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VM928HD
VM928-2HD
Full Color Pan and Tilt
HD Video Monitor

vtech®

Quick start guide
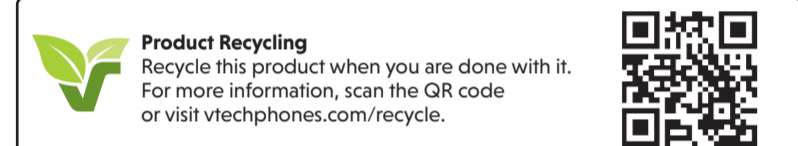
For more support information

VM928HD   VM928-2HD

Technical specifications

Frequency control	Crystal controlled PLL synthesizer
Transmit frequency	Baby unit: 2.405-2.475GHz
Channels	32
LCD	5" Color LCD (IPS 1280x720 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 requirements	Parent unit: 3.7V 5000mAh, 18.5Wh Lithium-ion battery
Baby unit power adapter: Output: 5V DC @ 1A
Parent unit power adapter: Output: 5V DC @ 2A

Product Recycling
Recycle this product when you are done with it. For more information, scan the QR code or visit vtechphones.com/recycle.

c ETL us
Intertek
3177099

Specifications are subject to change without notice.
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07/24. VM928-XHD_GSG_V4.

Important safety instructions

The applied nameplate is located at the bottom of the baby unit base. When in use, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury, including the following:

1. Follow all warnings and instructions marked on the product.
2. Adult setup is required.
3. **CAUTION:** Do not install the baby unit at a height above 6.5 feet (2 meters).
4. This product is intended as an aid. It is not a substitute for responsible and proper adult supervision and should not be used as such.
5. This product is not intended for use as a medical monitor.
6. Do not use this product near water, for example, near to a bath, sink, swimming pool or shower.
7. **CAUTION:** Use only the internally, non-user replaceable battery fitted to the parent unit. 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 batteries in fire or a hot oven, mechanically crushing or cutting the battery can result in an explosion. Subjecting products or batteries to an extremely high temperature environment can result in explosion or leakage of flammable liquids, or gas. Products or batteries subjected to extremely low air pressures may result in explosion or leakage of flammable liquids, or gas. Dispose of used batteries according to the information in **The RBRC seal.**
8. Use only the power adapters supplied with this product. Incorrect power adapter polarity or voltage can seriously damage the product.

⚠ 🔌 Power adapter information:
Baby Unit Output: 5V DC 1A
VTech Telecommunications Ltd.
Model: VT05EU50S100
-OR-
Jiangxi Jian Aohai Technology Co., Ltd.
Model: A318-050100W-US2
Parent Unit Output: 5V DC 2A
VTech Telecommunications Ltd.
Model: VT07EU50S200
-OR-
Jiangxi Jian Aohai Technology Co., Ltd.
Model: A938-050200W-US1

⚠ 🔋 Rechargeable battery information:
3.7V 5000mAh, 18.5Wh Lithium-ion Battery
Zhuhai Great Power Energy Co., Ltd.
Model: GSP806090-5Ah-3.7V-1S1P

9. The power adapter is 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.
10. For pluggable equipment, the socket-outlet (power adapter) should be installed near the equipment and should be easily accessible.
11. Unplug this product from the wall outlet before cleaning. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.
12. Do not modify the power adaptors or replace with other third-party adaptors.
13. Do not allow anything to rest on the power cords. Do not install this product where the cords may be walked on or damaged.
14. The product should only be operated from a power source indicated on the power adaptor label or marking. If you are unsure of the type of power supply in your home, consult your dealer or electricity supply provider.
15. Do not overload wall outlets or use an extension cord.
16. Do not place this product on an unstable table, shelf, stand or other unstable surfaces.
17. This product should not be placed in any area where proper ventilation is not provided. Any slots or openings in the back or bottom of this product are provided for ventilation. To protect from overheating, 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 source.
18. Never insert any objects through any aperatures or slots in the product as this can be dangerous and cause damage to the battery or other internal parts. Never spill any liquids on the product.
19. To reduce the risk of electric shock, do not disassemble this product, but take it to an authorized service facility. Disassembling or removing parts of the product other than battery replacement via a battery door (if applicable) may expose dangerous voltages or other risks.
20. You should test the sound reception every time you turn on the units or move one of the components.
21. Periodically examine all components for damage.
22. 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 are not intending to use it for some time.**
23. Children should be supervised to ensure that they do not play with the product.
24. The small parts of this monitor can be swallowed by babies or small children. Keep these parts out of reach of children.
25. 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 (0°C) and 104°F (40°C).
• Mishandling batteries can cause burn, fire or explosion hazards.
• Batteries should not be exposed to excessive heat such as bright sunshine or fire.
• Do not expose the product to extreme cold, heat or direct sunlight. Do not place the product close to a heating source.

⚠ Warning—Strangulation Hazard—Children have STRANGLED in cords. Keep this cord out of the reach of children (more than 3 ft (0.9m) away). Do not remove warning label on the adapter cord.
• Never place the camera unit(s) inside the baby's crib or playpen. Never cover the camera unit(s) or parent unit with anything such as a towel or a blanket.
• Other electronic products can cause interference to your parent unit and baby unit. Try installing your baby unit as far away as possible from the following electronic devices: wireless routers, radios, mobile telephones, intercoms, room monitors, televisions, personal computers, kitchen appliances (e.g. microwave ovens) 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.

