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## vttech®

### Quick start guide

For more support information



### Congratulations

on purchasing your new VTech product.  
Before using this baby monitor, please read the **Important safety instructions**.  
For support, shopping, and everything new at VTech, visit our website at [www.vtechphones.com](http://www.vtechphones.com). In Canada, visit [www.vtechcanada.com](http://www.vtechcanada.com).

#### What does HD Video Monitor do?

VTech 7" Touch Screen Wi-Fi 1080p Pan & Tilt Monitor allows you to stay close to your baby when you are on the move or away. This monitor is Wi-Fi enabled, using your home wireless network to stream live video and audio through the 1080p baby unit and 7-inch color screen parent unit. It allows you to maintain a constant connection to your baby.

You can also monitor from your smartphone and mobile tablet.  
VTech 7" Touch Screen Wi-Fi 1080p Pan & Tilt Monitor uses **MyVTech Baby Pro** app to let you instantly see and hear what's happening with your baby from anywhere in the world. The app can be downloaded from the App Store or the Google Play™ Store.

## 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:

- 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, do not use it near a bath tub, wash bowl, kitchen sink, laundry tub or swimming pool, or in a wet basement or shower.
- CAUTION:** Use only the battery 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 RBRC seal**.
- Use only the adapters included with this product. Incorrect adapter polarity or voltage can seriously damage the product.

**Power adapters information:**  
Baby Unit Output: 5V DC 1000mA  
VTECH Telecommunications Ltd.  
Model: VT05EUS05100  
Parent Unit Output: 5V DC 2A  
VTECH Telecommunications Ltd.  
Model: VT07EUS02200

**Rechargeable battery information:**  
3.7V 5000mAh, 18.5Wh Lithium-ion battery  
Zhuhai Great Power Energy Co., Ltd.  
Model: GSP06090-5AH-3.7V-531P

- 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) shall be installed near the equipment and shall 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 cut off the power adapters to replace them with other plugs, as this causes a hazardous situation.
- Do not allow anything to rest on the power cords. Do not install this product where the cords may be walked on or crimped.
- 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.
- The equipment is to be supplied from an identified USB port complying with the requirements of Limited Power Source.
- 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. 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.

- 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.
- To reduce the risk of electric shock, do not disassemble this product, but take it to an authorized service facility. Opening or removing parts of the product other than specified access doors may expose you to dangerous voltages or other risks. Incorrect reassembling can cause electric shock when the product is subsequently used.
- 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 will not 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 and 104°F.  
• Burn hazard, fire hazard, explosion hazard associated with mishandling of the battery.  
• Do not expose the product to extreme cold, heat or direct sunlight. Do not put the product close to a heating source.

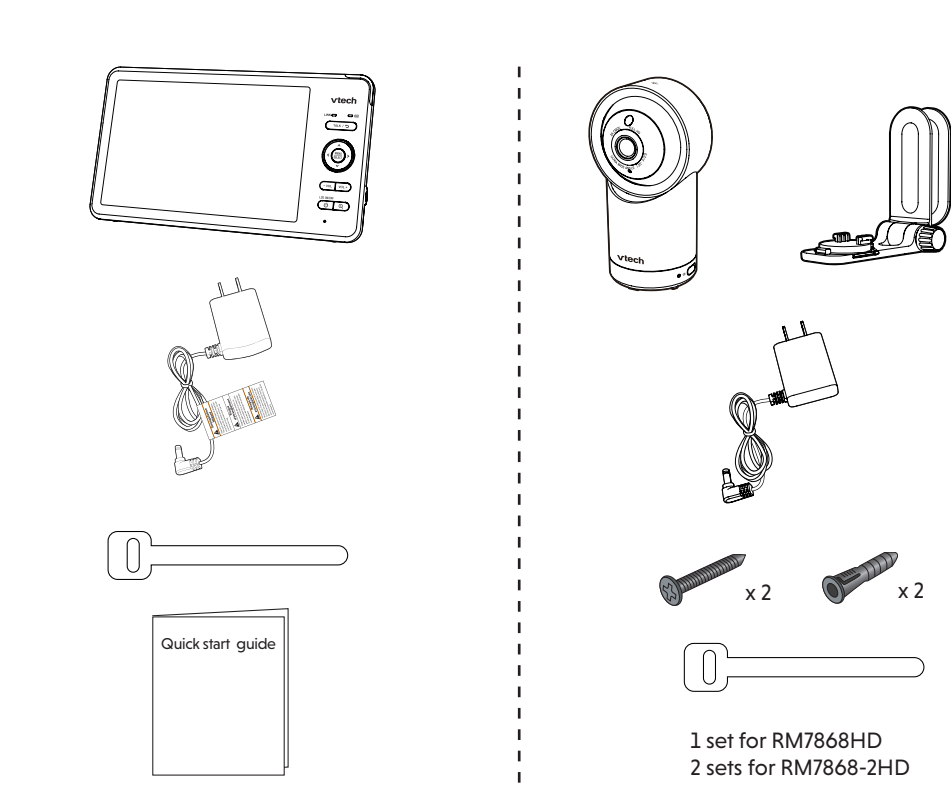
- Warning—Strangulation Hazard—Children** have STRANGLED in cords. Keep this cord out of the reach of children (more than 3 ft (0.9m) away). Do not remove this tag.
- Never place the camera unit(s) inside the baby's crib or playpen. Never cover the camera unit(s) or parent unit with anything such as a towel or a blanket.
- Other electronic products may cause interference with your camera unit. Try installing your camera unit 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.

