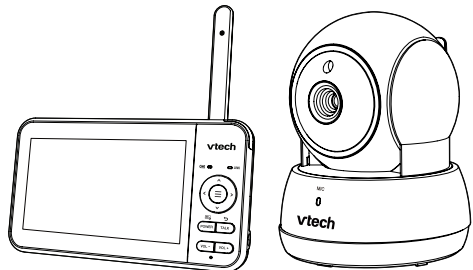


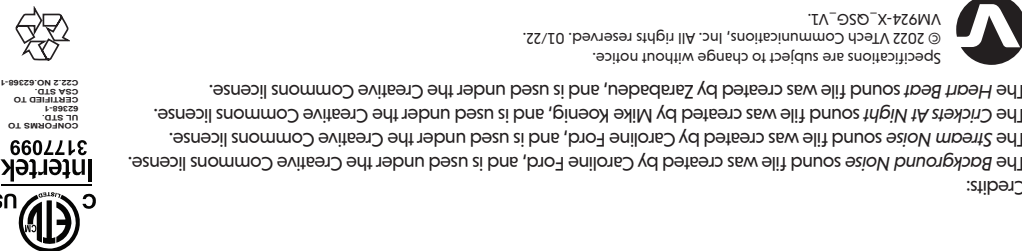
Go to www.vtechphones.com to register your product for enhanced warranty support and the latest VTech product news.



VM924 VM924-2 Pan and Tilt Video Baby Monitor

vtech®

Quick start guide



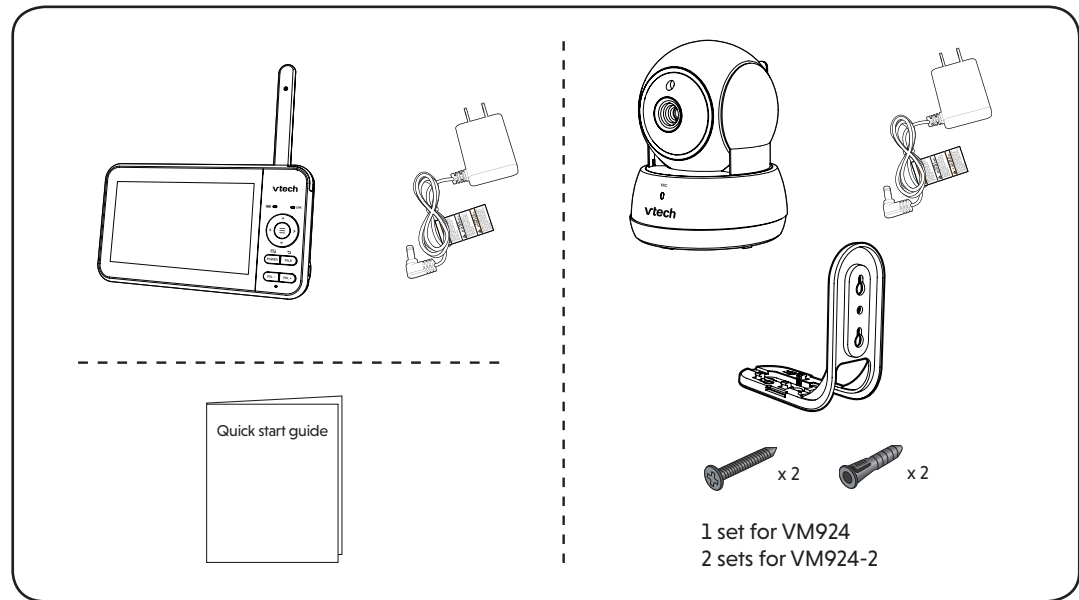
Power requirements	
Parent unit: 3.6V / 2600mAh, 9.36Wh Li-Ion battery	Parent unit power adapter: Output: 5V DC @ 1A
Baby unit: 3.6V / 2600mAh, 9.36Wh Li-Ion battery	Baby unit power adapter: Output: 5V DC @ 1A
Nominal effective range	
Maximum power allowed by FCC and IC: Actual operating range may vary according to environmental conditions at the time of use.	
LCD	
5" Color LCD (WQVGA 480x272 pixel)	
Channels	
32	
Transmit frequency	
Parent unit: 2405 - 2475 MHz	Baby unit: 2405 - 2475 MHz
Frequency control	
Crystal controlled PLL synthesizer	

