



vtech®

Quick start guide

Congratulations

on purchasing your new VTech product. Before using this HD video monitor, please read **Important safety instructions**.

What does HD Video Monitor do?

VTech Wi-Fi HD Video Monitor allows you to stay close to your baby when you are on the move or away.

This monitor is Wi-Fi enabled, which uses your home wireless network to stream live video and audio through the HD baby unit and 5-inch color screen parent unit. It allows you to maintain a constant connection to your baby.

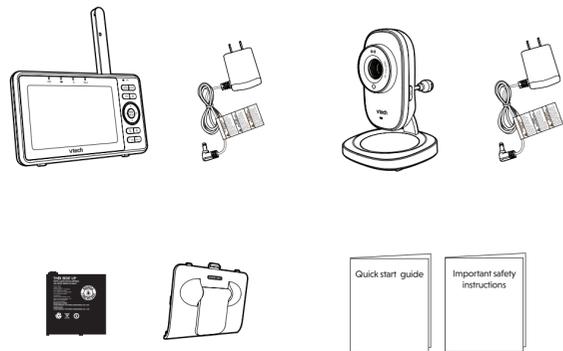
You can also monitor from your smartphone and mobile tablet.

VTech Wi-Fi HD Video Monitor uses MyVTech Baby 1080p app to let you instantly see and hear what's happening with your baby from anywhere in the world.

The app can be downloaded from the App Store or the Google Play™ Store, directly from your smartphone or mobile tablet.

WHAT'S IN THE BOX

Your HD video monitor package contains the following items. Save your sales receipt and original packaging in the event warranty service is necessary.



Requirements

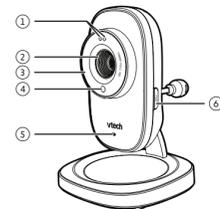
For mobile access:

MyVTech Baby 1080p mobile app

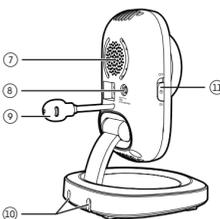
Network	Wi-Fi
Wi-Fi router	2.4GHz 802.11 b/g/n
Internet connection	1.5 Mbps @ 720p or 2.5 Mbps @1080p upload bandwidth per baby unit

OVERVIEW

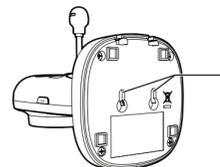
Baby unit overview



- LED indicators**
 - Flash yellow and blue alternately when the baby unit is in pairing mode.
 - Yellow is steady on when the baby unit is connecting to the Internet.
 - Yellow and blue are steady on when the baby unit is idle.
 - Flash yellow and blue slowly during video streaming.
 - Flash yellow and blue quickly and alternately when the baby unit is updating its firmware.

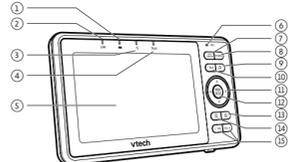


- Camera lens**
- Infrared LEDs**
 - Allow you to see clearly in a dark surrounding.



- Light sensor**
- Microphone**
- PAIR button**
 - Press and hold for 3 seconds to enter pairing mode.
 - Press and hold for 20 seconds to reset the camera settings to factory default.
- Speaker**
- Power jack**
- Temperature sensor**
- Wall mount holes for upright mounting**
- ON/OFF switch**
- Wall mount holes for lateral mounting**

Parent unit overview



- LCD display**
- Microphone**
- LCD ON/OFF**
- POWER**
- Lullaby**
 - Press to enter the lullaby menu.



- TALK**
 - Press and hold to talk to the baby unit.
- Arrow keys**
 - While in the submenu, press to exit.
 - Press to move the selection box leftward, upward, rightward or downward.
- MENU/SELECT**
 - Press to enter the menu.
 - While in a menu, press to choose an item, or save a setting.

- LED light**
 - On when the parent unit is connected to AC power, or the battery is charging.
 - Flashes when the parent unit battery is low and needs charging.
 - Off when the parent unit is disconnected from AC power.