## WHAT'S IN THE BOX

Your baby monitor package contains the following items. Save your sales receipt and original packaging in the event warranty service is necessary.



#### Requirements

##### For mobile access:

| MyVTech Baby Pro mobile app |                                                                   |
|-----------------------------|-------------------------------------------------------------------|
| Network                     | Wi-Fi                                                             |
| Wi-Fi router                | 2.4GHz 802.11 b/g/n                                               |
| Internet connection         | 1.5 Mbps @ 720p or 2.5 Mbps @1080p upload bandwidth per baby unit |

## DOWNLOAD APP FOR MOBILE ACCESS

- Download the free **MyVTech Baby Pro** mobile app and install it to a mobile device, then use your mobile device and the mobile app to monitor your areas remotely.

- Press **MENU** when the parent unit is idle.

- Go to > > **Connect Mobile Phone**.

- Scan the QR code in the parent unit to download the app into your mobile device.
- Follow the instructions in the mobile app to set up and pair your baby unit to the mobile app.

Alternatively, you can download the mobile app from the App Store or Google Play store.

##### Install MyVTech Baby Pro mobile app

- Browse the App Store or the Google Play store .
- Search for the mobile app with the keyword "myvttech baby pro".
- Download and install the **MyVTech Baby Pro** mobile app to your mobile device.

##### OR

Scan the QR codes on the right to get the app.

##### NOTE

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

##### Minimum requirement

The mobile app is compatible with:

- Android™ 6.0 or later; and
- iOS 12 or later.

- After installing the mobile app, follow the instructions in the mobile app and parent unit to set up and pair your baby unit.

##### In your mobile device:

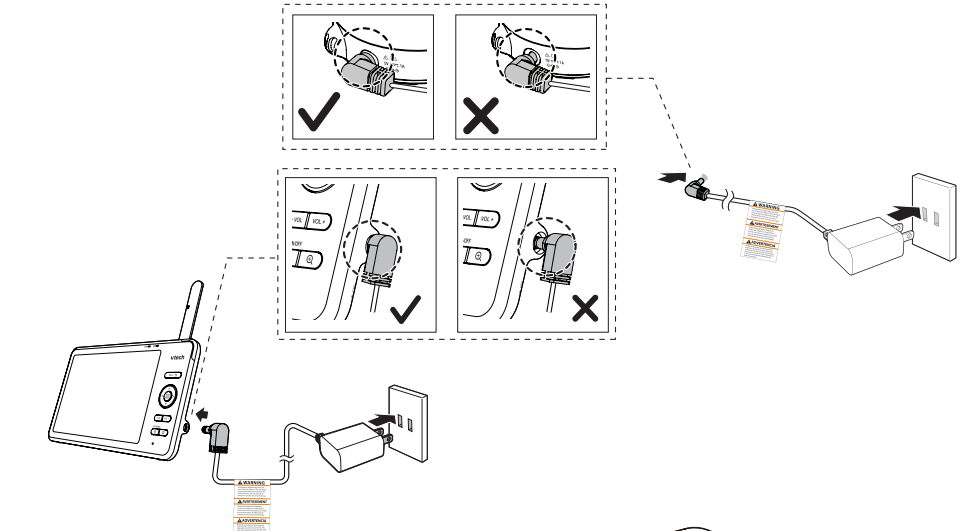
- Tap to run the mobile app in your mobile device, and then create a user account.
- We recommend that you use common webmail services, such as Google Gmail for registration of your user account. Check your email (and Spam folder), and activate your new camera account via the email link, then sign in to your account.
- Follow the instructions in the mobile app to pair the camera. Tap then **Add Camera** in the mobile app to get started.

