vtech®

Safe & Sound™ audio monitor
Online user's manual

www.babymonitors.vtech.com

Models:
DM221/DM221-2

DECT 6.0

Congratulations

on purchasing your new VTech product. Before using this product, please read **Important safety instructions** on page iii of this manual.

This manual has all the feature operations and troubleshooting necessary to install and operate your new VTech product. Please review this manual thoroughly to ensure proper installation and operation of this innovative and feature rich VTech product. For support, shopping, and everything new at VTech, visit our website at www.babymonitors.vtech.com. In Canada, please visit www.vtechcanada.com.

Product introduction

DM221 is an audio monitor which consists of one baby unit (**DM221 BU**) and one parent unit (**DM221 PU**).
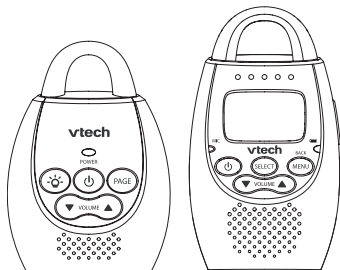
DM221-2 is an audio monitor which consists of one baby unit (**DM221-2 BU**) and two parent units (**DM221-2 PU**).
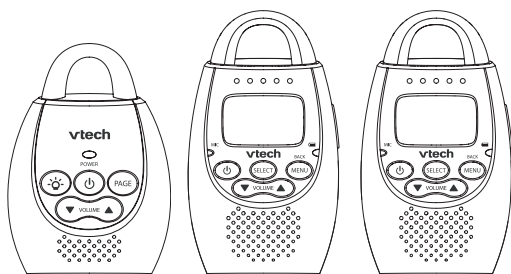
The parent units may be shipped with protective stickers covering the displays. Remove the protective stickers before use.

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**: 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 pack or replacement battery pack. Do not dispose of batteries in a fire. They may explode. Dispose of used battery according to the information in **The RBRC® seal** (see page 24).

7. Use only the adapters included with this product. Incorrect adapter polarity or voltage can seriously damage the product.
    Baby unit power adapter: Input 100-120V AC 60 Hz; output: 6V DC 400 mA
    Parent unit power adapter: Input 100-120V AC 60 Hz; output: 6V DC 400 mA

8. 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.

9. Unplug this product from the wall outlet before cleaning. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.

10. Unplug the power cords before replacing the battery pack.

11. Do not cut off the adapters to replace them with other plugs, as this causes a hazardous situation.

12. Do not allow anything to rest on the power cords. Do not install this product where the cords may be walked on or crimped.

13. 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.

14. Do not overload wall outlets or use an extension cord.

15. Do not place this product on an unstable table, shelf, stand or other unstable surfaces.

16. 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. This product should not be placed in any area where proper ventilation is not provided.

17. 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.

Important safety instructions (continued)

18. 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.

19. You should test the sound reception every time you turn on the units or move one of the components.

20. Periodically examine all components for damage.

21. Be aware of possible loss of privacy while using public airwaves. Conversations may be picked up by other nursery monitors, cordless phones, scanners, etc.

22. Children should be supervised to ensure that they do not play with the product.

23. 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 32°F and 104°F.

2. Do not expose the product to extreme cold, heat or direct sunlight. Do not put the product close to a heating source.

3. The battery pack should not be exposed to excessive heat such as bright sunshine or fire.

4. Make sure the baby unit and the adapter cord are always out of reach of the baby, at least 3 feet away from the baby or crib, to avoid a possible strangulation hazard.

5. Never place the baby unit inside the baby's crib or playpen.

6. Never cover the baby unit or parent unit(s) with anything such as a towel or a blanket.

7. Other electronic products such as HAM radios and DECT cordless phones may cause interference with your audio monitor. Try installing your audio monitor as far away as possible from these types of electronic 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.

Table of contents

Getting started

Parts checklist

Check to make sure the package contains the following items.
Save your sales receipt and original packaging in the event warranty service is necessary.
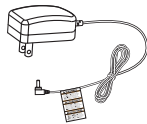
Baby unit
(DM221 BU/DM221-2 BU)

Parent unit
(DM221 PU/DM221-2 PU)
(1 for DM221 and 2 for DM221-2)

Parent unit battery
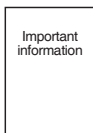compartment cover *
(1 for DM221 and
 2 for DM221-2)

Battery pack for
parent unit *
(1 for DM221 and
 2 for DM221-2)

Power adapters *
(2 for DM221 and
 3 for DM221-2)

User's manual *

Important information *

* indicates replacements are available. For more information, visit our website at www.babymonitors.vtech.com or call 1 (800) 595-9511. In Canada, go to www.vtechcanada.com or call 1 (800) 267-7377.
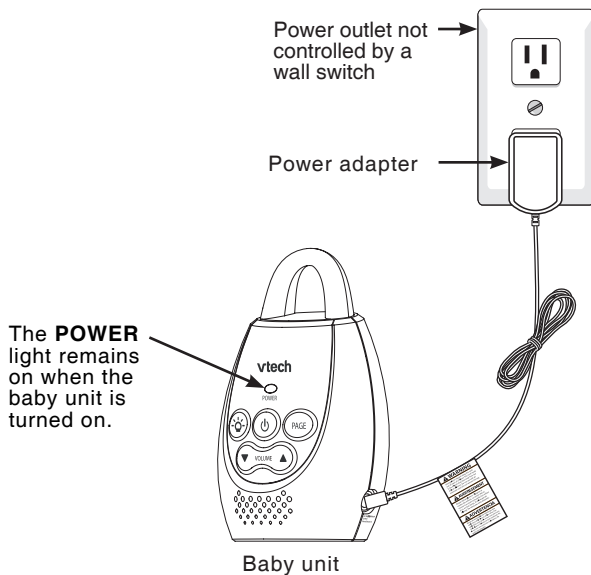
Getting started

Baby unit installation

You can power up the baby unit by connecting it to AC power.

