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VM5262
VM5262-2
Pan and Tilt Video Monitor

vtech®
User's manual

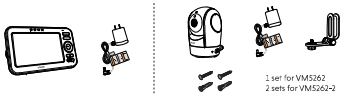
Congratulations

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

This manual has all the feature operations and troubleshooting necessary to install and operate your new VTech product. Please review this manual thoroughly to ensure proper installation and operation of this innovative and feature-rich VTech product.

For support, shopping, and everything new at VTech, visit our website at **www.vtechphones.com**.

What's in the box



Important safety instructions

The applied nameplate is located at the bottom of the baby unit's base.

When using your equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury, including the following:

1. Follow all warnings and instructions marked on the product.
2. Adult setup is required.
3. **CAUTION:** Do not install the baby unit at a height above 2 meters.
4. This product is not a substitute for adult supervision of the infant. Supervising the infant is the parent's or caregiver's responsibility. This product could cease operating, and therefore you should not assume it will continue working properly for any given period of time. Further, this is not a medical device and should not be used as such. This product is intended to assist you in supervising your baby.
5. Do not use this product near water. For example, do not use it next to a bath tub, wash bowl, kitchen sink, laundry tub or swimming pool, or in a wet basement or shower.
6. **CAUTION:** Use only the batteries provided. There may be a risk of explosion if a wrong type of battery is used for the parent unit. The battery cannot be subjected to high or low extreme temperature and low air pressure at high altitude during use, storage or transportation. Disposal of battery into fire or a hot oven, or mechanically crushing or cutting or the battery can result in an explosion. Leaving the battery in an extremely high temperature surrounding environment can result in an explosion or the leakage of flammable liquid or gas. Battery subjected to extremely low air pressure may result in an explosion or the leakage of flammable liquid or gas. Dispose of used battery according to the information in the **Install or replace the batteries** section.
7. Use only the adapters included with this product. Incorrect adapter polarity or voltage can seriously damage the product. Baby unit power adapter: Output: 5V DC 1A; Parent unit power adapter: Output: 5V DC 2A.
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. For pluggable equipment, the socket-outlet shall be installed near the equipment and shall be easily accessible.
10. Unplug this product from the wall outlet before cleaning. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.
11. Do not cut off the power 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 the 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. The 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.
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.
18. To reduce the risk of electric shock, do not disassemble this product, but take it to an authorised 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 answers. 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. Batteries should not be exposed to excessive heat such as bright sunshine or fire.
4. **Warning—Strangulation Hazard—Children have STRANGLED** in cords. Keep this cord out of the reach of children (more than 3 ft (0.9m) away). Do not remove this tag.
5. Never place the baby unit(s) inside the baby's crib or playpen. Never cover the baby unit(s) or parent unit with anything such as a towel or a blanket.
6. Other electronic products may cause interference with your baby monitor. Try installing your baby monitor as far away from these electronic devices as possible: wireless routers, radios, cellular telephones, intercoms, room monitors, televisions, personal computers, kitchen appliances and cordless telephones.

Precautions for users of implanted cardiac pacemakers

Cardiac pacemakers (applies only to digital cordless devices):
Wireless Technology Research, LLC (WTR), an independent research entity, led a multidisciplinary evaluation of the interference between portable wireless devices and implanted cardiac pacemakers. Supported by the U.S. Food and Drug Administration, WTR recommends to physicians that:

Pacemaker patients

- Should keep wireless devices at least six inches from the pacemaker.
- Should NOT place wireless devices directly over the pacemaker, such as in a breast pocket, when it is turned ON.

WTR's evaluation did not identify any risk to bystanders with pacemakers from other persons using wireless devices.

Electromagnetic fields (EMF)

This VTech product complies with all standards regarding electromagnetic fields (EMF). If handled properly and according to the instructions in this user's manual, the product is safe to be used based on scientific evidence available today.

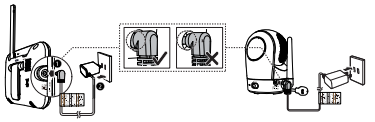
1 Connect and charge the battery

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.

Connect the baby monitor

Notes

- The rechargeable battery is pre-installed in your parent unit.
- Use only the power adapters supplied with this product.
- Make sure the baby monitor is not connected to a switch controlled electric outlet.
- Connect the power adapters in a vertical or floor mount position only. The adapters' prongs are not designed to hold the weight of baby monitor, so do not connect them to any ceiling, under-the-table, or cabinet outlets. Otherwise, the 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.



Charge the parent unit battery

When you have connected the parent unit and installed its battery for the first time or after power outage, the parent unit powers on automatically. The battery icon indicates the battery status (see the following table).

Notes

- The parent unit battery is fully charged after 3 hours of continuous charging.
- It takes longer to charge the battery when the parent unit is turned on. To shorten the charging time, turn the parent unit off while charging.
- The standby time varies depending on the sensitivity level you set, your actual use and the age of the battery.

Battery indicators	Battery status	Action
The screen displays **Battery low at Parent Unit** and . The ▬ light flashes.	The battery has very little charge and may be used for only a short time.	Charge without interruption (about 30 minutes).
The battery icon becomes solid .	The battery is fully charged.	To keep the battery charged, connect it to AC power when not in use.

2 Before use

Note

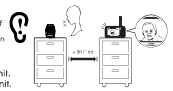
- This baby monitor is intended as an aid. It is not a substitute for proper adult supervision, and should not be used as such.

