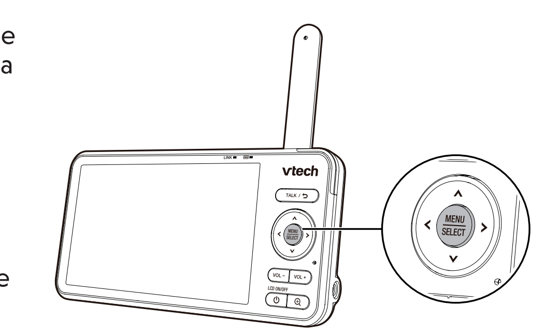
BASIC OPERATION

After powering up your baby monitor, the parent unit streams live video in direct mode. We recommend you follow the instructions on-screen to set up home Wi-Fi network with your monitor for functionality enhancements and mobile access. See **Auto software and firmware update** and **Download app for mobile access** in this Quick Start Guide.

Use the menu

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

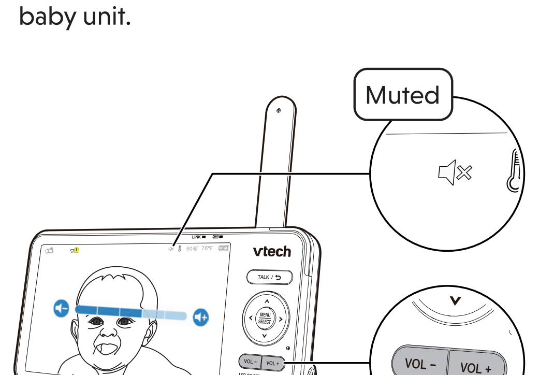


While in the menu:

- Press <|∧|>|∨ to scroll through the menu options.
- Press **SELECT** to select an item.
- Press **TALK** to return to the live video.
- Press ⊕ to go to the **Help & info** page.

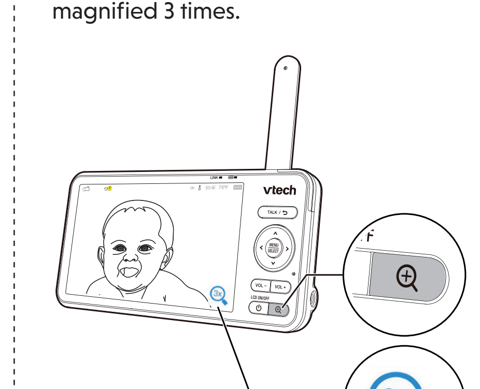
Adjust speaker volume

Press **VOL –** | **VOL +** to adjust the parent unit speaker volume level received from the baby unit.



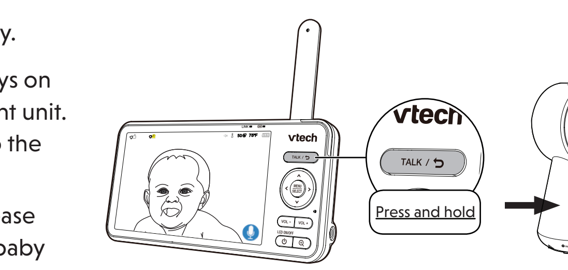
Zoom

Press ⊕ to zoom in or out in a fixed zoom sequence. 3x indicates the image is magnified 3 times.



Talk to your baby via the baby unit

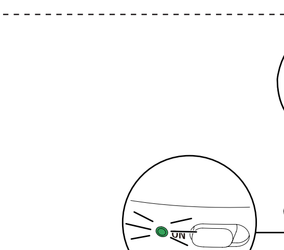
1. Press and hold the **TALK** key.
2. When the 🎙 icon displays on screen, speak to your parent unit. Your voice is transmitted to the baby unit.
3. When finished talking, release the **TALK** key to hear your baby again.



Turn on/off baby unit's status LED

Turn on or turn off the baby unit status LED indicator. Go to:

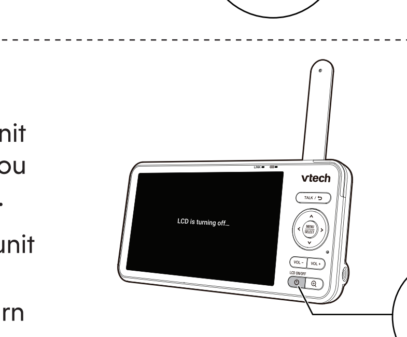
> **Status LED**.