What's in the box

x 2
x 2
Quick start guide
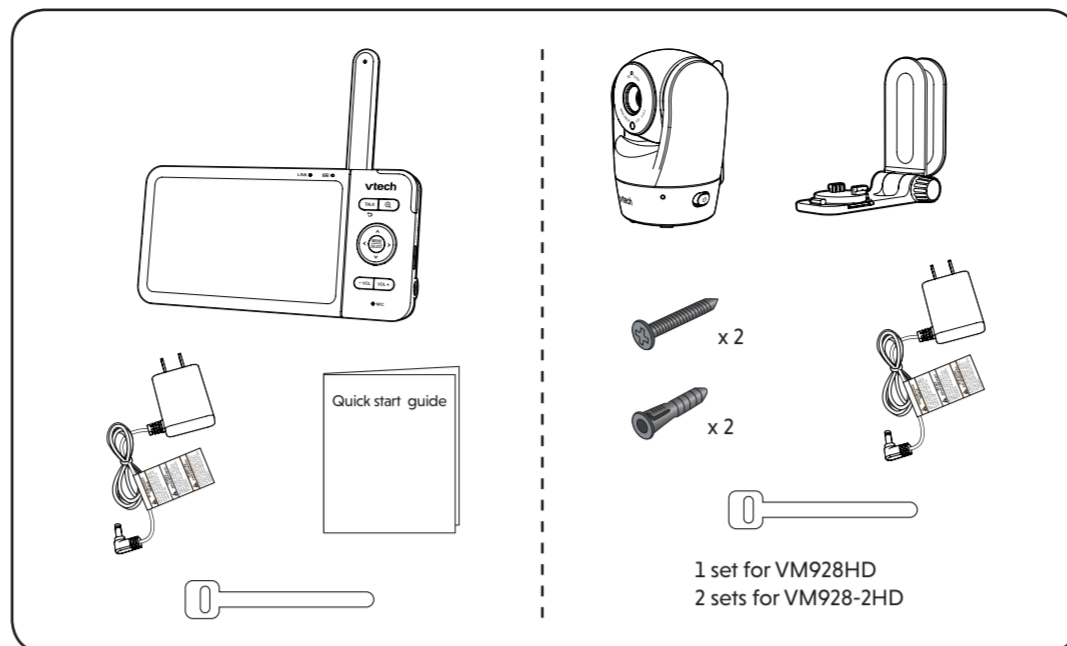
1 set for VM928HD
2 sets for VM928-2HD

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 parent unit and the baby unit are not connected to the switch controlled electric outlets.
• Connect the power adapters in a vertical or floor mount position. The adapters' prongs are not designed to hold the weight of the parent unit and the baby unit, 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.
• To maintain compliance with the FCC's RF exposure guidelines, place the baby unit at least 20cm from nearby persons.

Raise the parent unit antenna for better reception
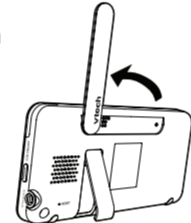
1 Connect the baby monitor (Cont'd)