Test your baby monitor

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

Caution

- For hearing protection, make sure the parent unit is more than 3 feet (1 meter) away from both baby units. If you hear any high-pitched noise, move the parent unit further until the noise stops. You can also press ➖ VOL on the parent unit to reduce the noise.



1. Make sure your baby unit and parent unit are on.
2. The parent unit displays images from the baby unit.
   - Speak towards the microphone of the baby unit. You will hear the sound at the parent unit.
3. If you have two baby units, press **VIEW** on your parent unit. The screen switches to the other baby unit. Then, repeat step 2.

Note

- When the parent unit displays and then **No Link to CAM #** (**#** represents the baby unit number), and the **LINK** LED light flashes, move the parent unit closer to the baby unit (observe the minimum distance of 3 feet / 1 meter).

Tip

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

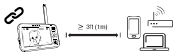
Positioning the baby monitor

Caution

- Keep the baby unit out of the reach of your baby. Never place or mount the baby unit inside the baby's crib or playpen.

Note

- To avoid interference from other electronic devices, place your baby monitor at least 3 feet (1 meter) away from devices such as wireless routers, microwaves, cell phones and computers.



1. Place the baby unit more than 3 feet (1 meter) away from your baby.
2. Place the parent unit more than 3 feet (1 meter) away from the baby units to avoid screeching noise.

Caution

- The default volume of your parent unit is level 4, and the maximum volume is level 7. If you experience high-pitched screeching noise from your baby monitor while positioning:
  - Make sure your baby unit and parent unit are more than 3 feet (1 meter) apart, OR
  - Lower the volume of your parent unit.

Operating range

The operating range of the baby monitor is up to 1000 feet (300 meters) outdoors. The actual operating range may vary depending on the environmental conditions and other interferences such as walls, doors and other obstructions.

3 Using the baby monitor

Power on or off the baby unit

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

Power on or off the parent unit

- Press and hold **POWER** to turn on the parent unit. The screen turns on.
- Press and hold **POWER** again to turn off the parent unit. The screen turns off.

Turn on or off the parent unit screen

You can turn on or off the parent unit screen without powering off the parent unit. You can still hear sound from the baby units.

- Press and hold **LCD ON/OFF** on the parent unit to turn off the screen.
- Press any keys on the parent unit to turn on the screen again.

Adjust speaker volume

To adjust parent unit speaker volume:

- Press VOL ➕ or ➖ VOL on the parent unit at any time when viewing images.

To adjust baby unit speaker volume:

The baby unit speaker volume determines the lullaby volume and talkback volume transmitted from parent unit. It can be adjusted in the parent unit.

1. Press **MENU** when the parent unit is idle.
2. Press ˅ or ˄ to choose **Volume on CAM**, then press **SELECT**.
3. Press ˅ or ˄ to choose the desired volume level. Level 1 is the softest while Level 5 is the loudest. Then, press **SELECT** to confirm your selection.

Note

- Volume adjustment with the parent unit menu is available in **Single CAM** and **Patrol** mode only.

Lullaby

The baby monitor has five lullabies and four soothing sounds for you to comfort your baby. You can play lullabies or soothing sounds on the baby unit by controlling remotely with the parent unit.

To play lullabies using the parent unit:

1. Press **MENU** when the parent unit is idle.
2. Press ˅ or ˄ to choose **Lullaby on CAM**, then press **SELECT**.
3. Press ˅ or ˄ to choose **Play Melodies**, then press **SELECT**.

3 Using the baby monitor (Con't)

4. Press ˅ or ˄ to choose a lullaby, or choose **Play All**, then press **SELECT**.
   - If **Play All** is selected, the five lullabies will be played one after the other, until all of them are played.
5. When the desired lullaby is selected, press ˅ or ˄ to choose **Play**, then press **SELECT**.

To play soothing sounds using the parent unit:

1. Press **MENU** when the parent unit is idle.
2. Press ˅ or ˄ to choose **Lullaby on CAM**, then press **SELECT**.
3. Press ˅ or ˄ to choose **Play Soothing Sounds**, then press **SELECT**.
4. Press ˅ or ˄ to choose a soothing sound, then press **SELECT**.
5. Press ˅ or ˄ to choose **Play**, then press **SELECT**.

Notes

- Lullaby playback control is available in **Single CAM** and **Patrol** mode only.
- The lullaby playback on the baby unit will be paused when receiving talkback from the parent unit.

To stop lullabies or soothing sounds using the parent unit:

1. Press **MENU** when the parent unit is idle.
2. Press ˅ or ˄ to choose **Lullaby on CAM**, then press **SELECT**.
3. Press ˅ or ˄ to choose **Stop**, then press **SELECT**.

To set auto timer for lullaby:

While the baby unit is playing a lullaby or soothing sound, the auto timer feature automatically stops the lullaby or soothing sound after playing for 15/30/45/60 minutes. You can set auto timer for lullaby with the parent unit.

1. Press **MENU** when the parent unit is idle.
2. Press ˅ or ˄ to choose **Lullaby on CAM**, then press **SELECT**.
3. Press ˅ or ˄ to choose **Auto Timer**, then press **SELECT**.
4. Press ˅ or ˄ to choose the desired lullabies duration, then press **SELECT** to confirm your selection.

After 15/30/45/60 minutes, the lullaby or soothing sound will stop automatically.

Set the language

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

1. Press **MENU** when the parent unit is idle.
2. Press ˅ or ˄ to choose **Language**, then press **SELECT**.
3. Press ˅ or ˄ to choose **English**, **Français** or **Español**, then press **SELECT** to confirm your selection.