Turn on/off the parent unit screen

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

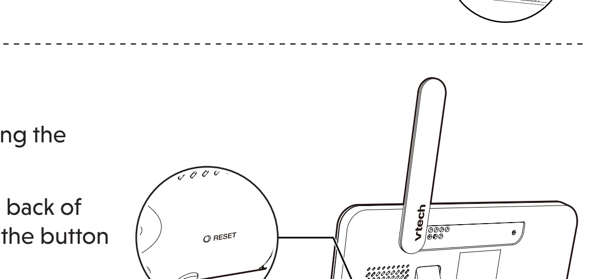
- Press ⏻ | **LCD ON/OFF** on the parent unit to turn off the screen.
- Press any key on the parent unit to turn the screen on again.



TIP

You can reset the parent unit by pressing the **RESET** key at the back of the unit.

Insert a pin into the **RESET** hole on the back of the parent unit, and then gently press the button inside.



TEST THE SOUND LEVEL AND POSITION THE BABY MONITOR

Testing the sound level of the baby monitor

NOTE

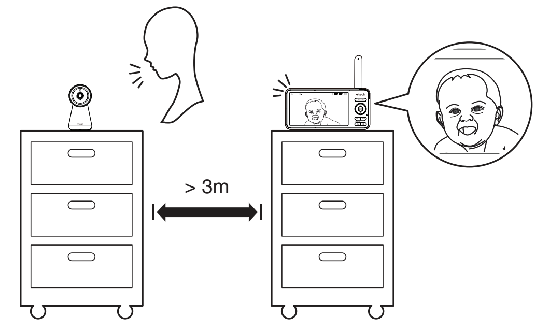
- This baby monitor is intended as an aid. It is not a substitute for proper adult supervision, and should not be used as such.

CAUTION

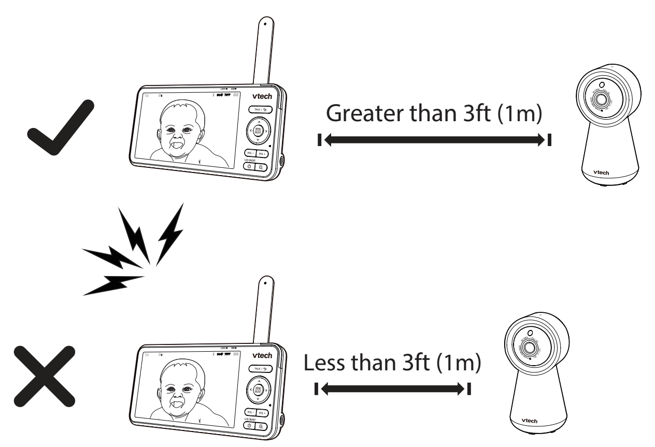
- For hearing protection, make sure the parent unit is more than 3 feet away from the baby unit. If you hear any high-pitched noise from the parent unit, move the parent unit further until the noise stops. You can also press **VOL –** on the parent unit to lower or mute the noise.

