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## VM928HD VM928-2HD

### Full Color Pan and Tilt HD Video Monitor

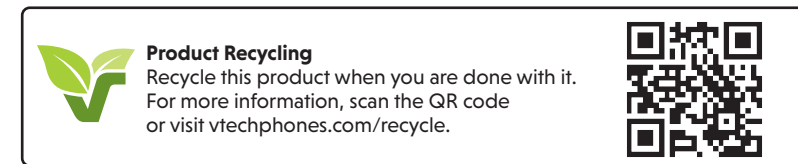
**vtech**  
Quick start guide

For more support information



## TECHNICAL SPECIFICATIONS

|                         |                                                                                                                                                       |
|-------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|
| Frequency control       | Crystal controlled PLL synthesizer                                                                                                                    |
| Transmit frequency      | Baby unit: 2.405-2.475GHz                                                                                                                             |
| Channels                | 32                                                                                                                                                    |
| LCD                     | 5" Color LCD<br>(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<br>Baby unit power adapter: Output: 5V DC @ 1A<br>Parent unit power adapter: Output: 5V DC @ 2A |



Specifications are subject to change without notice.  
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07/24 VM928-XHD\_QSG\_V4



## 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 6.5 feet (2 meters).
- 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.
- This product is not intended for use as a medical monitor.
- Do not use this product near water, for example, near to a bath, sink, swimming pool or shower.
- CAUTION:** Use only the battery provided (if applicable). 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 in fire or a hot oven, mechanically crushing or cutting 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 **RERC seal**.
- Use only the power adapters included 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: VT05EU050100

-OR-  
Jiangxi Jian Aohai Technology Co., Ltd.  
Model: A318-050100W-US2  
Parent Unit Output: 5V DC 2A  
Vtech Telecommunications Ltd.  
Model: VT07EU050200

-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-351P

- 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.
- For pluggable equipment, the socket-outlet (power adapter) should be installed near the equipment and should 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 modify the power adapters or replace with other adapters, 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 electricity supply provider.
- 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.

### SAVE THESE INSTRUCTIONS

- 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 put 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 may cause interference with your camera unit. Try installing your camera unit 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.

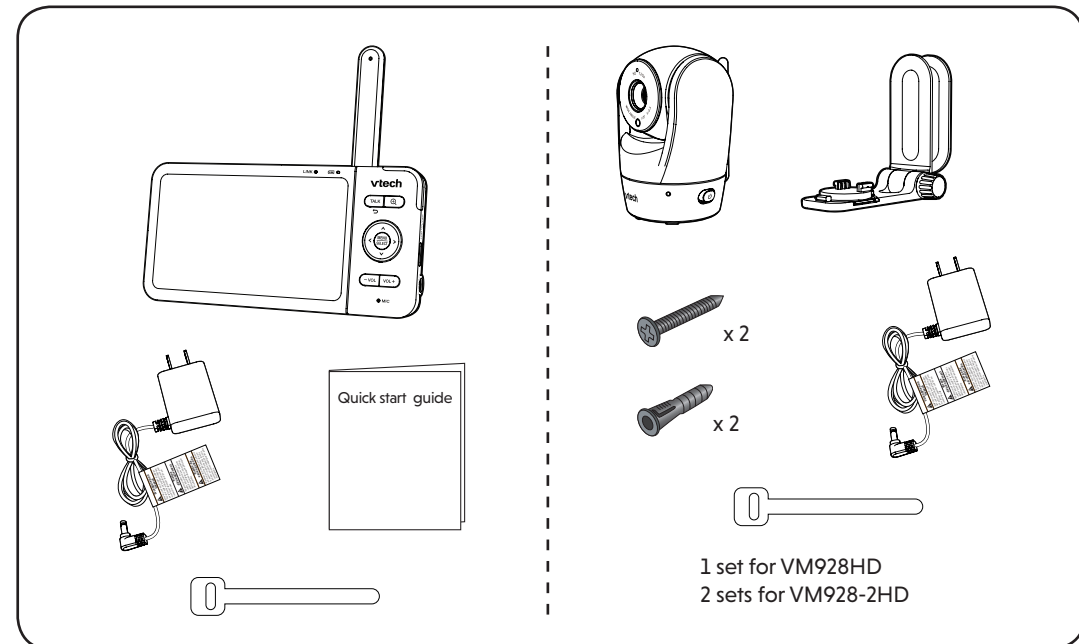
**Precautions for users of implanted cardiac pacemakers**  
Cardiac pacemakers (applies only to digital cordless devices): Wireless Technology Research, LLC (WTR), an independent research entity, led a multidisciplinary evaluation of the interference between portable wireless devices and implanted cardiac 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