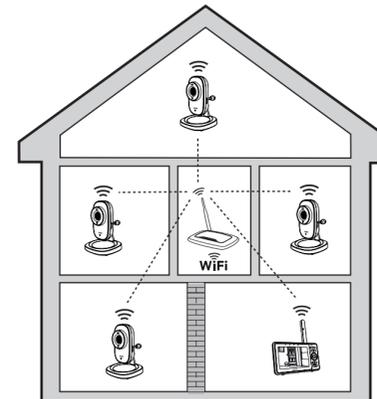
- LINK LED light**
 - On when the parent unit is linked to the baby unit.
 - Flashes when the link to the baby unit is lost.

- LED light**
 - On when the parent unit volume is set to off.
 - On when the parent unit is talking to the baby unit.

- TALK LED light**
 - On when the parent unit is talking to the baby unit.

HOW THE SYSTEM WORKS

The Wi-Fi router (not included) provides Internet connectivity to your HD video monitor system. It serves as a communicating channel between your baby unit and parent unit, allowing you to monitor and/or control your baby unit wherever you are.



PROTECT YOUR PRIVACY AND ONLINE SECURITY

VTech cares about your privacy and peace of mind. That's why we've put together a list of industry-recommended best practices to help keep your wireless connection private and your devices protected when online. We recommend you carefully review and consider complying with the following tips.

Ensure your wireless connection is secure.

- Before installing a device, ensure your router's wireless signal is encrypted by selecting the "WPA2-PSK with AES" setting in your router's wireless security menu.

Change default settings.

- Change your wireless router's default wireless network name (SSID) to something unique.
- Change default passwords to unique, strong passwords. A strong password:
 - Is at least 10 characters long.
 - Is complex.
 - Does not contain dictionary words or personal information.
 - Contains a mix of uppercase letters, lowercase letters, special characters and numbers.

Keep your devices up to date.

- Download security patches from manufacturers as soon as they become available. This will ensure you always have the latest security updates.
- If the feature is available, enable automatic updates for future releases.

Disable Universal Plug and Play (UPnP) on your router.

- UPnP enabled on a router can limit the effectiveness of your firewall by allowing other network devices to open inbound ports without any intervention or approval from you. A virus or other malware program could use this function to compromise security for the entire network.

For more information on wireless connections and protecting your data, please review the following resources from industry experts:

- Federal Communications Commission: Wireless Connections and Bluetooth Security Tips - www.fcc.gov/consumers/guides/how-protect-yourself-online.
- U.S. Department of Homeland Security: Before You Connect a New Computer to the Internet - www.us-cert.gov/ncas/tips/ST15-003.
- Federal Trade Commission: Using IP Cameras Safely - <https://www.consumer.ftc.gov/articles/0382-using-ip-cameras-safely>.
- Wi-Fi Alliance: Discover Wi-Fi Security - <http://www.wi-fi.org/discover-wi-fi-security>.

CONNECT, CHARGE AND POWER ON THE BABY MONITOR

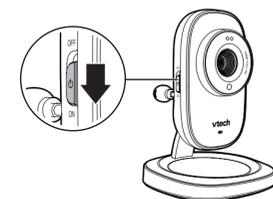
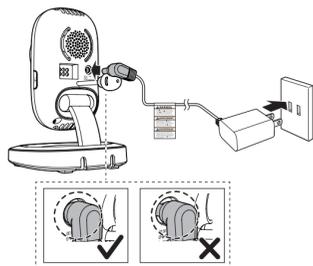
Connect the baby monitor

NOTES

- 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.

Connect and power on the baby unit

- Connect the power adapter to the baby unit and a power supply.



NOTE

- To turn off the baby unit, slide the ON/OFF switch to OFF.

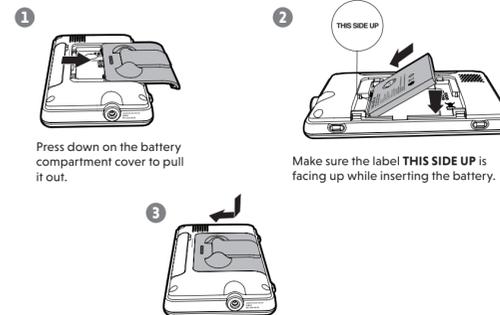
Connect and charge the parent unit

Install the parent unit battery

The parent unit runs on rechargeable battery or AC power. To continuously monitor your baby, keep the parent unit connected to AC power. With the battery alone, the parent unit can cordlessly run for a short time only.

