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VC9312-245

2 Camera Wireless Monitoring System





Installation guide

Congratulations

on purchasing your new VTech product. Before using this 2 Camera Wireless Monitoring System, please read the **Important safety instructions**. For support, shopping, and everything new at VTech, visit our website at **www.vtechphones.com**.

Introduction

VTech 2 Camera Wireless Monitoring System allows you to keep an eye on your areas when you are on the move or away.

This monitoring system is Wi-Fi enabled, which uses your home wireless network to stream live video and audio through the HD camera units and 5-inch touch screen home viewer.

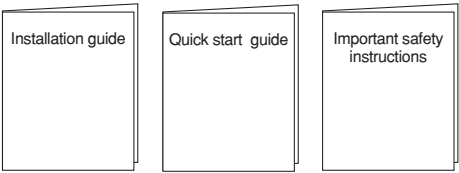
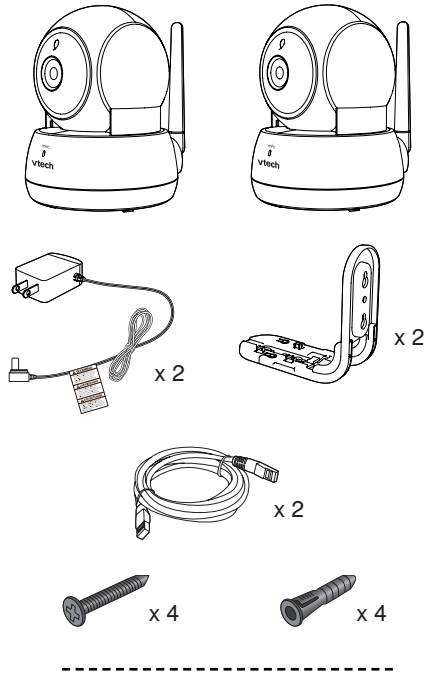
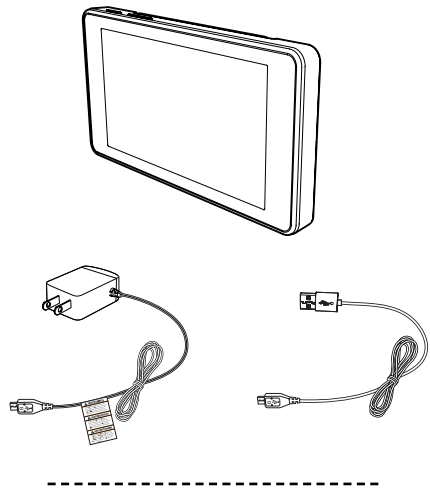
You can also monitor your areas from your smartphone and mobile tablet.

VTech 2 Camera Wireless Monitoring System uses **MyVTech Cams** app to let you instantly see and hear what's happening in your areas from anywhere in the world.

The app can be downloaded from the App Store or the Google Play™ Store, directly from your smartphone or mobile tablet.

What's in the box

Your 2 Camera Wireless Monitoring System package contains the following items. Save your sales receipt and original packaging in the event warranty service is necessary.



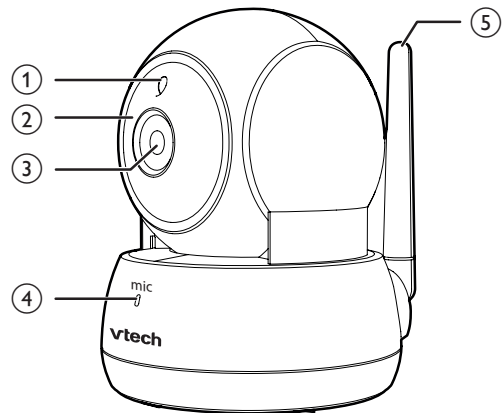
Requirements

Make sure your system includes the following components, and they meet the minimum requirement.