TIP

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



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

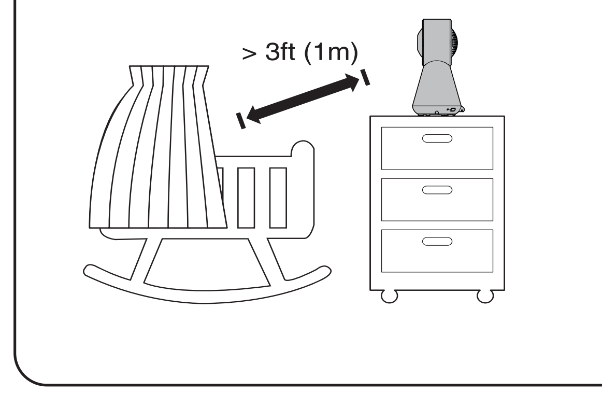


Positioning the baby monitor

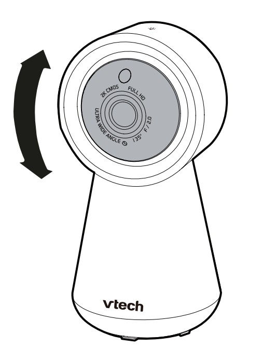
CAUTION

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

1. Place the baby unit more than 3 feet away from your baby.



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

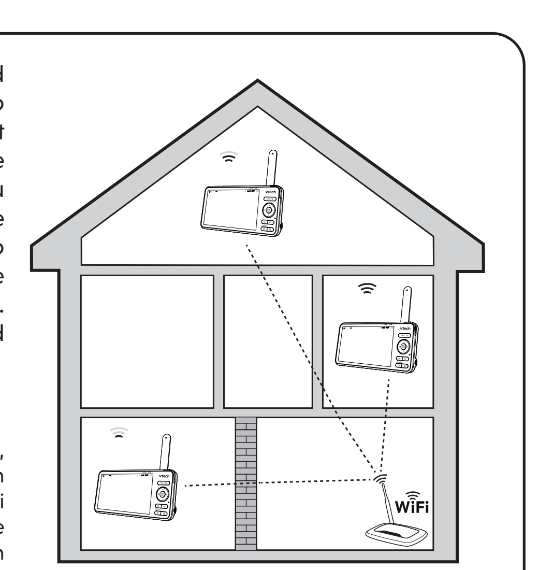


TEST THE LOCATION FOR THE BABY UNIT

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

TIP

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

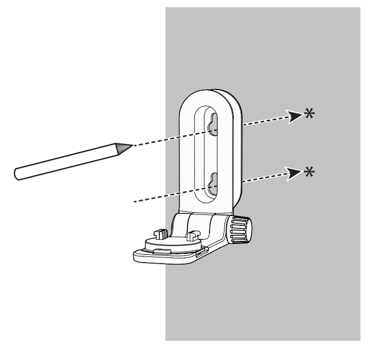


MOUNT THE BABY UNIT (OPTIONAL)

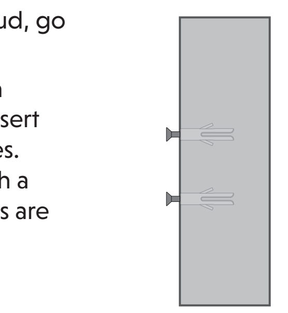
NOTES

- Check for reception strength and camera angle of the baby unit before drilling the holes.
- The types of screws and plugs you need depend on the composition of the wall. You may need to purchase the screws and plugs separately to mount your baby units.

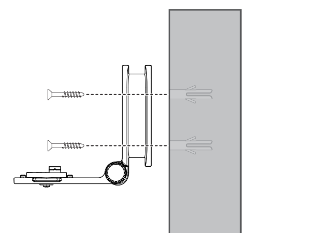
1. Place the wall mount bracket on a wall and then use a pencil to mark two holes in parallel. Remove the wall mount bracket and drill two holes in the wall (5.5mm drill bit).



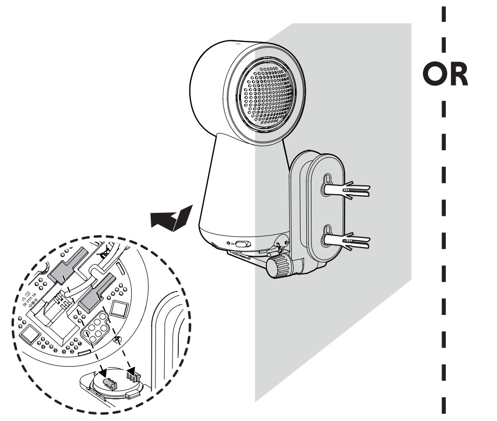
2. If you drill the holes into a stud, go to step 3.
   - If you drill the holes into an object other than a stud, insert the wall plugs into the holes. Tap gently on the ends with a hammer until the wall plugs are flush with the wall.



3. Align the wall mount bracket and screws with the holes in the wall as shown. Tighten the screw in the middle hole first, so that the wall mount bracket position is fixed. You can tighten the other screw in the top hole.

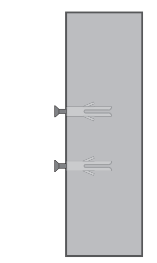


4. Place the baby unit on the wall mount bracket, and then slide it forward until it locks into place. Connect the power adapter to the baby unit .

