent unit turns on and establishes connection with the baby unit.
Why does the baby monitor not respond normally?	Try the following (in the order listed) for common cure: <ol style="list-style-type: none"><li>1. Disconnect the power to the baby units and the parent unit.</li><li>2. Remove the battery from the parent unit.</li><li>3. Connect the baby unit to the power supply again. The baby unit turns on.</li><li>4. Connect the parent unit to the power supply again. The parent unit turns on.</li><li>5. Wait for the parent unit to synchronize with the baby units. Allow up to one minute for this to take place.</li><li>6. Press ▲ or ▼ to adjust the speaker volume on the parent unit.</li></ol>
Why does the baby monitor produce a high-pitched noise?	The parent units and baby unit may be too close to each other. <ul style="list-style-type: none"><li>• Move the parent unit away from the baby units until the noise stops; OR</li><li>• Turn down the volume of your parent unit.</li></ul>
Why does the parent unit beep?	The parent unit beeps three times every 30 seconds when the baby unit is out of range. Move the parent units closer to the baby unit (but not less than 3 feet). The parent unit may not have enough charge for the parent unit to perform normally. Charge the battery in the parent unit for at least 30 minutes.
Why don't I hear a sound/ Why can't I hear my baby cry?	Make sure that both baby unit and parent unit are on. If you see the visual sound indicators light up, but there is no sound, then you may have muted the volume or set it to a lower level. Adjust the volume to a higher level. If the visual sound indicators do not light up, and you cannot hear any sound, it is because the sound is too low for the baby unit to detect. This is normal. Place the baby unit at least 3 feet / 1 meter away from your baby.
Why does the <b>LOW BATTERY</b> light on the parent unit flash?	The parent unit beeps twice every 10 minutes and the <b>LOW BATTERY</b> light flashes in red when the battery is low. Connect the parent unit to the power supply and charge the battery for at least 30 minutes.
Why can't I establish a connection? Why is the connection lost every now and then? Why are there sound interruptions?	The baby unit may be out of range. Move the parent units closer to the baby unit (but not less than 3 feet). Other electronic products may cause interference with your baby monitor. Try installing your baby monitor as far away from these electronic devices as possible.

## LIMITED WARRANTY

#### What does this limited warranty cover?

The manufacturer of this VTech Product warrants to the holder of a valid proof of purchase ("Consumer" or "you") that the Product and all accessories provided in the sales package ("Product") are free from defects in material and workmanship, pursuant to the following terms and conditions, when installed and used normally and in accordance with the Product operating instructions. This limited warranty extends only to the Consumer for Products purchased and used in the United States of America and Canada.

#### What will VTech do if the Product is not free from defects in materials and workmanship during the limited warranty period ("Materially Defective Product")?

During the limited warranty period, VTech's authorized service representative will replace at VTech's option, without charge, a Materially Defective Product. If we choose to replace the Product, we may replace it with a new or refurbished Product of the same or similar design. We will retain defective parts, modules, or equipment. Replacement of the Product, at VTech's option, is your exclusive remedy. VTech will return the replacement Products to you in working condition. You should expect the replacement to take approximately 30 days.

#### How long is the limited warranty period?

The limited warranty period for the Product extends for ONE (1) YEAR from the date of purchase (90 days on products purchased as Refurbished). This limited warranty also applies to the replacement Product for a period of either (a) 90 days from the date the replacement Product is shipped to you or (b) the time remaining on the original one-year warranty (90-day limited warranty on products that are purchased as Refurbished), whichever is longer.

\*Refurbished products purchased from our online store carry a 90-day replacement warranty.

#### What is not covered by this limited warranty?

This limited warranty does not cover:

- Product that has been subjected to misuse, accident, shipping or other physical damage, improper installation, abnormal operation or handling, neglect, inundation, fire, water or other liquid intrusion; or
- Product that has been damaged due to repair, alteration or modification by anyone other than an authorized service representative of VTech; or
- Product to the extent that the problem experienced is caused by signal conditions, network reliability, or cable or antenna systems; or
- Product to the extent that the problem is caused by use with non-VTech accessories; or
- Product whose warranty/quality stickers, product serial number plates or electronic serial numbers have been removed, altered or rendered illegible; or
- Product purchased, used, serviced, or shipped for repair from outside the United States of America or Canada, or used for commercial or institutional purposes (including but not limited to Products used for rental purposes); or
- Product returned without a valid proof of purchase (see item 2 below); or
- Charges for installation or set up, adjustment of customer controls, and installation or repair of systems outside the unit.

## THE RBRC SEAL



The RBRC seal on the Ni-MH battery indicates that VTech Communications, Inc. is voluntarily participating in an industry program to collect and recycle these batteries at the end of their useful lives, when taken out of service within the United States and Canada.

The program provides a convenient alternative to placing used Ni-MH batteries into the trash or municipal waste, which may be illegal in your area.

VTech's participation makes it easy for you to drop off the spent battery at local retailers participating in the program or at authorized VTech product service centers. Please call **1 (800) 8 BATTERY** for information on Ni-MH battery recycling and disposal bans/restrictions in your area. VTech's involvement in this program is part of its commitment to protecting our environment and conserving natural resources.

The RBRC Seal and **1 (800) 8 BATTERY®** are registered trademarks of Call2recycle, Inc.

## DISCLAIMER AND LIMITATION OF LIABILITY

VTech Communications, Inc. and its suppliers assume no responsibility for any damage or loss resulting from the use of this user's manual. VTech Communications, Inc. and its suppliers assume no responsibility for any loss or claims by third parties that may arise through the use of this product.

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