Network	Wi-Fi
Wi-Fi router	2.4GHz IEEE 802.11 b/g/n
Internet connection	At least 1.0 Mbps upload bandwidth per camera
micro SD card	Support Class 4 or higher, with storage capacity up to 32GB
Smartphones/tablets (for remote access)	<ul style="list-style-type: none">Android® or iOS devices with 3G/4G mobile communication.Android 4.4 or later; or iOS 8.0 or later.
Video codec (for remote access)	H.264

Overview

HD Pan/tilt camera overview



1 – Light sensor

2 – Infrared LEDs

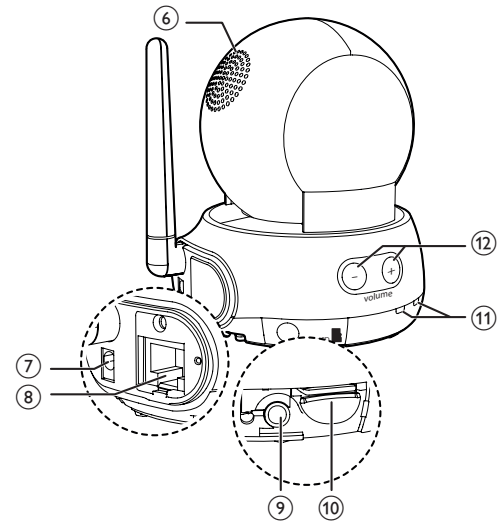
- Allow you to see clearly in a dark surrounding.

3 – Camera lens

4 – Microphone

5 – Antenna

- Connect to router with Wi-Fi.



6 – Speaker

7 – Power jack

8 – Ethernet port

- Connect to router with a RJ45 network cable (optional).

9 – 3.5mm line jack

- Connect to audio output device (optional).

10 – micro SD card slot

11 – Online LED indicators

- Flash orange and blue alternately when the camera unit is in pairing mode.
- Orange is steady on when the camera unit is connecting to the Internet.
- Orange and blue are steady on when the camera unit is idle.
- Flash orange and blue slowly during video streaming.
- Flash orange and blue quickly and alternately when the camera unit is updating its firmware.



TIP

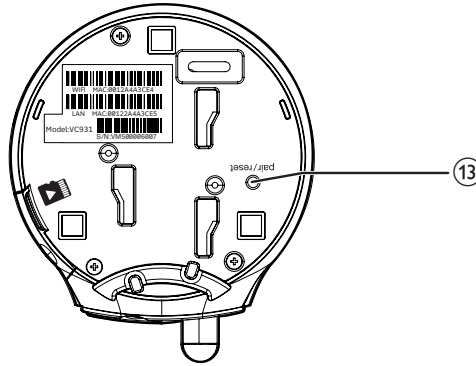
- You can turn off the camera's LEDs if you find them too bright. Read the **Online LED indication** section under **Camera settings** in your home viewer's app manual for instructions.

12 – Volume –

- Press to decrease the speaker volume.

Volume +

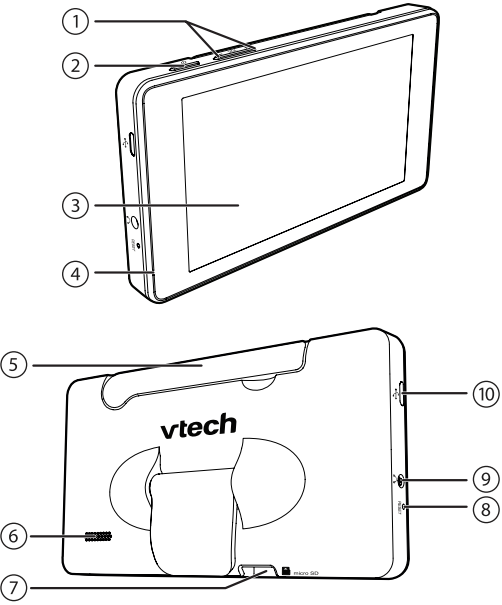
- Press to increase the speaker volume.





13 – Pair/reset button

- Press and hold** for three seconds to enter pairing mode.

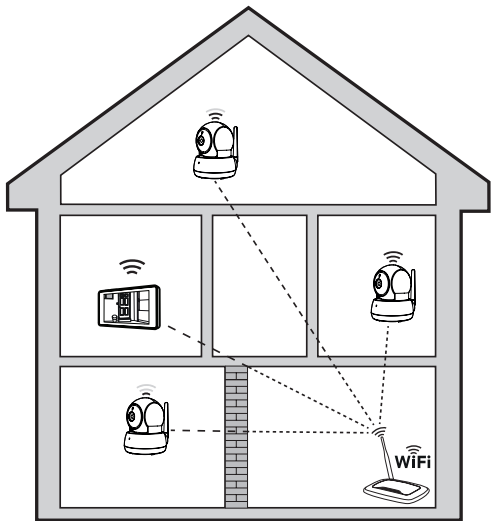
Home viewer overview





9	 3.5mm audio jack <ul style="list-style-type: none">Connect to stereo earphone.
10	 Micro USB 2.0 port <ul style="list-style-type: none">Connect to a power supply for charging.Connect to a personal computer as an external storage for transferring manually captured snapshots and recorded videos stored in the home viewer.