Install the baby unit as shown below.

Make sure that the power outlet is not controlled by a wall switch. Bundle the power adapter cord neatly with a twist tie.

The baby unit turns on when it is powered up.

Power outlet not controlled by a wall switch

Power adapter

The **POWER** light remains on when the baby unit is turned on.

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POWER

VOLUME

Baby unit

note
- Use only the power adapters supplied with this product. To order a replacement, visit our website at www.babymonitors.vtech.com or call 1 (800) 595-9511. In Canada, go to www.vtechcanada.com or call 1 (800) 267-7377.
- The 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.
- Make sure the unit and the power adapter cord are out of reach of children.

Getting started

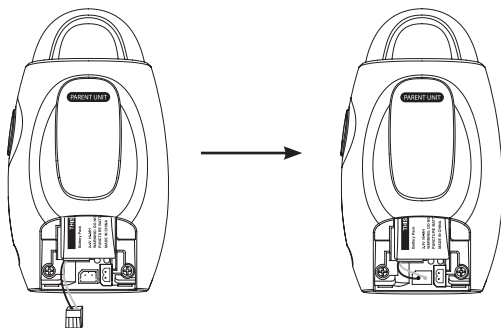## Parent unit battery installation

You can power up the parent unit by connecting it to AC power or to the rechargeable battery pack provided. Even if the parent unit is connected to AC power, we recommend you also install the battery pack. This guarantees continued operation in case of a power outage.

Install the battery as shown below.

1. Insert the battery into the battery compartment with the label **THIS SIDE UP** facing up and the wires hanging out.
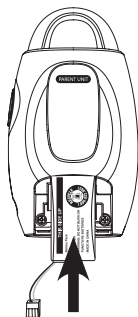
2. Plug the battery connector securely into the socket inside the battery compartment. The parent unit turns on when it is powered up. Place the wires neatly inside the battery compartment.

Getting started

Parent unit battery installation (continued)

3. Align the cover flat against the battery compartment, then slide it towards the center of the parent unit until it clicks into place.

note
- If the parent unit will not be used for a long time, disconnect and remove the battery pack to prevent possible leakage.
- Use only the battery pack supplied with this product. To purchase a replacement battery pack, visit our website at www.babymonitors.vtech.com or call 1 (800) 595-9511. In Canada, go to www.vtechcanada.com or call 1 (800) 267-7377.
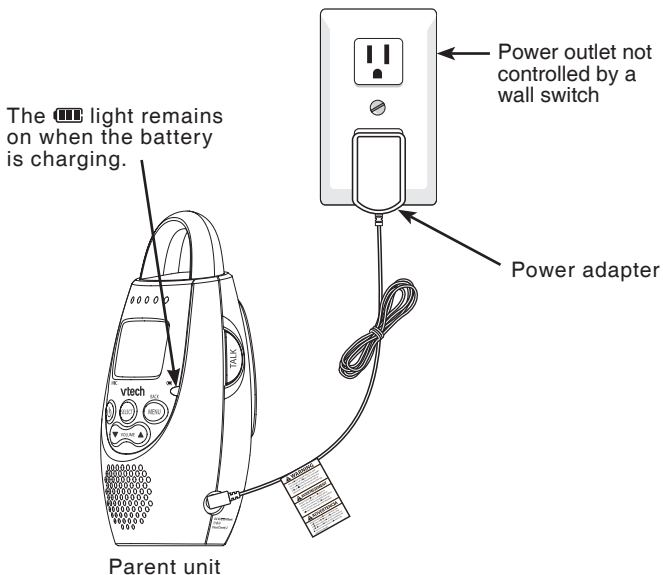
Getting started

Parent unit installation

Install the parent unit as shown below.

Make sure that the power outlet is not controlled by a wall switch. Bundle the power adapter cord neatly with a twist tie.

When the battery pack is installed, the 🔋 light turns on while charging.

The 🔋 light remains on when the battery is charging.

Power outlet not controlled by a wall switch

Power adapter

Parent unit

note • Use only the power adapters supplied with this product. To order a replacement, visit our website at www.babymonitors.vtech.com or call 1 (800) 595-9511. In Canada, go to www.vtechcanada.com or call 1 (800) 267-7377.
• 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.
• Make sure the units and the power adapter cords are out of reach of children.

Getting started

Parent unit battery charging

The parent unit turns on after you have installed the parent unit battery or connected the parent unit to AC power (see pages 3 to 5). The battery icon indicates the battery status (see the table below). The parent unit battery is fully charged after 11 hours of continuous charging. See the table on page 19 for battery operating time.

When the parent unit is operating in battery mode and the battery is low, you need to charge the parent unit without interruption for at least 30 minutes to give the parent unit enough charge to use for a short time. When operating in low battery condition, **LOW BATTERY** and ⬛ flash on the parent unit. The 🔲 light flashes and the parent unit plays short beeps to alert you.

The following table summarizes the battery charge indicators and actions to take.

