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VM320

VM320-2

Video Monitor



vtech®

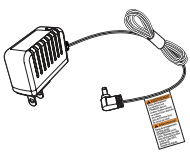
User's manual

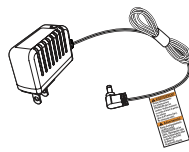
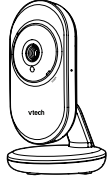
CONGRATULATIONS

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.

For support, shopping, and everything new at VTech, visit our website at www.vtechphones.com.





1 set for VM320
2 sets for VM320-2



Specifications are subject to change without notice.

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07/20 VM320-X-C1B_V3



1 CONNECT AND CHARGE THE BATTERY

NOTES

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

Connect the baby monitor

Charge the parent unit battery

When you have connected and turned on the parent unit, the battery will be charged automatically. The battery icon indicates the battery status (see the following table).

NOTES

- The parent unit battery is fully charged after 11 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 volume level you set and your actual use.

BATTERY INDICATORS	BATTERY STATUS	ACTION
The screen displays Battery low at Parent Unit . The  or  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 the noise.

- Make sure your baby unit 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.
- If you have two baby units, view the image from one of them by switching cameras via menu. Then, repeat step 2.

NOTE

- When the parent unit displays **No link to Camera**, and the **POWER** 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 unit out of the reach of your baby. Never place or mount the baby unit 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 unit 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 3, and the maximum volume is level 5. 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
 - Turn down the volume of your parent unit.

Operating range

The operating range of the baby monitor is up to 1000 feet (300 meters) outdoors. 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 (Con't)

Lullaby

The baby monitor has two lullabies and two soothing sounds for you to comfort your baby. You can play the lullabies or soothing sounds on the baby unit using the parent unit.

- Press **MENU** when the parent unit is idle.
- Press **◀** or **▶** to choose , then press **MENU SELECT** or **▲**.
- Press **▲** to choose , then press **MENU SELECT** or **◀**.
- Press **▼** or **▲** to choose a lullaby or a soothing sound, or choose  to stop playing.
- Press **SELECT** to confirm your selection.

NOTES

- The selected lullaby plays for 30 minutes and stops automatically.
- The lullaby playback on the baby unit will be paused when receiving talkback from the parent unit.

Screen off timer

You can set the screen off time for the parent unit when there is no key press for a specific time interval. When the screen is turned off, you can still hear sound from the baby unit.

- Press **MENU SELECT** when the parent unit is idle.
- Press **◀** or **▶** to choose , then press **MENU SELECT** or **▲** to open the submenu.
- Press **▼** or **▲** to choose the desired time period to automatically turn off screen (**OFF** /  - 5 min. /  - 30 min. /  - 60min.), then press **MENU SELECT** to confirm your selection.

Adjust the sound sensitivity of the baby unit

You can choose to hear sounds from the baby unit all the time, or to hear sounds that exceed a certain level. You can use the parent unit to adjust the microphone sensitivity of your baby unit. The higher the sensitivity level, the more sensitive the baby unit is in detecting sounds for transmitting to the parent unit. The VOX sensitivity level is preset to the highest level (**Level 5**).

VOX SENSITIVITY LEVEL	Level 5	Level 4	Level 3	Level 2	Level 1
SENSITIVITY	Highest VOX sensitivity level	High VOX sensitivity level	Medium VOX sensitivity level	Low VOX sensitivity level	Lowest VOX sensitivity level
DESCRIPTION	The parent unit speaker is constantly on, and you will hear all sounds (including background noises) from your baby's room.	The parent unit speaker turns on for soft babbling and louder sounds from your baby. It remains quiet when your baby sleeps soundly.	The parent unit speaker turns on for loud babbling and louder sounds from your baby. It remains quiet when your baby makes soft sounds.	The parent unit speaker turns on for crying and louder sounds from your baby. It remains quiet when your baby makes soft sounds.	The parent unit speaker turns on for loud crying or screeching sounds from your baby. It remains quiet when your baby makes soft sounds.