Adjust LCD brightness

You can change the brightness of the parent unit screen from **Level 1** to **Level 5**. The LCD brightness is preset to **Level 3**.

1. Press **MENU** when the parent unit is idle.
2. Press ˅ or ˄ to choose **LCD**, then press **SELECT**.
3. Press **SELECT** again to choose **Brightness**.
4. Press ˅ or ˄ to choose the desired level of brightness, then press **SELECT** to confirm your selection.

Turn on and off the dim mode

The dim mode is preset to on to help you save the parent unit power. Your parent unit display will dim automatically after 10 minutes of inactivity, in which there is neither key pressed nor alert received from the baby unit.

1. Press **MENU** when the parent unit is idle.
2. Press ˅ or ˄ to choose **LCD**, then press **SELECT**.
3. Press ˅ or ˄ to choose **Dim Mode**, then press **SELECT**.
4. Press ˅ or ˄ to choose **On** or **Off**, then press **SELECT** to confirm your selection.

Note

- While the screen is dimmed, any keypress or alert message will trigger the screen to return to the preset brightness level. After 10 minutes of inactivity, it will dim again.

Monitoring mode * for VM5262-2 only

Every time the parent unit is turned on, it displays a baby unit in **Single CAM** mode. If there are two baby units in your system, you can also monitor your baby in **Patrol** or **Split** mode.

Single CAM	The screen displays image of a single baby unit in full screen.
Patrol	A single cam view that transitions to a different baby unit every 10 seconds.
Split	The screen displays all baby units.

You can choose the desired monitoring mode.

1. Press **MENU** when the parent unit is idle.
2. Press ˅ or ˄ to choose **Monitoring Mode**, then press **SELECT**.
3. Press ˅ or ˄ to choose **Single CAM**, **Patrol** or **Split**, then press **SELECT**.

In Single CAM or Patrol mode:

- Press **VIEW** to view the next baby unit.

In Split mode:

- Press ˄, ˅, ˂ or ˃ to select a baby unit.
- Press **VIEW** to view the selected baby unit temporarily in **Single CAM** mode. It returns to **Split** mode after 10 seconds.

Note

- If the volume of the parent unit is not muted:
  - In **Single CAM** or **Patrol** mode, you hear the sound from the baby unit being viewed.
  - In **Split** mode, you hear the sound from the selected baby unit.

Pan, tilt, zoom

You can remotely pan and tilt your baby unit camera or zoom in while viewing images from the baby unit in **Single CAM** and **Patrol** mode.

- Press and hold ˅, ˄, ˂ or ˃ to pan or tilt the baby unit camera downward, upward, leftward or rightward.
- Press ➕ to zoom in. Press ➖ again to zoom out.
- Press and hold ˅, ˄, ˂ or ˃ to move the zoomed image downward, upward, leftward or rightward.

Adjust the sound sensitivity of the baby unit

You can choose to hear sounds from the baby unit all the time, or to hear sounds that exceed a certain level. You can use the parent unit to adjust the microphone sensitivity of your baby unit. The higher the sensitivity level, the more sensitive the baby unit is in detecting sounds for transmitting to the parent unit. The VOX sensitivity level is preset to **HIGHEST.**

VOX sensitivity level	Highest	High	Medium	Low	Lowest
Description	The parent unit speaker is constantly on, and you will hear all sounds (including background noises) from your baby's room.	The parent unit speaker turns on for soft babbling and louder sounds from your baby. It remains quiet when your baby sleeps soundly.	The parent unit speaker turns on for loud babbling and louder sounds from your baby. It remains quiet when your baby makes soft sounds.	The parent unit speaker turns on for crying and louder sounds from your baby. It remains quiet when your baby makes soft sounds.	The parent unit speaker turns on for loud crying or screeching sounds from your baby. It remains quiet when your baby makes soft sounds.

1. Press **MENU** when the parent unit is idle.
2. Press ˅ or ˄ to choose **VOX Sensitivity**, then press **SELECT**.
   - If you have two baby units, the system prompts you to choose the desired baby unit or both baby units, press ˅ or ˄ to choose **ALL CAM** or **CAM #**, then press **SELECT**.
3. Press ˅ or ˄ to choose the desired sensitivity level, then press **SELECT** to confirm your selection.

Note

- As long as the **Sound-activated screen** setting is **On**, the screen will turn on automatically when VOX sensitivity is triggered, despite it was off earlier.

Tips

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

Turn on or off the sound activation

When sound activation is on, as long as no sound is detected within 50 seconds, the parent unit screen will turn off automatically to save power.

When your baby unit detects a sound, which exceeds the selected sensitivity level, the sound activation triggers the parent unit screen to turn on automatically. When no sound is detected within 50 seconds, the screen will be off again.

1. Press **MENU** when the parent unit is idle.
2. Press ˅ or ˄ to choose **Sound-activated Screen**, then press **SELECT**.
3. Press ˅ or ˄ to choose **On** or **Off**, then press **SELECT** to confirm your selection. The screen returns to main menu.

Notes

- Sound activation is available in **Single CAM** and **Patrol** mode only.
- If the sound sensitivity is set to **Highest**, the parent unit screen may remain on continuously even though sound activation is on. This depends on whether the baby unit detects any sounds.

Talk

You can use the **TALK** function of the parent unit to comfort your baby in **Single CAM** and **Patrol** mode.

