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Smart HQ Max
Smart HQ Max Twin



For more support information
Model No.: 356500 Model No.: 356600

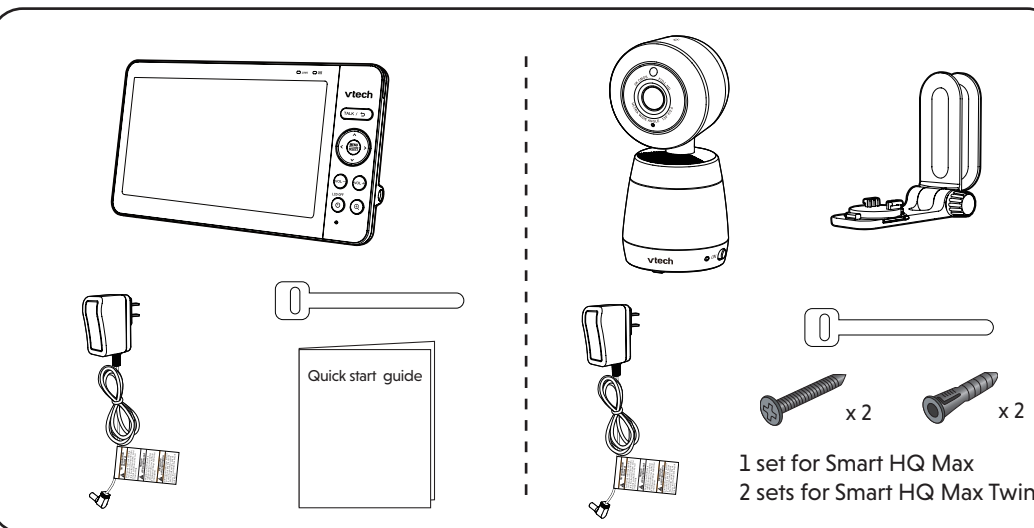
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Quick start guide

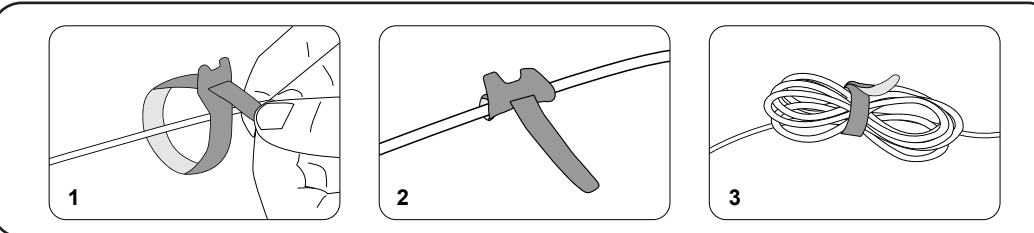
Congratulations

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

WHAT'S IN THE BOX



CABLE MANAGEMENT



TECHNICAL SPECIFICATIONS

Frequency	Baby unit: 2402 - 2480 MHz (Wi-Fi, FHSS, BLE) Max Transmit power is 10mW (Wi-Fi, FHSS, BLE) Parent unit: 2406 - 2475 Mhz Max Transmit power is 100mW
LCD	7" Color LCD (IPS 1024x600 pixels)
Nominal effective range	Maximum power allowed by FCC and IC. Actual operating range may vary according to environmental conditions at the time of use.
Power requirement	Baby unit power adapter: Output: 5V DC, 1.5A Parent unit power adapter: Output: 5V DC, 2A Parent unit battery: 3.7V 5000mAh, 18.5Wh Lithium-ion battery

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Product Recycling
Recycle this product when you are done with it.
For more information, scan the QR code or visit www.vtechbabycare.com.