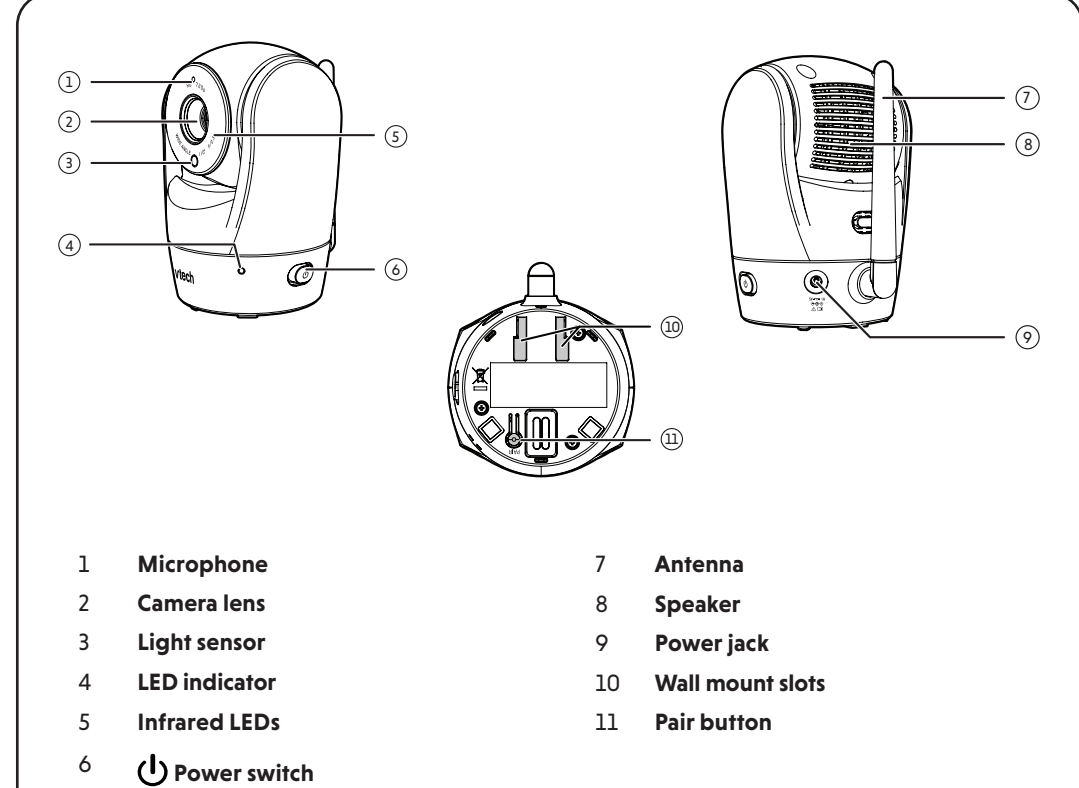
## 1 CONNECT THE BABY MONITOR

### 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 only. 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

## OVERVIEW - BABY UNIT



## 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 trigger the redirection of the online help.
  - 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.