1. Press and hold **TALK** on the parent unit. The **TALK** light turns on.
2. Speak towards the microphone on the parent unit. Your voice is broadcast to the baby unit.
3. Release the **TALK** key to stop the broadcast.

Notes

- The parent unit speaker is muted during voice broadcast. Sound transmission from the baby unit resumes after **TALK** is released.
- The baby unit's talkback volume can be adjusted via the parent unit menu.

Set alert tone

Low battery tone

You can set the parent unit to beep when the parent unit operates in low battery condition.

1. Press **MENU** when the parent unit is idle.
2. Press ˅ or ˄ to choose **Alert Tone**, then press **SELECT**.
3. Press **SELECT** again to choose **Low Battery Tone**.
4. Press ˅ or ˄ to choose **On** or **Off**, then press **SELECT** to confirm your selection.

No link alert

You can set the parent unit to beep when the link between the parent unit and the baby unit is lost.

1. Press **MENU** when the parent unit is idle.
2. Press ˅ or ˄ to choose **Alert Tone**, then press **SELECT**.
3. Press ˅ or ˄ to choose **No Link Alert**, then press **SELECT**.
4. Press ˅ or ˄ to choose **On** or **Off**, then press **SELECT** to confirm your selection.

Sound alert in Split-view

You can turn on the sound alert feature so that, while in **Split** mode, the parent unit beeps and displays **Sound detected at CAM #** whenever the baby unit detects sounds.

1. Press **MENU** when the parent unit is idle.
2. Press ˅ or ˄ to choose **Alert Tone**, then press **SELECT**.
3. Press ˅ or ˄ to choose **Sound Alert in Split-view**, then press **SELECT**.
4. Press ˅ or ˄ to choose **On** or **Off**, then press **SELECT** to confirm your selection.

Note

- The sound alert feature is only available in **Split** mode.

Monitor the temperature

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

Set temperature range

You can set the desired room temperature alert range. The minimum temperature can be set between **52 °F (11 °C)** and **69 °F (20 °C)**. The maximum temperature can be set between **70 °F (21 °C)** and **86 °F (30 °C)**.

Technical specifications

Frequency control	Crystal controlled PLL synthesizer
Transmit frequency	Parent unit: 2405 - 2475 MHz
Channels	32
LCD	5" Color LCD
Normal effective range	Maximum power allowed by FCC and IC. Actual operating range may vary according to environmental conditions at the time of use.
Power requirements	Parent unit: 3.6V Ni-MH battery Baby unit power adapter: Output: 5V DC ⎓ 1A Parent unit power adapter: Output: 5V DC ⎓ 2A

Credits:
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3 Using the baby monitor (con't)

1. Press **MENU** when the parent unit is idle.
2. Press ∨ or ∧ to choose **Temperature**, then press **SELECT**.
3. Press ∨ or ∧ to choose **Minimum** or **Maximum**, then press **SELECT**.
   - If you have two baby units, the system prompts you to choose the desired baby unit or both baby units, press ∨ or ∧ to choose **ALL CAM** or **CAM #**, then press **SELECT**.
4. Press ∨ or ∧ to choose the desired minimum or maximum temperature, then press **SELECT** to confirm your selection.

Temperature alert tone

You can turn on the temperature alert tone so that the parent unit will emit an alert tone if the detected temperature is out of range.

1. Press **MENU** when the parent unit is idle.
2. Press ∨ or ∧ to choose **Temperature**, then press **SELECT**.
3. Press ∨ or ∧ to choose **Alert tone**, then press **SELECT**.
   - If you have two baby units, the system prompts you to choose the desired baby unit or both baby units, press ∨ or ∧ to choose **ALL CAM** or **CAM #**, then press **SELECT**.
4. Press ∨ or ∧ to choose **On** or **Off**, then press **SELECT** to confirm your selection.

Temperature format

You can choose to display the temperature in Fahrenheit (°F) or Celsius (°C).

1. Press **MENU** when the parent unit is idle.
2. Press ∨ or ∧ to choose **Temperature**, then press **SELECT**.
3. Press ∨ or ∧ to choose **Format**, then press **SELECT**.
4. Press ∨ or ∧ to choose °F or °C, then press **SELECT** to confirm your selection.

Rename the baby unit

You can rename the baby unit. Once the baby unit is renamed, its new name together with the baby unit number will appear in the sub-menu of below options:

- VOX Sensitivity
- Rename
- Temperature

1. Press **MENU** when the parent unit is idle.
2. Press ∨ or ∧ to choose **Rename**, then press **SELECT**.
3. Press ∨ or ∧ to choose the desired baby unit, then press **SELECT**.
4. Press ∨ or ∧ to choose the desired name for the baby unit, then press **SELECT** to confirm your selection.

Turn on or off the vibration

You can turn on the vibration feature so that the parent unit vibrates when it receives any of these alerts (after turning on the respective alert tones):

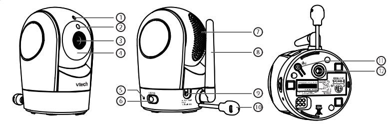
- Sound alert in split-view
- No link alert
- Temperature alert tone

1. Press **MENU** when the parent unit is idle.
2. Press ∨ or ∧ to choose **Vibration**, then press **SELECT**.
3. Press ∨ or ∧ to choose **On** or **Off**, then press **SELECT** to confirm your selection.