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IMPORTANT SAFETY INSTRUCTIONS

The applied nameplate is located at the bottom of the baby unit base. When in use, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury, including the following:

- Follow all warnings and instructions marked on the product.
- Adult setup is required.
- CAUTION:** Do not install the baby unit at a height above 6.5 feet (2 meters).
- This product is intended as an aid. It is not a substitute for responsible and proper adult supervision and should not be used as such.
- This product is not intended for use as a medical monitor.
- Do not use this product near water, for example, near to a bath, sink, swimming pool or shower.
- CAUTION:** Use only the internal, non-user replaceable battery fitted to the parent unit. 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 batteries in fire or a hot oven, mechanically crushing or cutting the battery can result in an explosion. Subjecting products or batteries to an extremely high temperature environment can result in explosion or leakage of flammable liquids, or gas. Products or batteries subjected to extremely low air pressures may result in explosion or leakage of flammable liquids, or gas. Dispose of used batteries according to the information in **The RRC seal**.
- Use only the power adapters supplied with this product. Incorrect power adapter polarity or voltage can seriously damage the product.



Power adapter information:

Baby Unit Output: 5V DC 1.5A

VTech Telecommunications Ltd.

Model: VT07EUS05130

-OR-

Jiangxi Jian Aohai Technology Co., Ltd.

Model: A938-050150W-US1

Parent Unit Output: 5V DC 2A

VTech Telecommunications Ltd.

Model: VT07EUS05200

-OR-

Jiangxi Jian Aohai Technology Co., Ltd.

Model: A938-050200W-US1



Rechargeable battery information:

3.7V 5000mAh, 18.5Wh Lithium-ion battery

Zhuohai Great Power Energy Co., Ltd.

Model: CSP806090-5Ah-3.7V-151P

- The power adapter is intended to be correctly oriented in a vertical or floor mount position. The prongs are not designed to hold the plug in place if it is plugged into a ceiling, under-the-table or cabinet outlet.
- For pluggable equipment, the socket-outlet (power adapter) should be installed near the equipment and should be easily accessible.
- Unplug this product from the wall outlet before cleaning. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.
- Do not modify the power adapters or replace with other third-party adapters.
- Do not allow anything to rest on the power cords. Do not install this product where the cords may be walked on or damaged.
- The product should only be operated from a power source indicated on the power adapter label or marking. If you are unsure of the type of power supply in your home, consult your dealer or electricity supply provider.
- Do not overload wall outlets or use an extension cord.
- Do not place this product on an unstable table, shelf, stand or other unstable surfaces.
- This product should not be placed in any area where proper ventilation is not provided. Any slots or openings in the back or bottom of this product are provided for ventilation. To protect from overheating, 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 source.

Never insert any objects through any apertures or slots in the product as this can be dangerous and cause damage to the battery or other internal parts. Never spill any liquids on the product.

To reduce the risk of electric shock, do not disassemble this product, but take it to an authorized service facility.

Disassembling or removing parts of the product other than battery replacement via a battery door (if applicable) may expose dangerous voltages or other risks.

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

Periodically examine all components for damage.

There is a very low risk of privacy loss when using certain electronic devices, such as baby monitors, cordless telephones, etc. To protect your privacy, make sure the product has never been used before purchase, reset the baby monitor periodically by powering off and then powering on the units, and power off the baby monitor if you are not intending to use it for some time.

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

The small parts of this monitor can be swallowed by babies or small children. Keep these parts out of reach of children.

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

- Use and store the product at a temperature between 32°F (0°C) and 104°F (40°C).
- Mishandling batteries can cause burn, fire or explosion hazards.
- Batteries should not be exposed to excessive heat such as bright sunshine or fire.
- Do not expose the product to extreme cold, heat or direct sunlight. Do not place the product close to a heating source.

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 warning label on the adapter cord.

Never place the camera unit(s) inside the baby's crib or playpen. Never cover the camera unit(s) or parent unit with anything such as a towel or a blanket.

Other electronic products can cause interference to your parent unit and baby unit. Try installing your baby unit as far away as possible from the following electronic devices: wireless routers, radios, mobile telephones, intercoms, room monitors, televisions, personal computers, kitchen appliances (e.g. microwave ovens) 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.