VM928HD



VM928-2HD

## 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.

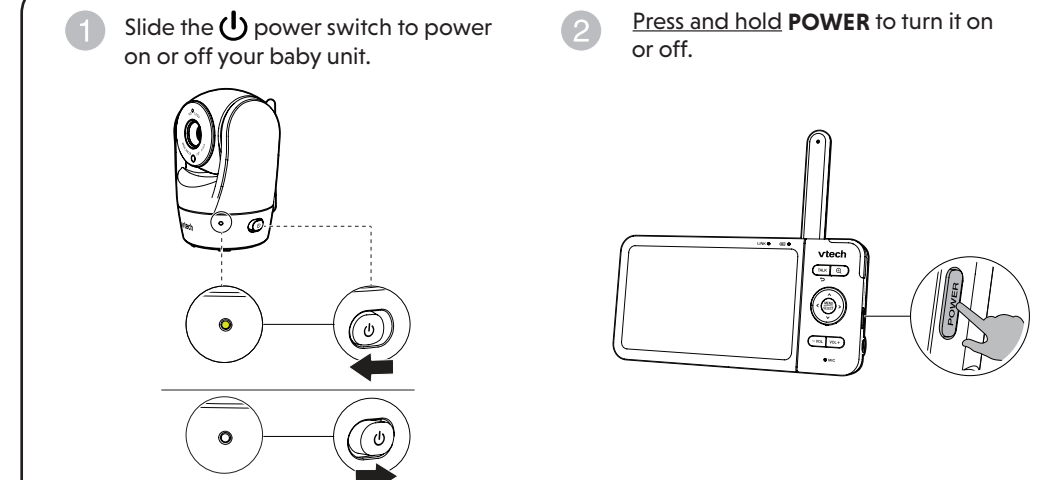
### NOTES

- 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



## PARENT UNIT ICONS

### Main menu icons

#### Main menu

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

- Baby unit 1 in Single mode**
- Baby unit 2 in Single mode**
- Patrol mode**
- 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.