Note

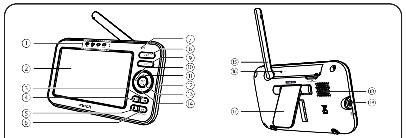
- If the vibration feature is turned on, the parent unit may vibrate as it receives sound broadcast from the baby unit.

Baby unit overview



1. **Microphone**
2. **Light sensor**
3. **Camera**
4. **Infrared LEDs**
5. **ON/OFF LED light**
   - On when the baby unit is turned on and is paired to the parent unit.
   - Flashes when the baby unit is not being viewed; or when the link to the parent unit is lost.
6. **ON/OFF switch**
   - Slide to turn on or off the baby unit.
7. **Speaker**
8. **Antenna**
9. **Power jack**
10. **Temperature sensor**
11. **PAIR**
    - Your baby units and parent unit provided are already paired.
12. **Threaded socket**
    - For wall mount installation use.

Parent unit overview



1. **LED lights**
   Indicate the different statuses of the parent unit. For details, refer to **Parent unit lights**.
2. **LCD display**
3. **VOL ⊖**
4. **⊕ VOL**
5. **Zoom**
   - Press to zoom in or out.

Parent unit overview (con't)

6. **VIEW / LCD ON/OFF**
7. **Microphone**
8. **POWER**
9. **TALK**
   - Press and hold to talk to the selected baby unit.
10. **<**
    - While in a menu, press to return to the main menu or idle screen.
    - While viewing images in **Single CAM** or **Patrol** mode, press and hold to pan the baby unit camera leftward.
    - While viewing zoomed image, press and hold to move the zoomed image leftward.
    - While in **Split** mode, press to move the selection box leftward.
11. **∧**
    - While in a menu, press to scroll up.
    - While viewing images in **Single CAM** or **Patrol** mode, press and hold to tilt the baby unit camera upward.
    - While viewing zoomed image, press and hold to move the zoomed image upward.
12. **>**
    - While in a menu, press to choose an item.
    - While viewing images in **Single CAM** or **Patrol** mode, press and hold to pan the baby unit camera rightward.
    - While viewing zoomed image, press and hold to move the zoomed image rightward.
    - While in **Split** mode, press to move the selection box rightward.
13. **MENU/SELECT**
    - Press to enter the menu.
    - While in a menu, press to choose an item, or save a setting.
14. **∨**
    - While in a menu, press to scroll down.
    - While viewing images in **Single CAM** or **Patrol** mode, press and hold to tilt the baby unit camera downward.
    - While viewing zoomed image, press and hold to move the zoomed image downward.
15. **Antenna**
16. **RESET**
    - Force reboot the parent unit.
17. **Stand**
18. **Speaker**
19. **Power jack**

Parent unit lights

LINK	• On when the parent unit is linked to the baby unit. • Flashes when the link to the baby unit being viewed in **Single CAM** or **Patrol** mode is lost; or when the link to at least one baby unit being viewed in **Split** mode is lost.
(battery)	• 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.
(mute)	It turns on: • When the parent unit speaker volume is set to off; or • When the parent unit is talking to the baby unit.
TALK	• On when the parent unit is talking to the baby unit.

Parent unit icons

Status icons

Connection status
- displays when strong signal strength is detected between the baby unit and the parent unit.
- or displays when moderate or low signal strength is detected between the baby unit and the parent unit.
- displays when the link between the baby unit and the parent unit is lost.

Lullaby
- Displays when the baby unit being viewed is playing lullaby.

Current view status (1 or 2 or 3 or 4)
- Displays the number of the baby unit that is being viewed when in **Single CAM** and **Patrol** mode.
- Displays the baby unit number of the selected baby unit when in **Split** mode.

Patrol mode
- Displays when the parent unit is in **Patrol** mode.
- For VM5262-2 only.

Split mode
- Displays when the parent unit is in **Split** mode.
- For VM5262-2 only

Night vision
- Displays when the baby unit being viewed has activated the night vision feature.

Zoom
- Displays when the current image on the parent unit has zoomed in.

Temperature alert tone
- Displays when the temperature alert tone is set on.

°F or °C **Real-time temperature**
- Displays the real-time temperature detected by the baby unit in Fahrenheit (°F) or Celsius (°C) (e.g. **57°F** or **14°C**).

Mute alert
- Displays when the parent unit speaker volume is set to off.
- Displays when the parent unit is talking to the baby unit.

9-level sound indicator
- (1 to 3 bars) indicates low sound level detected by the baby unit.
- (4 to 6 bars) indicates moderate sound level detected by the baby unit.
- (7 to 9 bars) indicates high sound level detected by the baby unit.

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

Battery status
- animates when the battery is charging.
- displays solid when the battery is fully charged.
- displays when the battery is low and needs charging.

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

Main menu icons

Monitoring mode
- If you have two baby units, you can select a monitoring mode (**Single CAM**, **Patrol** or **Split**).
- For VM5262-2 only.

Alert Tone
You can set the parent unit to beep
- when the parent unit operates in low battery condition;
- when the link between the parent unit and the baby unit is lost; or
- when the baby unit detects sounds while in **Split** mode.

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

LCD
- You can change the brightness of the parent unit screen, or turn on the **Dim Mode** to save power.

Rename
- You can choose a specific name for the baby unit from a pre-defined name list.

VOX Sensitivity
- With this feature, you can choose to hear sounds from the baby unit all the time, or to hear sounds that exceed a certain level. You can use the parent unit to adjust the microphone sensitivity of your baby unit. The higher the sensitivity level, the more sensitive the baby unit is in detecting sounds for transmitting to the parent unit.

