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VM350  
VM350-2

Full Color Video Monitor



**vtech**  
User's manual

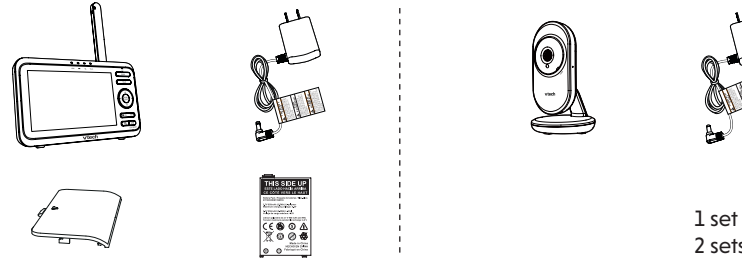
## CONGRATULATIONS

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.

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## WHAT'S IN THE BOX



1 set for VM350  
2 sets for VM350-2

Credits: The <i>Background Noise</i> sound file was created by Caroline Ford, and is used under the Creative Commons license. The <i>Stream Noise</i> sound file was created by Caroline Ford, and is used under the Creative Commons license. The <i>Crickets At Night</i> sound file was created by Mike Koenig, and is used under the Creative Commons license. The <i>Heart Beat</i> sound file was created by Zarabadeu, and is used under the Creative Commons license.	
Power requirements	Parent unit: 3.7V Li-polymer battery Baby unit power adapter: Output: 5V DC @ 600mA Parent unit power adapter: Output: 5V DC @ 1A
Normal effective range	Maximum power allowed by FCC and IC: Actual operating range may vary according to environmental conditions at the time of use. (5" Color LCD WQVGA 480x272 pixel)
LCD	32
Channels	32
Transmit frequency	Baby unit: 2405 - 2475 MHz Parent unit: 2405 - 2475 MHz
Frequency control	Crystal controlled PLL synthesizer

## TECHNICAL SPECIFICATIONS

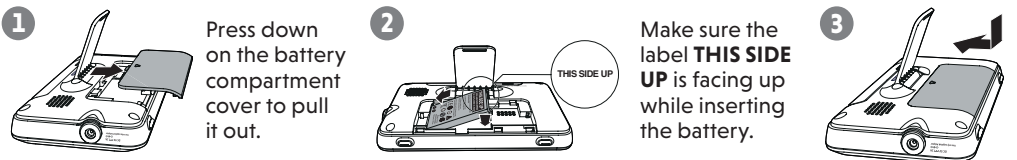
## 1 CONNECT AND CHARGE THE BATTERY

### Install the parent unit battery

The parent unit runs on rechargeable battery or AC power. To continuously monitor your baby, keep the parent unit connected to AC power. 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.



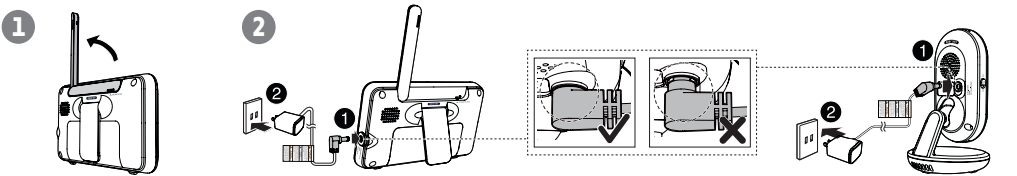
### Replace the battery

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 units and the power adapter cords are out of reach of children.



### Charge the parent unit battery

When you have connected the parent unit and installed its battery for the first time or after power outage, the parent unit powers on automatically. The battery icon indicates the battery status (see the following table).

#### NOTES

- The parent unit battery is fully charged after 3 hours of continuous charging.
- 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 the sensitivity level you set, your actual use and the age of the battery.

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 <b>Battery low at Parent unit</b> and 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.

## 2 BEFORE USE

### NOTE

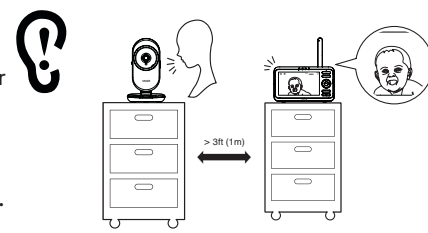
- This baby monitor is intended as an aid. It is not a substitute for proper adult supervision, and should not be used as such.

### 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 both baby units. If you hear any high-pitched noise, move the parent unit further until the noise stops. You can also press VOL on the parent unit to reduce or mute the noise.



- Make sure your baby units and parent unit are on.
- The parent unit displays images from the baby unit.
  - Speak towards the microphone of the baby unit. You will hear the sound at the parent unit.
- Press **VIEW** on your parent unit. The screen switches to the other baby unit. Then, repeat step 2.

#### NOTE

- When the parent unit displays and then **No Link to CAM #** (# represents the baby unit number), and the **LINK** LED light flashes, move the parent unit closer to the baby units (observe the minimum distance of 3 feet / 1 meter).

#### TIP

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

### Positioning the baby monitor

#### CAUTION

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

#### NOTE

- To avoid interference from other electronic devices, place your baby monitor at least 3 feet (1 meter) away from devices such as wireless routers, microwaves, cell phones and computers.

- Place the baby units more than 3 feet (1 meter) away from your baby.
- Adjust the angle of the baby units camera to aim at your baby.
- Place the parent unit more than 3 feet (1 meter) away from the baby units to avoid screeching noise.