Battery indicators	Battery status	Action
The battery icon is off.	No battery is installed. The parent unit can be used only when it is connected to AC power.	Install the parent unit battery. Charge without interruption (at least 30 minutes).
LOW BATTERY and ⬛ flash on the screen. 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.

note When you charge the battery pack initially or it is not used for a long period of time, charge it for 11 hours continuously. It takes longer to charge the battery when the parent unit is turned on. To shorten the charging time, turn the parent unit off.

Getting started

Baby unit overview

⏻ (On/off)

<u>Press and hold</u> to turn on or off (page 16).

🔆 (Nightlight)

Press to turn the nightlight on or off (page 16).

▼/VOLUME/▲

Press to increase or decrease the speaker volume (page 16).

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POWER

Nightlight

On when 🔆 (nightlight) turns on (page 16).
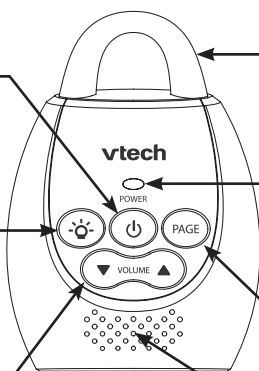
POWER light
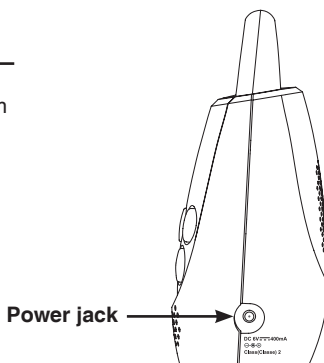
On when the baby unit turns on (page 16).

PAGE

Press to find all parent units (page 16).

Microphone

BABY UNIT

Speaker

To listen to broadcasts from the parent unit (page 17).

Power jack

DC 6V/TT400mA
⊖—⦾—⊕
Class(Class) 2

Getting started

Parent unit overview

Sound level indicators

Lights up when there are sounds detected from the baby unit. The number of indicators that light up depends on the loudness of the sound.

Display screen

MIC (Microphone)

⏻ (On/off)

<u>Press and hold</u> to turn on or off (page 17).

While in a menu, press to return to idle mode.

▼/VOLUME/▲

Press to decrease or increase the speaker volume (page 17).

While in a menu, press to scroll down or up.

▥ light

On when the battery is charging or is fully charged.

Flashes when the battery is low and needs charging.

Off when no battery is installed.

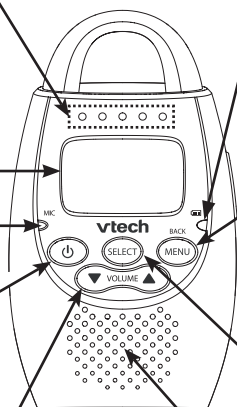### MENU/BACK

Press to enter the menu (page 12).

While in a menu, press to return to the previous menu.

SELECT

While in a menu, press to choose an item or save a setting (page 12).

Speaker

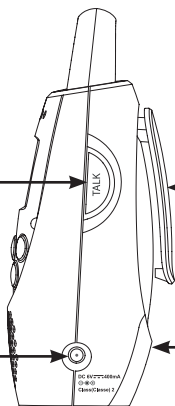To listen to sounds transmitted from the baby unit (page 17).

TALK

<u>Press and hold</u> to talk to the baby unit (page 17).

Belt clip

Power jack

Battery compartment cover

Getting started

Parent unit display screen icons

Connection status	

▼ᵢᵢ	**Connection status** - ᵀᵢᵢ displays when strong signal strength is detected between the baby unit and the parent unit. - ᵀᵢ displays when moderate signal strength is detected between the baby unit and the parent unit. - ᵀ displays when weak signal strength is detected between the baby unit and the parent unit. - ᵀ flashes when the link is lost between the baby unit and the parent unit.
💡	**Nightlight auto-on** - Displays when the nightlight auto-on feature is turned on.
((●))	**Sound alert** - Displays when the sound alert of the parent unit is turned on. - Flashes when there are sounds transmitted from the baby unit that turn on four sound level indicators on the parent while the speaker volume on the parent unit is set to **VOLUME OFF**.
📳	**Vibration alert** - Displays when the vibration alert of the parent unit is turned on. - Flashes when there are sounds transmitted from the baby unit that turn on four sound level indicators on the parent unit.
🔇	**Speaker status** - Displays when the speaker volume of the parent unit is set to **VOLUME OFF**.
▪▪▪	**Battery status** - ⊏▭⊐⊏▮⊐⊏▮▮⊐⊏▮▮▮⊐ animates when the battery is charging. - ▪▪▪ displays solid when the battery is fully charged. - ▪▪▪ flashes when the battery fails to charge. - ▭ flashes when the battery is low and needs charging. - No battery icon displays when there is no battery installed.

Getting started

Positioning and operating range

Positioning the audio monitor

Place the parent unit within the operating range (see below) of the baby unit. We recommend you place the parent unit at least 3 feet away from the baby unit to avoid audio feedback. If you still experience audio feedback, move the parent unit and the baby unit farther apart.

At least 3 feet
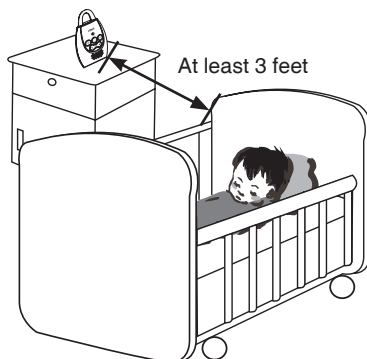
Audio settings

The baby unit may not detect sounds when the sensitivity level is set below a certain level. You may need to increase the sensitivity level (see page 12).