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

Temperature
- You can choose to set the minimum/maximum temperature and turn on the **Temperature alert tone**, so that the parent unit beeps whenever the room temperature detected by the baby unit falls outside of the desired temperature range.
- You can choose to display the temperature in Fahrenheit (°F) or Celsius (°C) on your parent unit.

Lullaby on CAM
- You can choose a lullaby or soothing sound to comfort your baby.

Volume on CAM
- You can adjust the volume of baby units which determines the lullaby volume and talkback volume transmitted from parent unit.

Vibration
- You can turn on the vibration alert so that the parent unit vibrates when it receives **No link alert**, **Sound alert in split-view** or **Temperature alert tone** after turning on the respective alert tones.

Warning icons and messages

No link to CAM # *	The selected baby unit is out of range or is turned off.
Battery low at Parent Unit	The battery level of the parent unit is very low and needs to be recharged.
Battery empty. Powering off ...	The battery is empty and needs to be recharged.
Sound detected at CAM #	The sound level exceeds the threshold at CAM # in **Split** mode.

Parent unit icons (con't)

Temperature too high at CAM #* or **Temperature too low at CAM #**	The temperature detected by the baby unit is higher/lower than the desired temperature alert range.
Powering on...	The parent unit is turning on.
(hourglass)	The parent unit is searching for baby units.
Auto Timer of lullaby is reset	The timer that determines the remaining play time for the lullabies is restarted.
(AC power)	The parent unit has just been connected to AC power.

* # represents the baby unit number.

Night vision

The baby unit has infrared LEDs that allow you to see your baby clearly at night or in a dark room. When the baby unit being viewed detects low light levels, the infrared LEDs are switched on automatically. The images from the baby unit are in black and white, and ☽ appears on the screen.

Notes

- It is normal if you see a short white glare on your parent unit screen as the baby unit is adapting to the dark environment.
- When the infrared LEDs are on, the images are in black and white. This is normal.

Tip

- Depending on the surroundings and other interfering factors, like lightings, objects, colors and backgrounds, the video quality may vary. Adjust the baby unit's angle or place the baby unit at a higher level to prevent glare and blurry display.

Mount the baby unit (optional)

Your baby monitor comes ready for tabletop use. You can also choose to mount your baby monitor on the wall. See Mount the baby unit (optional) in the **Quick Start Guide** for the wall mounting instructions.

General product care

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

- Avoid putting it near heating appliances and devices that generate electrical noise (for example, motors or fluorescent lamps).
- DO NOT expose it to direct sunlight or moisture.
- Avoid dropping the product or treating it roughly.
- Clean with a soft cloth.
- DO NOT immerse the parent unit and the baby unit in water and do not clean them under the tap.
- DO NOT use cleaning spray or liquid cleaners.
- Make sure the baby unit and parent unit are dry before you connect them to the mains again.

Storage

When you are not going to use the baby monitor for some time, 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 baby monitor. If you cannot find the answer to your question, visit our website at **www.vtechphones.com**, or contact **1 (800) 595-9511** for customer service.

Why does the baby monitor not respond normally?	Try the following (in the order listed) for common cure: 1. Disconnect the power to the baby units and the parent unit. 2. Remove the batteries in the parent unit. Then, install the batteries again. 3. Wait a few seconds before connecting power back to the baby units and the parent unit. 4. Turn on the baby units and the parent unit. 5. Wait for the parent unit to synchronize with the baby units. Allow up to one minute for this to take place.
Why don't the power-on light of the baby unit and parent unit go on when I switch on the units?	Perhaps the parent unit is not connected to the power. Insert the appliance plug into the parent unit and put the adapter in a wall socket. Then, press and hold **POWER** to switch on the parent unit and to establish connection with the baby unit.
	Perhaps the baby unit is not connected to the power. Insert the appliance plug into the baby unit and put the adapter in a wall socket. Then, slide the **ON/OFF** switch to **ON** to switch on the baby unit and to establish connection with the parent unit.
Why doesn't my parent unit charge while connected to AC power?	Make sure the power is not controlled by a wall switch.
	Make sure the battery is correctly installed in your parent unit.
	You may have used the battery for a long time. Replace a new battery.
Why is my screen in black and white?	The screen is in black and white during night-time or in a dark room when the night vision feature is activated. This is normal.
Why do I get glare or blurry display on my screen when viewing my baby at night?	During night-time or in a dark room, the surroundings and other interfering factors, like lightings, objects, colors and backgrounds may affect the image quality on your parent unit screen. Adjust the baby unit's angle or place the baby unit at a higher level to prevent glare and blurry display.
Why does the baby monitor produce a high-pitched noise?	The parent unit and baby units may be too close to each other. • Move the parent unit away from the baby units until the noise stops; OR • Turn down the volume of your parent unit.
Why does the parent unit beep?	The baby units may be out of range. Move the parent unit closer to the baby units (but not less than 3 feet).
	The parent unit may not have enough charge for the parent unit to perform normally. Charge the battery in the parent unit for up to 3 hours.
	If your parent unit is in **Split** mode, some of your baby units may detect sounds.
	The temperature of your baby's room may be too high or too low.
Why does the parent unit beep/vibrate frequently in **Split** mode?	You may have set the VOX sensitivity level to **Highest** when the sound alert (and vibration) feature is turned on. The parent unit notifies you of all sounds including background noise with beeps (and vibration). Adjust the VOX sensitivity to a lower level.
Why does the parent unit react too quickly to other sounds?	The baby unit also picks up other sounds than those of your baby. Adjust the VOX sensitivity level to a lower level or lower the parent unit speaker volume.
Why don't I hear a sound/ Why can't I hear my baby cry?	The parent unit speaker volume may be too low. Press VOL⊕ to increase the volume.
	You may have set a low VOX sensitivity level. See **Adjust the sound sensitivity of the baby unit** to set to a higher level.
Why can't I establish a connection? Why is the connection lost every now and then? Why are there sound interruptions?	The baby units may be out of range. Move the parent unit closer to the baby units (but not less than 3 feet).
	Other electronic and wireless products may cause interference with your baby monitor. Try installing your baby monitor as far away from these devices as possible.
	If you power on only one baby unit, your parent unit may display and **No link to CAM #**, and the **LINK** LED light flashes. Press **VIEW** to switch to the baby unit you have powered on.