Charge the parent unit battery before use

When you have connected and turned on the parent unit, the battery will be charged automatically.
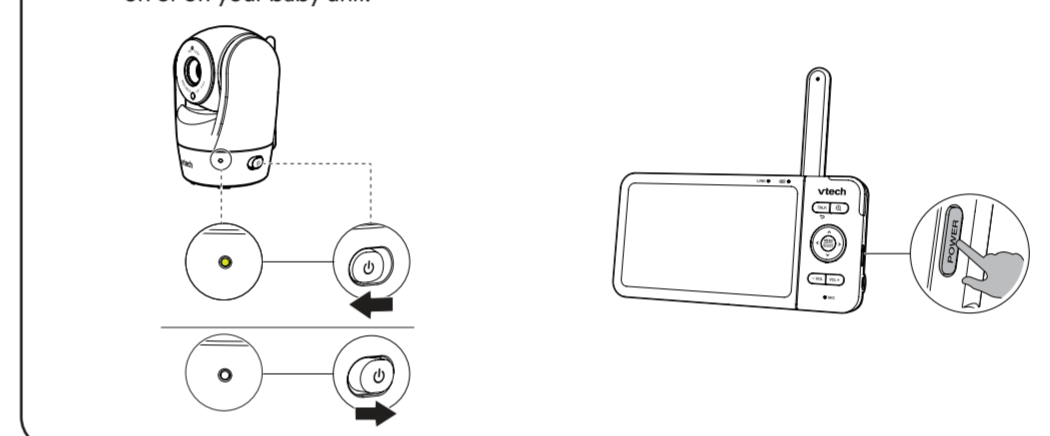
NOTES
• Before using the baby monitor for the first time, charge the parent unit battery for 12 hours. When the parent unit battery is fully charged, the battery icon becomes solid.
• It takes longer to charge the battery when the parent unit is turned on. To shorten the charging time, turn the parent 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).
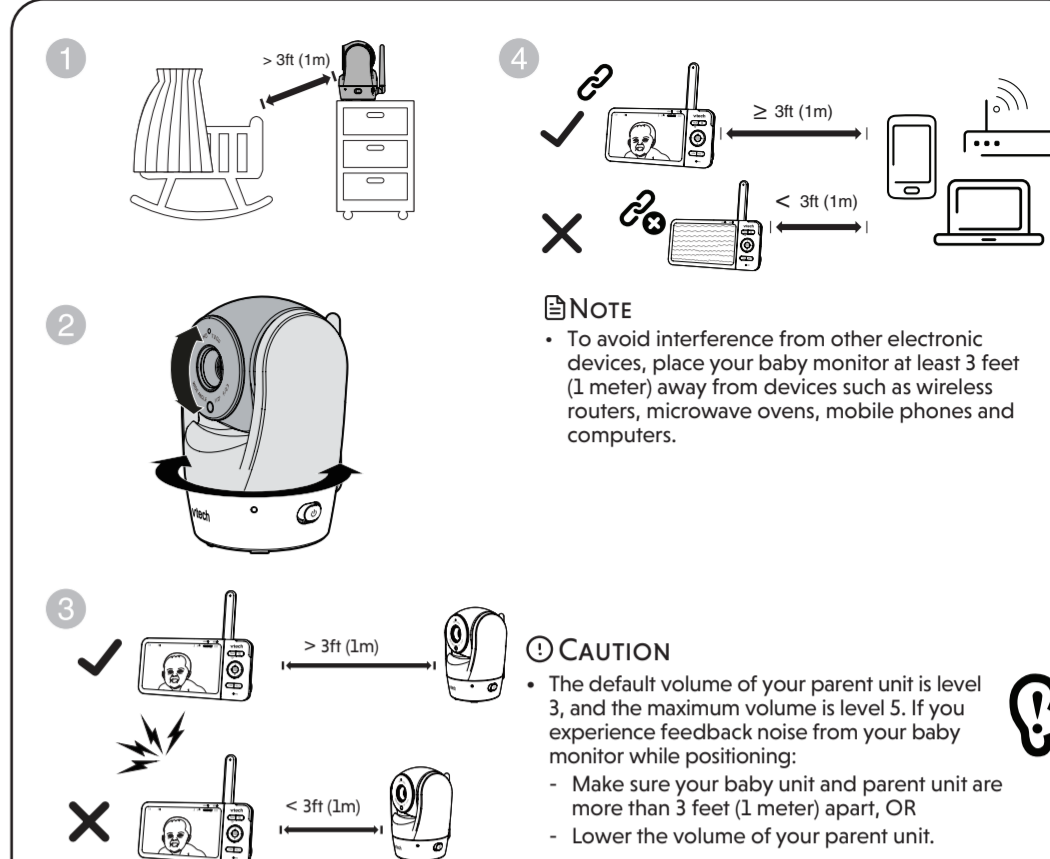
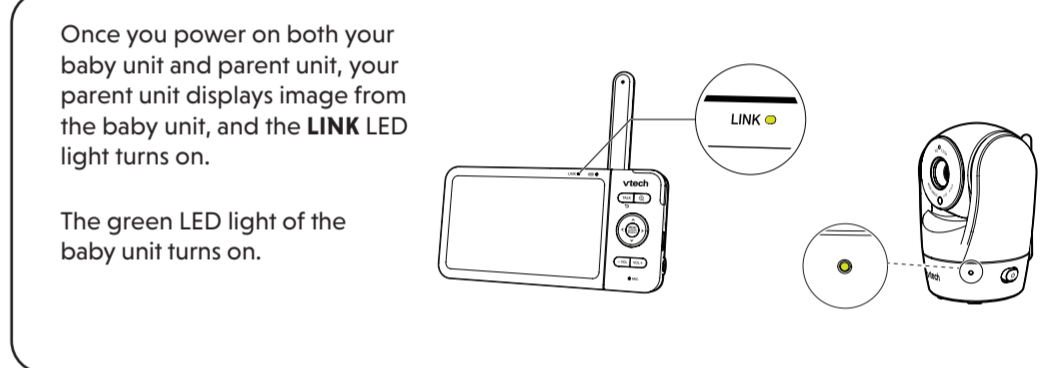| BATTERY INDICATORS	BATTERY STATUS	ACTION
The screen displays 🔋 and 🔋 The 🔋 light flashes.	The battery has very little charge and may be used for only a short time.	Charge without interruption (about 30 minutes).
The battery icon becomes solid 🔋.	The battery is fully charged.	To keep the battery charged, connect it to AC power when in use.

2 Power on or off the baby monitor

① Slide the ⏻ power switch to power on or off your baby unit.

② Press and hold **POWER** to turn it on or off.

