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VM928HD VM928-2HD Full Color Pan and Tilt HD Video Monitor



vtech® Quick start guide



For more support information

Model	Parent unit power adapter Output: 5V DC @ 2A	Power requirements	Maximum effective range	LCD	Channels
VM928HD	Parent unit power adapter Output: 5V DC @ 2A	Parent unit power adapter Output: 5V DC @ 2A	Maximum range powered by FCC and IC Act (depending on range vary according to environmental conditions at the test site)	7" Color LCD (15.5x9.0x0.7 inches)	32
VM928-2HD	Parent unit power adapter Output: 5V DC @ 2A	Parent unit power adapter Output: 5V DC @ 2A	Maximum range powered by FCC and IC Act (depending on range vary according to environmental conditions at the test site)	7" Color LCD (15.5x9.0x0.7 inches)	32

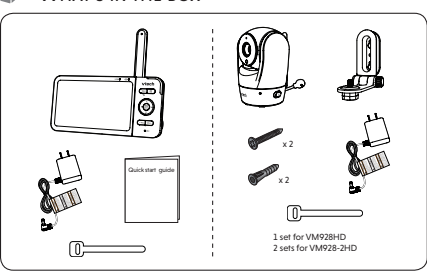
TECHNICAL SPECIFICATIONS

IMPORTANT SAFETY INSTRUCTIONS

- The applied nomenclature is located at the bottom of the baby units base.
- When using your equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury.
- Follow all warnings and instructions marked on the product.
- CAUTION:** Do not install the baby unit at a height above 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 intended for use as a medical device.
- Do not use this product near water. For example, do not use it near a bath tub, wash basin, 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 transport. Disposal of battery into fire or a hot oven, or mechanically crushing or cutting of 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 **RECALL** call.
- Use only the adapters included with this product. Incorrect adapter polarity or voltage can seriously damage the product.

- SAVE THESE INSTRUCTIONS**
- Use and store the product at a temperature between 32°F and 100°F.
 - Burn hazard, fire hazard, explosion hazard associated with mischarging 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.
 - Warning—Choking Hazard:** Children have CHOKED on pieces of the product. Do not allow children to play with any small parts or pieces of the product.
 - Do not use the product in a vertical or floor mount position only. The adapter 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.
 - To maintain compliance with the FCC's RF exposure guidelines, place the baby unit at least 20cm from nearby persons.
- Precautions for users of implanted cardiac pacemakers**
- Cardiac pacemakers (implies only to digital cordless devices): Wireless Technology Research, LLC (WTR), an independent research entity, has 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 6 inches from the pacemaker.
 - Should NOT place wireless device 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 produced 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



1 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 adapter 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.
 - To maintain compliance with the FCC's RF exposure guidelines, place the baby unit at least 20cm from nearby persons.
- Raise the parent unit antenna for better reception**
-

1 CONNECT THE BABY MONITOR (CONT'D)

- Charge the parent unit battery before use**
- When you have connected and turned on the parent unit, the battery will be charged automatically.
- NOTES**
- Before using the baby monitor for the first time, charge the parent unit battery for 12 hours. When the parent unit battery is fully charged, the battery icon becomes solid
 - It takes longer to charge the battery when the parent unit is turned on. To shorten the charging time, turn the parent unit off while charging.
 - The standby time varies depending on the sensitivity level you set, your actual use and the age of the battery.

The battery icon indicates the battery status (see the following table).

BATTERY INDICATORS	BATTERY STATUS	ACTION
The screen displays	The battery has very little charge and may be used for only a short time.	Charge without interruption (about 30 minutes).
The battery icon becomes solid	The battery is fully charged.	To keep the battery charged, connect it to AC power when not in use.

2 POWER ON OR OFF THE BABY MONITOR

- Slide the switch to **ON** to power on your baby unit.
 - After the parent unit is fully charged, press **POWER** until the welcoming screen appears.
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3 POSITIONING THE BABY MONITOR

- Position the baby monitor at least 3ft (1 meter) away from devices such as wireless routers, microwaves, cell phones and computers.
 - Position the baby monitor at least 3ft (1 meter) away from the parent unit.
 - Position the baby monitor at least 3ft (1 meter) away from the parent unit.
- CAUTION**
- The default volume of your parent unit is level 3, and the maximum volume is level 5. If you experience high-pitched screeching noise from your baby monitor while positioning:
 - Make sure your baby unit and parent unit are more than 1 feet (1 meter) apart.
 - Lower the volume of your parent unit.

4 STATUS CHECK

- Once you power on both your baby unit and parent unit, your parent unit displays image from the baby unit, and the **LINK** LED light turns on.
- The green LED light of the baby unit turns on.
-

BASIC OPERATION - PARENT UNIT

- Adjust speaker volume**
- Press **VOL-/VOL+** to adjust your parent unit speaker volume. It determines the volume of sound transmitted from your baby unit.
- Zoom**
- Press **2x** to zoom in or out.
- Use the menu**
- Press **MENU** to enter the menu, choose a menu item, or save a setting. You can use the parent unit for advanced settings or operations, such as to play or stop the baby unit lullaby, or to adjust the baby unit sound sensitivity.
- While in the menu:
- Press **▲/▼/←/→** to scroll among the menu options.
 - Press **SELECT** to select an item, or to save a setting.
 - Press **TALK** to return to the live video.
 - Press **ⓘ** to go to the **Help & Info** page.