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®** 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® and 1 (800) 8 BATTERY® are registered trademarks of Rechargeable Battery Recycling Corporation.

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.

WARNING: 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 all persons' body are maintained at a distance of approximately 8 in (20 cm) or more. The transmitter and antenna of the parent unit shall be held at least 1 in (2.5 cm) from your face.

This Class B digital apparatus complies with Canadian requirement:
CAN ICES-3 (B)/NMB-3(B)

Industry Canada

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

(1) This device may not cause interference.
(2) This device must accept any interference, including interference that may cause undesired operation of the device.

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

This product meets the applicable Innovation, Science and Economic Development Canada technical specifications.

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 all persons' body. 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.

California Energy Commission battery charging testing mode

This baby monitor meets the California Energy Commission (CEC) regulations for energy consumption. Your baby monitor is set up to comply with the energy-conserving standards right out of the box. Follow the instructions to install and charge the battery. The CEC battery charging testing mode is activated while charging. Even if the parent unit is paired to baby units, the CEC battery charging testing mode is activated while it is powered off and charging.

For cETL compliance only

Mesures de sécurité importantes

La plaque signalétique appliquée est située au bas du socle de l'unité du bébé.
Lorsque vous utilisez votre appareil, vous devriez toujours suivre certaines mesures de précaution de base afin de réduire les risques d'incendie, d'électrocution et de blessures corporelles, dont ceux qui suivent :

1. Observez toutes les instructions et mises en garde inscrites sur l'appareil.
2. L'installation par un adulte est requise.
3. **MISE EN GARDE:** N'installez pas l'unité du bébé à une hauteur supérieure à 2 mètres.
4. Ce produit ne remplace pas la surveillance adulte du nourrisson. La supervision du nourrisson est la responsabilité du parent ou de la personne qui s'occupe de l'enfant. Ce produit pourrait cesser de fonctionner et, par conséquent, vous ne devriez pas présumer qu'il continuera de fonctionner correctement pendant une période de temps donnée. De plus, il ne s'agit pas d'un instrument médical et ne devrait pas être utilisé comme tel. Ce produit est destiné à vous aider à superviser votre bébé.
5. N'utilisez pas cet appareil près de l'eau ni de toute autre source d'humidité, par exemple, près d'une baignoire, cuve à lessive, évier de cuisine, dans un sous-sol humide ni près d'une piscine, dans un soussol humide ou une douche.
6. **ATTENTION :** N'utilisez que la pile fournie. Il peut y avoir un risque d'explosion si un mauvais type de pile est utilisé pour l'unité du parent. La pile ne peut pas être soumise à des températures extrêmes hautes ou basses et à une pression atmosphérique basse à haute altitude pendant l'utilisation, le stockage ou le transport. L'élimination de la pile dans le feu ou dans un four chaud, ou l'écrasement ou le découpage mécanique de la pile peuvent entraîner une explosion. Laisser la pile dans un environnement à température extrêmement élevée peut entraîner une explosion ou la fuite d'un liquide inflammable ou d'un gaz. Une pile soumise à une pression atmosphérique extrêmement basse peut provoquer une explosion ou une fuite de liquide ou de gaz inflammable. Éliminez la pile usagée conformément aux informations figurant sur **le sceau RBRC**[MD].
7. N'utilisez que les adaptateurs indus avec ce produit. L'utilisation d'un adaptateur dont la polarité ou la tension serait inadéquate risque d'endommager sérieusement le produit et mettre votre sécurité en péril.
   Adaptateur de l'unité du bébé : Sortie : 5V CC 1A
   Adaptateur de l'unité du parent : Sortie : 5V CC 1A
8. Lorsqu'ils sont branchés dans une prise de courant, les adaptateurs secteur ont été conçus pour être orientés correctement, soit à la verticale ou au plancher. Les broches n'ont pas été conçues pour supporter le poids du bloc d'alimentation et le maintenir en place si celuici est branché dans une prise au plafond, sous une table ou dans un meuble.
9. Pour les PRODUITS À BRANCHER À UNE PRISE DE COURANT, la prise de courant doit être installée près du produit, afin d'assurer une accessibilité sécuritaire à la prise de courant.
10. Débranchez ce produit de la prise de courant avant de procéder au nettoyage. N'utilisez pas de nettoyants en aérosols. Utilisez un chiffon humide pour le nettoyer.
11. Ne coupez pas les cordons d'alimentation pour remplacer les fiches, car ceci peut présenter un danger potentiel.
12. Ne laissez aucun objet reposer ni appuyer sur le cordon d'alimentation. N'installez pas cet appareil dans un endroit où l'on risque d'écraser le cordon d'alimentation ou de le piétiner.
13. Ne faites fonctionner cet appareil qu'avec le type d'alimentation indiqué sur l'étiquette. Si vous ne connaissez pas le type d'alimentation que vous possédez à votre domicile, consultez votre marchand ou votre compagnie locale d'électricité.
14. Ne surchargez pas les prises de courant murales ni les rallonges électriques.
15. Ne placez pas cet appareil sur un chariot, meuble, trépied, support de montage ni table chancelants.
16. Les trous et ouvertures du boîtier, situés à l'arrière de l'appareil ou sous celui-ci, servent à aérer l'appareil. Pour l'empêcher de surchauffer, ne bloquez sous aucun prétexte ces ouvertures et n'empêchez pas l'aération adéquate de l'appareil en le plaçant sur un lit, divan, tapis ou toute autre surface similaire. De même, ne le positionnez pas à proximité ni au-dessus d'une source de chaleur ou d'un calorifère. De plus, ne placez pas l'appareil dans un endroit avant de vous assurer qu'il y ait une bonne circulation d'air.
17. N'enfoncez jamais d'objets à travers les ouvertures de cet appareil, car ils pourraient entrer en contact avec des points de tension dangereux ou causer des courts-circuits qui peuvent dégénérer en incendies ou en risques d'électrocution. Ne renversez jamais de liquide dans ce produit.
18. Afin de réduire les risques d'électrocution, ne démontez pas cet appareil, mais apportez-le dans un centre de service autorisé. L'ouverture du boîtier ou le retrait de toutes pièces que contient cet appareil, à l'exception de l'accès autorisé à certaines portes ou ouvertures, risque de vous exposer à des points de tension dangereux ou d'autres dangers. Un remontage incorrect peut par la suite présenter des risques d'électrocution.
19. Vous devriez tester la réception chaque fois que vous mettez l'appareil en fonction.
20. Examinez les composantes afin de vérifier si celles-ci ne sont pas endommagées.
21. Soyez avisé de la perte de la confidentialité lorsque vous utilisez les ondes publiques. Les conversations peuvent être entendues par d'autres moniteurs de bébé, des téléphones sans fil, des scanneurs, etc.
22. Les enfants devraient être supervisés afin de vous assurer qu'ils ne jouent pas avec l'appareil.
23. Le produit n'est pas conçu pour être utilisé par des personnes (incluant des enfants) aux capacités physiques, sensorielles ou mentales réduites ou qui manquent d'expérience et de connaissances, à moins qu'on leur ait donné suffisamment de supervision ou d'instructions relativement à l'utilisation de l'appareil par une personne responsable de leur sécurité.