### CAUTION

- The default volume of your parent unit is level 4, and the maximum volume is level 7. If you experience high-pitched screeching noise from your baby monitor while positioning:
  - Make sure your baby units and parent unit are more than 3 feet (1 meter) apart, OR
  - Lower the volume of your parent unit.

### Operating range

The operating range of the baby monitor is up to 1000 feet (300 meters) outdoors. 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

- Slide the **ON/OFF** switch to **ON** to turn on the baby unit. The **POWER** LED light turns on.
- Slide the **ON/OFF** switch to **OFF** to turn off the baby unit. The **POWER** LED light turns off.

### Power on or off the parent unit

- Press and hold **POWER** to turn on the parent unit. The screen turns on.
- Press and hold **POWER** 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 powering off the parent unit. You can still hear sound from the baby units.

- Press and hold **LCD ON/OFF** on the parent unit to turn off the screen.
- Press any keys on the parent unit to turn on the screen again.

### Adjust speaker volume

#### For parent unit:

- Press **VOL** or VOL on the parent unit at any time when viewing images.

#### NOTE

- When the parent unit speaker volume is set to zero, appears on the screen and the light turns on.

#### For baby unit:

The baby unit speaker volume determines the lullaby volume and talkback volume transmitted from parent unit. It can be adjusted in the parent unit.

- Press **MENU** when the parent unit is idle.
- Press or to choose **Volume on CAM**, then press **SELECT**.
- Press or to choose the desired volume level, Level 1 is the softest while Level 5 is the loudest. Then, press **SELECT** to confirm your selection.

#### NOTE

- Volume adjustment with the parent unit menu is available in **Single CAM** and **Patrol** mode only.

### Zoom

You can zoom in while viewing images from the baby unit in **Single CAM** and **Patrol** mode.

- Press to zoom in.
- Press or to move the zoomed image downward or upward.
- Press or to move the zoomed image leftward or rightward.
- Press again to zoom out.

### Talk

You can use the **TALK** function of the parent unit to comfort your baby in **Single CAM** and **Patrol** mode.

- Press and hold **TALK** on the parent unit. The **TALK** light turns on.
- Speak towards the microphone on the parent unit. Your voice is broadcast to the baby unit.
- Release the **TALK** key to stop the broadcast.

#### NOTE

- The parent unit speaker is muted during voice broadcast. Sound transmission from the baby unit resumes after **TALK** is released.
- After around 20 seconds of sound re-transmission, the speaker returns to mute if you had set it to mute before pressing **TALK**.
- The baby unit's talkback volume can be adjusted via the parent unit menu.

### Set alert tone

#### Low battery tone

You can set the parent unit to beep when the parent unit operates in low battery condition.

- Press **MENU** when the parent unit is idle.
- Press or to choose **Alert Tone**, then press **SELECT**.
- Press **SELECT** again to choose **Low Battery Tone**.
- Press or to choose **On** or **Off**, then press **SELECT** to confirm your selection.

#### No link alert

You can set the parent unit to beep when the link between the parent unit and the baby unit is lost.

- Press **MENU** when the parent unit is idle.
- Press or to choose **Alert Tone**, then press **SELECT**.
- Press or to choose **No Link Alert**, then press **SELECT**.
- Press or to choose **On** or **Off**, then press **SELECT** to confirm your selection.

### Sound alert in split-view

You can turn on the sound alert feature so that, while in **Split** mode, the parent unit beeps and displays **Sound detected at CAM #** whenever the baby unit detects sounds.

- Press **MENU** when the parent unit is idle.
- Press or to choose **Alert Tone**, then press **SELECT**.
- Press or to choose **Sound Alert in Split-view**, then press **SELECT**.
- Press or to choose **On** or **Off**, then press **SELECT** to confirm your selection.

### Lullaby

The baby monitor has five lullabies and four soothing sounds for you to comfort your baby. You can play lullabies or soothing sounds on the baby unit by controlling remotely with the parent unit.

#### To play lullabies:

- Press **MENU** when the parent unit is idle.
- Press or to choose **Lullaby on CAM**, then press **SELECT**.
- Press or to choose **Play Melodies**, then press **SELECT**.
- Press or to choose a lullaby, or choose **Play All**, then press **SELECT**.
  - If **Play All** is selected, the five lullabies will be played one after the other, until all of them are played.
- When the desired lullaby is selected, press or to choose **Play**, then press **SELECT**.

#### To play soothing sounds:

- Press **MENU** when the parent unit is idle.
- Press or to choose **Lullaby on CAM**, then press **SELECT**.
- Press or to choose **Play Soothing Sounds**, then press **SELECT**.
- Press or to choose a soothing sound, then press **SELECT**.
- Press or to choose **Play**, then press **SELECT**.

#### NOTES

- Lullaby playback control is available in **Single CAM** and **Patrol** mode only.
- The lullaby playback on the baby unit will be paused when receiving talkback from the parent unit.

#### To stop lullabies or soothing sounds:

- Press **MENU** when the parent unit is idle.
- Press or to choose **Lullaby on CAM**, then press **SELECT**.
- Press or to choose **Stop**, then press **SELECT**.

#### To set auto timer for lullabies:

While the baby unit is playing a lullaby or soothing sound, the auto timer feature automatically stops the lullaby or soothing sound after playing for 15/30/45/60 minutes. You can set auto timer for lullabies with the parent unit.