TECHNICAL SPECIFICATIONS

IMPORTANT SAFETY INSTRUCTIONS

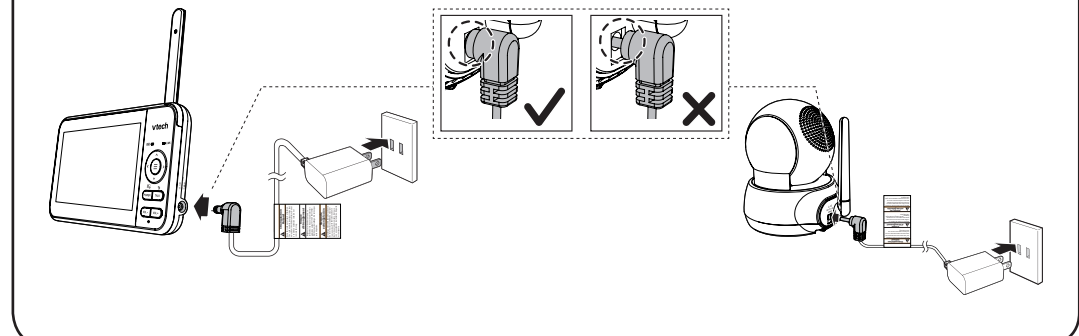
- The applied nameplate is located at the bottom of the baby unit's base.
- When using your equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury, including the following:
- Follow all warnings and instructions marked on the product.
 - Adult 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 battery provided. There may be a risk of explosion if a wrong type of battery is used for the parent unit. The battery cannot be subjected to high or low extreme temperature and low air pressure at high altitude during use, storage or transportation. Disposal of battery into fire or a hot oven, or mechanically crushing or cutting of the battery can result in an explosion. Leaving the battery in an extremely high temperature surrounding environment can result in an explosion or the leakage of flammable liquid or gas. Battery 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 adapters included with this product. Incorrect adapter polarity or voltage can seriously damage the product.
- Power adapter information:**
Parent unit output: 5V DC 1A
VTech Telecommunications Ltd.
Model: VT05EU050100
Baby unit output: 5V DC 1A
VTech Telecommunications Ltd.
Model: VT05EU050100
- Rechargeable battery information:**
Zhuhai Great Power Energy Co., Ltd.
Li-ion Battery, 3.6V, 2600mAh, 9.36Wh;
Model: ICR18650-2.6Ah-3.6V-1S1P
- 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.
 - 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.