## CONNECT, CHARGE AND POWER ON THE BABY MONITOR

##### Connect the baby monitor

##### NOTES

- The rechargeable battery in the parent unit is built-in.
- Use only the power adapters supplied with this product.
- Make sure the parent unit and the baby unit are not connected to the switch controlled electric outlets.
- Connect the power adapters in a vertical or floor mount position only. The adapters' prongs are not designed to hold the weight of the parent unit and the baby unit, 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.



Slide the switch to **ON** to power on your baby unit.

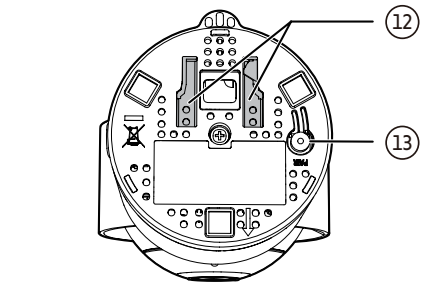
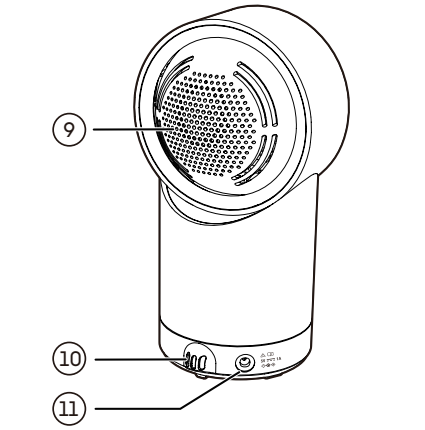
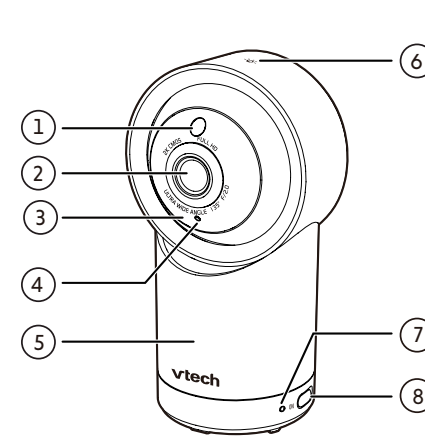
##### NOTES

- When powering up, the baby unit's status LED turns on. It will turn off after a while and keeps off.
- The status LED is set to off by default.

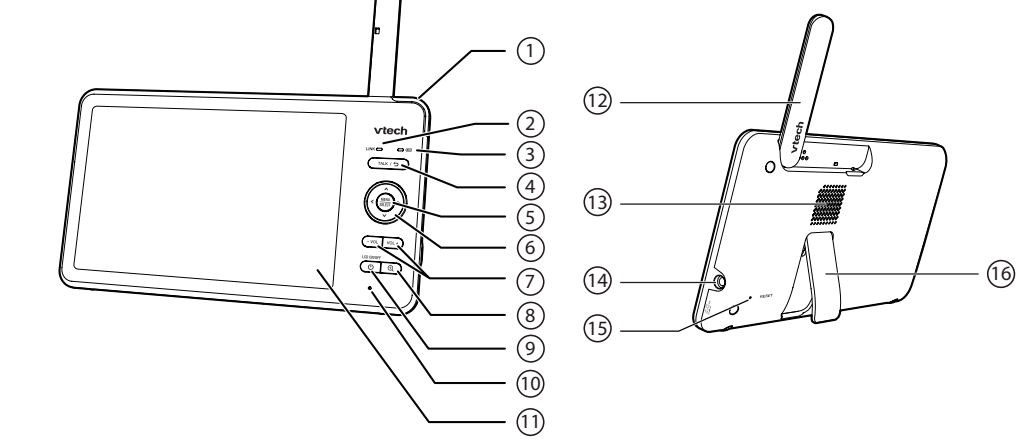
**NOTE:**  
Camera lens and surface may get warm during normal operation.