You may need to turn the speaker volume on the parent unit louder to hear the sounds transmitted from the baby unit (see page 17).

Operating range

The operating range of the audio monitor is up to 1,000 feet outdoors or 150 feet indoors. The actual operating range may vary depending on the environmental conditions and other interferences such as walls, doors and other obstructions.

note It is the caregiver's responsibility to stay close enough to take care of any eventuality.

Getting started

Test your audio monitor before use

It is important to test the audio monitor when it is installed initially, and at regular times thereafter. Test your parent units and baby unit if they have not been used for a long time or you suspect they are defective.

To test your audio monitor:

1. Place the parent unit and the baby unit in the same room to test the product. Make sure the baby unit is at least 3 feet away from the parent unit.

2. Install the baby unit and the parent unit as described on pages 2 to 5. Both units should turn on when they are powered up.

3. When the parent unit is linked to the baby unit, the screen displays **LINKED**. Your audio monitor is now ready for use.

note   If no connection can be established, the parent unit displays **NOT LINKED** and Ψ flashes.

Parent unit settings

Using the menu

To enter the parent unit menu:

1. Press **MENU/BACK** when the parent unit is not in use.
2. Press ▼ or ▲ until the screen displays the desired feature. Press **SELECT** to enter that feature menu.
3. Press ▼ or ▲ until the screen displays the desired option. Press **SELECT** to confirm your selection.

note
- To return to the previous menu, press MENU/**BACK**.
- To exit the menu without making any changes, press ⏻.

Sensitivity

You can use the parent unit to change the sound sensitivity level of the baby unit from **LEVEL 1** to **LEVEL 5**. The higher the sound sensitivity level is set, the more sensitive the baby unit is in detecting sounds for transmitting to the parent units. The sensitivity level is preset to **LEVEL 5**.

If you want the baby unit to be very sensitive in detecting sounds, you may set the sensitivity level to the highest level (**LEVEL 5**), so that the baby unit will always detect any sounds including background noises for transmitting to the parent units. If you want the baby unit to be less sensitive in detecting sounds, you may set the sensitivity level to a lower level (**LEVEL 1** to **LEVEL 4**), so that the baby unit will transmit sounds to the parent units only when your baby is very noisy or crying loudly.

To change the sensitivity level of the baby unit:

1. Press **MENU/BACK** when the parent unit is not in use.
2. Press **SELECT** to choose **SENSITIVITY**.
3. Press ▼ or ▲ to scroll through the choices.
4. Press **SELECT** to confirm your selection. The screen displays **SAVED** and you hear a confirmation tone.

note
To enter the sensitivity menu of the parent unit, the baby unit must be turned on.

Parent unit settings

Sound alert

You may turn on the sound alert while the speaker volume is turned off so that the parent unit beeps as soon as the baby unit detects sounds which light up four sound level indicators on the parent unit.

When the sound alert of the parent unit is turned on, (◉) displays. The sound alert is preset to **OFF**.

To set the sound alert of the parent unit:

1. Press **MENU/ʙᴀᴄᴋ** when the parent unit is not in use.
2. Press ▼ or ▲ to choose **SOUND ALERT**, then press **SELECT**.
3. Press ▼ or ▲ to choose **ON** or **OFF**.
4. Press **SELECT** to confirm your selection. The screen displays **SAVED** and you hear a confirmation tone.

note The sound alert setting on each parent unit is independent.

Vibration alert

You may turn on the vibration alert so that the parent unit vibrates as soon as the baby unit detects sounds which light up four sound level indicators on the parent unit.

When the vibration alert of the parent unit is turned on, 📳 displays. The vibration alert is preset to **OFF**.

To set the vibration alert of the parent unit:

1. Press **MENU/ʙᴀᴄᴋ** when the parent unit is not in use.
2. Press ▼ or ▲ to choose **VIBE ALERT**, then press **SELECT**.
3. Press ▼ or ▲ to choose **ON** or **OFF**.
4. Press **SELECT** to confirm your selection. The screen displays **SAVED** and you hear a confirmation tone.

note
- Each time you set the vibration alert to **ON**, the parent unit vibrates briefly after you press **SELECT**.
- The vibration alert setting on each parent unit is independent.

Parent unit settings

Nightlight auto-on

You can turn on or off the nightlight on the baby unit manually (see page 16). You can also use the parent unit to set the nightlight on the baby unit to automatically turn on whenever sounds are detected from the baby unit.

When the nightlight auto-on setting is set to **YES**, 💡 displays. The default setting is preset to **NO**.

To change the nightlight auto-on setting:

1. Press **MENU/ʙᴀᴄᴋ** when the parent unit is not in use.
2. Press ▼ or ▲ to choose **NIGHTLIGHT**, then press **SELECT**.
3. Press **SELECT** to choose **AUTO ON**.
4. Press ▼ or ▲ to choose **YES** or **NO**.
5. Press **SELECT** to confirm your setting. The screen displays **SAVED** and you hear a confirmation tone.

note

- To enter the nightlight menu of the parent unit, the baby unit must be turned on.
- If the nightlight on the baby unit is already on, the nightlight will go off immediately when you change the nightlight auto-on setting from **YES** to **NO**.
- If the nightlight on the baby unit is already on and the nightlight auto-on setting is **YES**, the nightlight on the baby unit will go off immediately after you press ☼ and the nightlight auto-on feature will become inactive for 5 minutes.