- Press **MENU SELECT** when the parent unit is idle.
- Press **◀** or **▶** to choose **VOX**, then press **MENU SELECT** or **▲** to open the submenu.
- Press **▼** or **▲** to choose the desired sensitivity level, then press **MENU SELECT** to confirm your selection.

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

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

Adjust speaker volume

For parent unit:

- Press **VOLA** / **VOL** on the parent unit to adjust the speaker volume.

NOTE

- The parent unit will be muted automatically when the parent unit is talking to the baby unit. When it is muted,  appears on the screen.

For baby unit:

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

- Press **MENU SELECT** when the parent unit is idle.
- Press **◀** or **▶** to choose , then press **MENU SELECT** or **▲**.
- Press **MENU SELECT** or **◀** to choose .
- Press **▼** or **▲** to choose the volume level of the baby unit, then press **MENU SELECT** to confirm.

Adjust LCD brightness

You can change the brightness of the parent unit screen from **Level 1** to **Level 5**. The LCD brightness is preset to **Level 3**.

- Press **MENU SELECT** when the parent unit is idle.
- Press **◀** or **▶** to choose , then press **MENU SELECT** or **▲**.
- Press **▼** or **▲** to choose the desired level of brightness, then press **MENU SELECT** to confirm your selection.

Monitoring mode * for VM320-2 only

Every time the parent unit is turned on, it displays a baby unit in **SINGLE-CAM** mode. If there are more two baby units in your system, you can also monitor your baby in **PATROL** mode.

SINGLE-CAM The screen displays image of a single baby unit in full screen.

PATROL A single cam view that transitions to a different baby unit every 10 seconds.

To switch from SINGLE-CAM to PATROL mode:

- Press **MENU SELECT** when the parent unit is idle.
- Press **◀** or **▶** to choose , then press **MENU SELECT** or **▲** to open the submenu.
- Press **▲** or **▼** to select  to enter **PATROL** mode to alternately view the image from one baby unit to the next one in every 10 seconds.

To switch from PATROL to SINGLE-CAM mode:

- Press **MENU SELECT** when the parent unit is idle.
- Press **◀** or **▶** to choose , then press **MENU SELECT** or **▲** to open the submenu.
- Press **▲** or **▼** to select a camera number to enter **SINGLE-CAM** mode.

NOTE

- If one or more paired baby units are powered off or disconnected during patrolling, the parent unit will keep searching until its power has run out or a baby unit is connected once again.

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 SELECT** when the parent unit is idle.
- Press **◀** or **▶** to choose , then press **▲**.
- Press **▼** or **▲** to choose , then press **MENU SELECT** or **◀**.
- Press **▼** or **▲** to choose **ON** or **OFF**, then press **MENU SELECT** to confirm your selection.

Temperature format

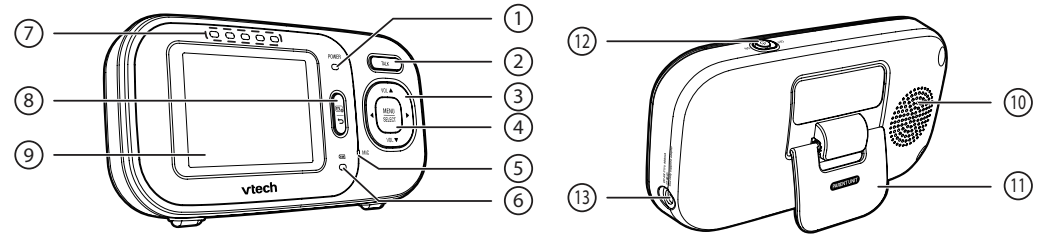
You can choose to display the temperature in Fahrenheit (°F) or Celsius (°C).