## OVERVIEW

##### Baby unit overview



##### Parent unit overview

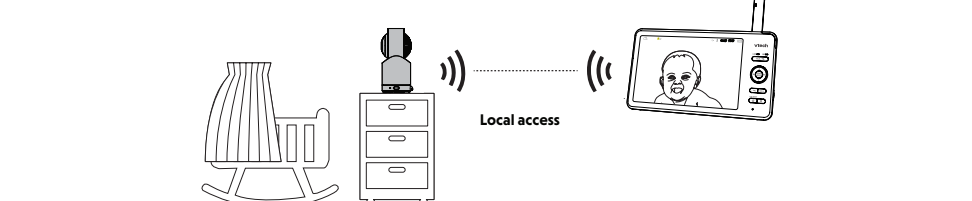


- 3-level sound indicator light**
  - Green: low sound level is detected by the baby unit.
  - Green and amber: moderate sound level is detected by the baby unit.
  - Green, amber and red: high sound level is detected by the baby unit.
- LINK LED light**
  - On when the parent unit is linked to the baby 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.
- TALK /**
  - Press and hold to talk to the baby unit.
  - While in a sub-menu, press to exit.
- MENU | SELECT**
  - Press to enter the main menu.
  - While in a menu, press to choose an item, or save a setting.
- PAIR**
  - Press and hold for three seconds to enter pairing mode.
  - Reset the baby unit to factory default.
  - Press and hold **PAIR** key until you hear a beep sound.
  - Release the **PAIR** key, and then press the **PAIR** key again five times until you hear another beep sound.
  - The baby unit will sound another beep when the reset completes. Then, the baby unit will reboot.
- Arrow keys**
  - Press to navigate leftward, upward, rightward or downward, within the main menu and sub-menus.
  - While viewing a zoomed image, press to move the image leftward, upward, rightward or downward.
- VOL - | VOL +**
  - Increase or decrease parent unit volume.
- Zoom**
  - Press to zoom in/out.
  - While in a sub-menu, press to view the help menu.
- Power | LCD ON/OFF**
  - Press to turn on/off the LCD screen.
- Microphone**
  - Press to mute/unmute the microphone.
- Touch screen**
  - Press to view the help menu.
- Antenna**
  - Press to view the help menu.
- Speaker**
  - Press to view the help menu.
- Power jack**
  - Press to view the help menu.
- RESET**
  - Force reboot the parent unit.
- Stand**
  - Press to view the help menu.

## 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 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.

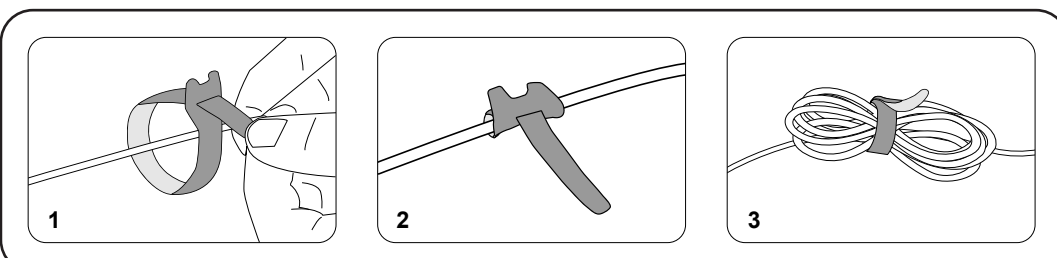
##### Auto mode

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.

## CABLE MANAGEMENT



## 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](http://www.fcc.gov/consumers/guides/how-protect-yourself-online).
- U.S. Department of Homeland Security: Before You Connect a New Computer to the Internet – [www.us-cert.gov/ncsc/tips/ST15-003](http://www.us-cert.gov/ncsc/tips/ST15-003).
- 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>.

