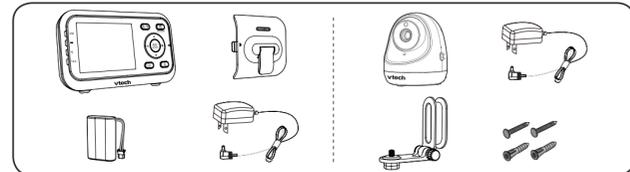BM3400
Video Monitor

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.

What's in the box

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:

1. Follow all warnings and instructions marked on the product.
2. Adult setup is required.
3. 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.
4. This product is not intended for use as a medical monitor.
5. 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.
6. **CAUTION:** Use only the batteries indicated in this manual. There may be a risk of explosion if a wrong type of battery is used for the parent unit. Use only the supplied rechargeable battery or the parent unit. Do not dispose of batteries in a fire. They may explode.
7. Use only the adaptors included with this product. Incorrect adaptor polarity or voltage can seriously damage the product.
    Baby unit power adaptor: Output: 5V DC 1000mA; Parent unit power adaptor: Output: 6V DC 500mA.
8. The power adaptors 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.
9. For pluggable equipment, the socket-outlet shall be installed near the equipment and shall be easily accessible.
10. Unplug this product from the wall outlet before cleaning. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.
11. Unplug the power cords before replacing batteries.
12. Do not cut off the power adaptors to replace them with other plugs, as this causes a hazardous situation.
13. Do not allow anything to rest on the power cords. Do not install this product where the cords may be walked on or crimped.
14. 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.
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. 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.
18. 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.
19. 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.
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. Be aware of possible loss of privacy while using public airwaves. Conversations may be picked up by other nursery monitors, cordless phones, scanners, etc.
23. Children should be supervised to ensure that they do not play with the product.
24. 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
1. Use and store the product at a temperature between 0°C and 40°C.
2. Do not expose the product to extreme cold, heat or direct sunlight. Do not put the product close to a heating source.
3. Batteries should not be exposed to excessive heat such as bright sunshine or fire.
4. Make sure the baby unit(s) and the adaptor cord(s) are always out of reach of the baby, at least 1 metre away from the baby or cot, to avoid a possible strangulation hazard.
5. Never place the baby unit(s) inside the baby's cot or playpen. Never cover the baby unit(s) or parent unit with anything such as a towel or a blanket.
6. 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.

1 Connect and charge the battery

Install the battery
The parent unit runs on rechargeable battery or AC power. To continuously monitor your baby, make sure you use both battery and AC power at the same time. With the battery alone, the parent unit can cordlessly run for a short time only.

📝NOTES
- Use only the battery supplied with this product.
- If the parent unit will not be used for a long time, disconnect and remove the battery to prevent possible leakage

① Press down on the battery compartment cover to pull it out.

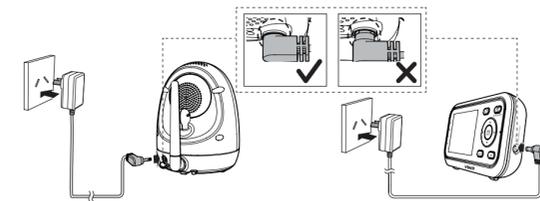② Make sure the label **THIS SIDE UP** is facing up while inserting the battery.

③

Replace the battery
To replace the battery, press down on the battery compartment cover and pull it out, then follow the steps above to install the battery.

Connect the baby monitor
📝NOTES
- Use only the power adaptors supplied with this product.
- Make sure the baby monitor is not connected to the switch controlled electric outlet.
- Connect the power adaptors in a vertical or floor mount position only. The adaptors' 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 adaptors may not properly connect to the outlets.
- Make sure the parent unit, the baby unit and the power adaptor cords are out of reach of children.

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.

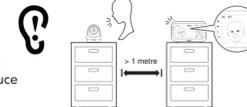| Battery indicators	Battery status	Action
The battery icon is off and displays ⎓.	No battery is installed but operates using AC power, or the battery has been installed incorrectly.	Install the parent unit battery. Charge without interruption (at least 30 minutes).
The screen displays **Battery low at Parent Unit** and ▭. The ▬ light flashes.	The battery has very little charge and may be used for only a short time.	Charge without interruption (about 30 minutes).
The battery icon becomes solid ▥.	The battery is fully charged.	To keep the battery charged, connect it to AC power when not in use.