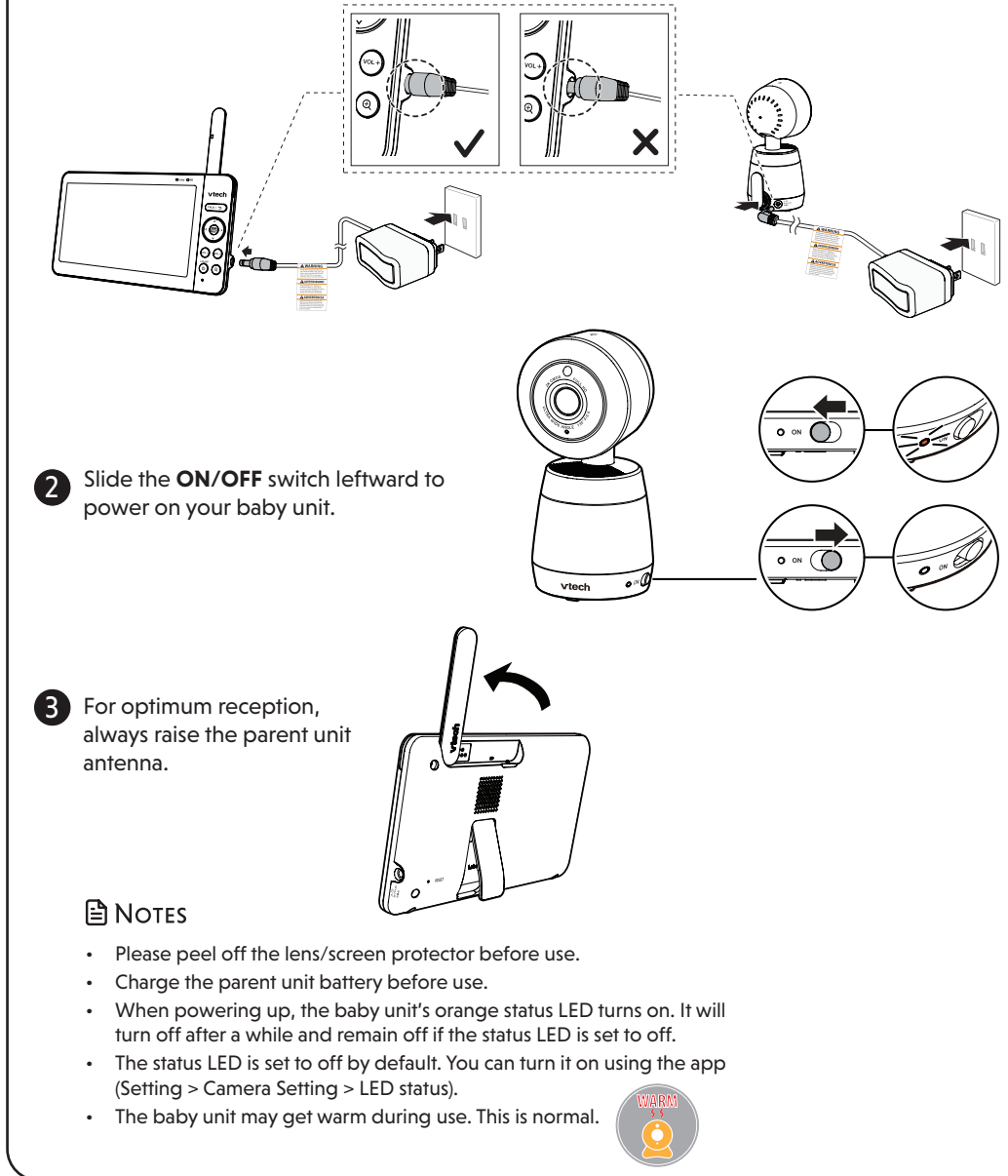
Electromagnetic fields (EMF)

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

CONNECT, CHARGE AND POWER ON THE BABY MONITOR

- Connect the parent unit and baby unit to the adapter and mains supply.

The parent unit turns on automatically after connecting to the power socket, and the welcome screen appears. You can press and hold to turn it on or off.



NOTES

- Please peel off the lens/screen protector before use.
- Charge the parent unit battery before use.
- When powering up, the baby unit's orange status LED turns on. It will turn off after a while and remain off if the status LED is set to off.
- The status LED is set to off by default. You can turn it on using the app (Setting > Camera Setting > LED status).
- The baby unit may get warm during use. This is normal.