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## DISCLAIMER AND LIMITATION OF LIABILITY

| Power requirement                                                                                                              |                              |
|--------------------------------------------------------------------------------------------------------------------------------|------------------------------|
| Baby unit power adapter: Output: 5V DC, 1000mA                                                                                 |                              |
| Parent unit power adapter: Output: 5V DC, 2A                                                                                   |                              |
| Parent unit battery: 3.7V 5000mAh, 18.5Wh Lithium-ion battery                                                                  |                              |
| Normal effective range                                                                                                         |                              |
| Maximum power allowed by FCC and IC: Actual operating range may vary according to environmental conditions at the time of use. |                              |
| (FIS 2808X00 pixels)                                                                                                           |                              |
| 7" Color LCD                                                                                                                   |                              |
| Channels                                                                                                                       | 11                           |
| Frequency                                                                                                                      | Baby unit: 2.412 ~ 2.462 MHz |

## TECHNICAL SPECIFICATIONS



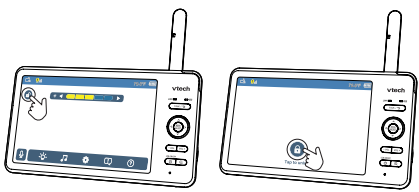
## BASIC OPERATION

After powering up your video 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 Control Panel

Tap the screen to open and use the Control Panel.

Tap to lock the panel, and tap to unlock it.



### Use the Main Menu

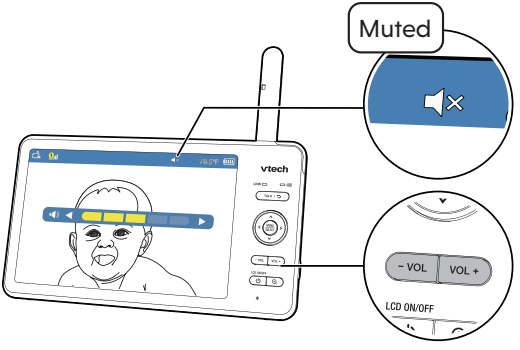
Press **MENU** on the parent unit to enter the main menu, choose a menu item, or save a setting. You can use the parent unit menu for advanced settings or operations, such as to play or stop the baby unit lullaby, or adjust the baby unit sound sensitivity.

While in the menu:

- Press to scroll among 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.

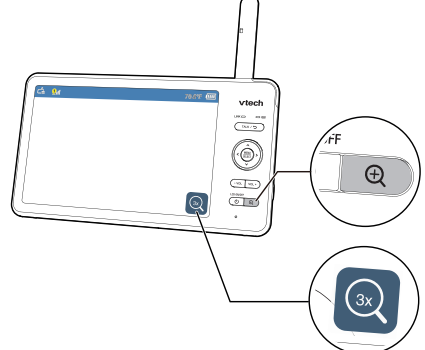
### Adjust speaker volume

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. indicates that the image is magnified 3 times.

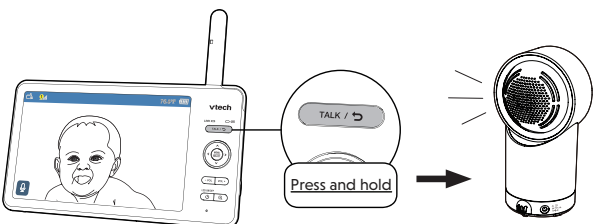


### Talk to your baby via the baby unit

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.

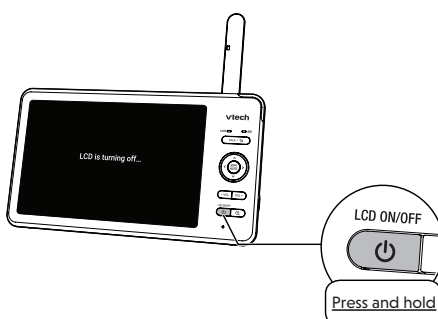
3. When finished talking, release the **TALK** key to hear your baby again.



### Turn on/off 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.

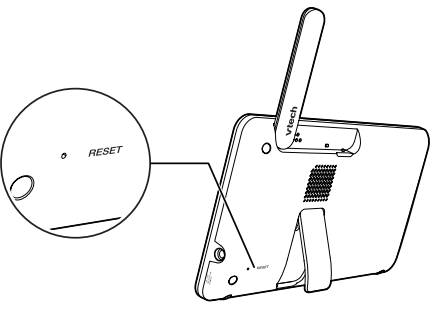
- Press **LCD ON/OFF** on the parent unit to turn off the screen.
- Press any key on the parent unit to turn the screen on again.



