For product support please call:
1300 369 193

ST5000

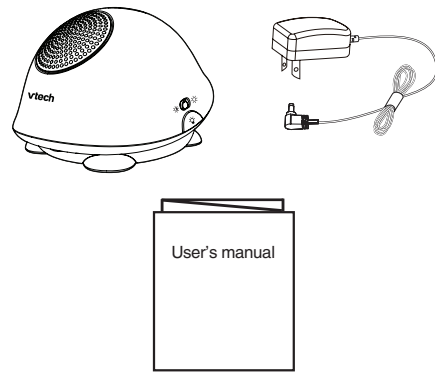Safe & Sound®
Storytelling Soother

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.
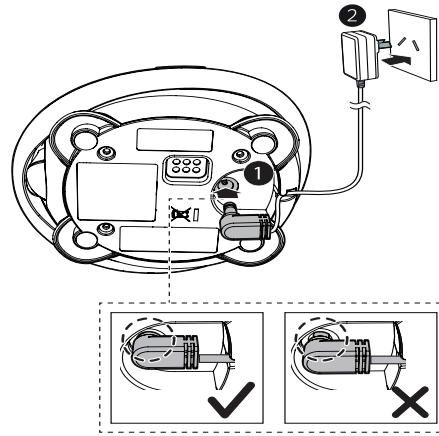
Connect the soother

📎 NOTES
- Use only the power adapter supplied with this product.
- 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 they are plugged into a ceiling, under-the-table or cabinet outlet.
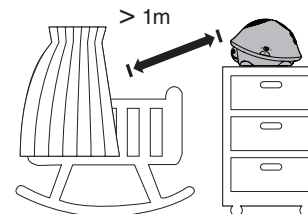- Make sure the soother and the power adapter cord are out of reach of children.
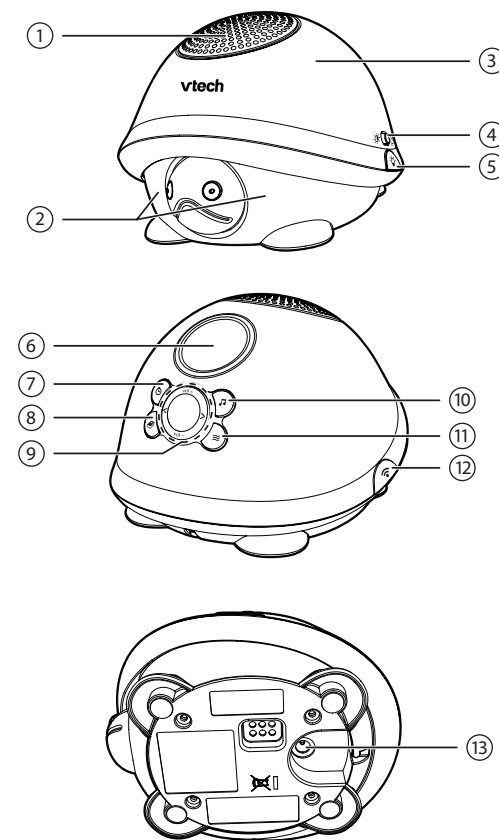

Position the soother

⚠ CAUTION
- Keep the soother out of the reach of your baby. Never place the soother inside the baby's crib or playpen.

Place the soother more than 1 metre (3 feet) away from your baby.
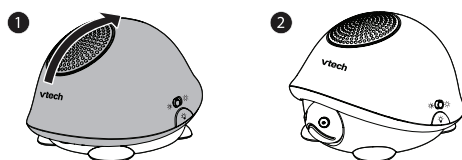

Overview

1	Speaker
2	Dimmable soft-glow night light
3	Turtle shell
	• Rock the shell backward to power on the soother.
	• Rock the shell forward to power off the soother.
4	☀/☀ Night light brightness switch
	• Slide to select dim light or bright light mode.
5	☀ Night light
	• Press to turn on or off the night light.

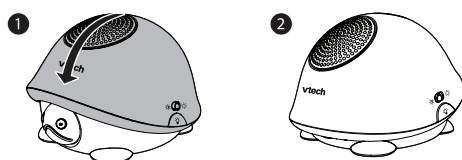| 6	Display window
7	⏱ Auto-off timer
	• Press to turn on an auto-off timer while playing story, lullaby or soothing sound. It will automatically stop the tracks after playing for 30/45/60 minutes.
8	📖 Story
	• Press to play or stop the story.
9	**vol +**
	• Press to increase the speaker volume.
	vol -
	• Press to decrease the speaker volume.
	>
	• While playing a story, lullaby or soothing sound, press to play the next track.
	<
	• While playing a story, lullaby or soothing sound, press to play the previous track.
10	🎵 Lullaby
	• Press to play or stop the lullaby.
11	≈ Soothing sound
	• Press to play or stop the soothing sound.
12	📶 Wi-Fi
	• Press to turn on or off the soother's Wi-Fi network (for using with the **Tommy the Turtle Storytelling Soother** app).
13	Power jack

Use the soother

Power on or off the soother
- Rock the turtle shell backward to power on the soother.