WHAT'S IN THE BOX

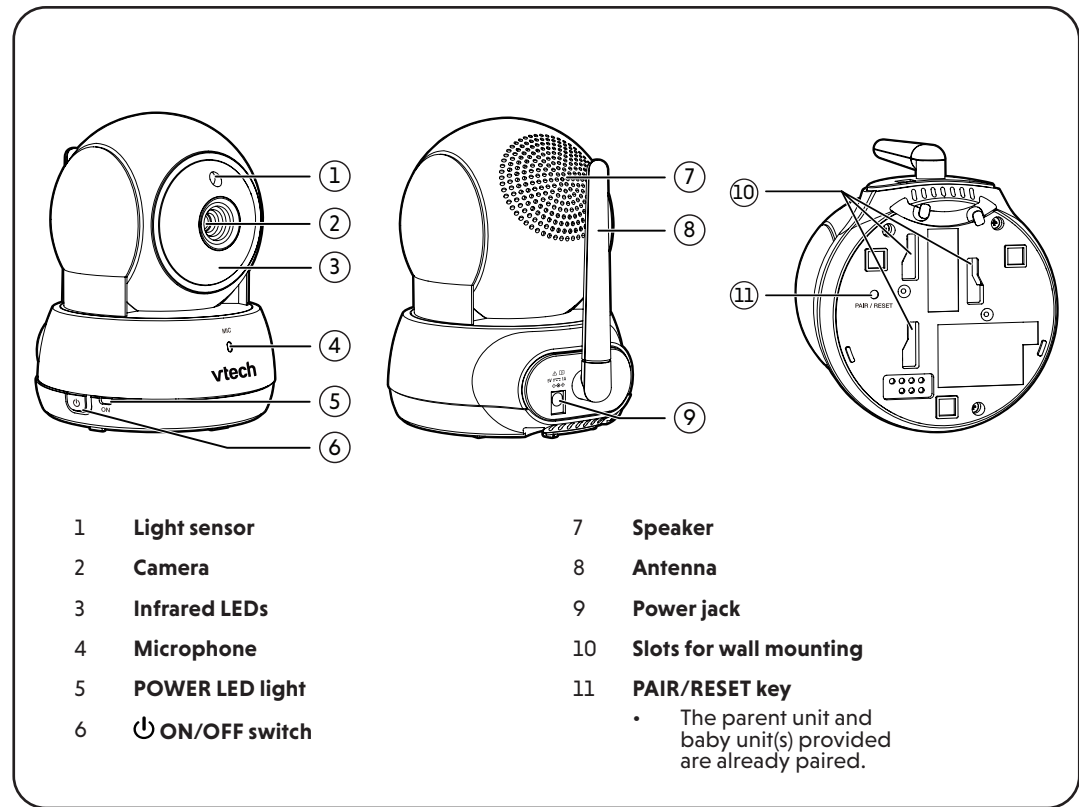


1 CONNECT THE BABY MONITOR

- NOTES**
- The rechargeable battery in the parent unit is built-in.
 - 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.



OVERVIEW - BABY UNIT



NEED HELP?

For operations and guides to help you use your video monitor, and for the latest information and support, check out our online help topics and online FAQs.

Use your smartphone or mobile device to access our online help.

- Go to <https://help.vtechphones.com/vm924> or <https://help.vtechphones.com/vm924-2>; OR
- Scan the QR code on the right. Launch the camera app or QR code scanner app on your smartphone or tablet. Hold the device's camera up to the QR code and frame it. Tap the notification to be redirected to the online help page.
 - If the QR code is not clearly displayed, adjust your camera's focus by moving your device closer or further away until it is clear.

You can also call our Customer Support at 1 (800) 595-9511 [in US] or 1 (800) 267-7377 [in Canada] for help.

VM924

VM924-2

1 CONNECT THE BABY MONITOR (CONT'D)

Charge the parent unit battery

When you have connected and turned on the parent unit, the battery will be charged automatically.

NOTES

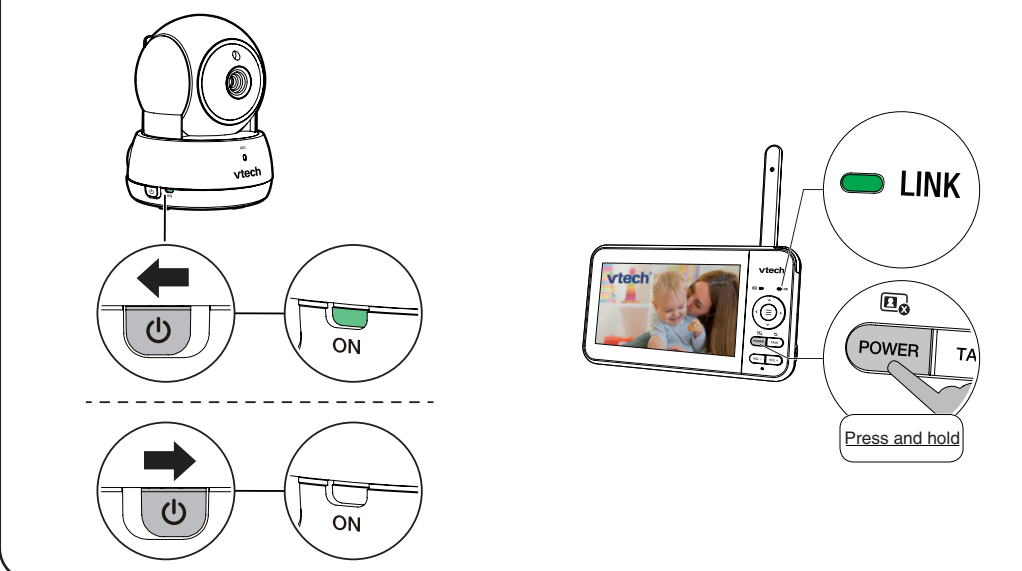
- Before using the baby monitor for the first time, charge the parent unit battery for 12 hours. When the parent unit battery is fully charged, the battery icon becomes solid
- It takes longer to charge the battery when the parent unit is turned on. To shorten the charging time, turn the parent unit off while charging.
- The standby time varies depending on the sensitivity level you set, your actual use and the age of the battery.

