

TEST THE SOUND LEVEL AND POSITION THE BABY MONITOR

Testing the sound level of the baby monitor

NOTE

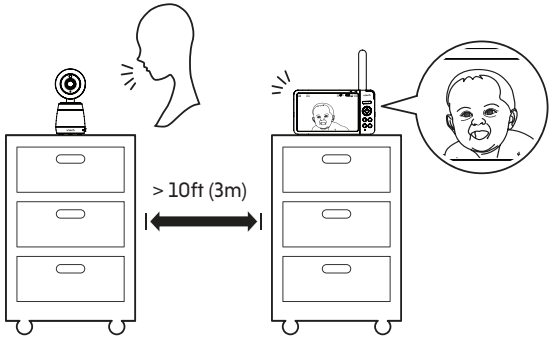
- This baby monitor is intended as an aid. It is not a substitute for proper adult supervision, and should not be used as such.

CAUTION

- For hearing protection, make sure the parent unit is more than 10 feet away from the baby unit. If you hear any feedback 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.

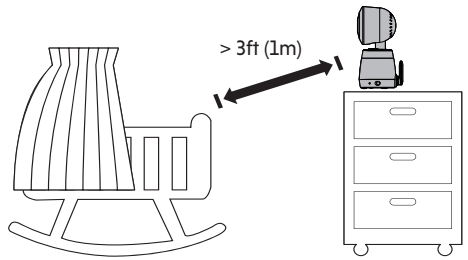


Positioning the baby monitor

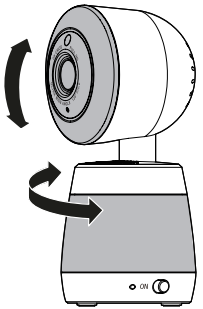
CAUTION

- 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.
- Excessive downward camera tilt may impair night vision and sound reception. If so, please adjust the tilt slightly upward.

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

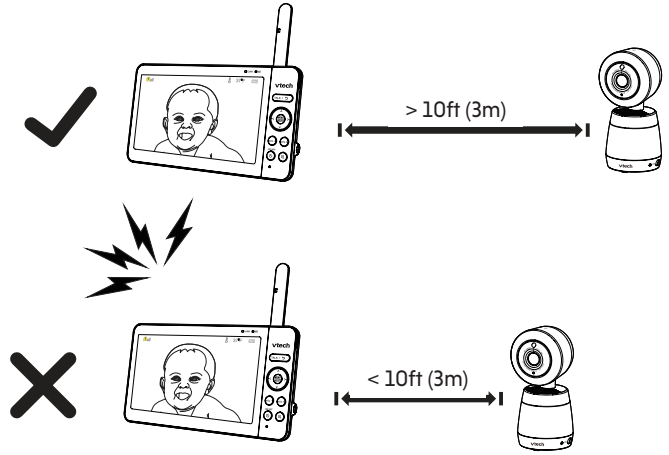


- Adjust the angle of the baby unit to aim the camera at your baby.



- To avoid causing feedback noise from your baby monitor:

- Make sure your baby unit and parent unit are more than 10 feet apart; OR
- Turn down the volume of your parent unit.

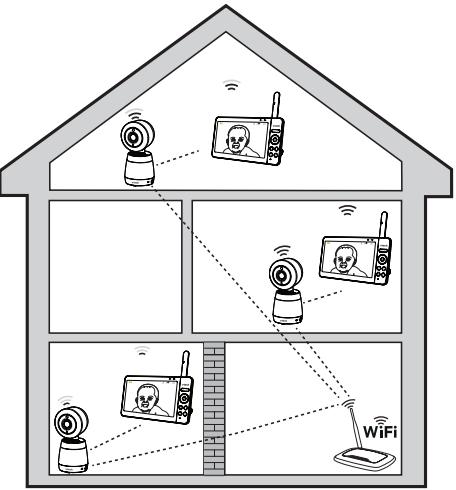


TEST THE LOCATION FOR THE BABY UNIT

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's **Wi-Fi signal icon(s)** 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.