How the system works

The Wi-Fi router (not included) provides Internet connectivity to your wireless monitoring system. It serves as a communicating channel between your camera units and home viewer, allowing you to monitor and/or control your camera units wherever you are.



1	+ / VOL / - <ul style="list-style-type: none">Press to increase or decrease the speaker volume.
2	 <ul style="list-style-type: none">Press and hold to power on or off, or to reboot the home viewer.Press to turn on or off the screen display without powering off the home viewer. You can still hear sound from the camera unit if the camera is streaming and the speaker volume of the home viewer is turned on.
3	5-inch touch screen monitor <ul style="list-style-type: none">When the screen is turned on and locked, swipe to unlock the screen.
4	Microphone
5	Antenna
6	Speaker
7	 micro SD card slot
8	RESET <ul style="list-style-type: none">Force reboot the home viewer.

Protect your privacy and online security

VTech cares about your privacy and peace of mind. That's why we've put together a list of industry-recommended best practices to help keep your wireless connection private and your devices protected when online. We recommend you carefully review and consider complying with the following tips.

Ensure your wireless connection is secure.

- Before installing a device, ensure your router's wireless signal is encrypted by selecting the "WPA2-PSK with AES" setting in your router's wireless security menu.

Change default settings.

- Change your wireless router's default wireless network name (SSID) to something unique.
- Change default passwords to unique, strong passwords. A strong password:
 - Is at least 10 characters long.
 - Is complex.
 - Does not contain dictionary words or personal information.
 - Contains a mix of uppercase letters, lowercase letters, special characters and numbers.

Keep your devices up to date.

- Download security patches from manufacturers as soon as they become available. This will ensure you always have the latest security updates.
- If the feature is available, enable automatic updates for future releases.

Disable Universal Plug and Play (UPnP) on your router.

- UPnP enabled on a router can limit the effectiveness of your firewall by allowing other network devices to open inbound ports without any intervention or approval from you. A virus or other malware program could use this function to compromise security for the entire network.

For more information on wireless connections and protecting your data, please review the following resources from industry experts:

- Federal Communications Commission: Wireless Connections and Bluetooth Security Tips – www.fcc.gov/consumers/guides/how-protect-yourself-online.
- U.S. Department of Homeland Security: Before You Connect a New Computer to the Internet – www.us-cert.gov/ncas/tips/ST15-003.
- Federal Trade Commission: Using IP Cameras Safely – <https://www.consumer.ftc.gov/articles/0382-using-ip-cameras-safely>.
- Wi-Fi Alliance: Discover Wi-Fi Security – <http://www.wi-fi.org/discover-wi-fi/security>.

Connect

You can choose to set up the camera units for desktop usage, wall mounting or ceiling mounting.



NOTES

- Use only the camera power adapters supplied with this product.
- Make sure the electrical outlets are not controlled by wall switches.
- The power adapters are intended to be correctly oriented in vertical or floor mount positions. 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 camera units and the power adapter cords are out of reach of children.