- Rock the turtle shell forward to power off the soother.

📎 NOTE
- Make sure the soother is on before using other features.

Play the story
- Press 📖 to start playing stories.
- Press > to skip to the next story.
- Press < to play the previous story.
- While a story is playing, press 📖 to stop the story.

📎 NOTES
- The display window will show you the track number of the story currently playing.
- The soother will play the stories continuously unless you manually stop the stories or turn on the auto-off timer feature.
- When a story ends, the soother automatically skips to the next story. After the soother plays the last story in the story list, it restarts playing from the first story again.

Play the lullaby
- Press 🎵 to start playing lullabies.
- Press > to skip to the next lullaby.
- Press < to play the previous lullaby.
- While a lullaby is playing, press 🎵 to stop the lullaby.

📎 NOTES
- The display window will show you the track number of the lullaby currently playing.
- The soother will play the lullabies continuously unless you manually stop the lullabies or turn on the auto-off timer feature.
- When a lullaby ends, the soother automatically skips to the next lullaby. After the soother plays the last lullaby in the lullaby list, it restarts playing from the first lullaby again.

Play the soothing sound
- Press ≈ to start playing soothing sounds.
- Press > to play the next soothing sound.
- Press < to play the previous soothing sound.
- While a soothing sound is playing, press ≈ to stop the soothing sound.

📎 NOTES
- The display window will show you the track number of the soothing sound currently playing.
- The soother will play the soothing sounds continuously unless you manually stop the soothing sounds or turn on the auto-off timer feature.
- The soother will repeat the same soothing sound again and again unless you skip to the other soothing sounds.

Adjust the speaker volume
- Press **vol-** or **vol+** at any time.

📎 NOTE
- The soother beeps to notify you when the speaker volume is already at the highest or lowest setting while adjusting.

Set the auto-off timer

While the soother is playing story, lullaby or soothing sound, the auto-off timer feature helps you automatically stop the story, lullaby or soothing sound after playing for 30/45/60 minutes.

1. While a story, lullaby or soothing sound is playing, press ⏱ to set the auto-off timer.
2. Press < or > to choose **30**, **45** or **60** minutes as shown on the display window.
3. Press ⏱ to confirm. The soother starts counting down 30/45/60 minutes. The ⏱ light turns on.

After 30/45/60 minutes, the soother will automatically stop any story, lullaby or soothing sound. The auto-off timer feature and the ⏱ light turn off.

📎 NOTES
- You can only turn on the auto-off timer feature when the soother is playing story, lullaby or soothing sound.
- The auto-off timer feature will not power off the soother or turn off the night light after the countdown.
- You can press ⏱ again to turn off the auto-off timer feature during the countdown.
- If you manually stop the story, lullaby or soothing sound while the auto-off timer is counting down, the auto-off timer will turn off.

Turn on or off the dimmable soft-glow night light
- While the soother is on, press ☀ to turn on the night light.
- Slide the night light switch to ☀ to select dim light, or to ☀ to select bright light.
- Press ☀ again to turn off the night light.

Turn on or off the soother's Wi-Fi network (for app usage)

You can turn on the soother's Wi-Fi network for using the soother with the **Tommy the Turtle Storytelling Soother** mobile app.

- Press 📶 to turn on the Wi-Fi network. The 📶 light turns on.
- Press 📶 again to turn off the Wi-Fi network. The 📶 light turns off.

📎 NOTES
- Turning on the soother's Wi-Fi network will stop all story, lullaby and soothing sound from playing. Make sure you turn off the soother's Wi-Fi network before playing any sounds.
- The display window shows - - when the soother's Wi-Fi network is on.
- The soother's Wi-Fi network will be automatically off after 30 minutes if there is no data transfer.

For more information about the app, see **About Tommy the Turtle Storytelling Soother app**.

About Tommy the Turtle Storytelling Soother app

To enhance your experience on using the soother, you can use your ST5000 storytelling soother with the free, compatible mobile app.