2 Before use

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

Test your baby monitor
You may test the baby monitor before initial use, and at regular times thereafter.

⚠ CAUTION
- For hearing protection, make sure the parent unit is more than 1 metre 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 lower or reduce the noise.

1. Make sure your baby unit and parent unit are on.
2. 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.
3. If you have two baby units, view the image from one of them by pressing CAM. Then, repeat step 2.

📝NOTE
- When the parent unit displays ⅄, and the **LINK** LED light flashes, move the parent unit closer to the baby units (observe the minimum distance of 1 metre. You can also check if the baby unit is connected to a live power socket and switched on.

☀ 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 cot or playpen.

📝NOTE
- To avoid interference from other electronic devices, place your baby monitor far away from devices such as wireless routers, microwaves, cell phones and computers.

1. Place the baby units more than 1 metre away from your baby.
2. Adjust the angle of the baby unit camera to aim at your baby.
   - Tilt - adjust camera angle manually.
   - Pan - press and hold ◄ or ► on the parent unit remotely.
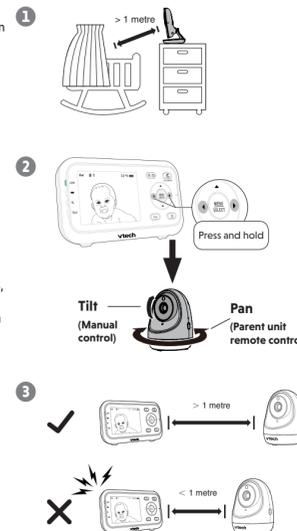3. Place the parent unit more than 1 metre away from the baby units.

⚠ 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 1 metre apart, OR
  - Lower the volume of your parent unit.

Tilt (Manual control) Pan (Parent unit remote control)

Press and hold

> 1 metre

Operating range
The operating range of the baby monitor is up to 300 metres outdoors or 50 metres indoors. The actual operating range may vary depending on the environmental conditions and other interferences such as walls, doors and other obstructions.

3 Using the baby monitor

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

Power on or off the parent unit
- Press and hold ⏻ to turn on the parent unit. The screen turns on.
- Press and hold ⏻ again to turn off the parent unit. The screen turns off.

Turn on or off the parent unit screen
You can turn on or off the parent unit screen without powering off the parent unit. You can still hear sound from the baby units.
- Press and hold **LCD ON/OFF** on the parent unit to turn off the screen.
- Press any key on the parent unit to turn on the screen again.

Adjust speaker volume
For parent unit:
- Press **VOL-/VOL+** on the parent unit to adjust the speaker volume.

📝NOTE
- Users cannot set the parent unit speaker volume to zero. 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 and the 🔇 light turns on.

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.
1. Press **MENU** when the parent unit is idle.
2. Press ◄ or ► to choose 🎵, then press **SELECT** or ▲.
3. Press ◄ to choose 🔊.
4. Press ▼ or ▲ to choose the volume level of the baby unit.
5. Press **SELECT** to confirm your selection.

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**.
1. Press **MENU** when the parent unit is idle.
2. Press ◄ or ► to choose ☼, then press **SELECT** or ▲.
3. Press ▼ or ▲ to choose the desired level of brightness, then press **SELECT**.

Lullaby
The baby monitor has five lullabies and four soothing sounds for you to comfort your baby. You can play the lullabies or soothing sounds on the baby unit using the parent unit.
1. Press **MENU** when the parent unit is idle.
2. Press ◄ or ► to choose 🎵, then press **SELECT** or ▲.
3. Press ▲ to choose 🎵, then press ◄.
4. Press ▼ or ▲ to choose a lullaby or a soothing sound, or choose ⬛ to stop playing.
5. 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.
1. Press **MENU** when the parent unit is idle.
2. Press ◄ or ► to choose ▭, then press **SELECT** or ▲.
3. Press ▼ or ▲ to choose the desired time period to automatically turn off screen (/ / / **Off**), then press **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.