### 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 press the key inside.



## NIGHT LIGHT

You can control the night light remotely on the parent unit or directly on the baby unit.

### On the parent unit:

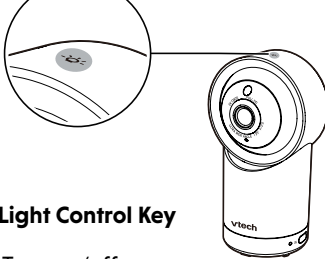
- Press **MENU**.
- Press or to scroll to **Night Light** menu, then press **MENU** or to enter.
- Press or to choose below options:
  - Turn on/off night light
  - Change night light color
  - Adjust night light brightness
  - Set night light timer

### On the baby unit:

#### Night Light Control Key

Single Tap: Turn on/off

Tap and hold: Adjust night light brightness



## FOR RM7868-2HD 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:

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

### Change the monitoring mode:

- Press **MENU** when the parent unit is idle.
- Press **MENU** or to enter **Monitoring Mode** menu.
- Press or to choose between **Single** , **Split** , and **Patrol** monitoring mode options. Press **SELECT** to confirm.



## TEST THE SOUND LEVEL AND POSITION THE BABY MONITOR

### Testing the sound level of the baby monitor

#### NOTE

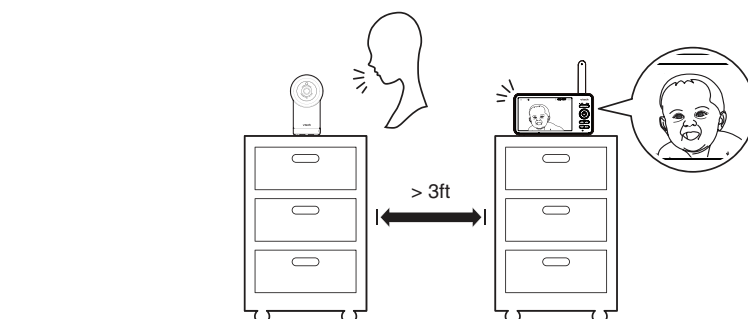
This baby monitor is intended as an aid. It is not a substitute for proper adult supervision, and should not be used as such.

#### 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

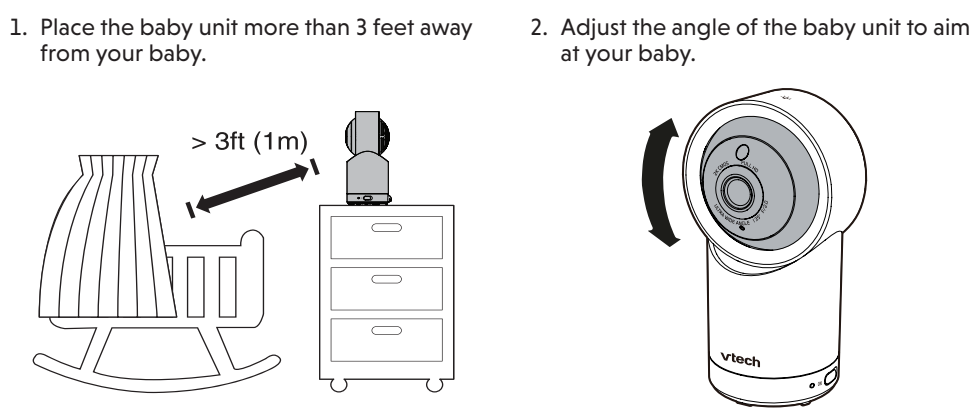
- Increase the parent unit speaker volume if you cannot hear the sounds transmitted from the baby unit.



### 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.

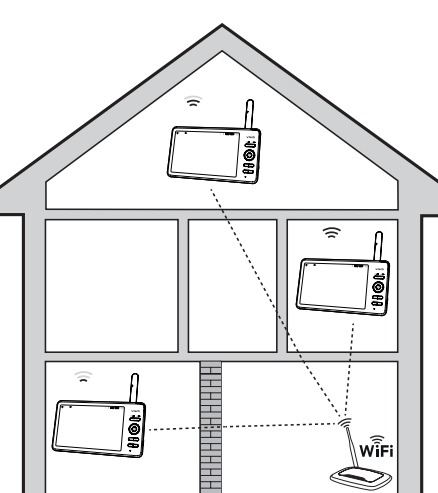


## TEST THE LOCATION FOR THE BABY UNIT

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 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

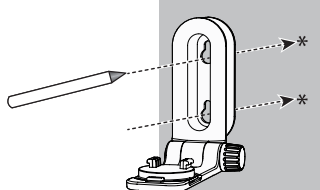
- Depending on surroundings and obstructing factors, such as the effect distance and internal walls have on signal strength, you may experience reduced Wi-Fi signal. To improve the Wi-Fi signal strength, adjust the distance or direction of your parent unit. Check with your parent unit again.