DOWNLOAD APP FOR MOBILE ACCESS

Use the **MyVTech Baby Plus** on your mobile device to monitor your baby remotely. Follow the instructions below to set up and pair your baby monitor with the app.

- Scan the QR code to download the free **MyVTech Baby Plus** mobile app, or search "MyVTech Baby Plus" on App Store or Google Play Store. If you have previously installed the app, ensure that you have the latest version.

NOTE

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

Minimum requirement

The mobile app is compatible with:

- Android™ 9.0 or later (Not compatible with mobile devices with a 32-bit Android operating system); and
- iOS 14 or later.

- Tap to launch the mobile app on your device and create an account.
- We recommend that you use common webmail services, such as Google Gmail, to register your user account. Check your email (including the Spam folder) and activate your new account by entering the email verification code. Then, sign in to your account.
- Ensure that you are connected to a **2.4GHz Wi-Fi network** and have enabled **Bluetooth** and **Location Service** on your device.
- After signing in to the app, select **Camera(s) with Parent unit** and scan the QR code displayed on the parent unit. To find the QR code, press the **MENU/SELECT** button and go to > **Connect to Mobile App**.
- Input the Wi-Fi password.
- Press and hold the pair key on the baby unit for 3 seconds until you hear the beep sound to enter pairing mode.
- Select the camera model that appears in the app and wait for the camera to connect. Once connected, it will display a live view preview.
- Select **"Continue"** and create a profile for your baby (Optional). Now you can start monitoring! (For models with 2 cameras, a pop-up will ask if you wish connect another camera. Repeat steps 7-9 for the second camera.)

TIP

Use **Camera Sharing** to instantly share access to the camera. Follow these steps:

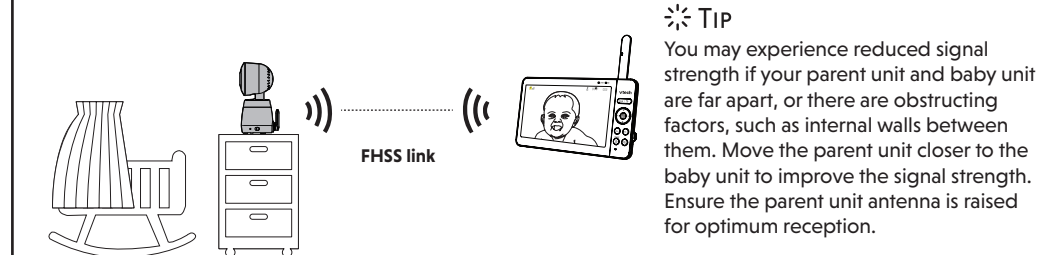
- Go to **Menu** and select **Camera Sharing**.
- Choose **"Invite People"** and enter the name and email address of the family member's app account.
- The family member will receive a pop-up notification in the app and can accept the invitation to access the camera(s).

HOW THE SYSTEM WORKS

TIP To receive product firmware updates, this baby monitor requires connecting to a **2.4GHz home Wi-Fi network**.

Direct mode

Your baby monitor parent unit and baby unit connect to each other in **Direct mode** by default, which allows you to immediately stream video out of the box.

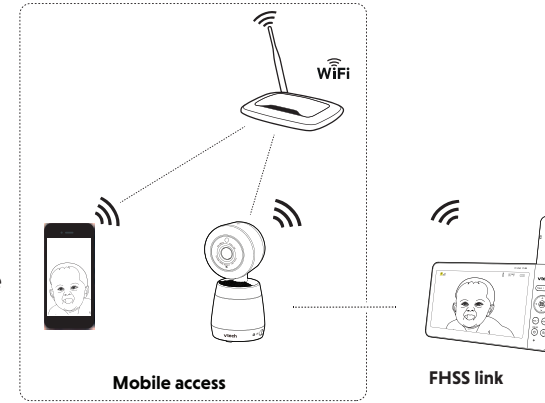


Wi-Fi mode

To enhance your experience and enjoy seamless live video streaming via your mobile app, and to receive product software updates (when available), we highly recommend setting up your monitor's Wi-Fi connection.