- Press **MENU** when the parent unit is idle.
- Press or to choose **Lullaby on CAM**, then press **SELECT**.
- Press or to choose **Auto Timer**, then press **SELECT**.
- Press or to choose the desired lullabies duration, then press **SELECT** to confirm your selection.

After 15/30/45/60 minutes, the lullaby or soothing sound will stop automatically.

### Set the language

You can select a language (English, French or Spanish) to be used in all screen displays.

- Press **MENU** when the parent unit is idle.
- Press or to choose **Language**, then press **SELECT**.
- Press or to choose **English, Français or Español**, then press **SELECT** to confirm your selection.

### NOTE

- The sound alert feature is only available in **Split** mode.

### Monitor the temperature

Your baby unit monitors the temperature of your baby's room with its built-in temperature sensor. If the detected temperature is out of the preset temperature range, the parent unit will display an alert message.

#### Set temperature range

You can set the desired room temperature alert range. The minimum temperature can be set between **52 °F (11 °C)** and **69 °F (20 °C)**. The maximum temperature can be set between **70 °F (21 °C)** and **86 °F (30 °C)**.

- Press **MENU** when the parent unit is idle.
- Press or to choose **Temperature**, then press **SELECT**.
- Press or to choose **Minimum** or **Maximum**, then press **SELECT**.
- Press or to choose **ALL CAM** or **CAM #**, then press **SELECT**.
- Press or to choose the desired minimum or maximum temperature, then press **SELECT** to confirm your selection.

#### Temperature alert tone

You can turn on the temperature alert tone so that the parent unit will emit an alert tone if the detected temperature is out of range.

- Press **MENU** when the parent unit is idle.
- Press or to choose **Temperature**, then press **SELECT**.
- Press or to choose **Format**, then press **SELECT**.
- Press or to choose **ALL CAM** or **CAM #**, then press **SELECT**.
- Press or to choose **On** or **Off**, then press **SELECT** to confirm your selection.

#### Temperature format

You can choose to display the temperature in Fahrenheit (°F) or Celsius (°C).

- Press **MENU** when the parent unit is idle.
- Press or to choose **Temperature**, then press **SELECT**.
- Press or to choose **Format**, then press **SELECT**.
- Press or to choose °F or °C, then press **SELECT** to confirm your selection.

### Rename the baby unit

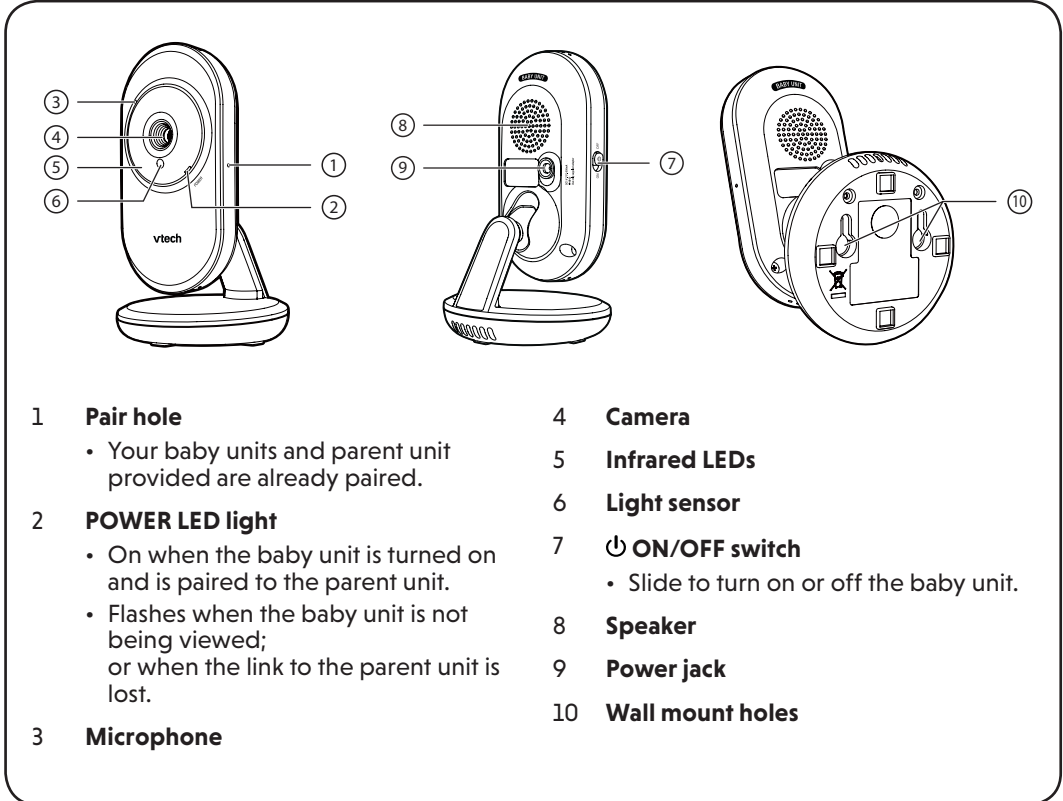
You can rename the baby unit. Once the baby unit is renamed, its new name together with the baby unit number will appear in the sub-menu of below options:

- VOX Sensitivity
- Rename
- Temperature

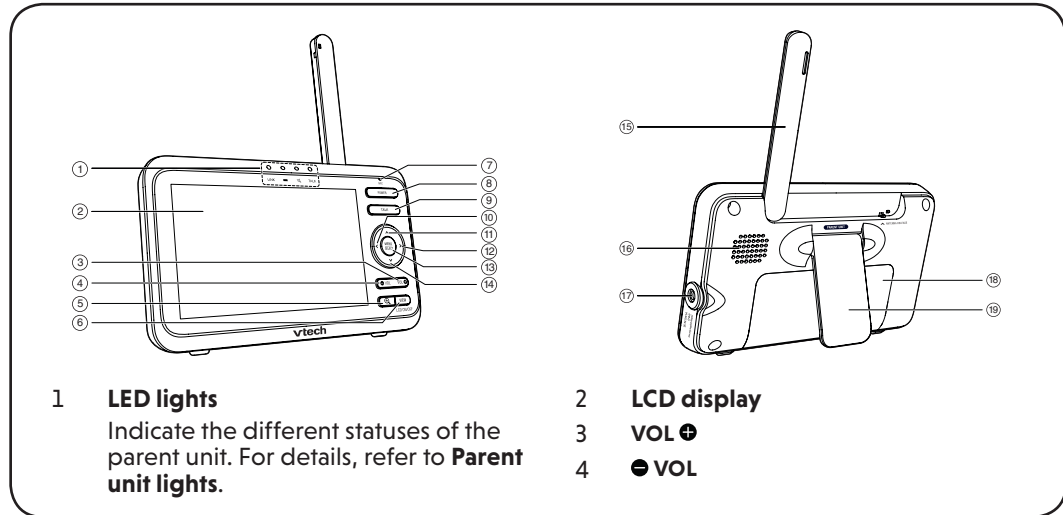
- Press **MENU** when the parent unit is idle.
- Press or to choose **Rename**, then press **SELECT**.
- Press or to choose the desired baby unit, then press **SELECT**.
- Press or to choose the desired name for the baby unit, then press **SELECT** to confirm your selection.



## BABY UNIT OVERVIEW



## PARENT UNIT OVERVIEW



## 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, visit our website at [www.vtechphones.com](http://www.vtechphones.com), or contact **1 (800) 595-9511** for customer service.

**Why does the baby monitor not respond normally?**

Try the following (in the order listed) for common cure:

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 seconds 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 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 and hold **POWER** to switch on the parent unit and to establish connection with the baby unit.

**Perhaps the baby unit is not connected to the mains. Connect the baby unit to the mains. Then, slide the ON/OFF switch to ON to switch on the baby unit and to establish connection with the parent unit.**

**Why doesn't my parent unit charge while connected to AC power?**

Make sure the power is not controlled by a wall switch.

Make sure the battery is correctly installed in your parent unit.

You may have used the battery for a long time. Replace a new battery.

**Why is my screen in black and white?**

The screen is in black and white during night-time or in a dark room when the night vision feature is activated. This is normal.

**Why do I get glare or blurry display on my screen when viewing my baby at night?**

During night-time or in a dark room, the surroundings and other interfering factors, like lightings, objects, colors and backgrounds may affect the image quality on your parent unit screen. Adjust the baby unit's angle or place the baby unit at a higher level to prevent glare and blurry display.

**Why does the baby monitor produce a high-pitched noise?**

The parent unit and baby units may be too close to each other.

- Move the parent unit away from the baby units until the noise stops; OR
- Lower the volume of your parent unit.

**Why does the parent unit beep?**

The baby units may be out of range. Move the parent unit closer to the baby units (but not less than 3 feet).

If the parent unit is powered by the provided battery, it may not have enough charge for the parent unit to perform normally. Charge the battery in the parent unit for up to 3 hours.

If your parent unit is in **Split** mode, some of your baby units may detect sounds.

The temperature of your baby's room may be too high or too low.

**Why does the parent unit beep frequently in Split mode?**

You may have set the VOX sensitivity level to **Highest** when the sound alert feature is turned on. The parent unit notifies you of all sounds including background noise with beeps. Adjust the VOX sensitivity to a lower level.

**Why does the parent unit react too quickly to other sounds?**

The baby unit also picks up other sounds than those of your baby. Adjust the VOX sensitivity level to a lower level or lower the parent unit speaker volume.