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

BATTERY INDICATORS	BATTERY STATUS	ACTION
The screen displays . The light flashes.	The battery has very little power and can only be used for 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 the unit to AC power when not in use.

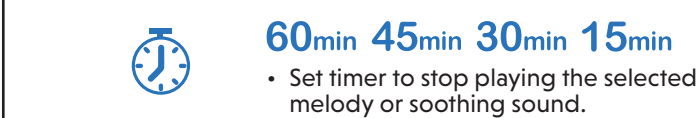
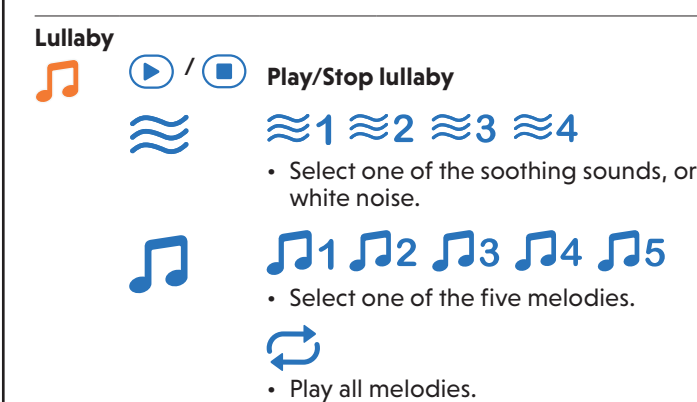
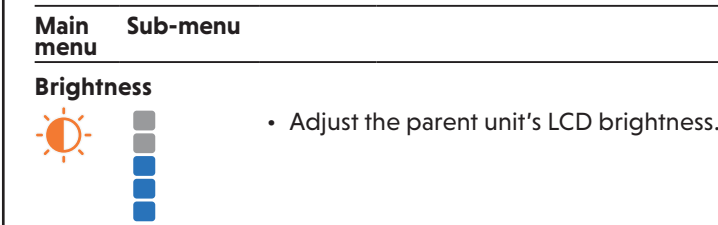
2 POWER ON OR OFF THE BABY MONITOR

- Slide the **ON/OFF** switch to power on or off your baby unit.
- Press and hold **POWER** to power on or off your parent unit.