Language

You can select a language (English, French or Spanish) to be used in all screen displays. The language is preset to **English**.

To change the language:

1. Press **MENU/ʙᴀᴄᴋ** when the parent unit is not in use.
2. Press ▼ or ▲ to choose **LANGUAGE** (**LANGUE** if French is set, or **IDIOMA** if Spanish is set), then press **SELECT**.
3. Press ▼ or ▲ to choose **ENGLISH**, **FRANCAIS** or **ESPANOL**.
4. Press **SELECT** to confirm your selection. The screen displays **SAVED** and you hear a confirmation tone.

note

The language setting on each parent unit is independent.

Parent unit settings

Set default

Use this feature to restore to the default settings. Restoring the default settings on one parent unit will only reset the shared settings (sensitivity and nightlight auto-on) of the other parent unit.

To restore to the default settings:

1. Press **MENU/BACK** when the parent unit is not in use.
2. Press ▼ or ▲ to choose **SET DEFAULT**, then press **SELECT**.
3. Press ▼ or ▲ to choose **YES** or **NO**.
4. When you choose **YES**, press **SELECT** to confirm your selection. You hear a confirmation tone and then the screen displays **LINKED**.

   -OR-

   When you choose **NO**, press **SELECT** to confirm your selection. The screen displays the previous menu.

note When you reset the default settings, any units that are turned off or out of range will not be reset.

Baby unit operation

Power on or off the baby unit

- Press and hold ⏻ for 2 seconds to turn on the baby unit. The **POWER** light turns on.
- Press and hold ⏻ for 2 seconds again to turn off the baby unit. The **POWER** light turns off.
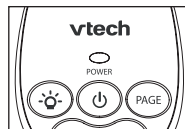
Speaker volume

You can change the speaker volume (listening volume) from **Level 1** to **Level 5**. The speaker volume is preset to **Level 3**.

To adjust the speaker volume:

- Press ▼/**VOLUME** or **VOLUME**/▲ on the baby unit at any time.
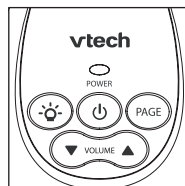
Nightlight on the baby unit

When you have turned on the nightlight on the baby unit, it will turn off automatically when no sound is detected within 15 minutes.

To turn on the nightlight:

- When the parent unit is not talking to the baby unit, press ☼ on the baby unit. The **Nightlight** turns on.

To turn off the nightlight:

- When the parent unit is not talking to the baby unit, press ☼ again on the baby unit. The **Nightlight** turns off.

Find/page the parent unit

Use this feature to find misplaced parent units.

1. Press **PAGE** on the baby unit. All idle parent units ring and display **PAGING**.
2. To end paging, press any key on the parent unit, or press **PAGE** on the baby unit.
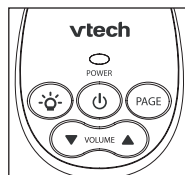
note
- Paging rings all parent units even if the speaker volume of parent unit is set to **VOLUME OFF**.
- The baby unit cannot page any parent unit that is turned off, out of range or talking to the baby unit.

Parent unit operation

Power on or off the parent unit

- Press and hold ⏻ for 2 seconds to turn on the parent unit. The display screen turns on.
- Press and hold ⏻ for 2 seconds again to turn off the parent unit. The display screen turns off.
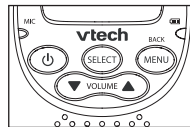
Speaker volume

You can change the speaker volume (listening volume) from **VOLUME 1** to **VOLUME 5**, or turn it off. The speaker volume is preset to **VOLUME 3**.

When the speaker volume is off, 🔇 appears on the screen.

To adjust the speaker volume:

- Press ▼/**VOLUME** or **VOLUME**/▲ when the parent unit is not in use.
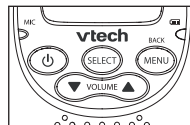
Talk to the baby unit

You can broadcast messages from a parent unit to the baby unit and the other parent unit. If you have two parent units, you can use both of them at the same time to talk to the baby unit.

To talk to the baby unit:

- Press and hold **TALK** on the side of the parent unit. The screen displays **TALK** when the voice connection to the baby unit is made. Speak towards the **MIC** on the parent unit. Your voice is broadcast to the baby unit and the other parent unit.
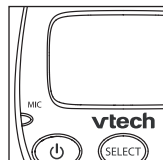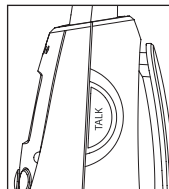
note　When a parent unit is talking to the baby unit, it is also broadcast to the other parent unit. However, any sounds from the baby unit cannot be transmitted to the parent units at the same time.

Appendix

Parent unit display screen messages

CHECK BATT	When the battery charging performance is abnormal, the 🔋 light is off and the 🔋 icon flashes on the screen.
LINKED	When the link between the parent unit and the baby unit is established.
LOW BATTERY	The parent unit uses only the rechargeable battery pack and it needs to be recharged.
NOT LINKED	When the link between the parent unit and the baby unit is lost continuously for over 10 seconds.
PAGING	All idle parent units are being paged by the baby unit.
SAVED	Your selection has been saved.
SEARCHING	The parent unit is out of range of the baby unit, or the baby unit is out of power.
TALK	The parent unit is talking to the baby unit.
TALKBACK	The other parent unit is talking to the baby unit.

Appendix

Parent unit battery

It takes up to 11 hours for the battery pack to be fully charged. When it is fully charged, you can expect the following performance:

Operation	Operating time
While in standby* mode	Up to 8 days

* The parent unit is not charging or in **TALK** mode. There is no sound detected from the baby unit. The standby time varies depending on the sensitivity level you set, your actual use and the age of the battery.