VOX Sensitivity level	Highest	High	Medium	Low	Lowest
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.

1. Press **MENU** when the parent unit is idle.
2. Press ◄ or ► to choose 🔊, then press **SELECT** or ▲.
3. Press ▼ or ▲ to choose the desired sensitivity level, then press **SELECT** to confirm your selection.

📝NOTE
- If the screen is off, and the setting of sound-activated screen is **ON**, then LCD screen will be turned on automatically when VOX sensitivity is triggered.

☀ TIP
- If you want to use a sound machine or white noise machine for natural white noise while using this baby monitor to check on your baby, you can:
  - Lower the volume of your sound machine or white noise machine; or
  - Lower the sensitivity level of your baby monitor to medium (level 3) or below. Default level is the highest level.

Turn on or off the sound activation
When sound activation is on, as long as no sound is detected within 50 seconds, the parent unit screen will turn off automatically to save power.
When your baby unit detects a sound, which exceeds the selected sensitivity level, the sound activation triggers the parent unit screen to turn on automatically. When no sound is detected within 50 seconds, the screen will be off again.
1. Press **MENU** when the parent unit is idle.
2. Press ◄ or ► to choose ⚙, then press **SELECT** or ▲.
3. Press ▼ or ▲ to choose **on** or **off**, then press **SELECT** to confirm your selection.

📝NOTE
- If the sound sensitivity is set to the highest level, the parent unit screen may remain on continuously even though sound activation is on. This depends on whether the baby unit detects any sounds.

Pan, tilt, zoom
You can pan and tilt the images or zoom in while viewing images from the baby unit.
- Press and hold ▲, ▼, ◄ or ► to pan or tilt the image upward, downward, leftward or rightward.
- Press ⊕ to zoom in.
- Press and hold ▲, ▼, ◄ or ► to pan or tilt the zoomed image upward, downward, leftward or rightward.
- Press ⊕ again to zoom out.

Talk
You can use the **TALK** function of the parent unit to comfort your baby.
1. Press and hold **TALK** on the parent unit. The **TALK** light turns on.
2. Speak towards the microphone on the parent unit. Your voice is broadcast to the baby unit.
3. Release the **TALK** key to stop the broadcast.

📝NOTE
- The parent unit speaker is muted during voice broadcast. Sound transmission from the baby unit resumes after **TALK** is released.

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

Set temperature range
You can set the desired room temperature alert range. The minimum temperature can be set between **10 °C** and **24°C**. The maximum temperature can be set between **25 °C** and **39 °C**.
1. Press **MENU** when the parent unit is idle.
2. Press ◄ or ► to choose 🌡, then press **SELECT** or ▲.
3. Press ▼ or ▲ to choose 🌡°, then press ◄.
4. Press ▼ or ▲ to choose **MIN** or **MAX**, then press **SELECT**.
5. Press ▼ or ▲ to choose the desired minimum or maximum temperature, then press **SELECT** to confirm your selection.

Temperature alert tone
You can turn on the temperature alert tone so that the parent unit will emit an alert tone if the detected temperature is out of range.
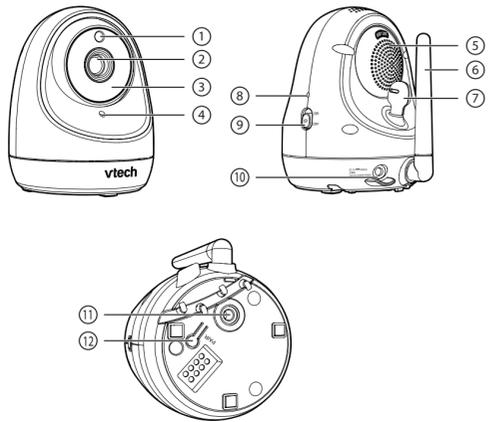1. Press **MENU** when the parent unit is idle.
2. Press ◄ or ► to choose 🌡, then press **SELECT** or ▲.
3. Press ▼ or ▲ to choose 🌡♪, then press **SELECT**.
4. Press ▼ or ▲ to choose **on** or **off**, then press **SELECT** to confirm your selection.