Connect the Camera units

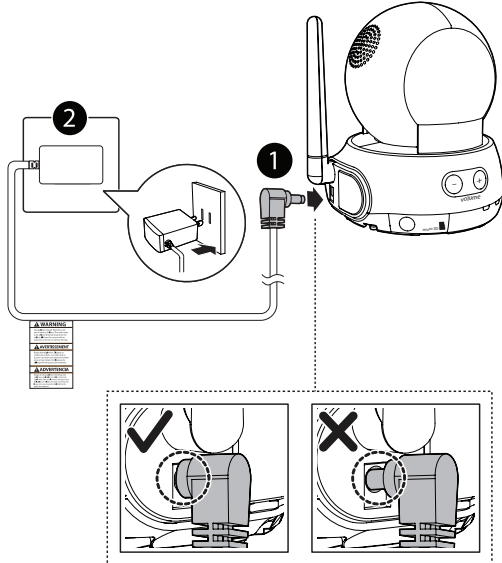
Wi-Fi connection



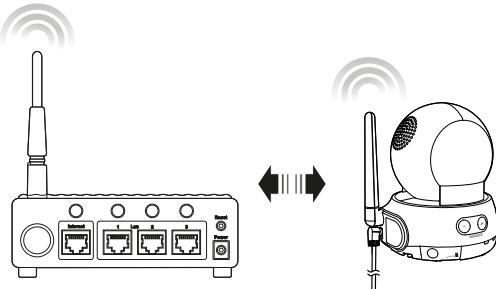
NOTES

- Before you connect the camera units, make sure you have Internet access and a Wi-Fi router (**IEEE 802.11 b/g/n**). Data charges apply and service plan may vary for Internet access. Router is not included.
- Do not plug in the network cable.
- To maintain compliance with the FCC's RF exposure guidelines, place the HD camera at least 20cm from nearby persons.

- Connect the power adapter to the camera unit and a power supply.



- Place the camera unit at a desired place.

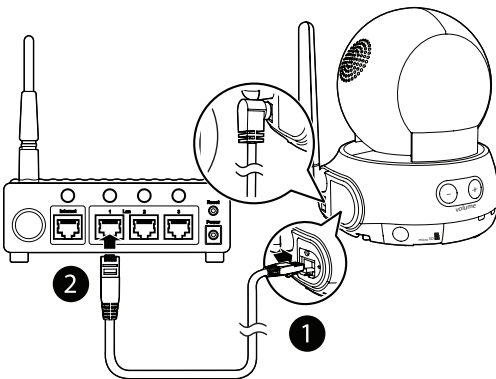


NOTE

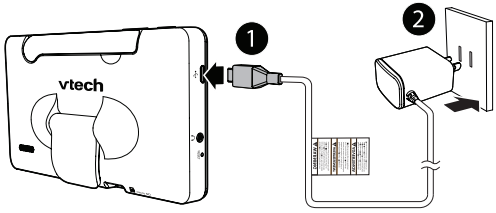
- To turn off the camera unit, unplug the camera from the power supply.

Cable connection (optional)

After you have paired the camera units with your home viewer via Wi-Fi, you can connect the camera units to the Internet using the network cables to optimize your Internet connection. Refer to the online app manual for the instructions on how to pair your camera units with your home viewer.



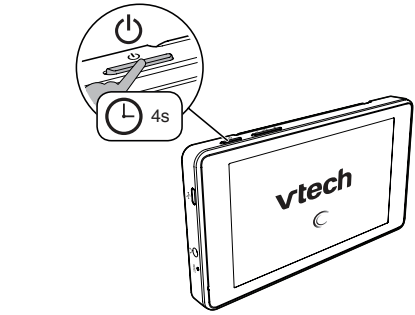
Connect and charge the home viewer



NOTES

- The home viewer is fully charged after three hours of continuous charging.
- It takes longer to charge when the home viewer is turned on. To shorten the charging time, turn the home viewer off while charging.
- The standby time varies depending on your actual use.

After the home viewer is fully charged, **press and hold** to power on.



The battery icon indicates the battery status (see the following table).

Battery indicators	Battery status	Action
The screen displays	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.

Insert micro SD card

Insert micro SD card into the camera units (recommended)

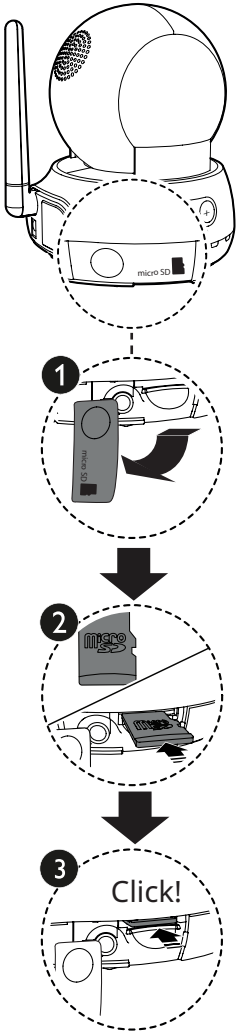
Your camera units can capture videos of the monitoring area when motion is detected. You can choose to save the videos to a micro SD card.