The battery needs charging when:

• A new battery pack is installed in the parent unit.
• The parent unit beeps four times every minute.
• The battery pack is properly installed and no battery icon displays on the screen.
• **LOW BATTERY** and ⬛ flashes on the parent unit screen.
• The ⬛ light flashes on the parent unit.

CAUTION:

To reduce the risk of fire or injury, read and follow these instructions:

• Use only the battery pack provided or equivalent. To order a replacement, visit our website at www.babymonitors.vtech.com or call 1 (800) 595-9511. In Canada, go to www.vtechcanada.com or call 1 (800) 267-7377.
• Do not dispose of the battery pack in a fire. Check with local waste management codes for special disposal instructions.
• Do not open or mutilate the battery pack. Released electrolyte is corrosive and may cause burns or injury to the eyes or skin. The electrolyte may be toxic if swallowed.
• Exercise care in handling the battery pack in order not to create a short circuit with conductive materials.
• Charge the battery pack provided with or identified for use with this product only in accordance with the instructions and limitations specified in this manual.
• Observe proper polarity orientation between the battery and metallic contacts.
• To prevent fire or shock hazard, do not expose this product to water or any type of moisture.

Appendix

Troubleshooting

If you have difficulty with this product, please try the suggestions below. For customer service, visit our website at www.babymonitors.vtech.com or call 1 (800) 595-9511. In Canada, go to www.vtechcanada.com or call 1 (800) 267-7377.

My audio monitor does not work at all.

• Make sure the baby unit and the parent units are installed correctly (pages 2 to 5).
• Make sure the parent unit battery pack is installed (pages 3 and 4) and charged correctly (page 6). For optimum daily performance, charge the parent unit when it is not is use.
• Make sure the power adapters are securely plugged into the outlet not controlled by a wall switch.
• Make sure the power adapter cords are plugged firmly into the baby unit and parent unit.
• Make sure the baby unit and the parent unit are turned on.
• The parent unit may be too far away from the baby unit. Move the parent unit closer to the baby unit (but not less than 3 feet).
• Unplug the electrical power to the baby unit and parent unit. Wait for approximately 15 seconds, then plug it back in. Turn on the baby unit and the parent unit. Allow up to one minute for the baby unit and the parent unit to synchronize.
• Charge the battery in the parent unit for up to 11 hours.
• If the battery is completely depleted, it may take up to 30 minutes to charge the parent unit before it can be used for a very short time (page 6).
• Completely remove and install the battery again. If that still does not work, it may be necessary to purchase a new battery.
• Large obstructions may impact the reception. Try to relocate the baby unit, away from large obstructions such as walls and doors.
• Other electronic products such as HAM radios and DECT cordless phones can cause interference with your audio monitor. Try installing your audio monitor as far away as possible from these types of electronic devices.

The audio monitor produces high-pitched noise.

• The parent unit may be too close to the baby unit or another parent unit. Make sure the parent units and the baby unit are at least 3 feet away from one another.
• You may be too close to the baby unit or another parent unit when you press and hold **TALK**. Make sure the parent units and the baby unit are at least 3 feet away from one another.
• You may have set the sensitivity level too high. You may need to adjust the sensitivity level to a lower level to avoid audio feedback (page 12).

My parent unit plays any sounds from the baby unit and I think it is too noisy.

• You may have set the sensitivity level to the highest level (**LEVEL 5**). If you do so, the baby unit will transmit any sounds detected to the parent units. You may need to adjust the sensitivity level to a lower level (page 12).
• You may need to adjust the speaker volume on the parent unit (page 17).

Appendix

Troubleshooting (continued)

My parent unit does not play any sound when there is noise from the baby unit.

- Make sure the parent unit is powered up by connecting it to AC power (**page** 5) or to the rechargeable battery pack provided (page 3).
- Make sure the power adapter and the parent unit are plugged in correctly and securely (**page** 5).
- Make sure the parent unit is turned on (page 17) and the speaker volume is not set to **VOLUME OFF** (page 17).
- The parent unit may be too far away from the baby unit. Move the parent unit closer to the baby unit (but not less than 3 feet).
- If the parent unit is powered by the provided battery pack, make sure there is sufficient charge. Charge the battery in the parent unit for up to 11 hours.
- You may have set the sensitivity level to a very low level. If you do so, the baby unit will not detect sounds that is too soft or light. You may need to adjust the sensitivity level to a higher level (page 12).
- Other electronic products such as HAM radios and DECT cordless phones can cause interference with your audio monitor. Try installing your audio monitor as far away as possible from these types of electronic devices.
- Large obstructions may impact the reception. Try to relocate the baby unit, away from large obstructions such as walls and doors.
- Completely remove and install the battery again. Turn on the baby unit and the parent unit. Allow up to one minute for the parent unit and the baby unit to synchronize.

The ▥ light and LOW BATTERY flash on the parent unit.

- Charge the battery in the parent unit for up to 11 hours.
- Completely remove and install the battery again and use it until fully depleted, then recharge the battery in the parent unit for up to 11 hours.
- If the above measures do not correct the problem, replace the battery.

The battery does not charge in the parent unit or the parent unit battery does not accept charge.