PARENT UNIT ICONS

Main menu icons



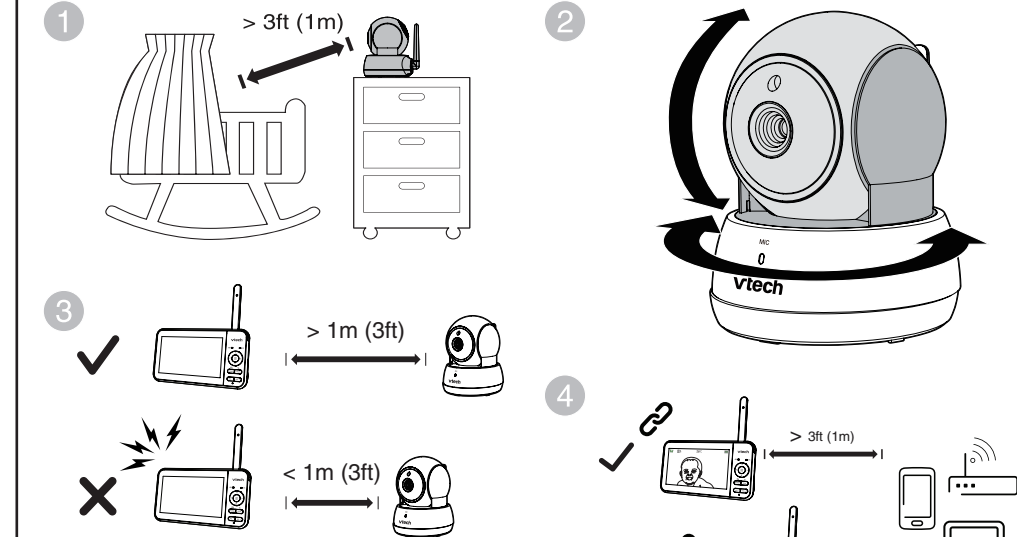
VOX (Voice Activated Alert) Settings

- VOX sound sensitivity level**
- You can adjust VOX sensitivity levels to activate the parent unit when the baby unit detects sounds that exceed a certain volume. See **Sound sensitivity and sound activation** section.

3 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.



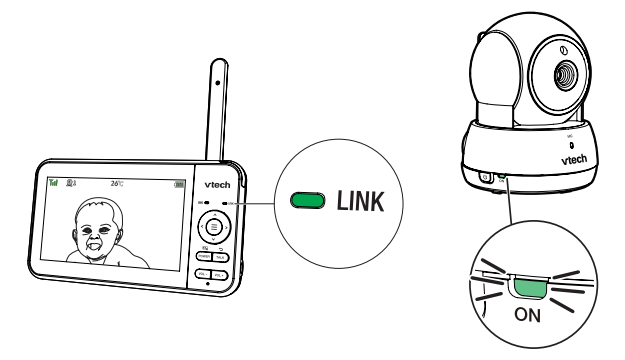
CAUTION

- The default volume of your parent unit is level 3, and the maximum volume is level 5. If you experience high-pitched screaming noise from your baby monitor while positioning:
 - Make sure your baby unit and parent unit are more than 3 feet (1 meter) apart, OR
 - Turn down the volume of your parent unit.

4 STATUS CHECK

Once you power on both your baby unit and parent unit, your parent unit displays image from the baby unit, and the **LINK** LED light turns on.

The baby unit's **POWER** LED light turns on.



BASIC OPERATION - PARENT UNIT

Use the menu

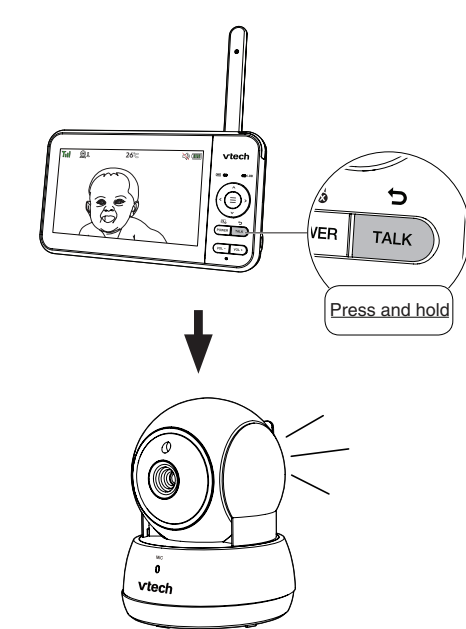
Press to enter the menu, choose a menu item, or save a setting. You can use the parent unit for advanced settings or operations, such as to play or stop the baby unit lullaby, or to adjust the baby unit sound sensitivity.

While in the menu:

- Press or to scroll among the menu options.
- Press to select an item, or to save a setting.
- Press or to scroll among the sub-menus, or to adjust a setting.
- Press to return to the previous menu options without changing the current setting.
- Press /TALK to return to live video.