NOTE

- Your camera units support Class 4 or higher micro SD cards, with each storage capacity up to 32GB.

CAUTION

- Prior to inserting or ejecting the micro SD card, the camera unit must be powered off. To power off, unplug the camera unit from the power supply.

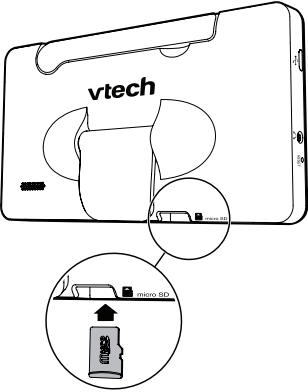


Insert micro SD card into the home viewer (optional)

Your home viewer comes with 4GB internal flash memory that allows you to store snapshots captured and videos recorded manually with your cameras. You can also insert a micro SD card into the home viewer for more storage capacity.

NOTE

- Some of the internal flash memory will be occupied by the home viewer's operating system and data storage. The actual memory available will be less than 4GB.



Set up your wireless monitoring system

After you have connected the home viewer and the camera units, refer to the Quick start guide included in your package to set up your wireless monitoring system.

2 Camera Wireless Monitoring System setup:

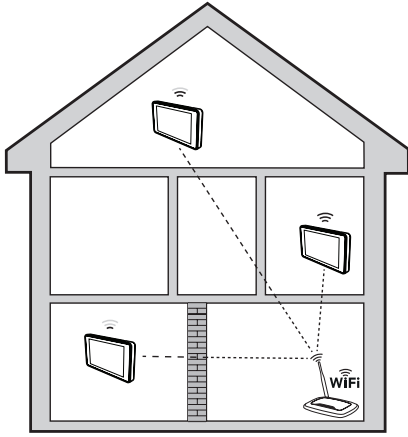
- Set up Wi-Fi connection
- Add cameras

Test the location for the camera units

Before you install your camera units, you need to test which of your selected monitoring areas within the house have good Wi-Fi signal strength. After you have connected your home viewer to a Wi-Fi network, you can use your home viewer's Wi-Fi signal strength indicator to assist in checking. Once you have identified a suitable location, you can install your camera unit. Adjust the distance between your camera units and the Wi-Fi router if needed.

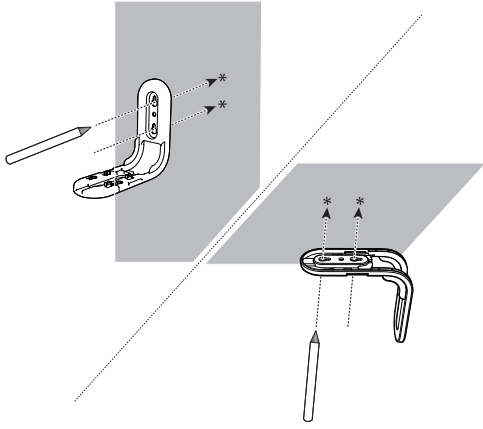
TIP

- Depending on surroundings and obstructing factors, such as the effect distance and internal walls have on signal strength, you may experience reduced Wi-Fi signal. To improve the Wi-Fi signal strength, adjust the distance or direction of your home viewer. Check with your home viewer again.



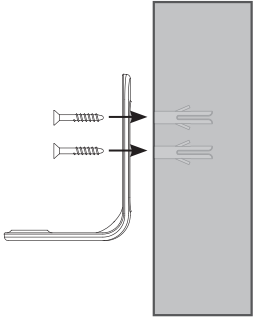
Mount the camera unit (optional)

- Place the wall mount bracket on a wall or on the ceiling, and then use a pencil to mark two holes in parallel.