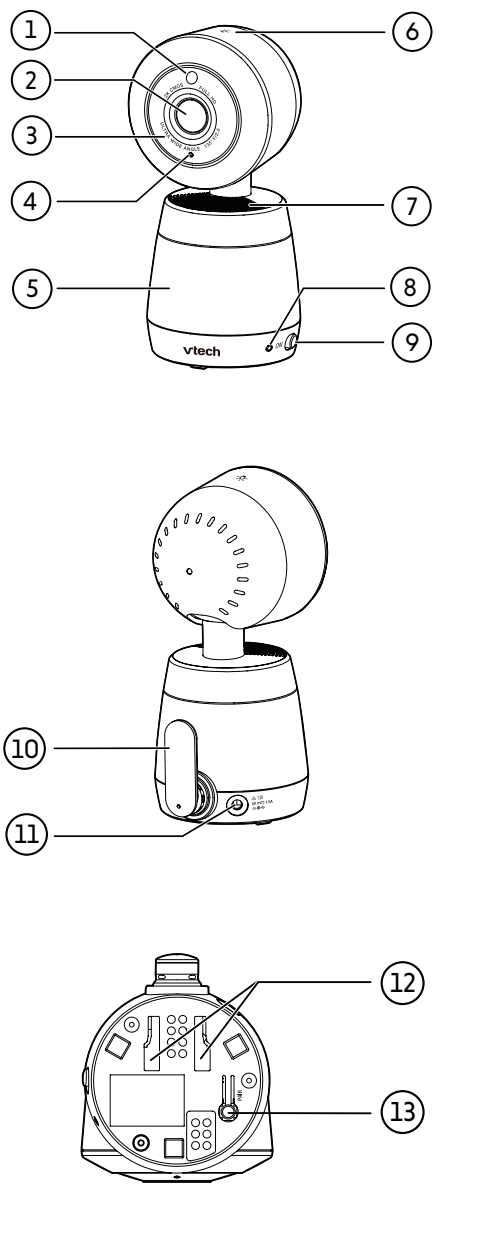
It uses your 2.4GHz home Wi-Fi network to connect your video monitor and supports live video streaming through the mobile app.

To stream live video remotely with your mobile device, download and install the **MyVTech Baby Plus** mobile app. With the mobile app, your Wi-Fi router (not included) provides Internet connectivity to your video monitor system. It serves as a communication channel between your baby unit and mobile device, allowing you to monitor and/or control your baby unit wherever you are. For more details, see **Download app for mobile access** section in this quick start guide.



OVERVIEW

Baby unit



- Light sensor**
- Camera lens**
- Infrared LEDs**
 - Allow you to see clearly in a dark environment.
- Microphone**
- Night light**
- Night Light Control Key**
 - Single Tap: Turn on/off.
 - Tap and hold (with the light turned on): Adjust night light brightness.
- Speaker**
- LED indicators**

Set to off by default. You can turn it on using the app (Setting > Camera Setting > LED status).