Temperature format
You can choose to display the temperature in Celsius (°C) or Fahrenheit (°F).
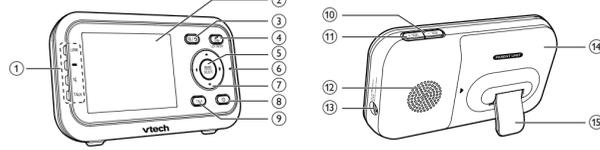1. Press **MENU** when the parent unit is idle.
2. Press ◄ or ► to choose 🌡, then press **SELECT** or ▲.
3. Press ▼ or ▲ to choose 🌡°, then press **SELECT**.
4. Press ▼ or ▲ to choose **°C** or **°F**, then press **SELECT** to confirm your selection.

BABY UNIT OVERVIEW

1 **Light sensor**
2 **Camera**
3 **Infrared LEDs**
4 **Speaker**
5 **Infrared LEDs**
6 **Antenna**
 • For signal reception.
7 **Temperature sensor**
8 **ON/OFF 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.

9 **ON/OFF switch**
 • Slide to turn on or off the baby unit.
10 **Power jack**
11 **Threaded socket**
 • For wall mount installation use.
12 **PAIR**
 • Your baby units and parent unit provided are already paired.

PARENT UNIT OVERVIEW

1 **LED lights**
 Indicate the different statuses of the parent unit. For details, refer to **Parent unit lights.**
2 **LCD display**
3 **Zoom / Back**
 • Press to zoom in or out while viewing image.
 • Press to return to the previous screen.
4 **CAM**
 • Press to change the screen to view images from different baby units (for mult-cam model only).
LCD ON/OFF
 • Press and hold to turn on or off the LCD screen.
5 **MENU/SELECT**
 • Press to enter the menu or submenu.
 • While in a sub-menu, press to choose an item, or save a setting.
6 **Microphone**
7 ▲
 • While in a menu, press to scroll up, or to enter an item's sub-menu.
 • Press and hold to pan or tilt the image upward.
 ▼
 • While in a menu, press to scroll down.
 • Press and hold to pan or tilt the the image downward.

◄
 • While in a menu, press to choose the next item on the left, or enter into the submenu, if any.
 • Press and hold to pan or tilt the image leftward.
 ►
 • While in a menu, press to choose the next item on the right, or return to the main menu while in submenu.
 • Press and hold to pan or tilt the image rightward.
8 **On/off**
 • Press and hold to power on.
 • Press and hold again to power off.
9 **TALK**
 • Press and hold to talk to the selected baby unit.
10 **VOL-**
 • Turn down the volume when the speaker is on.
11 **VOL+**
 • Turn up the volume when the speaker is on.
12 **Speaker**
13 **Power jack**
14 **Battery compartment cover**
15 **Stand**

PARENT UNIT ICONS

Status icons

Connection status
 • ▼ıll or ▼ıll displays when strong signal strength is detected between the baby unit and the parent unit.
 • ▼ıl or ▼ı displays when moderate or low signal strength is detected between the baby unit and the parent unit.

Current view status 🔋 1 or 🔋 2 or 🔋 3 or 🔋 4
 • Displays the baby unit number of the baby unit that is being viewed.

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.

Lullaby
 • Displays when a lullaby is playing.

Talkback
 • Displays when talking back to the baby units from parent unit.

6-level sound indicator
 Displays the sound level according to the scales of loudness when there is sound transmitted from the baby unit.
 • ıı (1 to 2 bars) indicates low sound level detected by the baby unit.
 • ıııı (3 to 4 bars) indicates moderate sound level detected by the baby unit.
 • ıııııı (5 to 6 bars) indicates high sound level detected by the baby unit (e.g. baby crying loudly).

Mute alert
 • 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. **14°C** or **57°F**).

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.

AC power without battery
 • Displays when the parent unit is connected to AC power without the battery.

Speaker volume
 • Displays the parent unit speaker volume level while adjusting.

Main menu icons

Brightness
 You can change the brightness of the parent unit screen.

LCD screen off timer
 You can set a specific time to screen off your parent unit.