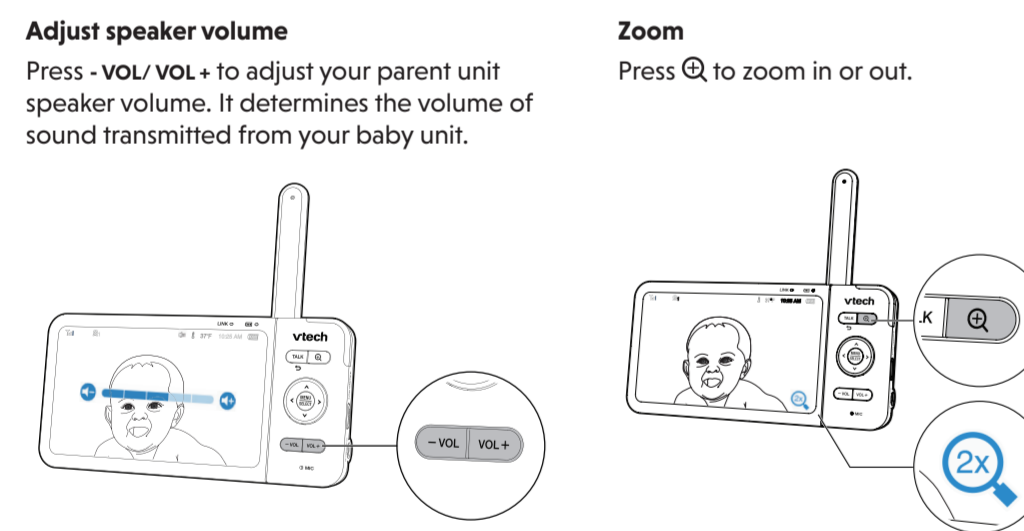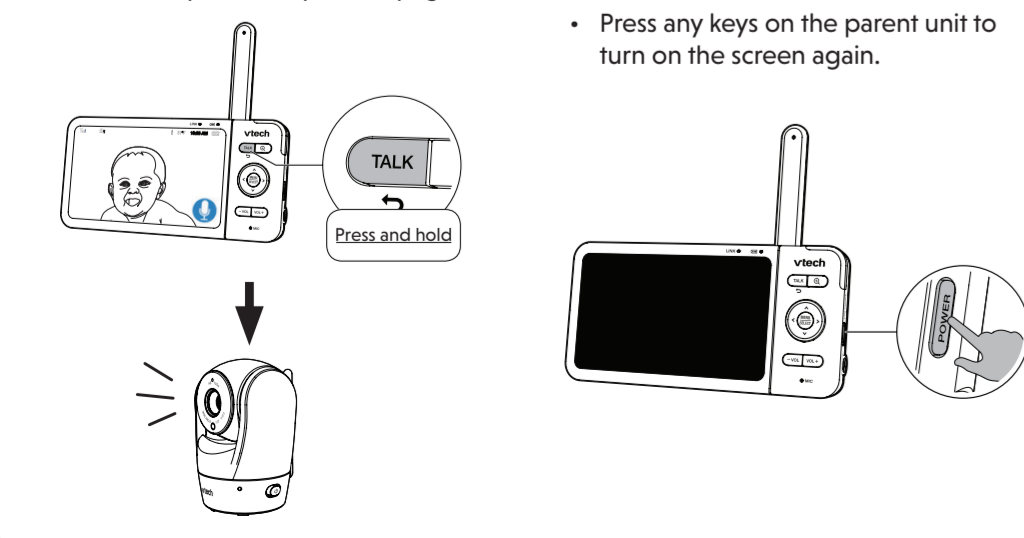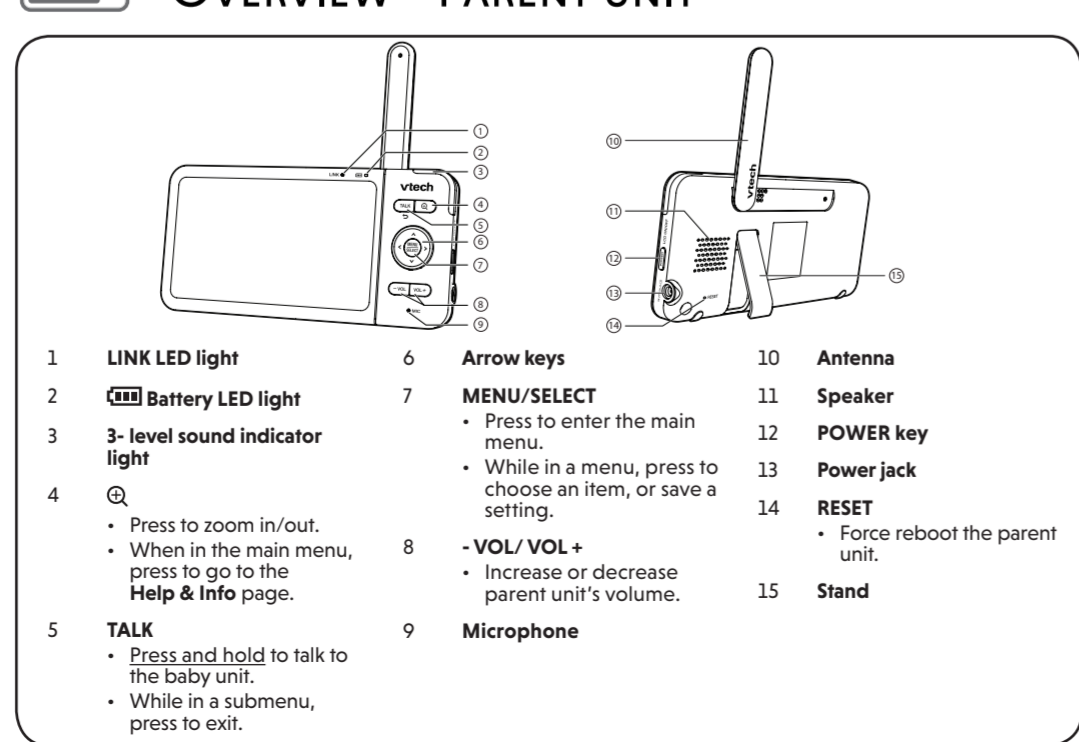## 3 Positioning the baby monitor

> 3ft (1m)
≥ 3ft (1m)
< 3ft (1m)

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, microwave ovens, mobile phones and computers.