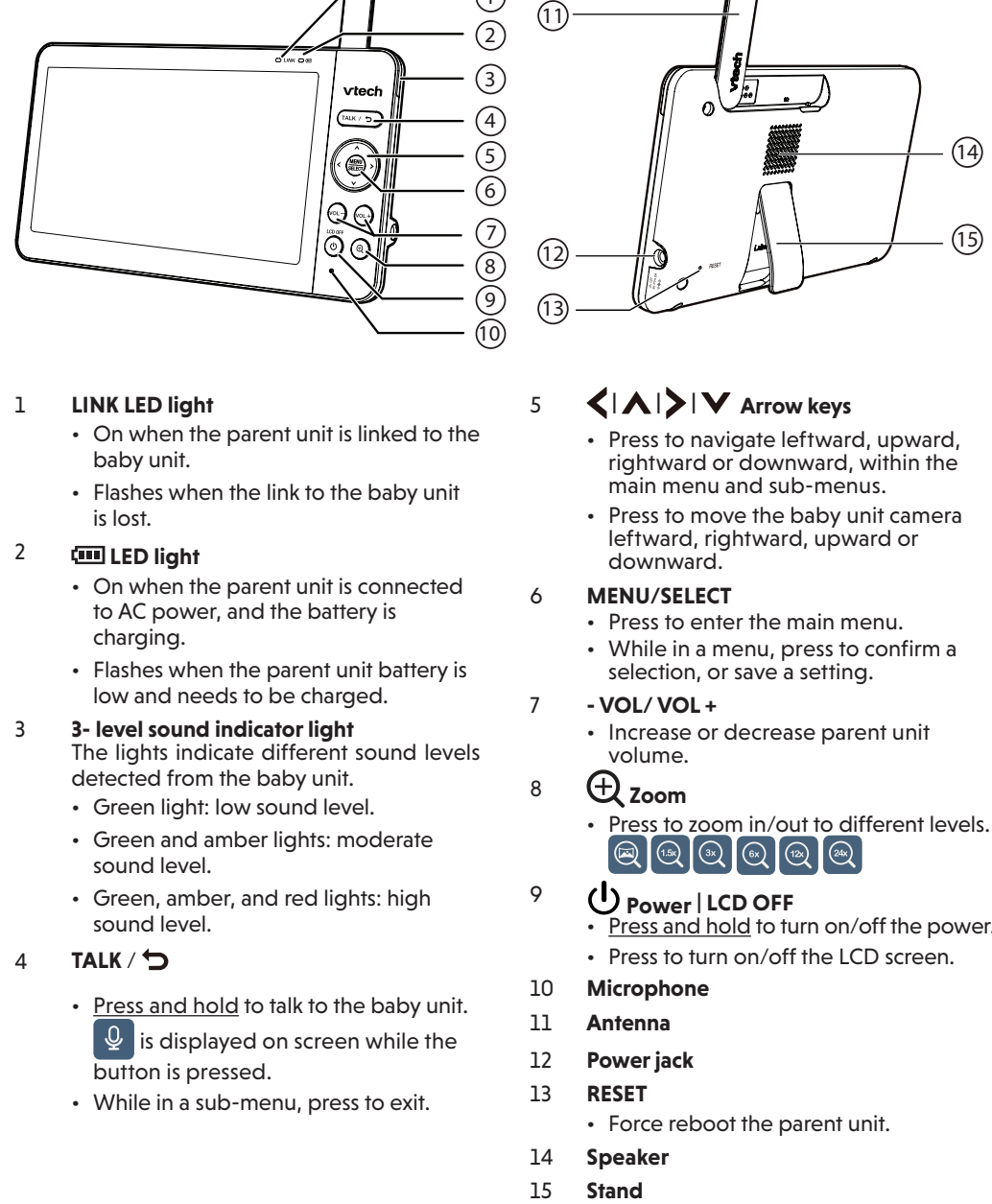
In direct mode:

 - Orange is steadily on when the baby unit is connecting to the parent unit.
 - Orange flashes slowly during video streaming.

In Wi-Fi mode:

 - Green is steadily on when the baby unit is connected to Wi-Fi.
 - Green flashes slowly during video streaming to Wi-Fi.
- ON/OFF switch**
- Antenna**
 - Connect to router with Wi-Fi.
- Power jack**
- Wall mount slots**
- Pair/reset button**
 - To enter pairing mode, press and hold the **PAIR** key for three seconds until you hear a beep sound. Then follow the app instructions to connect the camera to a 2.4GHz Wi-Fi network.
 - To reset the baby unit, press and hold the **PAIR** key until you hear a beep sound. Release the **PAIR** key and then press and release a further five times until you hear another beep sound. The baby unit will emit another beep when the reset is complete. After the beep sound, the baby unit will reboot itself.

Parent unit



- LINK LED light**
 - On when the parent unit is linked to the baby unit.
 - Flashes when the link to the baby unit is lost.
- LED light**
 - On when the parent unit is connected to AC power, and the battery is charging.
 - Flashes when the parent unit battery is low and needs to be charged.
- 3-level sound indicator light**

The lights indicate different sound levels detected from the baby unit.