Temperature
 You can choose to set the maximum/minimum temperature and 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 also choose to display the temperature in Fahrenheit (°F) or Celsius (°C) on your parent unit.

Sound-activated screen
 When the baby unit being viewed detects no sound, the parent unit screen stays off to save power. Once a sound is detected, the parent unit screen turns on automatically. It will then turn off again after 50 seconds of no sound detection.

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.

Lullaby
 You can select, play, or stop a lullaby.

Warning icons and messages

🔋 The battery is empty and needs to be recharged.

⧖ Operation is in progress.

🌡⚠ or ⚠🌡 The temperature detected by the baby unit is higher/lower than the desired temperature alert range.

The parent unit is searching for baby units or the link between the baby unit and the parent unit is lost.

The parent unit is connected to AC power.

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.

NOTES
 • While the screen is dimmed, any keypress 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.
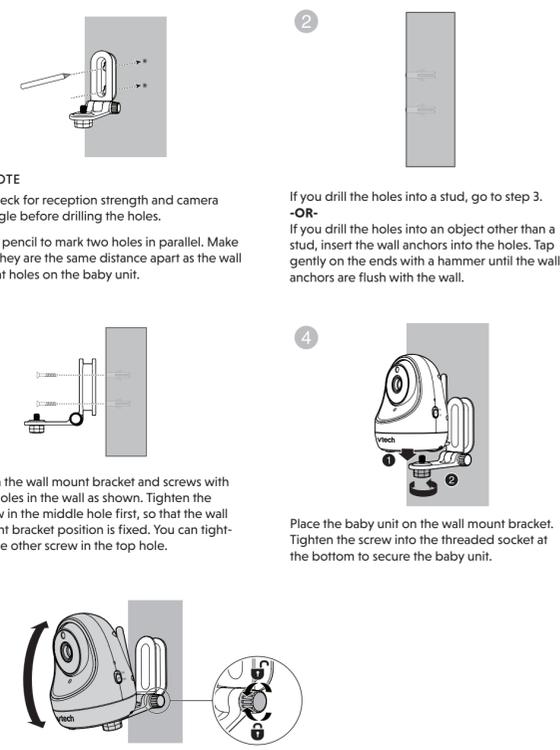
GENERAL PRODUCT CARE

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, remove the rechargeable battery from the parent unit. Store the parent unit, the baby unit and the adaptors in a cool and dry place.

MOUNT THE BABY UNIT (OPTIONAL)

NOTE
 • Check for reception strength and camera angle before drilling the holes.

Use a pencil to mark two holes in parallel. Make sure they are the same distance apart as the wall mount holes on the baby unit.

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.

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.

Place the baby unit on the wall mount bracket. Tighten the screw into the threaded socket at the bottom to secure the baby unit.

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 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 clockwise direction to tighten the joint and secure the angle.

FREQUENTLY ASKED QUESTIONS

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

Question	Answer
Why does the baby monitor not respond normally?	Try the following (in the order listed) for common cure: 1. Disconnect the power to the baby units and the parent unit. 2. Remove the batteries in the parent unit. Then, install the batteries again. 3. Wait a few seconds before connecting power back to the baby units and the parent unit. 4. Turn on the baby units and the parent unit. 5. Wait for the parent unit to synchronize with the baby units. Allow up to one minute for this to take place.
Why don't the power-on light of the baby unit and parent unit go on when I switch on the units?	Perhaps the parent unit is not connected to the power. Insert the appliance plug into the parent unit and put the adaptor in a wall socket. Then, press and hold ⏻ 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 adaptor 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 while connected to AC power?	Make sure the power is not controlled by a wall switch. Make sure the battery is correctly installed in your parent unit. You may have used the battery for a long time. Replace a new battery.
Why is my screen in black and white?	The screen is in black and white during night-time or in a dark room when the night vision feature is activated. This is normal.
Why do I get glare or blurry display on my screen when viewing my baby at night?	During night-time or in a dark room, the surroundings and other interfering factors, like lightings, objects, colors and backgrounds may affect the image quality on your parent unit screen. Adjust the baby unit's angle or place the baby unit at a higher level to prevent glare and blurry display.
Why does the baby monitor produce a high-pitched noise?	The parent unit and baby units may be too close to each other. • Move the parent unit away from the baby units until the noise stops; OR • 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 1 metre. 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 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. Press **VOL+** to increase the volume, or use the parent unit menu to change sound sensitivity level to the highest level (**level 5**). 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 1 metre. Other electronic products may cause interference with your baby monitor. Try installing your baby monitor as far away from these electronic devices as possible. If you power on only one baby unit, your parent unit may display ⧖ and **No link to CAM #**, and the **LINK** LED light flashes. Press **VIEW** to switch to the baby unit you have powered on.