- Make sure the battery is installed in the parent unit battery compartment correctly. The ▥ light on the parent unit should be on.
- Completely remove and install the battery again, then charge for up to 11 hours.
- If ▥ light on the parent unit is not on, refer to **The ▥ light on the parent unit is off** below.
- If the battery is completely depleted, it may take up to 30 minutes to charge the parent unit before it can be used for a very short time (page 6).
- Purchase a new battery. Refer to **Parent unit battery installation** (page 3) and **Parent unit battery charging** (page 6).

Appendix

Troubleshooting (continued)

The ▥ light on the parent unit is off.

• Make sure the parent unit battery is installed (page 3) and charged (page 6) correctly.
• Make sure the power adapter and the parent unit are plugged in correctly and securely.
• Unplug the parent unit power adapter. Wait for 15 seconds before plugging it back in. Allow up to one minute for the baby unit and parent unit to reset.

The parent unit beeps and is not performing normally.

• Make sure the baby unit is turned on.
• Move the parent unit closer to the baby unit (but not less than 3 feet). The parent unit may be out of range.
• If the parent unit is powered by the provided battery pack, it may not have enough charge for the parent unit to perform normally. Charge the battery in the parent unit for up to 11 hours.
• Reset the parent units and the baby unit by turning them off and unplugging the electrical power to the parent units and the baby unit. Wait for 15 seconds and plug them back in again. Turn on the parent units and the baby unit. Allow up to one minute for the parent unit and the baby unit to synchronize.
• Other electronic products such as HAM radios and DECT cordless phones can cause interference with your audio monitor. Try installing your audio monitor as far away as possible from these types of electronic devices.

The link between the baby unit and the parent unit is lost every now and then, and I'm experiencing sound interruptions.

• Move the parent unit closer to the baby unit (but not less than 3 feet). The parent unit may be out of range.
• Reset the baby unit by unplugging the electrical power to the baby unit. Wait for 15 seconds and plug it back in again. Turn on the baby unit and the parent unit. Allow up to one minute for the parent unit and the baby unit to synchronize.

Common cure for electronic equipment.

• If the audio monitor is not responding normally, try the following (in the order listed):
  1. Disconnect the power to the baby unit and the parent units.
  2. Remove the battery packs in the parent units and then install again.
  3. Wait a few minutes before connecting power back to the baby unit and the parent units.
  4. The baby unit and the parent units should turn on when they are powered up.
  5. Wait for the parent units to synchronize with the baby unit. Allow up to one minute for this to take place.

Appendix

Operating range

This product operates with the maximum power allowed by the Federal Communications Commission (FCC). Even so, the baby unit and the parent unit can communicate over only a certain distance - which can vary with the locations of the baby unit, the parent unit, the weather, and the layout of your home.

When the parent unit is out of range, the parent unit beeps and displays **SEARCHING**.

To improve reception, move closer to the baby unit (but not less than 3 feet).

Maintenance

Taking care of your audio monitor
Your audio monitor contains sophisticated electronic parts, so it must be treated with care.

Avoid rough treatment
Place the baby unit and parent unit down gently. Save the original packing materials to protect your audio monitor if you ever need to ship it.

Avoid water
Your audio monitor can be damaged if it gets wet. Do not use the parent unit and/or baby unit outdoors in the rain, or handle it with wet hands. Do not install the audio monitor near a sink, bathtub or shower.

Electrical storms
Electrical storms can sometimes cause power surges harmful to electronic equipment. For your own safety, take caution when using electrical appliances during storms.

Cleaning your audio monitor
Your audio monitor has a durable plastic casing that should retain its luster for many years. Clean it only with a soft cloth slightly dampened with water or mild soap. Do not use excess water or cleaning solvents of any kind.

Remember that electrical appliances can cause serious injury if used when you are wet or standing in water. If the baby unit and/or parent units should fall into water, DO NOT RETRIEVE IT UNTIL YOU UNPLUG THE POWER CORDS FROM THE WALL. Then pull the units out by the unplugged cords.

Appendix

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.

The RBRC® seal

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

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

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

RBRC® is a registered trademark of Rechargeable Battery Recycling Corporation.

Appendix

Limited warranty

What does this limited warranty cover?

The manufacturer of this VTech Product warrants to the holder of a valid proof of purchase ("Consumer" or "you") that the Product and all accessories provided in the sales package ("Product") are free from defects in material and workmanship, pursuant to the following terms and conditions, when installed and used normally and in accordance with the Product operating instructions. This limited warranty extends only to the Consumer for Products purchased and used in the United States of America and Canada.

What will VTech do if the Product is not free from defects in materials and workmanship during the limited warranty period ("Materially Defective Product")?

During the limited warranty period, VTech's authorized service representative will repair or replace at VTech's option, without charge, a Materially Defective Product. If we repair the Product, we may use new or refurbished replacement parts. If we choose to replace the Product, we may replace it with a new or refurbished Product of the same or similar design. We will retain defective parts, modules, or equipment. Repair or replacement of the Product, at VTech's option, is your exclusive remedy. VTech will return the repaired or replacement Products to you in working condition. You should expect the repair or replacement to take approximately 30 days.

How long is the limited warranty period?

The limited warranty period for the Product extends for ONE (1) YEAR from the date of purchase. If VTech repairs or replaces a Materially Defective Product under the terms of this limited warranty, this limited warranty also applies to the repaired or replacement Product for a period of either (a) 90 days from the date the repaired or replacement Product is shipped to you or (b) the time remaining on the original one-year warranty; whichever is longer.

What is not covered by this limited warranty?