NOTES

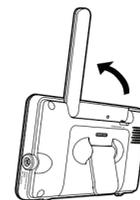
- Use only the battery supplied with this product.
- If the parent unit will not be used for a long time, disconnect and remove the battery to prevent possible leakage.



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.

Raise the parent unit antenna for better reception

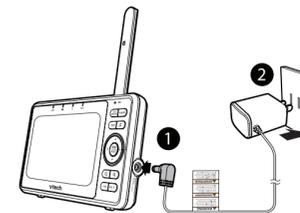


Charge the battery before use

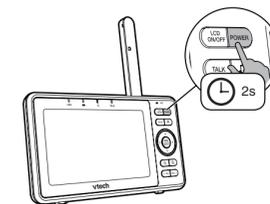
The parent unit runs on rechargeable battery or AC power. To continuously monitor your baby, keep the parent unit connected to AC power. With the battery alone, the parent unit can cordlessly run for a short time only.

NOTES

- The parent unit is fully charged after 4 hours of continuous charging.
- It takes longer to charge 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 your actual use.



After the parent unit is fully charged, press and hold **POWER** until the VTech logo appears on screen to power on.



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

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.

TECHNICAL SPECIFICATIONS

Frequency	Baby unit: 2412 - 2462 MHz
Channels	11
LCD	5" Color LCD
Nominal effective range	(FPS 480x272 pixels) at the time of use.
Power requirement	1. Parent unit power adapter: Output: 5V DC 1.5A 2. Parent unit: 3.7V Li-polymer battery Baby unit power adapter: Output: 5V DC 1500mA

BASIC OPERATION

Set up Wi-Fi connection

After powering up your video monitor, the parent unit prompts you to set up Wi-Fi connection.

- Follow the instructions on screen to select your preferred and secured 2.4GHz Wi-Fi network with good signal strength.
- After setting up Wi-Fi connection, follow the instructions on screen to pair the baby unit to the parent unit.

TIP

- You may experience reduced signal strength if your Wi-Fi router, parent unit and baby unit are far apart, or there are obstructing factors, such as internal walls, between them. Move the parent unit and baby unit closer to the Wi-Fi router to improve the signal strength.

Use the menu

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

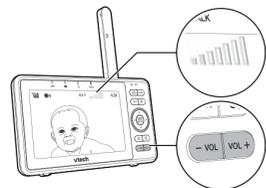
While in the menu:

- Press **▲**, **▼**, **◀** or **▶** to scroll among the menu options.
- Press **MENU/SELECT** to select an item.
- Press **-VOL** to return to the live video.

While in the submenu, press **◀** to return to the previous menu.

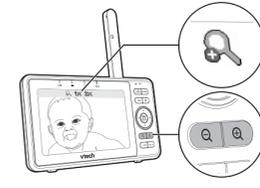
Adjust speaker volume

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



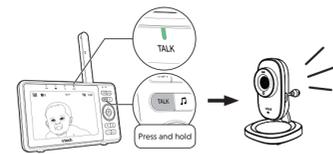
Zoom

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



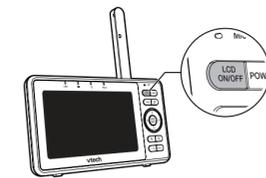
Talk to your baby via the baby unit

- Press and hold the **TALK** key.
- When the **TALK** LED turns on, speak to your parent unit. Your voice is transmitted to the baby unit.
- When finish talking, release the **TALK** key.



Turn off the screen

Press **LCD ON/OFF** to switch off the screen. You can still hear sound from the baby unit.



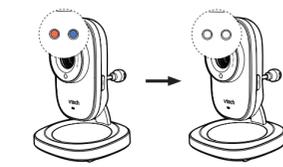
Parent unit settings

- Press **MENU** when the parent unit is idle.
- Press **▲**, **▼**, **◀** or **▶** to choose **General Settings**, then press **SELECT**.



Turn on/off baby unit LED

You may set the status LED indicators of your baby unit on or off (Go to **General Settings > Camera settings > CAM LED indication**).