> 3ft (1m)
< 3ft (1m)

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 unit and parent unit are more than 3 feet (1 meter) apart, OR
  - Lower 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 green LED light of the baby unit turns on.

LINK

Basic operation - Parent unit

Adjust speaker volume
Press - **VOL / VOL +** to adjust your parent unit speaker volume. It determines the volume of sound transmitted from your baby unit.

Zoom
Press 🔍 to zoom in or out.

Use the menu
Press **MENU** 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 **SELECT** to select an item, or to save a setting.
• Press **TALK** to return to the live video.
• Press 🔍 to go to the **Help & info** page.

Talk to your baby via the baby unit
1. Press and hold the **TALK** key.
2. When the 🎤 icon displays on screen, speak to your parent unit. Your voice is transmitted to the baby unit.
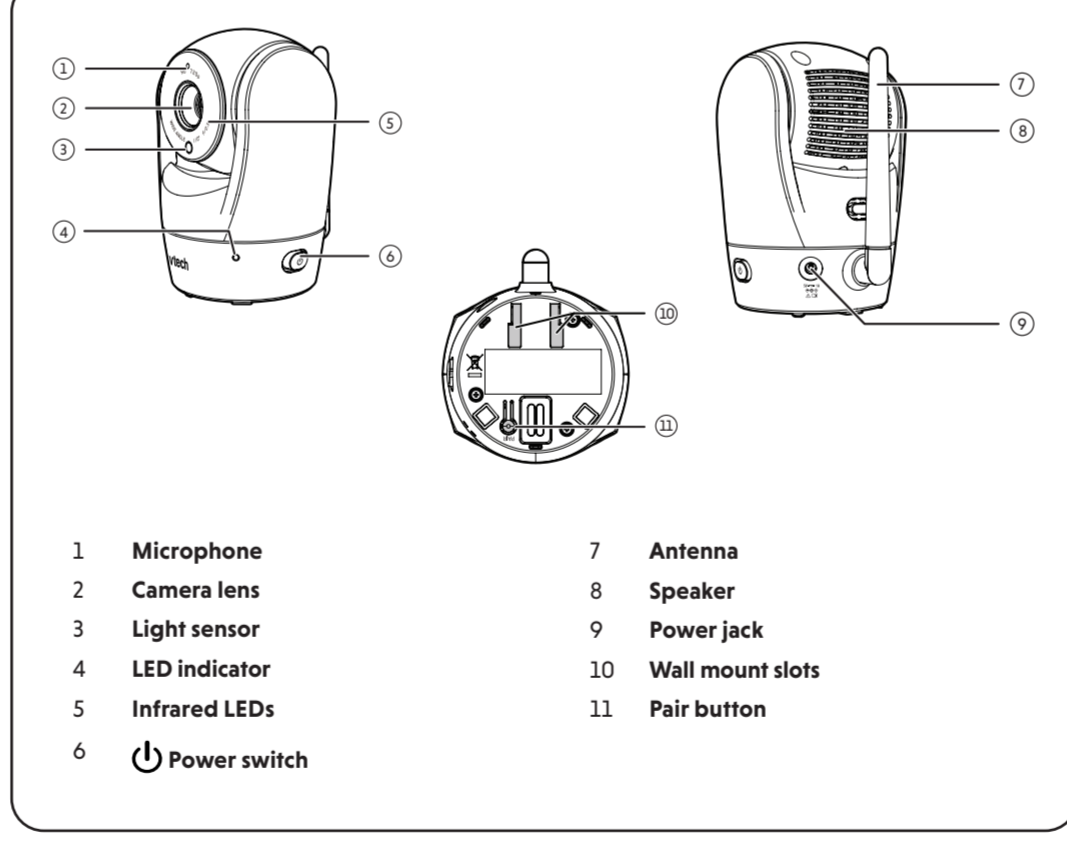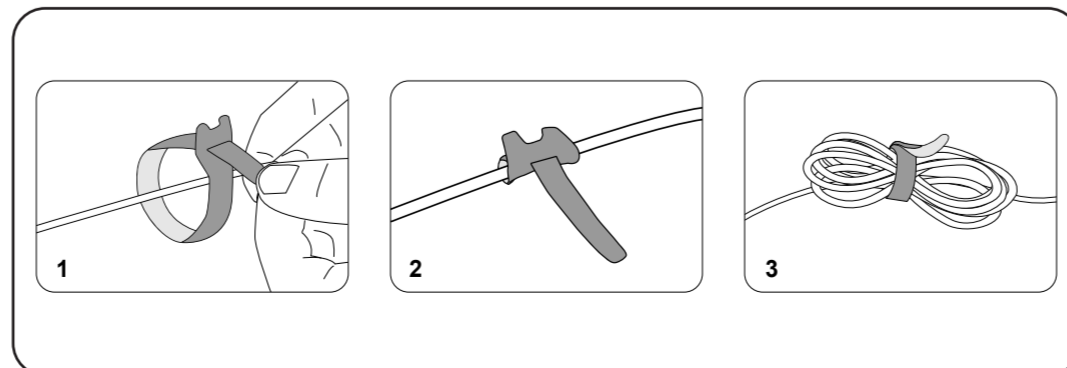3. When finish talking, release the **TALK** key and hear your baby again.