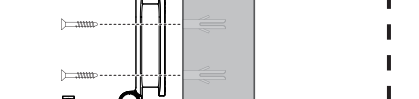
## MOUNT THE BABY UNIT (OPTIONAL)

### 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.



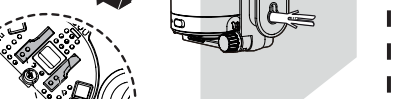
- Align the wall mount bracket and screws with the holes in the wall as shown. Tighten the screw in the middle hole first, so that the wall mount bracket position is fixed. You can tighten the other screw in the top hole.



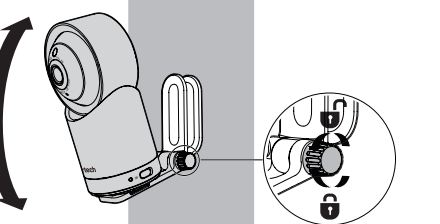
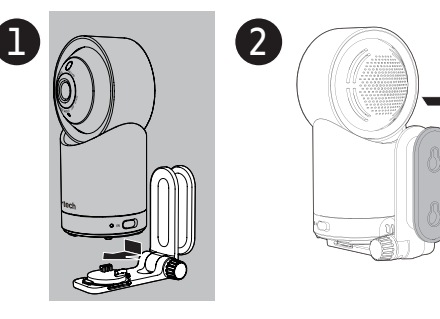
- Place the baby unit on the wall mount bracket, and then slide it forward until it locks into place. Connect the power adapter to the baby unit and a power supply not controlled by a wall switch.



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- You can maximize your baby unit's viewing angles by tilting the wall mount bracket. Tilt the baby unit, and then rotate the knob in 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 clockwise direction to tighten the joint and secure the angle.



## 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 <b>LCD ON/OFF</b> 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:<br>1. Disconnect the power to the baby unit.<br>2. Wait a few minutes before connecting power back to the baby unit.<br>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.<br><br>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 <b>VOL +</b> on the parent unit to increase the volume.<br><br>You may have set a low sound sensitivity level. Set the sound sensitivity to a higher level. For details, go to <a href="http://www.vtechphones.com">www.vtechphones.com</a> 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 requirements.

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 "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-312 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.



## AUTO SOFTWARE AND FIRMWARE UPDATE

To ensure that your baby monitor is always at its best performance, the parent unit will prompt you to update its software and the baby unit firmware when there are new versions available.

- Follow the instructions on the parent unit screen to update your baby monitor. If you skip the updates, the parent unit and baby unit will be updated automatically when the parent unit is powered off, and then powered on again.

- To check if your device is running on the latest software or to update your device software, go to:

> > **Connect Mobile Phone**

### Connect your baby monitor to Wi-Fi

- You must connect your video monitor to your secured home Wi-Fi network in order to receive the latest software and firmware updates. To set it up, go to:



## 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 device to access our online help.

- Go to <https://help.vtechphones.com/RM7868HD> or <https://help.vtechphones.com/RM7868-2HD>; 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 1-844-848-8324 (1-844-84-VTECH) [in US] or 1-888-211-2005 [in Canada] for help.



RM7868HD online help



RM7868-2HD online help

## 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 a 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 replace 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:

- 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;
- Product that has been damaged due to repair, alteration or modification by anyone other than an authorized service representative of VTech; or;
- Product to the extent that the problem experienced is caused by signal conditions, network reliability, or cable or antenna systems; or;
- Product to the extent that the problem is caused by user with non-VTech accessories; or;
- Product whose warranty/quality stickers, product serial number plates or electronic serial numbers have been removed, altered or rendered illegible; or;
- 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); and
- Product returned without a valid proof of purchase (see item 2 below); or
- 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.