TEST THE SOUND LEVEL AND POSITION THE HD VIDEO MONITOR

NOTE

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

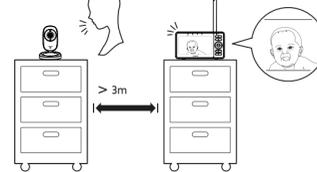
Testing the sound level of the HD video monitor

CAUTION

- For hearing protection, make sure the parent unit is more than 10 feet (3 meters) away from the baby unit. If you hear any high-pitched noise from the parent unit, move the parent unit further until the noise stops. You can also press **-VOL** on the parent unit to lower or mute the noise.

TIP

- Increase the parent unit speaker volume if you cannot hear the sounds transmitted from the baby unit.

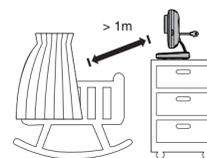


Positioning the HD video monitor

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.

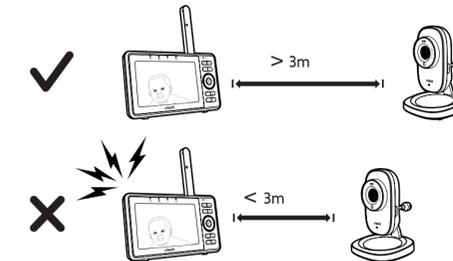
- Place the baby unit more than 3 feet (1 meter) away from your baby.



- Adjust the angle of the baby unit to aim at your baby.



- To avoid causing high-pitched screeching noise from your HD video monitor:
 - Make sure your baby unit and parent unit are more than 10 feet (3 meters) apart; OR
 - Turn down the volume of your parent unit.



AUTO SOFTWARE AND FIRMWARE UPDATE

To ensure that your HD video monitor is always at its best performance, the parent unit will automatically update its software and the baby unit's firmware when there are new versions available.

Connect your HD video monitor with home Wi-Fi network

- You must connect your video monitor to your secured home Wi-Fi network, in order to receive the latest software and firmware updates.
- Auto updates will be done when the parent unit is turned off, not in use, or when it is not streaming live video.
- To set it up your video monitor with home Wi-Fi network, go to **Network settings > Change network & pair CAM**, and then select your preferred and secured 2.4GHz Wi-Fi network with good signal strength.

DOWNLOAD APP FOR MOBILE ACCESS

- You can download the free **MyVTech Baby 1080p** mobile app and install it to a mobile device, then use your mobile device and the mobile app to monitor your areas remotely.



Install MyVTech Baby 1080p mobile app

Download the mobile app from the App Store or Google Play store.

- Browse the App Store or the Google Play store.
- Search for the mobile app with the keyword "myvtech baby 1080p".
- Download and install the **MyVTech Baby 1080p** mobile app to your mobile device.

- OR -

Scan the QR codes on the right to get the app.



NOTE

- Make sure your mobile device meets the minimum requirement for the mobile app.

Minimum requirement

The mobile app is compatible with:

- Android™ 5.0 or later; and
- iOS 8.0 or later.

- After installing the mobile app, follow the instructions in the mobile app and parent unit to set up and pair your baby unit.

In your mobile device:

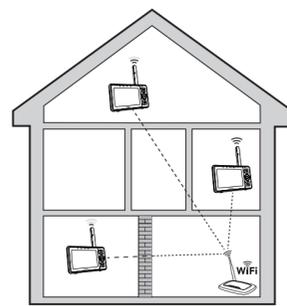
- Tap to run the mobile app in your mobile device, and then create a camera account.
- We recommend that you use common webmail services, such as Google Gmail for registration of your camera account. Check your email (and Spam folder), and activate your new camera account via the email link, then sign in to your account.
- Follow the instructions in the mobile app.
 - If your parent unit's firmware version is earlier than V2.3.2.1, tap **Need Help or Cannot Find QR code?** at the bottom of your mobile app screen. Then, tap **click here and follow instruction** on the screen.
 - To check your parent unit's firmware version, go to **Settings > About/Help > About**.