CONSERVEZ CES INSTRUCTIONS

Mises en garde

1. Utilisez et entreposez le produit à une température entre 0 °C (32 °F) et 40 °C (104 °F).
2. N'exposez pas cet appareil à des froids ou des chaleurs extrêmes, ainsi qu'à la lumière directe du soleil. Ne l'installez pas près d'une source de chauffage.
3. Le bloc-piles ne doit pas être exposé à la chaleur excessive telle que la lumière du soleil ou au feu.
4. Assurez-vous que le moniteur et le cordon de l'adaptateur sont toujours hors de portée des enfants, àau moins 1 mètre (3 pieds) de l'enfant ou du berceau, pour éviter tout risque de strangulation.
5. Ne jamais placer le moniteur à l'intérieur du berceau ou du parc de bébé. Ne jamais couvrir le moniteur ou l'unité (s) portative avec un article tel une serviette ou une couverture.
6. D'autres équipements électroniques peuvent produire des interférences sur votre moniteur vidéo et audio. Tentez d'installer votre moniteur vidéo ou audio à l'écart des appareils électroniques tels que des routeurs sans fil, radios, téléphones cellulaires, interphones, moniteurs, téléphones, ordinateurs personnels, électroménagers et téléphones sans fil.

Stimulateurs cardiaques implantés dans l'organisme

Les simulateurs cardiaques (ne s'applique qu'aux dispositifs numériques sans fil) :

L'organisme 'Wireless Technology Research, LLC (WTR)', une firme de recherche indépendante, a mené une évaluation pluridisciplinaire des interférences entre les téléphones sans fil portatifs et les stimulateurs cardiaques implantés dans l'organisme. Appuyée par l'Administration des aliments et drogues (FDA) des États-Unis, la firme WTR recommande aux médecins:

Avis aux détenteurs de stimulateurs cardiaques

- Vous devriez maintenir les dispositifs sans fil à au moins six pouces du simulateur cardiaque.
- Ils ne doivent PAS placer le téléphone sans fil directement sur le stimulateur cardiaque, tel que dans une poche de chemise, lorsque celui-ci est en marche.

L'étude effectuée par l'organisme WRS n'a pas identifié de risque pour les détenteurs de simulateurs cardiaques causés par les gens qui utilisent dispositifs sans fil à proximité de ceux-ci.

Champs électromagnétiques (EMF)

Ce produit de VTech est conforme à toutes les normes se rapportant aux champs électromagnétiques (EMF) standard. Si vous le manipulez correctement en suivant les instructions de ce guide, son utilisation sera sécuritaire pendant de nombreuses années, selon les meilleures évidences scientifiques dont nous disposons aujourd'hui.

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

How do you get warranty service?

To obtain warranty service in the USA, please visit our website at www.vtechphones.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.