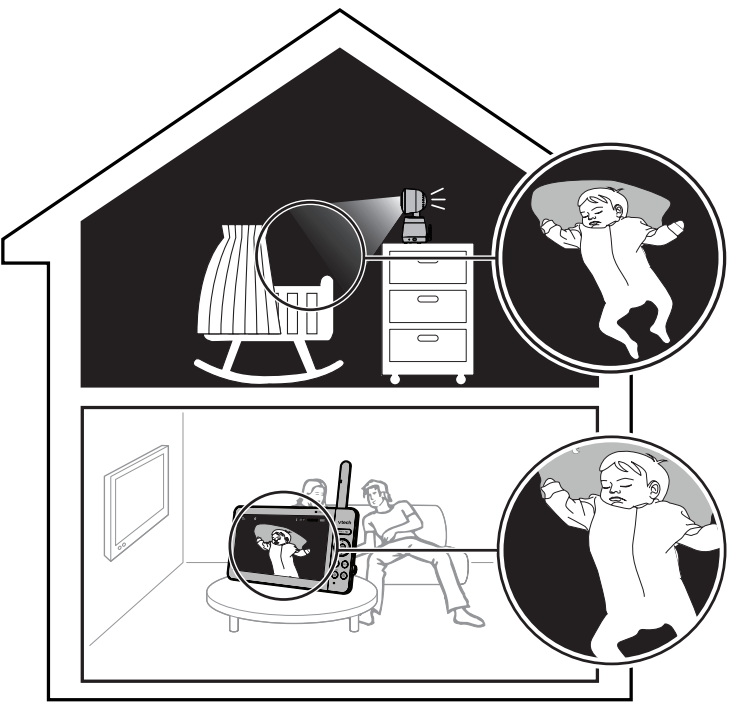
TIP

- Surroundings and obstructing factors, such as large metallic objects, filing cabinets, long distances, electrical appliances, and internal walls, may reduce Wi-Fi signal.



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 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 parent unit screen.



NOTES

- A **click sound** from the baby unit is normal and occurs when your unit adapts to the environment lighting conditions.
- To achieve accurate and high quality video feeds, your baby unit is equipped with an Infrared Cut-off Filter lens that optimizes color accuracy in bright, day-time environments. When the environment turns dark at night, this filter lens is withdrawn to enhance night vision quality. The brief **click sound** you hear is from the filter lens activating and withdrawing as the unit switches from day to night vision (and vice versa).

TIP

- Depending on the surroundings and other interfering factors, for example, lighting, objects, colors and backgrounds, the image quality may vary. Adjust the baby unit angle or place the baby unit at a higher location to prevent glare and a blurred display.

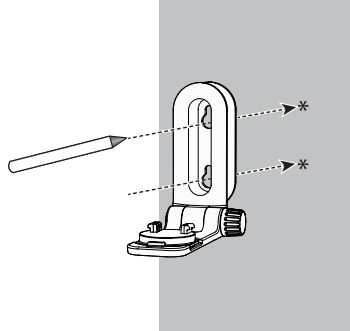
MOUNT THE BABY UNIT (OPTIONAL)

NOTES

Check the reception strength and baby unit camera angle before drilling any holes:

- The types of screws and anchors you need depend on the composition of the wall. You may need to purchase the screws and anchors separately to mount your baby units.

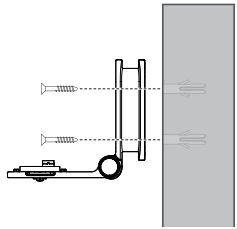
- Place the wall mount bracket on a wall and then use a pencil to mark two holes in parallel. Remove the wall mount bracket and drill two holes in the wall (7/32 inch drill bit).