**Why don't I hear a sound/ Why can't I hear my baby cry?**

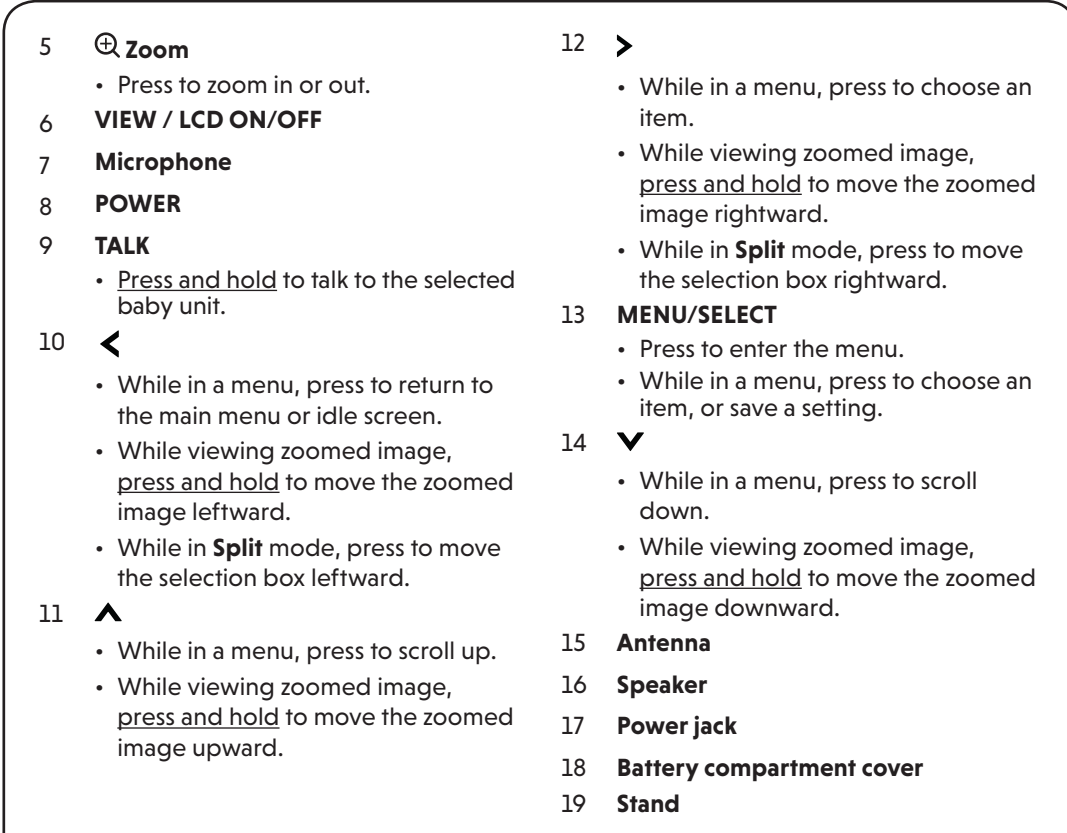
The parent unit speaker volume may be too low or off. Press **VOL** to increase the volume.

**Why can't I establish a connection? Why is the connection lost every now and then? Why are there sound interruptions?**

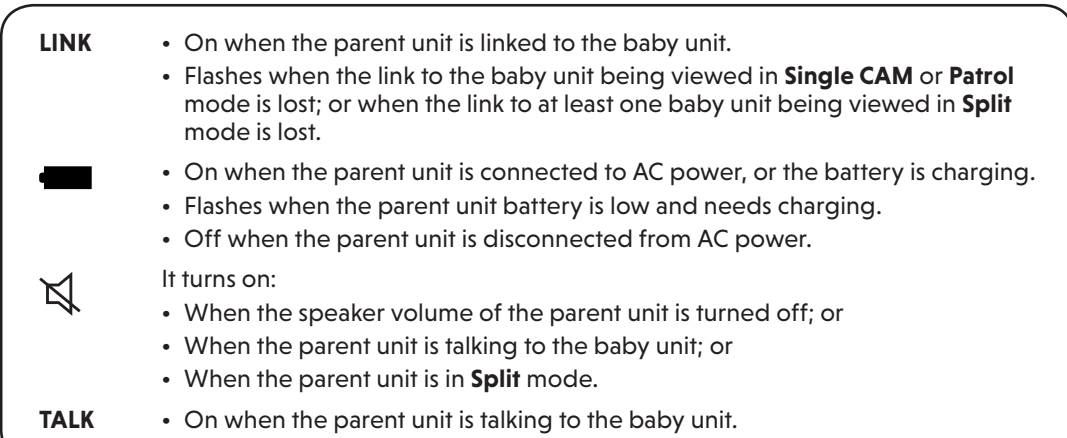
Other electronic and wireless products may cause interference with your baby monitor. Try installing your baby monitor as far away from these devices as possible.

If you power on only one baby unit, your parent unit may display **No link to CAM #**, and the **LINK** LED light flashes. Press **VIEW** to switch to the baby unit you have powered on.