TALK
Press and hold

Turn on/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 unit.
• Press **POWER** on the parent unit to turn off the screen.
• Press any keys on the parent unit to turn on the screen again.

Overview - Parent unit

1. LINK LED light
2. 🔋 Battery LED light
3. 3- level sound indicator light
4. 🔍
   • Press to zoom in/out.
   • When in the main menu, press to go to the **Help & Info** page.
5. **TALK**
   • Press and hold to talk to the baby unit.
   • While in a submenu, press to exit.
6. Arrow keys
7. **MENU/SELECT**
   • Press to enter the main menu.
   • While in a menu, press to choose an item, or save a setting.
8. **- VOL / VOL +**
   • Increase or decrease parent unit's volume.
9. Microphone
10. Antenna
11. Speaker
12. **POWER** key
13. Power jack
14. **RESET**
   • Force reboot the parent unit.
15. Stand

Overview - Baby unit

1	Microphone	7	Antenna
2	Camera lens	8	Speaker
3	Light sensor	9	Power jack
4	LED indicator	10	Wall mount slots
5	Infrared LEDs	11	Pair button
6	⏻ Power switch		

Cable management

1
2
3

Parent unit icons

Main menu icons

Main menu

Monitoring mode (For **VM928-2HD** only)

1 • Baby unit 1 in Single mode
2 • Baby unit 2 in Single mode
• Patrol mode
1 2 • Split mode

Melodies and soothing sounds

Melodies and Soothing Sounds
• Select play all melodies, or play one of the five melodies and four soothing sounds.

Timer
• You can also set the timer to stop playing after 15, 30 or 60 minutes, or playing non-stop.

Alerts - Sound, motion and temperature

Sound
• Select sound **Sensitivity** level.
• Turn on/off **Sound Detection Alert**.
• Turn on/off **Auto Wake Up** function. (See **Sound Detection and Auto Wake Up** section)

Motion
• Turn on/off **Motion Alert**.
• Select motion **Sensitivity** level. (See **Motion Detection** section)

Main menu

Temperature
• Turn on/off **Temperature Alert**. Set the parent unit to beep whenever the room temperature detected by the baby unit falls outside of the set temperature range.
• Select **Minimum** temperature for alert range.
• Select **Maximum** temperature for alert range.
• Select temperature **Format**. Set temperature display in Fahrenheit (**°F**) or Celsius (**°C**).

Parent unit settings
• Adjust parent unit screen **Brightness**.
• Turn on/off **Dim Mode**.

Baby unit settings
• Turn on/off baby unit's **Status LED**.
• Adjust baby unit's speaker **Volume**.

General settings
• Turn on/off **Low Battery Alert Tone**. Set the parent unit to beep when the battery is low.
• Turn on/off **No Link Alert Tone**. Set the parent unit to beep when the link between the parent unit and the baby unit is lost.

Status icons

1 📶 or 2 📶
Current view status
• The baby unit number that is being viewed when in:
  - **Single CAM** mode.
  - **Patrol** mode (* For **VM928-2HD** only).
  - **Split** mode (* For **VM928-2HD** only).

Split mode (* For **VM928-2HD** only)
Patrol mode (* For **VM928-2HD** only)
Night vision feature is activated automatically.
Motion alert is turned on.
Sound detection alert is turned on.
Melodies or soothing sound are turned on.
Parent unit speaker is muted.
Temperature alert is turned on.
70°F Real-time temperature indicator
Battery status indicator

Alert icons

• Displays when parent unit's battery is low and needs charging.
• Displays when motion is detected at a baby unit.
• Displays when sound is detected at a baby unit.
• Baby unit detects temperature exceeds the set maximum.
• Baby unit detects temperature is lower than the set minimum.

SOUND DETECTION AND AUTO WAKE UP

Adjust sound detection sensitivity

You can turn on **Sound Detection Alert** and adjust the **Sound 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 have turned on **Sound Detection Alert**, the parent unit beeps when the baby unit detect sounds.

SOUND SENSITIVITY LEVEL	Level 3 (Highest)	Level 2 (Medium)	Level 1 (Lowest)
DESCRIPTION	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 makes soft sounds.	The parent unit screen and speaker turn on for loud crying or screeching sounds from your baby. The parent unit remains quiet when your baby makes soft sounds.

Sound activated screen and audio - Auto Wake Up

When **Auto Wake Up** is turned 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.

Notes
- If you have muted the parent unit speaker, only the parent unit screen will turn on when a sound is detected.
- If you have turned on **Auto Wake Up** but turned off **Sound Detection Alert**, the parent unit will wake up when the baby unit detects sounds that are louder than the chosen sound sensitivity level.
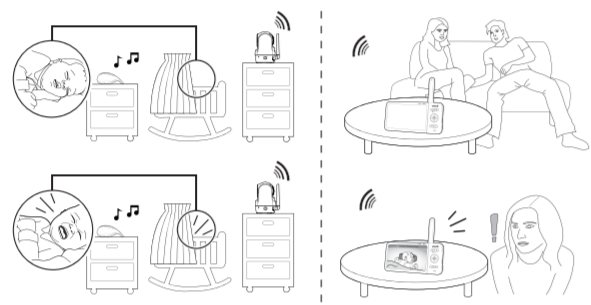
MOTION DETECTION

Adjust motion detection sensitivity

You can turn on **Motion Alert** and adjust the **Motion Sensitivity** to detect motions and turn on the parent unit while its screen is switched off or dimmed.