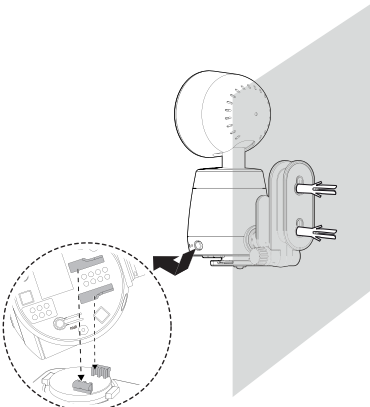
- If you drill the holes into a stud, go to step 3.
- If you drill the holes into an object other than a stud, insert the anchors into the holes. Tap gently on the ends with a hammer until the anchors are flush with the wall.



- 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.

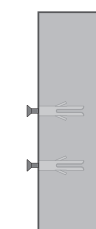


- Place the baby unit on the wall mount bracket, and then slide it forward until it locks into place. Connect the power adapter to the baby unit and a power supply.

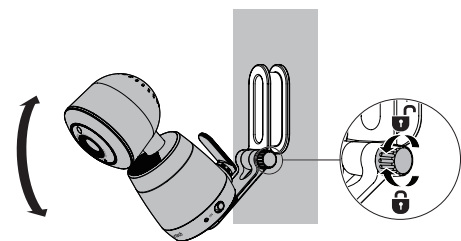
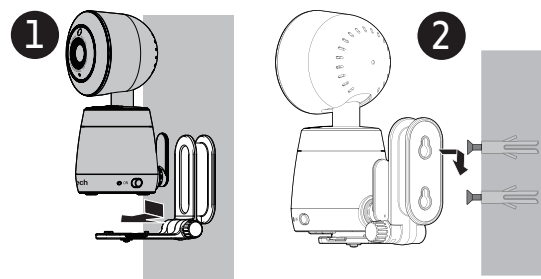


OR

- Insert the screws into the holes and tighten the screws until only 1/4 inch of the screws are exposed.



- 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.



NEED HELP?

For instructions and guides to make the best use of your baby monitor, and for the latest information and support, check out our online help topics and FAQs. The online help page will also be updated periodically to reflect product system updates.

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

- Go to <https://help.vtechphones.com/356500> or <https://help.vtechphones.com/356600>; 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 be redirected to the online help page.

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

If you would like to contact us, visit

<https://help.vtechphones.com/cs>.

You can also call our Customer Support at 1 (800) 595-9511 [in US] or 1 (800) 267-7377 [in Canada] for help.



Smart HQ Max online help
(Model no. 356500)



Smart HQ Max Twin online help
(Model no. 356600)

GENERAL PRODUCT CARE

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

- Avoid placing near heating appliances and devices that generate electrical noise (for example, motors or fluorescent lamps).
- DO NOT expose 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 or the baby unit in water and do not clean under running water.
- DO NOT use solvents, household cleaning sprays, or liquid cleaners.
- Make sure the parent unit and the baby unit are dry before reconnecting to the mains supply.

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, 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. 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/Reset 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.

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 use 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 that may cause undesired operation of the device. The term "C" 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 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:

- Observez toutes les instructions et mises en garde inscrites sur l'appareil.
- MISE EN GARDE:** N'installez pas l'unité du bébé à une hauteur supérieure à 2 mètres.
- 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.
- Vous devriez tester la réception chaque fois que vous mettez l'appareil en fonction.
- Examinez les composantes afin de vérifier si celles-ci ne sont pas endommagées.
- Il existe un très faible risque de perte de confidentialité avec certains appareils électroniques (autres écoute-bébes, téléphones sans fils etc.). Pour 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.
- Les enfants devraient être supervisés afin de vous assurer qu'ils ne jouent pas avec l'appareil.
- Les petites pièces de ce produit peuvent être avalées par les bébés ou les petits enfants. Veuillez tenir ces pièces hors de portée des enfants.
- 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'un leur ait donné suffisamment de supervision ou d'instruction relative à l'utilisation de l'appareil par une personne responsable de leur sécurité.

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 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.

N'enforcez 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.

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 qui contiennent cet appareil, à l'exception de l'accès autorisé à certaines portes de ventilation, 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.

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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 (if any) of the replaced 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.

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.

Please retain your original sales receipt as proof of purchase.

How do you get warranty service?

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