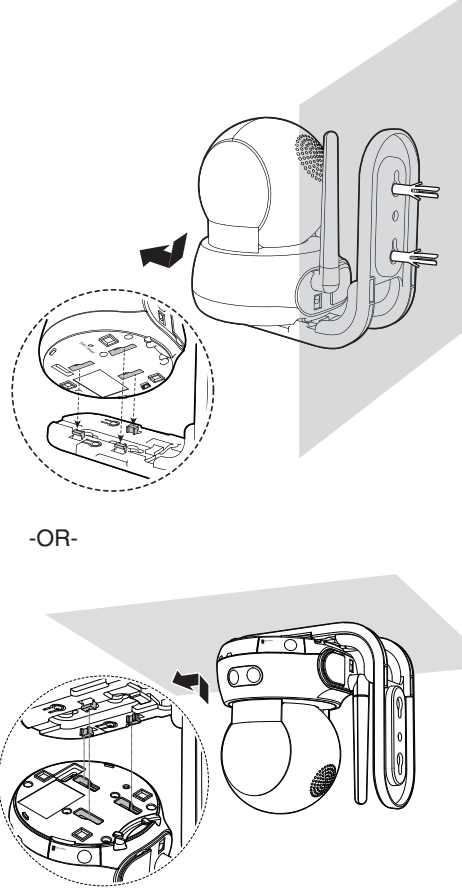


- Remove the wall mount bracket and then drill two holes in the wall or on the ceiling (7/32 inch drill bit).
 - If you drill the holes into an object other than a stud, insert the wall anchors into the holes and tap gently on the ends with a hammer until the wall anchors are flush with the wall.

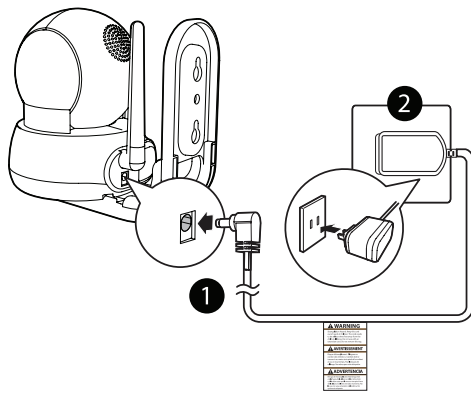
- Align the holes on the wall mount bracket with the screws on the wall or on the ceiling. Tighten the screws in the holes.



- Place the camera unit on the wall mount bracket, and then slide it forward until it locks into place.

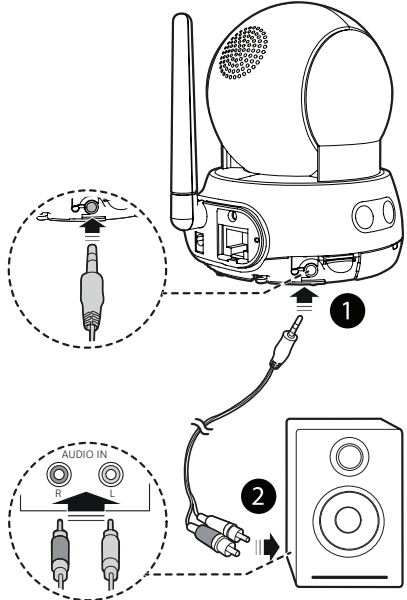


- Connect the power adapter to the camera unit and a power supply not controlled by a wall switch.



Connect to audio output device (optional)

The camera unit has a built-in speaker. You can also connect an external self-powered speaker to your camera unit for extra sound quality.



Pair new camera unit

You can add or replace any camera units to your 2 Camera Wireless Monitoring System.

The wireless monitoring system family includes HD cameras **VC921** and **VC931**, which can be purchased separately. They can be cross-paired within the family, for example, you can have a combination of **VC921** and **VC931**. You can pair a maximum of four HD camera units to your home viewer.

For more details, refer to the online app manual of your wireless monitoring system (**VC921** or **VC931**) in the Help page of your home viewer.

NOTE

- Your home viewer can pair and access a maximum of four camera units. You can add more camera units to your wireless monitoring system using the **MyVTech Cams** mobile app. Download the mobile app and create a user account. Then, you can pair your existing camera units in your home viewer and pair additional camera units to your user account using the mobile app. The mobile app can pair and access up to 10 camera units. The additional camera units can only be paired and accessed via the mobile app.

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 camera unit in water and do not clean it under the tap.
- DO NOT use cleaning spray or liquid cleaners.
- Make sure the camera unit is dry before you connect it to the mains again.

Storage

When you are not going to use the wireless monitoring system for some time, store the home viewer, the camera units, and the adapters in a cool and dry place.