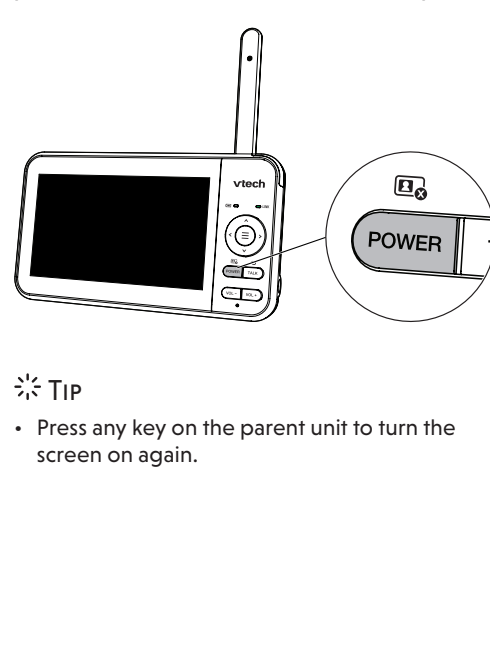
Talk to your baby unit

Press and hold **TALK** and speak to your parent unit. Your voice is transmitted to the baby unit. Release **TALK** when finish talking and hear your baby again.



Turn off the screen

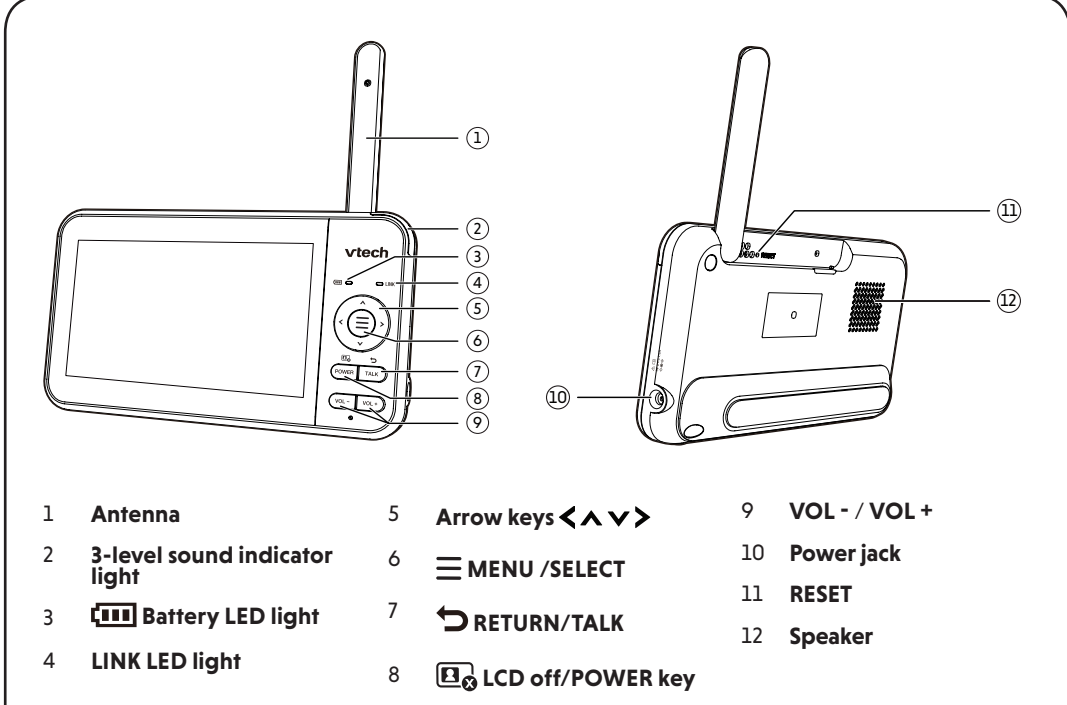
Press /POWER to put the monitor display to sleep. The screen will be switched off, and you will still hear sounds from the baby unit.



Tip

- Press any key on the parent unit to turn the screen on again.

OVERVIEW - PARENT UNIT



PARENT UNIT ICONS (CONT'D)

Status icons

Connection status

- Strong signal strength.
- Moderate signal strength.
- Low signal strength.
- Weak signal strength.

Split mode
(*For pairing with **VM924-2** only)

Patrol mode
(*For pairing with **VM924-2** only)

Current view status

- The baby unit number that is being viewed when in:
 - Single CAM** mode.
 - Patrol** mode (*For pairing with **VM924-2** only)
 - Split** mode (*For pairing with **VM924-2** only)

Night vision - On

Zoom - On

Lullaby - On

Real-time temperature

- Real-time temperature detected by the baby unit in Fahrenheit (°F) or Celsius (°C) (e.g. **57°F** or **14°C**).