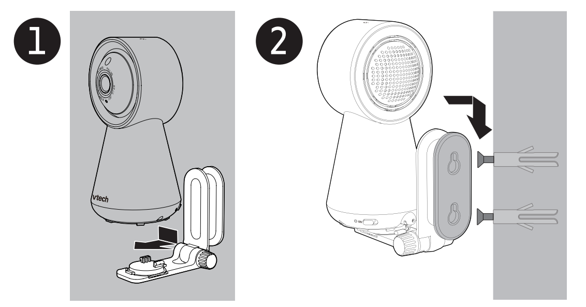


OR

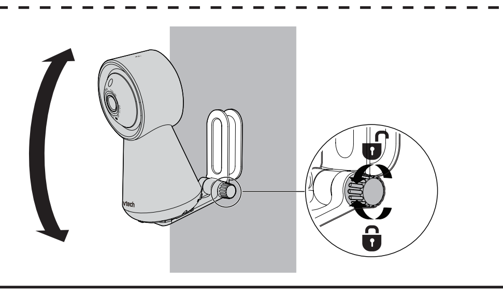
3. Insert the screws into the holes and tighten the screws until only 6.5mm inch of the screws are exposed.



4. Place the baby unit on the wall mount bracket, and then slide it forward until it locks into place. Align the holes on the wall mount bracket with the screws on the wall, and slide the wall mount bracket down until it locks into place.



5. You can maximize your baby unit viewing angles by tilting the wall mount bracket.
   Hold the baby unit, and then rotate the knob in an anticlockwise direction. This will loosen the joint of the wall mount bracket. Tilt your baby unit up or down to adjust to your preferred angle. Then, rotate the knob in a clockwise direction to tighten the joint and secure the angle.



FOR RM5756HD-2 ONLY

Monitoring Modes

When more than one baby unit is paired to the parent unit, you can choose to view different baby units in three monitoring modes. Learn more about each below:

Single Mode 1 2	The screen displays images only from the selected baby unit in full screen.
Split Mode 1|2	The screen displays images from all paired baby units at the same time in split view.
Patrol Mode 1 2	The screen displays a single cam view that transitions to a different baby unit every 10 seconds.

Change the monitoring mode:

1. Press **MENU** when the parent unit is idle.
2. Press **MENU** or ∨ to enter **Monitoring Mode** menu.
3. Press < or > to choose between **Single** 1 2, **Split** 1|2, and **Patrol** 1 2 monitoring mode options. Press **SELECT** to confirm.

NEED HELP?

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

For operations and guides to help you using your HD video monitor, and for latest information and supports, go and check the online help topics and online FAQs.

Use your smartphone or mobile device to access our online help.

Go to **https://help.vtechphones.com/RM5756HD** or **https://help.vtechphones.com/RM5756HD-2**; OR Scan the QR code on the right. Launch the camera app or QR code scanner app on your smartphone or tablet. Hold the device's camera up to the QR code and frame it. Tap the notification to trigger the redirection of the online help.

- If the QR code is not clearly displayed, adjust your camera's focus by moving your device closer or further away until it is clear.

If you would like to contact us, visit **https://help.vtechphones.com/cs** or scan the QR code.

You can also call our Customer Support at 1-844-848-8324 (1-844-84-VTECH) [in US] or 1-888-211-2005 [in Canada] for help.

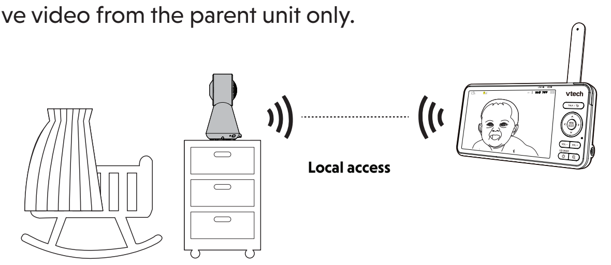
RM5756HD

RM5756HD-2

HOW THE SYSTEM WORKS

Direct mode

The parent unit and the baby unit of your video monitor connect to each others in **Direct mode** by default, which allows you to stream live video right out of the box. **Direct mode** connection lets you stream live video from the parent unit only.