When the baby unit's camera detects motions 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 have turned on **Motion Alert**, the parent unit beeps when the baby unit detects motions.

MOTION SENSITIVITY LEVEL	Level 3 (Highest)	Level 2 (Medium)	Level 1 (Lowest)
DESCRIPTION	The parent unit screen and speaker turn on for small motions, such as yawning or stretching.	The parent unit screen and speaker turns on for normal daily motions, such as people walking around the house.	The parent unit screen and speaker turn on for large motions, such as children are chasing or jumping around.

NIGHT VISION

The baby unit has infrared LEDs that allow you to see your baby clearly at night or in a dark room. When the baby unit detects low light levels, the infrared LEDs are switched on automatically. The images from the baby unit are in black and white, and 🌙 appears on the parent unit screen.
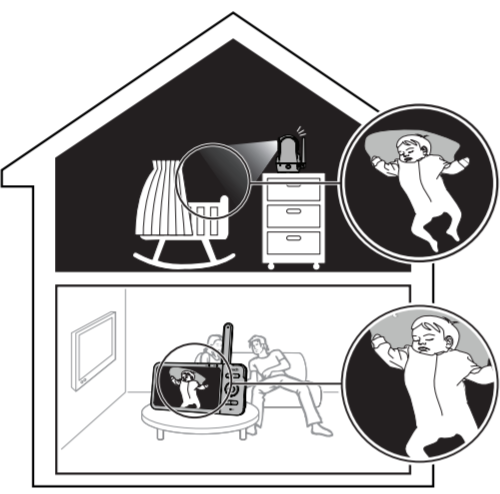
Notes
- A **click sound** from the baby unit is a normal occurrence that happens when your unit is adapting to its environment's lighting condition.
- To achieve accurate and high quality video feeds, your baby unit is equipped with an Infrared Cut-off Filter lens that optimizes color accuracy in bright, day-time environments. When the environment turns dark at night, this filter lens is withdrawn to enhance night vision quality. The brief **click sound** you hear is from the filter lens activating and withdrawing as the unit switches from day to night vision (and vice versa).

Tip
- Depending on the surroundings and other interfering factors, for example, lighting, objects, colors and backgrounds, the image quality may vary. Adjust the baby unit angle or place the baby unit at a higher location to prevent glare and a blurred display.
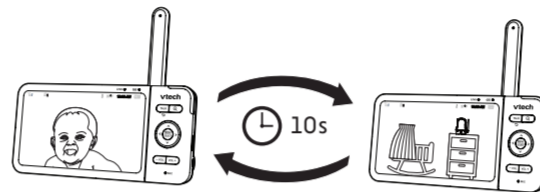
FOR VM928-2HD ONLY

Monitoring mode

Change different views - Single CAM

Select baby unit 1 📷 or baby unit 2 📷 to view the image from the baby unit.

Change different views - Patrol

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

Change different views - Split

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

Note
- While in **Split mode**, you can press ◀ or ▶ to highlight the view of the baby unit 1 📷 or baby unit 2 📷, and hear the sounds transmitted from the baby unit.
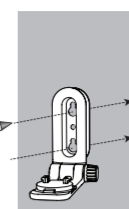
MOUNT THE BABY UNIT ON DRY WALL (OPTIONAL)

Notes
- Check for reception strength and baby unit's 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 baby units.

1. Place the wall mount bracket on a wall and then use a pencil to mark the top and the bottom holes as shown. Remove the wall mount bracket and drill two holes in the wall (7/32 inch drill bit).
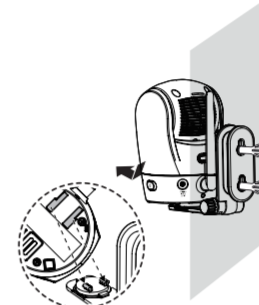
3. Align the wall mount bracket and screws with the holes in the wall as shown. Tighten the screw in the middle hole first, so that the wall mount bracket position is fixed. You can tighten the other screw in the top hole.
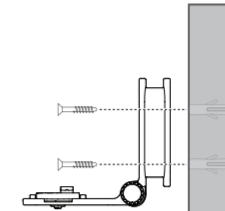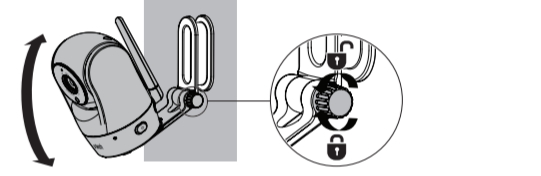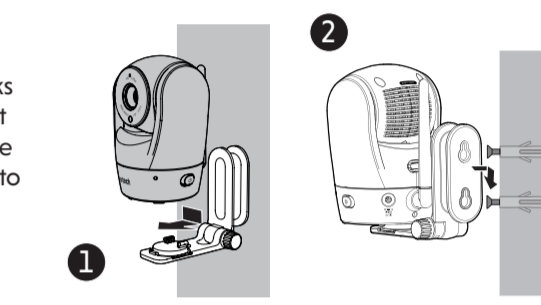
4. Place the baby unit on the wall mount bracket, and then slide it forward until it locks into place. Connect the power adaptor to the baby unit.