CUSTOMER SERVICE AND PRODUCT WARRANTY

IMPORTANT
Please retain this booklet with your sales receipt as proof of the date of purchase.

Customer Service
If you require assistance in operating this product, please call the TecHelp Information Line on 1300 369 193 or contact VTech by e-mail at: tcpsupport_au@vtech.com.

Voluntary Product Enquiry
In addition to your Statutory Rights and subject to the conditions below, VTech warrants that this product will be free from any defect in materials or workmanship under conditions of normal use for a period of 24 months from date of purchase.

VTech does not warrant that the product will be free from defects if defects are caused by an accident, misuse, abuse, improper installation or operation, vermin infestations, lack of reasonable care, unauthorised modification, loss of parts, tampering or attempted repair by a person not authorised by VTech; or where the product has been damaged by lightning or a mains power surge.To make a claim under this Voluntary Product Warranty you must call the TecHelp Information Line on 1300 369 193 or contact VTech by e-mail at: tcpsupport_au@vtech.com where a Customer Service Representative will inform you of the product return process. You will need to ensure that:
 • You provide proof of purchase;
 • Your product is suitably packaged (original packaging is not required); and
 • You have included all components from the original purchase.

For your records

Date of purchase: _____

Place of purchase: _____

Serial number: _____

For Voluntary Product Warranty purposes, proof of purchase is required so please keep your receipt.

The benefits conferred by this Voluntary Product Warranty are in addition to other rights and remedies that are available to you under law, which cannot be excluded. The processes for this Voluntary Product Warranty in no way limit your rights which arise as a result of your Statutory Rights.

This Voluntary Product Warranty is given by:
VTech Telecommunications (Australia) Pty Ltd ABN 70 136 672 627
Address: 24 Gilby Road, Mount Waverley 3149

IMPORTANT NOTE: THIS IS NOT A PRODUCT RETURN OR SERVICE ADDRESS – PLEASE CONTACT TECHELP BY PHONE OR EMAIL FOR PRODUCT AND WARRANTY SUPPORT. NO LIABILITY WILL BE ACCEPTED BY VTECH FOR PRODUCTS RETURNED TO THIS ADDRESS UNDER THIS VOLUNTARY PRODUCT WARRANTY.

Phone number: 1300 369 193
Email address: tcpsupport_au@vtech.com

Statutory Rights
Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

DISPOSAL OF BATTERIES AND PRODUCT

The crossed-out wheelie bin symbols on products and batteries, or on their respective packaging, indicates they must not be disposed of in domestic waste as they contain substances that can be damaging to the environment and human health.

The chemical symbols Hg, Cd or Pb, where marked, indicate that the battery contains more than the specified value of mercury (Hg), cadmium (Cd) or lead (Pn) set out in Battery Directive (2006/66/EC).

The solid bar indicates that the product was placed on the market after 13th August, 2005.

Help protect the environment by disposing of your product or batteries responsibly.

TECHNICAL SPECIFICATIONS

Frequency control	Crystal controlled PLL synthesizer
Transmit frequency	Baby unit: 2405 - 2475 MHz Parent unit: 2405 - 2475 MHz
Channels	32
LCD	2.8" Color LCD (QVGA 320x240 pixel)
Nominal effective range	Actual operating range may vary according to environmental conditions at the time of use.
Power requirements	Parent unit: 3.6V Ni-MH battery Baby unit power adaptor: Output: 5V DC @ 1000mA Parent unit power adaptor: Output: 6V DC @ 500mA