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

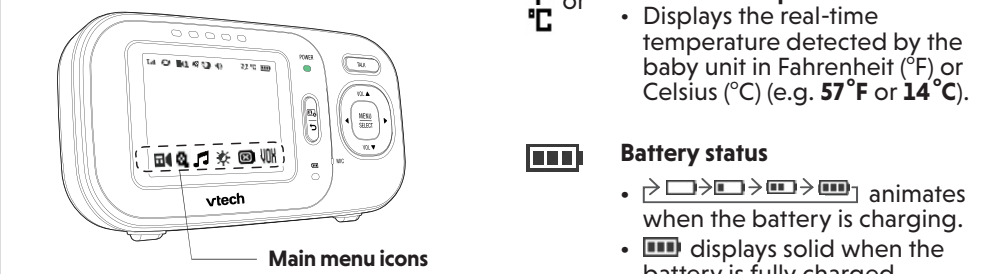
BABY UNIT OVERVIEW

- Pair hole**
 - Your baby units and parent unit provided are already paired.
- POWER LED light**
 - On when the baby unit is turned on and is paired to the parent unit.
 - Flashes when the baby unit is not being viewed; or when the link to the parent unit is lost.
- Microphone**
- Camera**
- Infrared LEDs**
- Light sensor**
- ON/OFF switch**
 - Slide to turn on or off the baby unit.
- Speaker**
- Power jack**
- Wall mount holes**

PARENT UNIT OVERVIEW

- 
- POWER LED light**
 - On in green when the parent unit is powered on and linked to the baby unit.
 - Flashes when the link to the baby unit being viewed is lost.
 - TALK**
 - Press and hold to talk to the selected baby unit.
 - Arrow keys and VOL▲ / VOL▼**
 - Press to increase the parent unit speaker volume.
 - While in a menu, press to scroll up, or to enter an item's sub-menu.
 - While zooming, press and hold to move the zoomed image upward.
 - Press to decrease the parent unit speaker volume.
 - While in a submenu, press to scroll down.
 - While zooming, press and hold to move the zoomed image downward.
 - MENU/SELECT**
 - Press to enter or exit the menu.
 - While in a sub-menu, press to choose an item, or save a setting.
 - Microphone**
 - On in red when the battery is charging.
 - Flashes when the battery is low.
 - Battery indicator**
 - On in red when the battery is charging.
 - Flashes when the battery is low.
 - Visual sound indicators**
 - ○ ○ ○ ○
 - The visual sound indicators can show the sound level detected by the baby unit.
 - Sound level detected by the baby unit**
 - ● ● ● ●
 - One to three green lights indicate a moderate sound level detected by the baby unit.
 - ● ● ● ● ●
 - Additional red lights indicate a higher sound level detected by the baby unit (e.g. baby crying loudly).
 - LCD LCD off/↵ back**
 - Press to turn off LCD and keep the sound broadcast.
 - Press to return to the previous screen.
 - LCD display**
 - Speaker**
 - Stand**
 - ON/OFF switch**
 - Slide to turn on or off the parent unit.
 - Power jack**