Temperature alert tone - On

Talkback - On

SOUND SENSITIVITY AND SOUND ACTIVATION

Adjust sound detection sensitivity

You can turn on **Sound activation** and adjust the **VOX sensitivity** to detect sounds and turn on the parent unit while its screen is switched off or dimmed.

When the baby unit detects sounds that exceed certain levels, the parent unit screen will turn on and the baby unit starts transmitting the sounds to the parent unit, and you can see and hear your baby.

If you turn off **Sound activation**, you will hear sounds from the baby unit all the time, even when the parent unit screen is switched off.

If you have turned on sound alert, the parent unit beeps when the baby unit detect sounds while in **Split** mode (*For pairing with **VM924-2** only).

VOX SENSITIVITY LEVEL	Level 5 (Highest)	Level 4 (High)	Level 3 (Medium)	Level 2 (Low)	Level 1 (Lowest)
DESCRIPTION	(Default setting) The parent unit screen and speaker turn on for very small sounds, including background noises from your baby's room.	The parent unit screen and speaker turns on for loud babbling and louder sounds from your baby. The parent unit remains quiet when your baby sleeps soundly.	The parent unit screen and speaker turns on for loud crying and louder sounds from your baby. The parent unit remains quiet when your baby makes soft sounds.	The parent unit screen and speaker turn on for crying and louder sounds from your baby. The parent unit remains quiet when your baby makes soft sounds.	The parent unit screen and speaker turn on for loud crying or screaming sounds from your baby. The parent unit remains quiet when your baby makes soft sounds.

Sound activated screen and audio

When **Sound activation** is on, the parent unit screen stays off to save power when the baby unit detects no sound.

Once the baby unit detects sounds that are louder than the chosen sound sensitivity level, the parent unit screen and speaker turn on automatically. The parent unit will then turn off again after 50 seconds of no sound detection.

NOTE

- If you have muted the parent unit speaker, only the parent unit screen will turn on when a sound is detected.

DIM MODE

The parent unit display will dim to conserve energy after 10 minutes of inactivity, in which there is neither key pressed nor alert received from the baby unit.

10 mins inactive

Press any button

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 to 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 lighting, objects, colors and backgrounds, the display resolution may vary. Adjust the baby unit's angle or place the baby unit at a higher level to prevent glare and blurry display.

FOR VM924-2 ONLY

Status check - Two baby units

If you are viewing baby unit **1**, the **POWER** LED light of baby unit **1** turns on. As baby unit **2** is not being viewed, its **POWER** LED light flashes.

NOTE

- If you power on only one baby unit, your parent unit may display and the **LINK** LED light will flash.

Change different views - Single CAM

To switch between the image of baby units **1** and **2**:

- Press .
- Enter **Monitoring mode** menu.
- Select the baby unit you would like to view or .

Change different views - Patrol

Select **Patrol** as your monitoring mode to alternately view the image from baby units **1** and **2** every 10 seconds.

Change different views - Split

Select **Split** as your monitoring mode to view the images from both baby units at once.

MOUNT THE BABY UNIT ON DRY WALL (OPTIONAL)

NOTES

- Check for reception strength and camera angle before drilling the holes.
- The types of screws and anchors you need depend on the composition of the wall. You may need to purchase the screws and anchors separately to mount your camera units.

1

Align the wall mount bracket and screws with the holes in the wall as shown. Tighten the screw in the middle hole first, so that the wall mount bracket position is fixed. You can tighten the other screw in the top hole.

2

Drill two holes in the wall (7/32 inch drill bit). If you drill the holes into a stud, go to step 3.

-OR-

If you drill the holes into an object other than a stud, insert the wall anchors into the holes. Tap gently on the ends with a hammer until the wall anchors are flush with the wall.

3

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.

4

5

FREQUENTLY ASKED QUESTIONS

Below are the questions most frequently asked about the baby monitor.