Main features of the app:
- **My Library** stores extra free stories, lullabies and soothing sounds exclusive to the app. You can update your soother using the app and play these additional tracks on your soother.
- **Record Stories** allows you to record your own stories and messages. You can play these recordings on your soother.

📎 NOTE
- Make sure your mobile device meets the minimum requirement for the mobile app:
  - Android® 4.3 or later; and
  - iOS 8.1 or later.

Install the app on your mobile device

1. Scan the QR codes below, or search "vtech tommy the turtle" in the Google Play® store or App store.

Android

iOS

2. Download and install the app.

Connect your mobile device to the soother

To access all features of the app, you need to connect your mobile device to the soother's Wi-Fi network first.

- If it is the first time you launch the app, the app prompts you to follow the instructions shown on screen to connect your mobile device to the soother's Wi-Fi network.
- If your have launched the app before:
  1. On the app home page, tap ⚙.
  2. Select **Connect to soother**.
  3. Follow the instructions shown on screen to connect your mobile device to the soother's Wi-Fi network.

📎 NOTES
- The soother's Wi-Fi network is displayed as **Tommy Turtle Soother_XXXX** on the Wi-Fi list (XXXX are four random characters). The default Wi-Fi password is **SStoryteller** (case-sensitive).
- Up to three mobile devices can be connected to the soother's Wi-Fi network. Only one of the mobile devices can use the **My Library** feature at a time.

Access the app manual

For all instructions and troubleshooting on using the app, access the app manual and frequently asked questions in the app.

1. On the app home page, tap ⚙.
2. Select **App Manual** or **FAQ** to find the desired information.

General product care

To keep this soother working well and looking good, follow these guidelines:

- Avoid putting the soother near heating appliances and devices that generate electrical noise (for example, motors or fluorescent lamps).
- Avoid dropping the soother or treating it roughly.
- DO NOT expose the soother to direct sunlight or moisture.
- DO NOT use the soother in the rain, or handle it with wet hands.
- Clean with a soft cloth.
- DO NOT immerse the soother in water and do not clean it under the tap.
- DO NOT use cleaning spray or liquid cleaners.
- Make sure the soother is dry before you connect it to the any power sources.

Frequently asked questions

Below are the questions most frequently asked about the soother. If you cannot find the answer to your question, please contact TecHelp on 1300 369 193.

The soother does not play sounds.	The soother is not turned on. Make sure the power adapter is securely plugged into the soother and electrical outlet. Slide the turtle shell backward to turn on the soother.
	You may have turned on the soother's Wi-Fi network. Make sure the soother's Wi-Fi network is off before you play any sounds. The 📶 light should be off.
The night light does not turn on.	The soother is not turned on. Make sure the power adapter is securely plugged into the soother and electrical outlet. Slide the turtle shell backward to turn on the soother.
When I press ⏲ to turn on the auto-off timer, the soother beeps.	The auto-off timer feature is not turned on. Make sure you press ⏲ when the soother is playing a story, lullaby or soothing sound.

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. 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.
4. Use only the adapters included with this product. Incorrect adapter polarity or voltage can seriously damage the product. Power adapter: Input: 100-120V AC 200mA 60Hz; Output: 6V DC 600mA
5. 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.
6. For pluggable equipment, the socket-outlet shall be installed near the equipment and shall be easily accessible.
7. Unplug this product from the wall outlet before cleaning. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.
8. Do not cut off the power adapters to replace them with other plugs, as this causes a hazardous situation.
9. Do not allow anything to rest on the power cords. Do not install this product where the cords may be walked on or crimped.
10. 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.
11. Do not overload wall outlets or use an extension cord.
12. Do not place this product on an unstable table, shelf, stand or other unstable surfaces.
13. 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.
14. 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.
15. 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.
16. Periodically examine all components for damage.
17. Children should be supervised to ensure that they do not play with the product.
18. 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. Make sure the product and the adapter cord are always out of reach of the baby, at least 1 metre away from the baby or crib, to avoid a possible strangulation hazard.
4. Never place the product inside the baby's crib or playpen. Never cover the product with anything such as a towel or a blanket.
5. Other electronic products may cause interference with the product. Try installing the product as far away from these electronic devices as possible: wireless routers, radios, cellular telephones, intercoms, room monitors, televisions, personal computers, kitchenappliances and cordless telephones

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.

Technical specifications

Frequency	2412 - 2472 MHz
Channels	13
Nominal effective range	Actual operating range may vary according to environmental conditions at the time of use.
Power requirements	Power adapter: Input: 100-240V AC 150mA 50/60Hz; Output: 6V DC 600mA

Credits:

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