PARENT UNIT ICONS



Status icons

- **Connection status**
 -  or  displays when strong signal strength is detected between the baby unit and the parent unit.
 -  or  displays when moderate or low signal strength is detected between the baby unit and the parent unit.
 -  displays when the link between the baby unit and the parent unit is lost.
- **Patrol mode**
 - Displays when the parent unit is in **PATROL** mode.
 - For VM320-2 only.
- **Current view status**
 - Displays the number of the baby unit that is being viewed.
- **Lullaby**
 - Displays when a lullaby is playing.
- **Zoom**
 - Displays when the current image on the parent unit has zoomed in.
- **Night vision**
 - Displays when the baby unit being viewed has activated the night vision feature.
- **Mute alert**
 - Displays when the parent unit speaker is turned off.
 - Displays when the parent unit is talking to the baby unit.
- **Real-time temperature**
 - Displays the real-time temperature detected by the baby unit in Fahrenheit (°F) or Celsius (°C) (e.g. **57°F** or **14°C**).
- **Battery status**
 -  animates when the battery is charging.
 -  displays solid when the battery is fully charged.
 -  displays when the battery is low and needs charging.
- **Speaker volume**
 - Displays the parent unit speaker volume level while adjusting.
- **Main menu icons**
 -  **Monitoring mode**
 - You can enter the monitoring mode to view the video from the baby unit.
 - For VM320-2 only.
 -  **Zoom**
 - You can zoom in or out with 1x, 2x options while viewing image.
 -  **Lullaby**
 - You can select, play, or stop a lullaby.
 -  **Brightness**
 - You can change the brightness of the parent unit screen.
 -  **LCD screen off timer**
 - You can set a specific time to turn the screen off.
 -  **VOX sensitivity**
 - With this feature, you can choose to hear sounds from the baby unit all the time, or to hear sounds that exceed a certain level. You can use the parent unit to adjust the microphone sensitivity of your baby unit. The higher the sensitivity level, the more sensitive the baby unit is in detecting sounds for transmitting to the parent unit.

Warning icons and messages

- **No Link to Camera**

The selected baby unit is out of range, turned off or no link after 25 seconds.
- **Battery low at Parent Unit**

The battery is empty and needs to be recharged.
- **Temperature too high** or **Temperature too low**

The temperature detected by the baby unit is higher/lower than the desired temperature alert range.
- **Searching for baby units**

The parent unit is searching for baby units.
- **Connected to AC power**

The parent unit is connected to AC power.
- **Temperature**
 - You can turn on the temperature alert tone so that the parent unit beeps whenever the room temperature detected by the baby unit falls outside of the desired temperature range. You can choose in Fahrenheit (°F) or Celsius (°C) as the temperature format displayed, or set the maximum/minimum temperature limit for alerts.

DIM MODE

- The dim mode is to help you save the parent unit power. Your parent unit display will dim automatically after 10 minutes of inactivity, in which there is neither key pressed nor alert received from the baby unit.
- **NOTE**
 - While the screen is dimmed, any keypad or alert message will trigger the screen to return to the preset brightness level. After 10 minutes of inactivity, it will dim again.

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 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.

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 (optional) in the **Quick Start Guide** for the wall mounting instructions.

IMPORTANT SAFETY INSTRUCTIONS

- 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.
 - This product is not a substitute for adult supervision of the infant. Supervising the infant is the parent's or caregiver's responsibility. This product could cease operating, and therefore you should not assume it will continue working properly for any given period of time. Further, this is not a medical device and should not be used as such. This product is intended to assist you in supervising your baby.
 - Do not use this product near water. For example, do not use it next to a bath tub, wash bowl, kitchen sink, laundry tub or swimming pool, or in a wet basement or shower.
 - CAUTION:** Use only the batteries provided. There may be a risk of explosion if a wrong type of battery is used for the parent unit. Do not dispose of batteries in a fire. They may explode. 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. Baby unit power adapter: Output: 6V DC 400mA; Parent unit power adapter: Output: 6V DC 400mA.
 - The power adapters are intended to be correctly oriented in a vertical or floor mount position. The prongs are not designed to hold the plug in place if it is plugged into a ceiling, under-the-table or cabinet outlet.
 - For pluggable equipment, the socket-outlet shall be installed near the equipment and shall be easily accessible.
 - Unplug this product from the wall outlet before cleaning. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.
 - Unplug the power cords before replacing batteries.
 - Do not cut off the power adapters to replace them with other plugs, as this causes a hazardous situation.
 - Do not allow anything to rest on the power cords. Do not install this product where the cords may be walked on or crimped.
 - This product should be operated only from the type of power source indicated on the marking label. If you are not sure of the type of power supply in your home, consult your dealer or local power company.
 - Do not overload wall outlets or use an extension cord.
 - Do not place this product on an unstable table, shelf, stand or other unstable surface.
 - This product should not be placed in any area where proper ventilation is not provided. Slots and openings in the back or bottom of this product are provided for ventilation. To protect them from overheating, these openings must not be blocked by placing the product on a soft surface such as a bed, sofa or rug. This product should never be placed near or over a radiator or heat register.
 - Never push objects of any kind into this product through the slots because they may touch dangerous voltage points or create a short circuit. Never spill liquid of any kind on the product.
 - To reduce the risk of electric shock, do not disassemble this product, but take it to an authorized service facility. Opening or removing parts of the product other than specified access doors may expose you to dangerous voltages or other risks. Incorrect reassembling can cause electric shock when the product is subsequently used.
 - You should test the sound reception every time you turn on the units or move one of the components.
 - Periodically examine all components for damage.
 - Be aware of possible loss of privacy while using public airwaves. Conversations may be picked up by other nursery monitors, cordless phones, scanners, etc.
 - Children should be supervised to ensure that they do not play with the product.
 - The product is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.