TIP

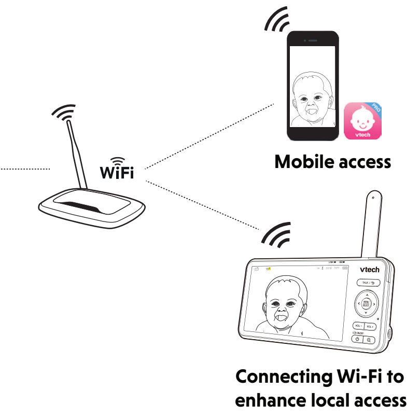
- You may experience reduced signal strength if your parent unit and baby unit are far apart, or there are obstructing factors, such as internal walls, between them. Move the parent unit closer to the baby unit to improve the signal strength.

Wi-Fi Router mode

To stream live video with better connection, you can also set up your monitor in **Router mode** connection.

Router mode uses your home Wi-Fi network to connect the video monitor. It supports streaming live video through the parent unit and **MyVTech Baby Pro** app.

Download and install the **MyVTech Baby Pro** mobile app to stream remotely. With the mobile app, your Wi-Fi router (not included) serves as a communicating channel between your baby unit and mobile device, allowing you to monitor and control your baby unit wherever you are. For details, see **Download app for mobile access** section in this quick start guide.



Auto mode

With **Auto mode** connection, the parent unit will automatically select the most reliable connection mode (**Direct** or **Wi-Fi**) when connecting to the baby unit(s). Mobile app access will not be interrupted in **Auto mode**.

NOTES

- When both parent unit and app are viewing the camera simultaneously, the video quality will be optimised to deliver the best possible viewing result.

GENERAL PRODUCT CARE

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

- Avoid placing 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 damp cloth.
- DO NOT immerse the parent unit and the baby unit in water and do not clean them under the tap.
- DO NOT use cleaning spray or liquid cleaners.
- Make sure the parent unit and the baby unit are dry before you connect them to the mains again.
- Clean the USB charging port of dust, dirt, and lint regularly.

STORAGE

When you are not going to use the video monitor for some time, store the parent unit, the baby unit and the adapters in a cool and dry place.

FREQUENTLY ASKED QUESTIONS

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

Can I turn the parent unit display screen off but keep hearing sounds from the baby unit?	Yes, press ⏻ | **LCD ON/OFF** on the parent unit to turn off the screen. The parent unit display will also dim automatically after being inactive for some time. In both instances, you will still be able to hear all sounds from the baby unit. Press any key to turn the screen back on.
Why is the baby unit not responding normally?	Try the following (in the order listed) for a common cure: 1. Disconnect the power to the baby unit. 2. Wait a few minutes before connecting power back to the baby unit. 3. Reboot the parent unit.
Why is my screen in black and white?	The baby unit has a light sensor that measures ambient light. When the ambient light is dim, such as during night time or in a dark room, the baby unit activates its infrared LEDs, and displays the camera images in black and white night vision.
Why does my baby unit show offline? Why is the connection lost every now and then?	The baby unit may have lost connection to the Wi-Fi router. Check your network and router settings.
	Other electronic products may cause interference with your baby unit. Try installing your baby unit as far away from these electronic devices as possible.
Why can't I hear a sound/Why can't I hear my baby crying?	The parent unit speaker volume may be too low. Press **VOL +** on the parent unit to increase the volume.
	You may have set a low sound sensitivity level. Set the sound sensitivity to a higher level. For details, go to **www.vtechphones.com** for online help topics.

THE RBRC SEAL

The RBRC seal on the lithium-ion 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 program provides a convenient alternative to placing used lithium-ion batteries into the trash or municipal waste, which may be illegal in your area.

VTech's participation makes it easy for you to drop off the spent product at local retailers participating in the program or at authorized VTech product service centers. Please call **1 (800) 8 BATTERY®** for information on Li-ion 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.

The RBRC Seal and 1 (800) 8 BATTERY® are registered trademarks of Call2recycle, Inc.

FCC AND IC REGULATIONS

FCC Part 15

NOTE: 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 product 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 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 video monitor meets the California Energy Commission (CEC) regulations for energy consumption. Your video 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 camera units, the CEC battery charging testing mode is activated while it is powered off and charging.