 - Green light: low sound level.
 - Green and amber lights: moderate sound level.
 - Green, amber, and red lights: high sound level.
- TALK**
- Arrow keys**
 - Press to navigate leftward, upward, rightward or downward, within the main menu and sub-menus.
 - Press to move the baby unit camera leftward, rightward, upward or downward.
- MENU/SELECT**
 - Press to enter the main menu.
 - While in a menu, press to confirm a selection, or save a setting.
- VOL/ VOL+**
 - Increase or decrease parent unit volume.
- Zoom**
- Power/LCD OFF**
 - Press and hold to turn on/off the power.
 - Press to turn on/off the LCD screen.
- Microphone**
- Antenna**
- Power jack**
- RESET**
 - Force reboot the parent unit.
- Speaker**
- Stand**



PARENT UNIT ICONS

Main Menu	Sub-menu	Options
		Monitoring mode (For Smart HQ Max Twin only) <ul style="list-style-type: none">View baby units in Single mode.View baby units in Patrol mode (switch view every 10 seconds).View baby units in Split screen.
		Night light <ul style="list-style-type: none">On/Off<ul style="list-style-type: none">Toggle the night light on or off.Color<ul style="list-style-type: none">Select a night light color.Customised color is available if your baby unit is paired with MyVTech Baby Plus app.Brightness<ul style="list-style-type: none">Adjust the night light brightness.Set the brightness to AUTO adaptive ambience.Timer<ul style="list-style-type: none">Set the timer to turn the night light off after 15, 30 or 60 minutes, or always on.
		Melodies and soothing sounds <ul style="list-style-type: none">Play/Stop<ul style="list-style-type: none">Toggle between play and stop.Library<ul style="list-style-type: none">Select to play all melodies, or play one of the five melodies or five soothing sounds.Camera Volume<ul style="list-style-type: none">Adjusts baby unit speaker volume.Timer<ul style="list-style-type: none">Set the timer to stop playing after 15, 30 or 60 minutes, or play non-stop.
		Alerts Settings <ul style="list-style-type: none">Adjusts the alert tone volume level.Motion Detect<ul style="list-style-type: none">Turn the motion detection alert on/off.Adjust Motion Sensitivity level for waking the parent unit screen.Temperature<ul style="list-style-type: none">Turn the temperature alert on/off.Select the temperature alert maximum and minimum temperature limits.Low Battery<ul style="list-style-type: none">Toggle the low battery alert on or off.Lost Link<ul style="list-style-type: none">Toggle the lost link alert on or off.
		Help and info <ul style="list-style-type: none">Help<ul style="list-style-type: none">Support InformationHow-to Video<ul style="list-style-type: none">Support videoSystem Info<ul style="list-style-type: none">System Information
		General settings <ul style="list-style-type: none">Connect to Mobile App<ul style="list-style-type: none">Instructions for adding baby unit to mobile app.Camera Volume<ul style="list-style-type: none">Adjusts baby unit speaker volume.



PROTECT YOUR PRIVACY AND ONLINE SECURITY

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

Ensure your wireless connection is secure.

- Before installing a device, ensure your router's wireless signal is encrypted by selecting the "WPA2-PSK with AES" setting in your router's wireless security menu.
- Change default settings.
- Change your wireless router's default wireless network name (SSID) to something unique.
- Change default passwords to unique, strong passwords. A strong password:
 - Is at least 10 characters long.
 - Is complex.
 - Does not contain dictionary words or personal information.
 - Contains a mix of uppercase letters, lowercase letters, special characters and numbers.

Keep your devices up to date.

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

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

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

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

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

Status icons	Status icons
	Motion detection alert is turned on.
	Melodies and soothing sounds are playing.
	Night light is turned on.
	Auto night light brightness is activated.
	Temperature alert is turned on.
	Parent unit is muted.
	Temperature measured at baby unit.
	Battery level indicator
	Low battery indicator