Frequently asked questions

Below are the questions most frequently asked about the wireless monitoring system. If you cannot find the answer to your question in the below table, visit our website at www.vtechphones.com or call 1-844-848-8324 (1-844-84-VTECH) for customer service.

The LEDs on the camera unit are too bright. Can I turn them off?	You can turn off the LEDs of your camera units. Read the Online LED indication section under Camera settings in your home viewer's app manual for instructions.
Why does the HD camera not respond normally?	Try the following (in the order listed) for common cure: 1. Disconnect the power to the camera unit. 2. Wait a few minutes before connecting power back to the camera unit. 3. Reboot the home viewer.
Why is my screen in black and white?	The HD camera unit has a light sensor that measures the ambient light. When the ambient light is dim, such as during nighttime or in a dark room, the camera activates its infrared LEDs, and displays the camera view in black and white.
Why does my HD camera show offline?	The camera unit may lose the Internet connection. Check your network and the router setting.
Why is the connection lost every now and then?	Other electronic products may cause interference with your HD cameras. Try installing your HD cameras 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 repair or replace at VTech's option, without charge, a Materially Defective Product. If we repair the Product, we may use new or refurbished replacement parts. 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. Repair or replacement of the Product, at VTech's option, is your exclusive remedy. VTech will return the repaired or replacement Products to you in working condition. You should expect the repair or 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. If VTech repairs or replaces a Materially Defective Product under the terms of this limited warranty, this limited warranty also applies to the repaired or replacement Product for a period of either (a) 90 days from the date the repaired or replacement Product is shipped to you or (b) the time remaining on the original one-year warranty; whichever is longer.

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.

How do you get warranty service?

To obtain warranty service in the USA, please visit our website at www.vtechphones.com or call 1-844-848-8324 (1-844-84-VTECH). In Canada, go to www.vtechcanada.com or call 1-888-211-2005.

NOTE: Before calling for service, please review the user's manual - a check of the Product's controls and features may save you a service call.

Except as provided by applicable law, you assume the risk of loss or damage during transit and transportation and are responsible for delivery or handling charges incurred in the transport of the Product(s) to the service location. VTech will return repaired or replaced Product under this limited warranty. Transportation, delivery or handling charges are prepaid. VTech assumes no risk for damage or loss of the Product in transit. If the Product failure is not covered by this limited warranty, or proof of purchase does not meet the terms of this limited warranty, VTech will notify you and will request that you authorize the cost of repair prior to any further repair activity. You must pay for the cost of repair and return shipping costs for the repair of Products that are not covered by this limited warranty.

What must you return with the Product to get warranty service?

- Return the entire original package and contents including the Product to the VTech service location along with a description of the malfunction or difficulty; and
- Include a "valid proof of purchase" (sales receipt) identifying the Product purchased (Product model) and the date of purchase or receipt; and
- Provide your name, complete and correct mailing address, and telephone number.

Other limitations

This warranty is the complete and exclusive agreement between you and VTech. It supersedes all other written or oral communications related to this Product. VTech provides no other warranties for this Product. The warranty exclusively describes all of VTech's responsibilities regarding the Product. There are no other express warranties. No one is authorized to make modifications to this limited warranty and you should not rely on any such modification.

State/Provincial Law Rights: This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state or province to province.

Limitations: Implied warranties, including those of fitness for a particular purpose and merchantability (an unwritten warranty that the Product is fit for ordinary use) are limited to one year from the date of purchase. Some states/provinces do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. In no event shall VTech be liable for any indirect, special, incidental, consequential, or similar damages (including, but not limited to lost profits or revenue, inability to use the Product or other associated equipment, the cost of substitute equipment, and claims by third parties) resulting from the use of this Product. Some states/provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Please retain your original sales receipt as proof of purchase.

Technical specifications

Frequency	Camera unit: 2412 - 2462 MHz
Channels	11
LCD	5" Color LCD (IPS 480x854 pixels)
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	1. Home viewer power adapter: Input: 100-240V AC 50/60Hz Output: 5V DC 1.5A 2. Home viewer USB charger: 5V DC 3. Home viewer: 3.7V Li-polymer battery is built-in. Camera unit power adapters: Input: 100-240V AC 50/60Hz Output: 5V DC 1500mA

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App Store is a trademark of Apple Inc., registered in the U.S. and other countries.



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