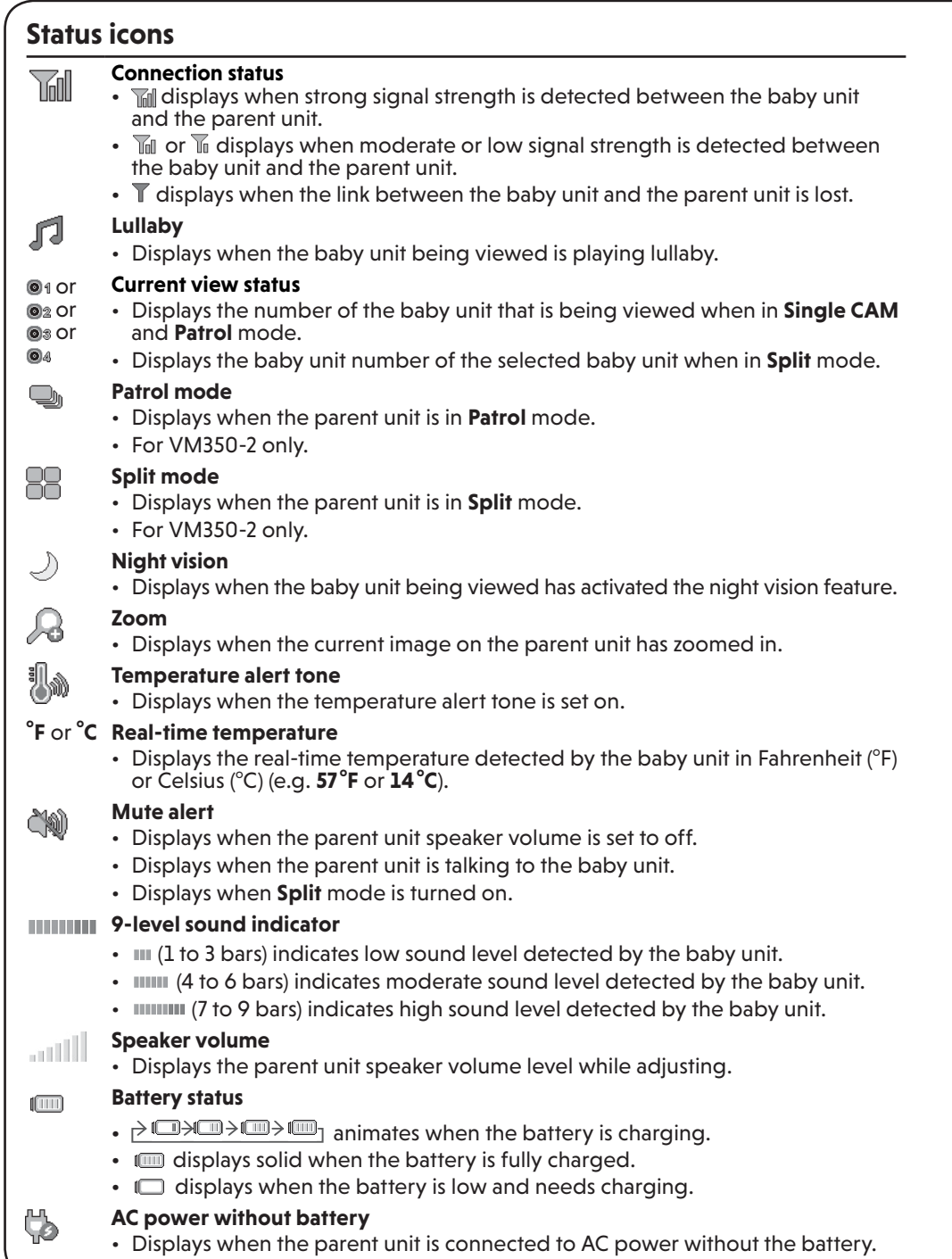
## PARENT UNIT OVERVIEW (Con't)