This limited warranty does not cover:

1. Product that has been subjected to misuse, accident, shipping or other physical damage, improper installation, abnormal operation or handling, neglect, inundation, fire, water or other liquid intrusion; or

2. Product that has been damaged due to repair, alteration or modification by anyone other than an authorized service representative of VTech; or

3. Product to the extent that the problem experienced is caused by signal conditions, network reliability, or cable or antenna systems; or

4. Product to the extent that the problem is caused by use with non-VTech accessories; or

5. Product whose warranty/quality stickers, product serial number plates or electronic serial numbers have been removed, altered or rendered illegible; or

6. Product purchased, used, serviced, or shipped for repair from outside the United States of America or Canada, or used for commercial or institutional purposes (including but not limited to Products used for rental purposes); or

7. Product returned without a valid proof of purchase (see item 2 on the next page); or

8. Charges for installation or set up, adjustment of customer controls, and installation or repair of systems outside the unit.

Appendix

Limited warranty (continued)

How do you get warranty service?

To obtain warranty service in the United States of America, visit
www.babymonitors.vtech.com or call 1 (800) 595-9511. In Canada, go to
www.vtechcanada.com or call 1 (800) 267-7377. NOTE: Before calling for service,
please review the user's manual - a check of the Product's controls and features may
save you a service call.

Except as provided by applicable law, you assume the risk of loss or damage during
transit and transportation and are responsible for delivery or handling charges incurred
in the transport of the Product(s) to the service location. VTech will return repaired
or replaced Product under this limited warranty. Transportation, delivery or handling
charges are prepaid. VTech assumes no risk for damage or loss of the Product in
transit. If the Product failure is not covered by this limited warranty, or proof of purchase
does not meet the terms of this limited warranty, VTech will notify you and will request
that you authorize the cost of repair prior to any further repair activity. You must pay
for the cost of repair and return shipping costs for the repair of Products that are not
covered by this limited warranty.

What must you return with the Product to get warranty service?

1. Return the entire original package and contents including the Product to the VTech
   service location along with a description of the malfunction or difficulty; and
2. Include a "valid proof of purchase" (sales receipt) identifying the Product purchased
   (Product model) and the date of purchase or receipt; and
3. Provide your name, complete and correct mailing address, and telephone number.

Other limitations

This warranty is the complete and exclusive agreement between you and VTech. It
supersedes all other written or oral communications related to this Product. VTech
provides no other warranties for this Product. The warranty exclusively describes all of
VTech's responsibilities regarding the Product. There are no other express warranties.
No one is authorized to make modifications to this limited warranty and you should not
rely on any such modification.

State/Provincial Law Rights: This warranty gives you specific legal rights, and you may
also have other rights, which vary from state to state or province to province.

Limitations: Implied warranties, including those of fitness for a particular purpose and
merchantability (an unwritten warranty that the Product is fit for ordinary use) are limited
to one year from the date of purchase. Some states/provinces do not allow limitations
on how long an implied warranty lasts, so the above limitation may not apply to you.
In no event shall VTech be liable for any indirect, special, incidental, consequential, or
similar damages (including, but not limited to lost profits or revenue, inability to use the
Product or other associated equipment, the cost of substitute equipment, and claims
by third parties) resulting from the use of this Product. Some states/provinces do not
allow the exclusion or limitation of incidental or consequential damages, so the above
limitation or exclusion may not apply to you.

Please retain your original sales receipt as proof of purchase.

Appendix

FCC and IC regulations

FCC Part 15

This equipment has been tested and found to comply with the requirements for a Class B digital device under Part 15 of the Federal Communications Commission (FCC) rules. These requirements are intended to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications to this equipment not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device complies with Part 15 of the FCC rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

To ensure safety of users, the FCC has established criteria for the amount of radio frequency energy that can be safely absorbed by a user or bystander according to the intended usage of the product. This product has been tested and found to comply with the FCC criteria. The baby unit shall be installed and used such that parts of the baby's body are maintained at a distance of approximately 8 in (20 cm) or more.

This Class B digital apparatus complies with Canadian ICES-003.

For body worn operation, the parent unit has been tested and meets the FCC RF exposure guidelines. Use of accessories may not ensure compliance with FCC RF exposure guidelines.

Industry Canada

Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference, including interference that may cause undesired operation.

The term ''IC:'' before the certification/registration number only signifies that the Industry Canada technical specifications were met.

This product meets the applicable Industry Canada technical specifications.

Appendix

FCC and IC regulations (continued)

RF radiation exposure statement

The baby unit complies with FCC RF radiation exposure limits set forth for an uncontrolled environment. The baby unit should be installed and operated with a minimum distance of 8 in (20 cm) between the baby unit and the baby's body. For hand held operation, the parent unit has been tested and meets the FCC RF exposure guidelines. Use of other accessories may not ensure compliance with FCC RF exposure guidelines. For body worn operation, the parent unit has been tested and meets the FCC RF radiation exposure guideline when used with the belt clip. Use of other accessories may not ensure compliance with FCC RF exposure guidelines. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter. This equipment complies also with Industry Canada RSS-102 with respect to Canada's Health Code 6 for Exposure of Humans to RF Fields.

Appendix

Technical specifications

Frequency control	Crystal controlled PLL synthesizer
Transmit frequency	Baby unit: 1921.536-1928.448 MHz Parent unit: 1921.536-1928.448 MHz
Channels	5
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: 2.4V Ni-MH battery Baby unit adapter: Input: 100-120V AC 60Hz Output: 6V DC @ 400mA Parent unit adapter: Input: 100-120V AC 60Hz Output: 6V DC @ 400mA

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