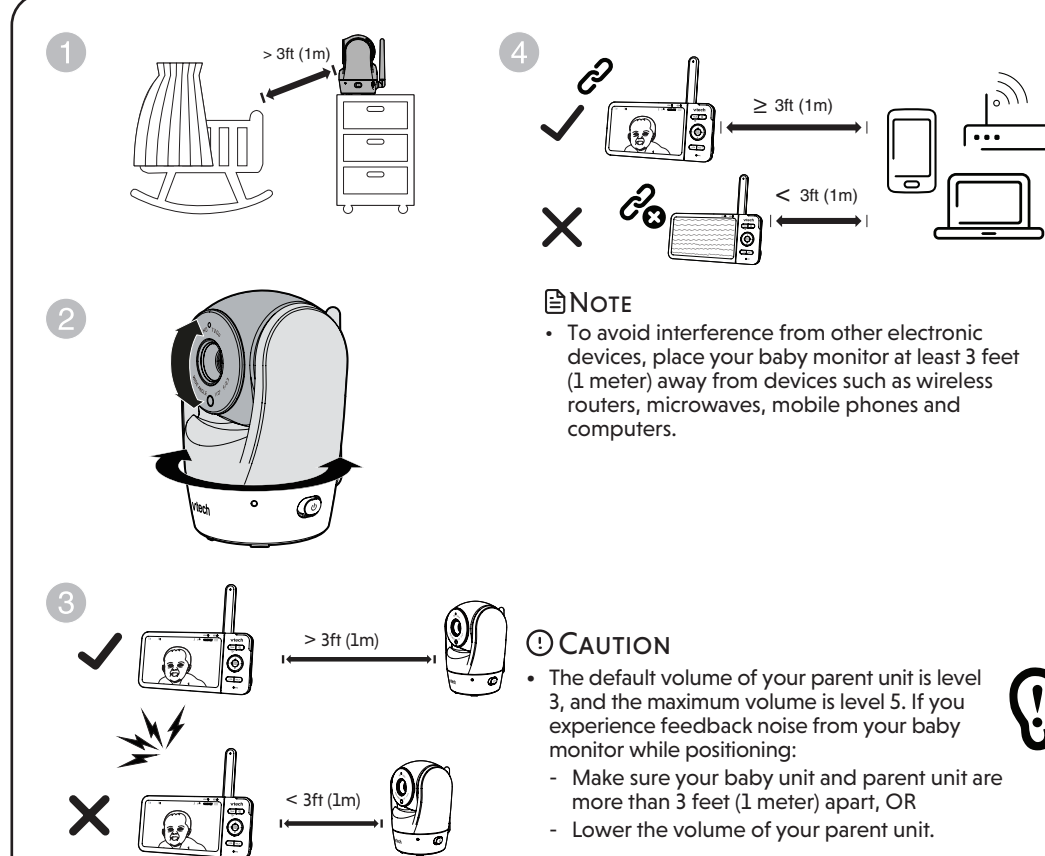
#### Timer

- 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)

## 3 POSITIONING THE BABY MONITOR



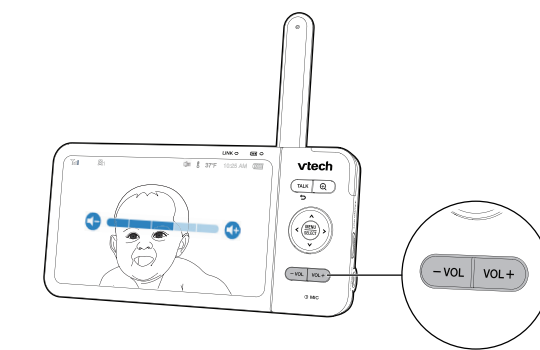
## 4 STATUS CHECK

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.

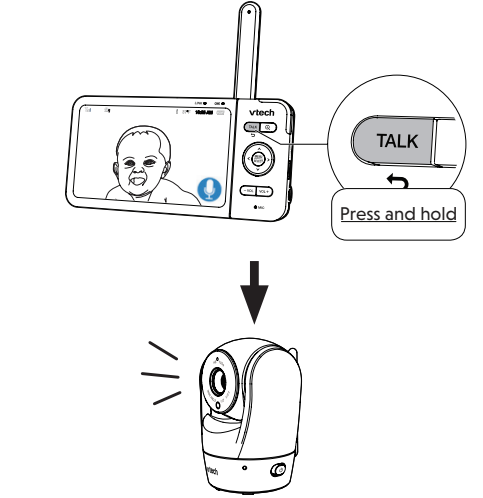
## BASIC OPERATION - PARENT UNIT

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

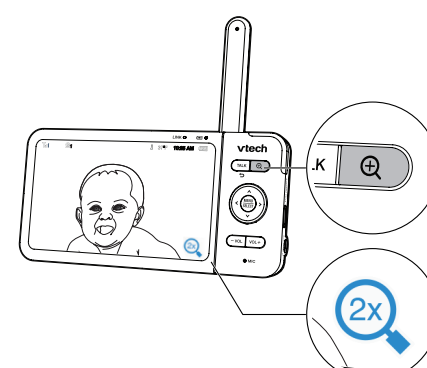


### Talk to your baby via the baby unit

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



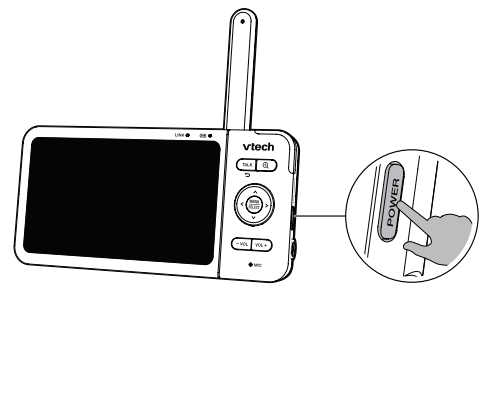
**Zoom**  
Press to zoom in or out.



### 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.



### 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.

## OVERVIEW - PARENT UNIT