FOR cETL COMPLIANCE ONLY

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 a été conçu pour être un dispositif d'appoint seulement. Il n'est pas le remplacement d'une supervision responsable et adéquate par un adulte et ne devrait pas être utilisé comme telle.
5. Ce produit n'est pas conçu pour être utilisé en tant que moniteur médical.
6. 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.
7. **MISE EN GARDE:** Utilisez uniquement la pile fournie. Un risque d'explosion pourrait survenir si un mauvais type de pile est utilisé pour l'unité du parent. La pile ne peut pas être soumise à des températures extrêmes élevées ou basses et à une faible pression d'air à haute altitude pendant l'utilisation, l'entreposage 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 ou d'un gaz inflammable. Une pile soumise à une pression d'air extrêmement basse peut provoquer une explosion ou une fuite de liquide ou de gaz inflammable. Éliminer la pile usagée conformément aux informations **du Sceau RBRC**.
8. N'utilisez que les adaptateurs inclus 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.

   ⚠ ℹ Informations sur les adaptateurs électriques :
   Sortie : 5 V CC 1000mA.
   VTech Telecommunications Ltd.
   Modèle : VT05EUS05100
   Sortie : 5 V CC 2A.
   VTech Telecommunications Ltd.
   Modèle : VT07EUS05200

   ⚠ ℹ Informations sur les piles rechargeables :
   3.7V 5000mAh, 18.5Wh Lithium-ion batterie
   Zhuhai Great Power Energy Co., Ltd.
   Modèle : GSP806090-5Ah-3.7V-1S1P
9. 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.
10. Pour les appareils raccordés, la prise de courant (de l'adaptateur secteur) doit être installée près de l'équipement et doit être facilement accessible.
11. 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.
12. Ne coupez pas les cordons d'alimentation pour remplacer les fiches, car ceci peut présenter un danger potentiel.
13. 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.
14. 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.
15. L'équipement doit être fourni à partir d'un acquiescement gauche identifié d'USB aux conditions de la source d'énergie limitée.
16. Ne surchargez pas les prises de courant murales ni les rallonges électriques.
17. Ne placez pas cet appareil sur un chariot, meuble, trépied, support de montage ni table chancelants.
18. 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.
19. 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.
20. 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.
21. Vous devriez tester la réception chaque fois que vous mettez l'appareil en fonction.
22. Examinez les composantes afin de vérifier si celles-ci ne sont pas endommagées.
23. Il existe un très faible risque de perte de confidentialité avec certains appareils électroniques (autres écoute-bébés, téléphones sans fils etc.). Pour l'éviter, s'assurer que le produit n'a jamais été utilisé avant l'achat, réinitialiser l'unité de façon périodique, éteindre l'écoute-bébé quand il n'est pas en cours d'utilisation.
24. Les enfants devraient être supervisés afin de vous assurer qu'ils ne jouent pas avec l'appareil.
25. Les petites pièces de ce moniteur peuvent être avalées par les bébés ou les petits enfants. Veuillez tenir ces pièces hors de portée des enfants.
26. 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

- Utilisez et entreposez le produit à une température entre 0 ° C (32 ° F) et 40 ° C (104 ° F).
- Risque de brûlure, risque d'incendie, risque d'explosion associé à une mauvaise manipulation de la batterie.
- 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.
- ⚠ Avertissement - Risque de strangulation - Les enfants se sont ÉTRANGLÉS dans des cordons. Gardez ce cordon hors de portée des enfants (à plus de 0,9 m). N'enlevez pas cette étiquette.
- 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.
- D'autres produits électroniques peuvent causer des interférences auprès de votre caméra IP. Essayez d'installer votre caméra IP le plus loin possible de ces dispositifs électroniques : routeurs sans fil, radios, téléphones cellulaires, interphones, moniteurs de pièces, téléviseurs, ordinateurs personnels, appareils électriques de cuisine 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 replace at VTech's option, without charge, a Materially Defective Product. 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. Replacement of the Product, at VTech's option, is your exclusive remedy. VTech will return the replacement Products to you in working condition. You should expect the 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 (90 days on products purchased as Refurbished*). This limited warranty also applies to the replacement Product for a period of either (a) 90 days from the date the replacement Product is shipped to you or (b) the time remaining on the original one-year warranty (90-day limited warranty on products that are purchased as Refurbished*); whichever is longer.

*Refurbished products purchased from our online store carry a 90-day replacement warranty.

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 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.

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.