5. You can maximize your baby unit's viewing angles by tilting the wall mount bracket. Hold the baby unit, and then rotate the knob in an anticlockwise direction. This will loosen the joint of the wall mount bracket. Tilt your baby unit up or down to adjust to your preferred angle. Then, rotate the knob in a clockwise direction to tighten the joint and secure the angle.

2. If you drill the holes into a stud, go to step 3.
   - 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. Insert the screws into the holes and tighten the screws until only 1/4 inch of the screws are exposed.

OR

4. Place the baby unit on the wall mount bracket, and then slide it forward until it locks into place. Align the holes on the wall mount bracket with the screws on the wall, and slide the wall mount bracket down until it locks into place.

DIM MODE

The dim mode helps save parent unit power. When your parent unit is not charging, the display will automatically dim after 5 minutes of inactivity if no keys are pressed or alerts are received from the baby unit.

5 minute inactivity

Press any buttons
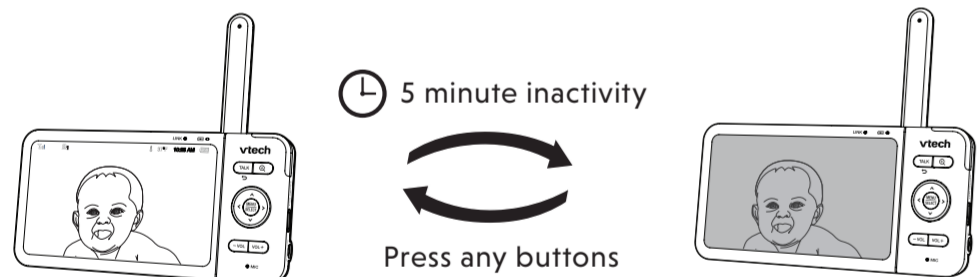
NEED HELP?

For operations and guides to help you using your video monitor, and for latest information and supports, go and check the online help topics and online FAQs.

Use your smartphone or mobile device to access our online help.
- Go to **https://help.vtechphones.com/vm928hd** or **https://help.vtechphones.com/vm928-2hd**; 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 the image is clear.

If you would like to contact us, visit **https://help.vtechphones.com/cs.**

You can also call our Customer Support at 1-844-848-8324 (1-844-84-VTECH) [in US] or 1-888-211-2005 [in Canada] for help.

VM928HD

VM928-2HD

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: 1. Disconnect the power to the baby units and the parent unit. 2. Wait a few seconds before connecting power back to the baby units and the parent unit. 3. Turn on the baby units and the parent unit. 4. Wait for the parent unit to synchronize with the baby units. Allow up to one minute for this to take place.
Why doesn't the baby unit and parent unit power-on light illuminate when the units are switched on?	Perhaps the parent unit is not connected to the power. Insert the adapter plug into the parent unit and insert the adapter in a wall socket. Then, **press and hold POWER** to switch on the parent unit to establish connection with the baby unit.
	Perhaps the baby unit is not connected to the power. Insert the adapter plug into the baby unit and put the adapter in a wall socket. Then, slide the ⏻ power switch 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 an electronically controlled electric power outlet.
	The battery may be degraded through extended use or defective. See Warranty for repair/replacement.
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 • 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).
	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 segments are solid.
	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 sound 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, press **VOL +** to increase the volume, or use the parent unit menu to change sound sensitivity level to the highest 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).
	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.
	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 lithium-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.

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 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. 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.

LIMITED WARRANTY

What does this limited warranty cover?

The manufacturer of this VTech product, VTech Communications, Inc. ("VTech"), warrants to the holder of a valid proof of purchase ("Consumer" or "you") that the Product and all accessories provided by VTech in sales package ("Product") are free from material defects in material and workmanship, pursuant to the following terms and conditions, when installed and used normally and in accordance with 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. VTech will return replacement products to you in working condition. VTech will retain defective parts, modules, or equipment. Replacement of the Product, at VTech's option, is your exclusive remedy. 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 date of purchase (90 days on products purchased as Refurbished"). This limited warranty also applies to replacement Products 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 limited 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:
1. 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
2. Product that has been damaged due to repair, alteration or modification by anyone other than an authorized service representative of VTech; or
3. Product to the extent that the problem experienced is caused by signal conditions, network reliability, or cable or antenna systems; or
4. Product to the extent that the problem is caused by use with non-VTech accessories; or
5. Product whose warranty information and/or warranty number plates or electronic serial numbers have been removed, altered or rendered illegible; or
6. 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
7. Product returned without a valid proof of purchase (see item 2 below); or

8. 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 United States of America, please visit our website at www.vtechphones.com or call 1 (800) 595-9511 for instructions regarding where to return the Product. In Canada, go to phones.vtechcanada.com or dial 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 Product(s) to the service location. VTech will return replaced product under this limited warranty to you, transportation, delivery or handling charges prepaid. VTech assumes no risk for damage or loss of the Product in transit.

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

1. 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
2. Include a "valid proof of purchase" (sales receipt) identifying the Product purchased (Product model) and the date of purchase or receipt; and
3. 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 expressed warranties. No one is authorized to make modifications to this warranty and you should not rely on any such modification.

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

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 date of purchase. Some states 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 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.

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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