Why does the baby monitor not respond normally?	Try the following (in the order listed) for common cure: <ol style="list-style-type: none"> Disconnect the power to the baby units and the parent unit. Wait a few seconds before connecting power back to the baby units and the parent unit. Turn on the baby units and the parent unit. 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 power. 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.
Why doesn't my parent unit charge while connected to AC power?	Perhaps the baby unit is not connected to the power. Insert the appliance plug into the baby unit and put the adapter in a wall socket. Then, slide the ON/OFF switch to ON to switch on the baby unit and to establish connection with the parent unit.
Why does the baby monitor produce a high-pitched noise?	Make sure the power is not controlled by a wall switch.
Why does the parent unit beep?	You may have used the battery for a long time. See Warranty for repair/replacement.
Why does the parent unit react too quickly to other sounds?	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 don't 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. <ul style="list-style-type: none"> Move the parent unit away from the baby units until the noise stops; OR Turn down 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).
Why does the parent unit not have enough charge for the parent unit to perform normally.	The parent unit may not have enough charge for the parent unit to perform normally. Charge the battery in the parent unit until the battery icon becomes solid .
Why can't I establish a connection? Why is the connection lost every now and then? Why are there sound interruptions?	The temperature of your baby's room may be too high or too low.
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. See Adjust parent unit speaker volume 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?	You may have set a low VOX sensitivity level. See Adjust the sound sensitivity of the baby unit to set to a higher level.
Why can't I establish a connection? Why is the connection lost every now and then? Why are there sound interruptions?	The baby units may be out of range. Move the parent unit closer to the baby units (but not less than 3 feet).
Why can't I establish a connection? Why is the connection lost every now and then? Why are there sound interruptions?	Other electronic products and wireless products may cause interference with your baby monitor. Try installing your baby monitor as far away from these devices as possible.
Why can't I establish a connection? Why is the connection lost every now and then? Why are there sound interruptions?	If you power on only one baby unit, your parent unit may display and the LINK LED light will flash.

THE RBRC SEAL

The RBRC seal on the Li-ion 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 Li-ion 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 Li-ion 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.

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.

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. The baby unit shall be installed and used such that parts of all persons' body are maintained at a distance of approximately 8 in (20 cm) or more. 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 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 used.

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

RF radiation exposure statement

The product 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. Use of other accessories may not ensure compliance with FCC RF exposure guidelines. 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

Mesures de sécurité importantes

La plaque signalétique appliquée est située au bas du socle de l'unité du bébé.

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 presumer 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 sous-sol humide ou une douche.
- MISE EN GARDE:** Utilisez uniquement les piles fournies. Il existe un risque d'explosion si un autre type de batterie est utilisé pour l'unité Parents. N'incinerez pas les piles. Celles-ci risquent d'exploser, jetées dans une poubelle. Les renseignements suivant le **seau du RBRC**.
- N'utilisez que les adaptateurs inclus avec ce produit. L'utilisation d'un adaptateur dont la polarité ou la tension serait inadéquates risque d'endommager sérieusement le produit et mettre votre sécurité en péril.

CONSERVEZ CES INSTRUCTIONS

- 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 étranouqués dans des appareils. 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) portable 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, téléphones personnels, électromagnètes et téléphones sans fil.

Simulateurs cardiaques implantés dans l'organisme

Les simulateurs 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 simulateurs cardiaques pendant le processus d'organisme. Appuyée par l'Administration des aliments et drogues (FDA) des États-Unis, la firme WTR recommande aux médecins :

Avs aux détenteurs de simulateurs cardiaques

- Vous devriez maintenir les dispositifs sans fil à au moins six pouces du simulateur cardiaque.
- Il n'est pas recommandé d'utiliser un téléphone sans fil en chemise, lorsque celui-ci est en marche.

L'étude effectuée par l'organisme WTR n'a pas identifié 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 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.

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
- Changes for installation or set up, adjustment of customer controls, and installation or repair of systems outside the unit.

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.

Company: VTech Communications, Inc.
Address: 9020 SW Washington Square Road • Ste 555 Tigard, OR 97223, United States
Phone: 1 (800) 595-9511 in the U.S. or 1 (800) 267-7377 in Canada

How do you get warranty service?

To obtain warranty service in the USA, please visit our website at www.vtechphones.com or call 1 (800) 595-9511. In Canada, go to www.vtechcanada.com or call 1 (800) 267-7377.

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.