SAVE THESE INSTRUCTIONS

- Cautions**
 - Use and store the product at a temperature between 32°F and 104°F.
 - Do not expose the product to extreme cold, heat or direct sunlight. Do not put the product close to a heating source.
 - Batteries should not be exposed to excessive heat such as bright sunlight or fire.
 -  **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 this tag.
 - Never place the baby unit(s) inside the baby's crib or playpen. Never cover the baby unit(s) or parent unit with anything such as a towel or a blanket.
 - Other electronic products may cause interference with your baby monitor. Try installing your baby monitor as far away from these electronic devices as possible: wireless routers, radios, cellular telephones, intercoms, room monitors, televisions, personal computers, kitchen appliances and cordless telephones.

Precautions for users of implanted cardiac pacemakers

- Cardiac pacemakers (applies only to digital cordless devices):
- Wireless Technology Research, LLC (WTR), an independent research entity, led a multidisciplinary evaluation of the interference between 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.

THE RBRC® SEAL

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

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

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

RBRC® and 1 (800) 8 BATTERY® are registered trademarks of the Rechargeable Battery Recycling Corporation.

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. Caution: This Transmitter must be installed to provide a separation distance of at least 20cm from all persons.

- 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:
- This device may not cause interference.
 - This device must accept any interference, including interference that may cause undesired operation of the device.
- The term "IC:" before the certification/registration number only signifies that the Industry Canada technical specifications were met.
- This product meets the applicable Innovation, Science and Economic Development Canada technical specifications.

RF radiation exposure statement

- Caution: This Transmitter must be installed to provide a separation distance of at least 20cm from all persons. Use of other accessories may not ensure compliance with 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.

GENERAL PRODUCT CARE

- To keep this product working well and looking good, follow these guidelines:
- Avoid putting it near heating appliances and devices that generate electrical noise (for example, motors or fluorescent lamps).
 - DO NOT expose it to direct sunlight or moisture.
 - Avoid dropping the product or treating it roughly.
 - Clean with a soft cloth.
 - DO NOT immerse the parent unit and the baby unit in water and do not clean them under the tap.
 - DO NOT use cleaning spray or liquid cleaners.
 - Make sure the baby unit and parent unit are dry before you connect them to the mains again.

STORAGE

- When you are not going to use the baby monitor for some time, store the parent unit, the baby unit and the adapters in a cool and dry place.

FREQUENTLY ASKED QUESTIONS

- Below are the questions most frequently asked about the baby monitor. If you cannot find the answer to your question, visit our website at www.vtechphones.com, 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. 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 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, slide the ON/OFF to switch on the parent unit and to establish connection with the baby unit. 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 doesn't my parent unit charge when connected to AC power?	Make sure the power is not controlled by a wall switch.
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 for up to 11 hours. The temperature of your baby's room may be too high or too low.
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 (level 5).
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 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 POWER LED light flashes. Switch to the baby unit you have powered on via menu.