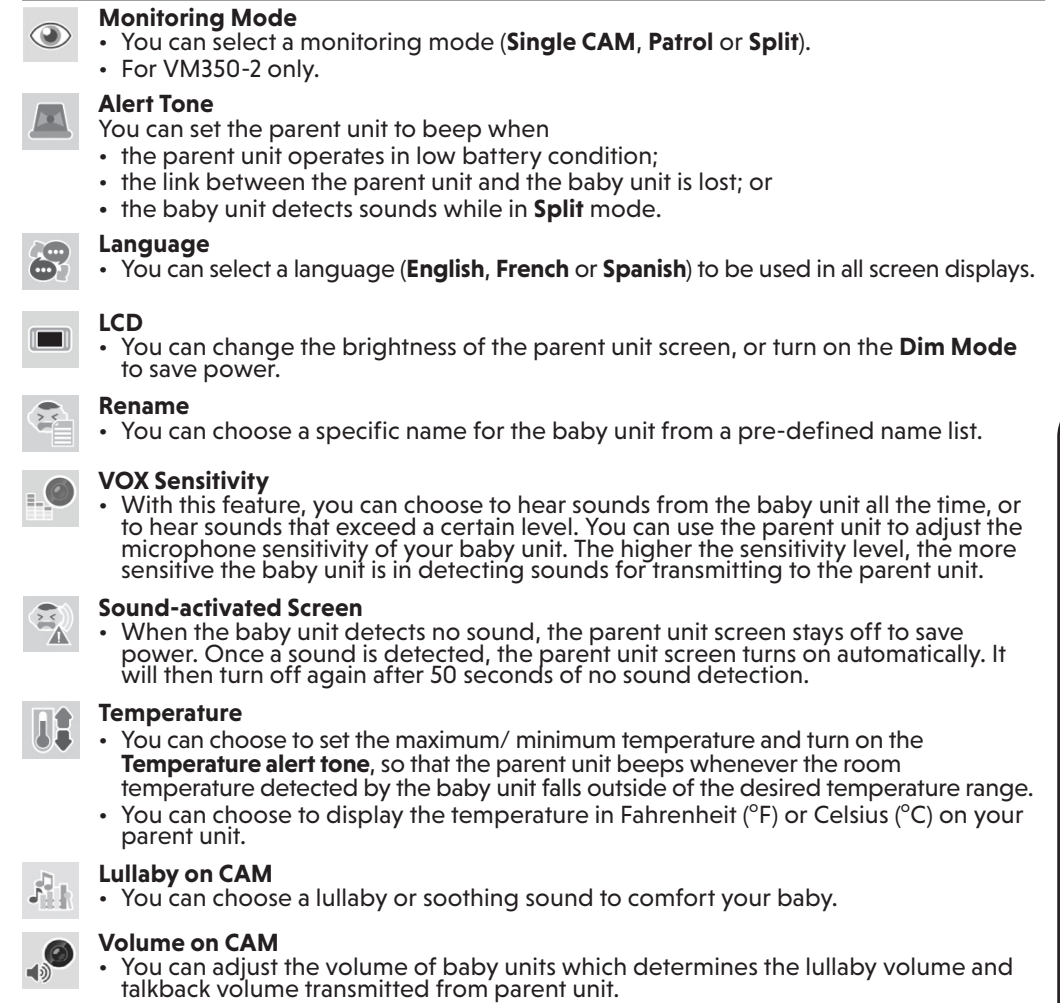
## PARENT UNIT LIGHTS



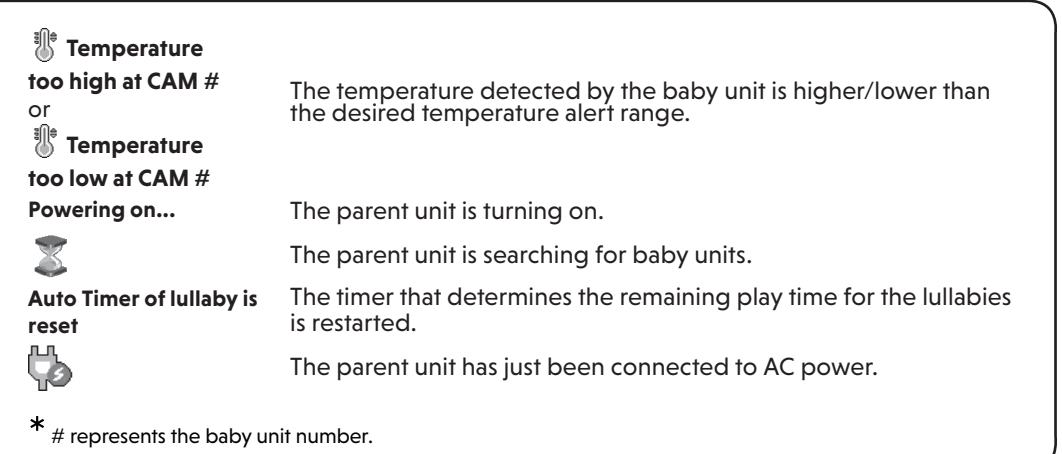
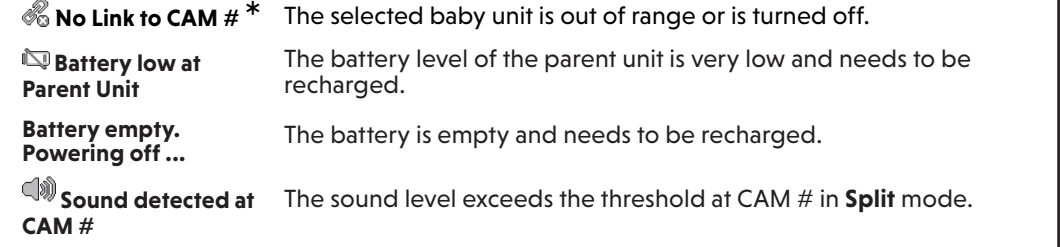
## PARENT UNIT ICONS



## Main menu icons



## Warning icons and messages



## 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 being viewed detects low light levels, the infrared LEDs are switched on automatically. The images from the baby unit are in black and white, and appears on the screen.

**NOTES**

- It is normal if you see a short white glare on your parent unit screen as the baby unit is adapting to the dark environment.
- When the infrared LEDs are on, the images are in black and white. This is normal.

**TIP**

- Depending on the surroundings and other interfering factors, like lightings, objects, colors and backgrounds, the video quality may vary. Adjust the baby unit's angle or place the baby unit at a higher level to prevent glare and blurry display.

## MOUNT THE BABY UNIT (OPTIONAL)

Your baby monitor comes ready for tabletop use. You can also choose to mount your baby monitor on the wall. See Mount the baby unit on dry wall (optional) in the **Quick Start Guide** for the wall mounting instructions.

## GENERAL PRODUCT CARE

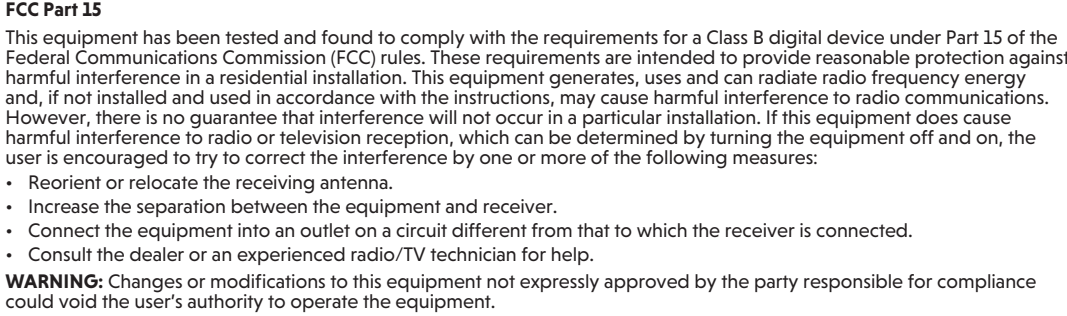
To keep this product working well and looking good, follow these guidelines:

- 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.

## THE RBRC® SEAL



## FCC and IC REGULATIONS



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.

To ensure safety of users, the FCC has established criteria for the amount of radio frequency energy that can be safely absorbed by a user or bystander according to the intended usage of the product. This product has been tested and found to comply with the FCC criteria. Caution: This Transmitter must be installed to provide a separation distance of at least 20cm from all persons. The transmitter and antenna of the parent unit shall be held at least 1 in (2.5 cm) from your face.