TEST THE LOCATION FOR THE BABY UNIT

If you plan to install your baby unit in a designated location, and use your home Wi-Fi network to connect your video monitor, you need to test which of your selected monitoring areas within the house have good Wi-Fi signal strength. After you have powered on your parent unit, you can use your parent unit's Wi-Fi signal strength indicator to assist in checking. Once you have identified the suitable location, you can install your baby unit. Adjust the distance between your baby unit and the Wi-Fi router if needed.

TIP

- Depending on surroundings and obstructing factors, such as the effect distance and internal walls have on signal strength, you may experience reduced Wi-Fi signal. To improve the Wi-Fi signal strength, adjust the distance or direction of your parent unit. Check with your parent unit again.



MOUNT THE BABY UNIT (OPTIONAL)

Items to purchase

You will need to purchase the following items separately to mount your baby unit:



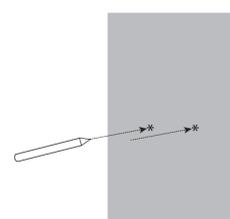
NOTE

- The types of screws and anchors you need depend on the composition of the wall.

NOTE

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

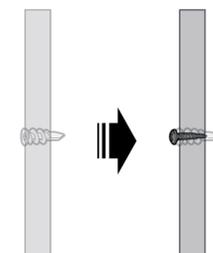
- Use a pencil to mark two holes in parallel. Make sure they are the same distance apart as the wall mount holes on the baby unit.



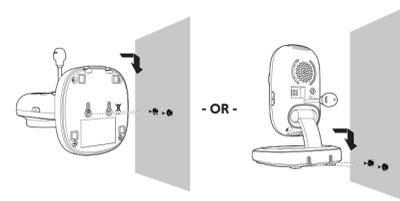
- Drill two holes in the wall.
 - If you drill the holes into a stud, go to step 3. If you drill the holes into an object other than a stud, insert the wall anchors into the hole. Tap gently on the ends with a hammer until the wall anchors are flush with the wall.



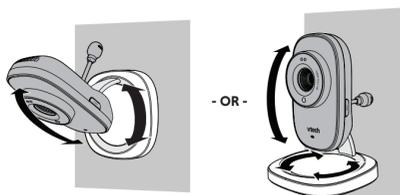
- Insert the screws into the holes and tighten the screws in the holes until only 1/4 inch of the screws are exposed.



- Depending on your preference, choose the upright or lateral orientation to mount your unit. Align the wall mount holes at the bottom or at the rear side of the baby unit with the screws on the wall. Slide the baby unit down until it locks into place.



- Tilt or rotate to adjust camera angle.



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 parent unit and the baby unit are dry before you connect them to the mains again.

STORAGE

When you are not going to use the HD video 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 HD video monitor. If you cannot find the answer to your question in the below table, visit our website at auphones.vtech.com, or call 1300 369 193 for customer service.

Can I turn off the parent unit screen but keep hearing sound from the baby unit?	Press LCD ON/OFF to turn off the screen display without powering off the parent unit. You can still hear sound from the baby unit if it is streaming and the speaker volume of the parent unit is turned on.
Why does the baby unit not respond normally?	Try the following (in the order listed) for common cure: 1. Disconnect the power to the baby unit. 2. Wait a few minutes before connecting power back to the baby unit. 3. Reboot the parent unit.
Why is my screen in black and white?	The baby unit has a light sensor that measures the ambient light. When the ambient light is dim, such as during nighttime or in a dark room, the camera activates its infrared LEDs, and displays the camera view in black and white.
Why does my baby unit show offline? Why is the connection lost every now and then?	The baby unit may lose the Internet connection. Check your network and the router setting. Other electronic products may cause interference with your baby unit. Try installing your baby unit as far away from these electronic devices as possible.
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. You may have set a low VOX sensitivity level. Set the VOX sensitivity to a higher level. For details, refer to the online manual.

NEED HELP?

Driven by system updates, the software, online help topics, and online FAQs will be updated periodically.

For operations and guides to help you using your HD 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://auphones.vtech.com/help/support>; 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.

- Search for the model - **RM5752**.

If you would like to contact us, visit

<https://auphones.vtech.com/help/cs> or scan the QR code.

You can also call our Customer Support at 1300 369 193.



Online help and support



Contact us

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 TechHelp 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 TechHelp 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 TECHHELP 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.