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 must 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.

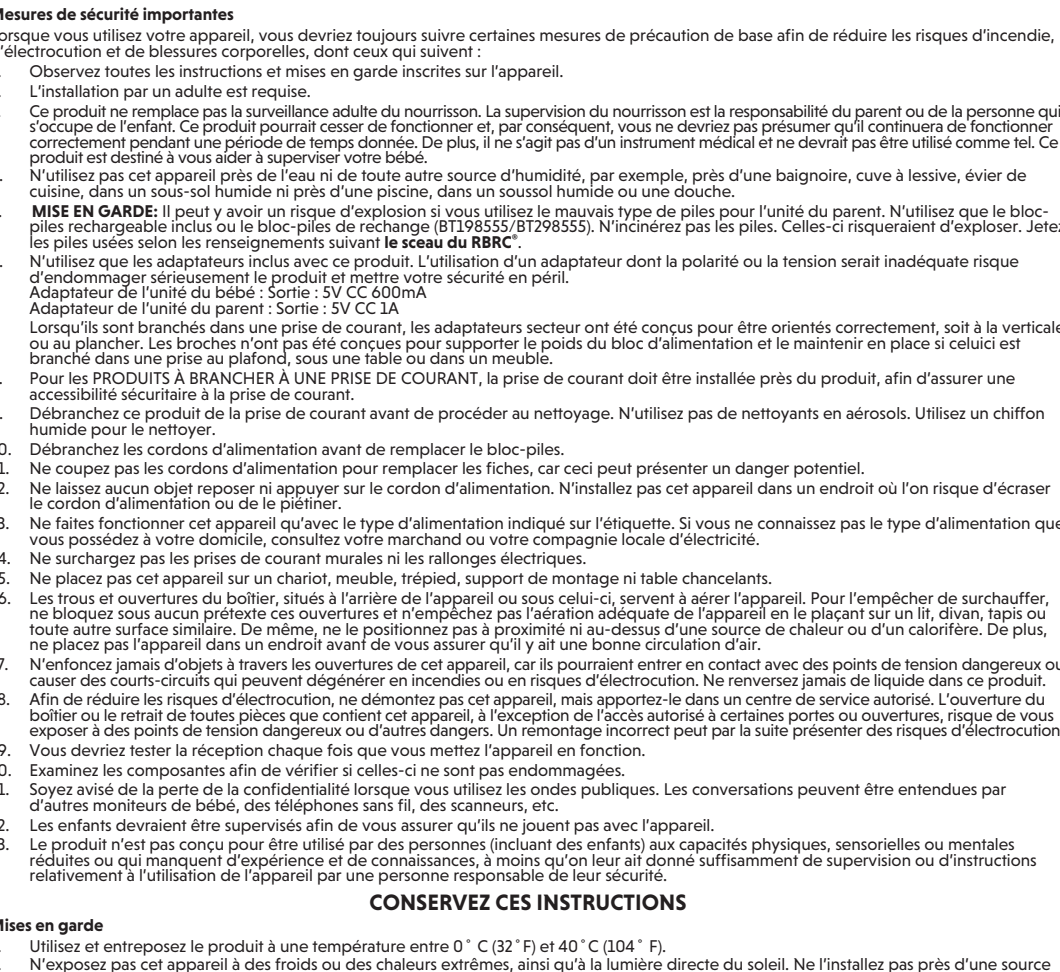
**RF radiation exposure statement**

The baby unit complies with FCC RF radiation exposure limits set forth for an uncontrolled environment. The baby unit should be installed and operated with a minimum distance of 8 in (20 cm) between the baby unit and all persons' body. This parent unit has been tested and meets the FCC RF exposure guidelines when used with the accessories supplied. Use of other accessories may not ensure compliance with FCC RF exposure guidelines. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter. This equipment complies also with Industry Canada RSS-102 with respect to Canada's Health Code 6 for Exposure of Humans to RF Fields.

## CALIFORNIA ENERGY COMMISSION BATTERY CHARGING TESTING MODE

This baby monitor meets the California Energy Commission (CEC) regulations for energy consumption. Your baby monitor is set up to comply with the energy-conserving standards right out of the box. Follow the instructions to install and charge the battery. The CEC battery charging testing mode is activated while charging. Even if the parent unit is paired to baby units, the CEC battery charging testing mode is activated while it is powered off and charging.

## FOR CETL COMPLIANCE ONLY



**Simulateurs cardiaques implantés dans l'organisme**

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

- L'organisme n'affecte pas les dispositifs numériques sans fil.
- Les simulateurs cardiaques implantés dans l'organisme ne sont pas affectés par les interférences entre les téléphones sans fil portatifs et les simulateurs cardiaques implantés dans l'organisme. Appuyez sur l'Administration des aliments et drogues (FDA) des États-Unis, le site Web WTR recommandant des médicaments.

**Avis aux détenteurs de simulateurs cardiaques**

- Vous devriez maintenir les dispositifs sans fil à au moins six pouces du simulateur 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 WTR (WTR) une fois identifiée de risque pour les détenteurs de simulateurs 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 les manipulez correctement en suivant les instructions de ce guide, son utilisation sera sécuritaire pendant de nombreuses années, selon les manières évidentes scientifiques dont nous disposons aujourd'hui.