- Talk to your baby via the baby unit**
- Press and hold the **TALK** key.
 - When the **TALK** icon displays on screen, speak to your parent unit. Your voice is transmitted to the baby unit.
 - When finish talking, release the **TALK** key and hear your baby again.
- Turn on/off the parent unit screen**
- You can turn on or off the parent unit screen without powering off the parent unit. You can still hear sound from the baby unit.
- Press **POWER** on the parent unit to turn off the screen.
 - Press any keys on the parent unit to turn on the screen again.

OVERVIEW - BABY UNIT

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- Microphone
 - Camera lens
 - Light sensor
 - LED indicator
 - Infrared LEDs
 - ON/OFF switch
 - Antenna
 - Speaker
 - Temperature sensor
 - Position the sensor horizontally for its optimal usage.
 - Power jack
 - Threaded socket for wall mounting
 - Pair button

NEED HELP?

- For operations and guides to help you using your 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/vm928hd> or <https://help.vtechphones.com/vm928-2hd> 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 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.
- You can also call our Customer Support at 1 (800) 595-9511 (in US) or 1 (800) 267-7377 (in Canada) for help.
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PARENT UNIT ICONS

- Main menu icons**
- Main menu**
- Monitoring mode (For VM928-2HD only)**
- Baby unit 1 in Single mode
 - Baby unit 2 in Single mode
 - Patrol mode
 - Split mode
- Melodies and soothing sounds**
- Melodies and Soothing Sounds**
- Select play all melodies, or play one of the five melodies and four soothing sounds.
- Timer**
- You can also set the timer to stop playing after 15, 30 or 60 minutes, or playing non-stop.
- Alerts - Sound, motion and temperature**
- Sound**
- Select sound **Sensitivity** level.
 - Turn on/off **Sound Detection Alert**.
 - Turn on/off **Auto Wake Up** function.
 - (See **Sound Detection and Auto Wake Up** section)
- Motion**
- Turn on/off **Motion Alert**.
 - Select motion **Sensitivity** level.
 - (See **Motion Detection** section).
- Temperature**
- Turn on/off **Temperature Alert**.
 - Set the parent unit to beep whenever the room temperature detected by the baby unit falls outside of the set temperature range.
 - Select **Minimum** temperature for alert range.
 - Select **Maximum** temperature for alert range.
 - Select temperature **Format**.
 - Set temperature display in Fahrenheit (°F) or Celsius (°C).
- Parent unit settings**
- Adjust parent unit screen **Brightness**.
 - Turn on/off **Dim Mode**.
- Baby unit settings**
- Turn on/off baby unit's **Status LED**.
 - Select **Field of View**.
 - Choose **Wide angle** or **Standard** .
 - Adjust baby unit's speaker **Volume**.
- General settings**
- Turn on/off **Low Battery Alert Tone**.
 - Set the parent unit to beep when the battery is low.
 - Turn on/off **No Link Alert Tone**.
 - Set the parent unit to beep when the link between the parent unit and the baby unit is lost.

- Status icons**
- Current video status**
- The baby unit number that is being viewed when in:
 - Single CAM** mode.
 - Patrol mode** (" For VM928-2HD only).
 - Split mode** (" For VM928-2HD only).
 - Split mode** (" For VM928-2HD only)
 - Patrol mode** (" For VM928-2HD only)
- Night vision feature is activated automatically.
- Motion alert is turned on.
- Sound detection alert is turned on.
- Melodies or soothing sound are turned on.
- Parent unit speaker is muted.
- Temperature alert is turned on.
- Alert icons**
- Displays when parent unit's battery is low and needs charging.
 - Displays when motion is detected at a baby unit.
 - Displays when sound is detected at a baby unit.
 - Baby unit detects temperature exceeds the set maximum.
 - Baby unit detects temperature is lower than the set minimum.

SOUND DETECTION AND AUTO WAKE UP

Adjust sound detection sensitivity

You can turn on **Sound Detection Alert** and adjust the **Sound Sensitivity** to detect sounds and turn on the parent unit while its screen is switched off or dimmed.

When the baby unit detects sounds that exceed certain levels, the parent unit screen will turn on and the baby unit starts transmitting the sounds to the parent unit, and you can see and hear your baby.

If you have turned on **Sound Detection Alert**, the parent unit beeps when the baby unit detects sounds.

SOUND SENSITIVITY LEVEL	Level 3 (Highest)	Level 2 (Medium)	Level 1 (Lowest)
DESCRIPTION	The parent unit screen and speaker turn on for very small sounds, including background noises from your baby's room.	The parent unit screen and speaker turn on for loud babbling and louder sounds from your baby. The parent unit remains quiet when your baby makes soft sounds.	The parent unit screen and speaker turn on for loud crying or screeching sounds from your baby. The parent unit remains quiet when your baby makes soft sounds.

Sound activated screen and audio - Auto Wake Up

When **Auto Wake Up** is turned on, the parent unit screen stays off to save power when the baby unit detects no sound.

Once the baby unit detects sounds that are louder than the chosen sound sensitivity level, the parent unit screen and speaker turn on automatically. The parent unit will then turn off again after 50 seconds of no sound detection.

NOTES

- If you have muted the parent unit speaker, only the parent unit screen will turn on when a sound is detected.
- If you have turned on **Auto Wake Up**, the parent unit will wake up when the baby unit detects sounds that are louder than the chosen sound sensitivity level.

MOTION DETECTION

Adjust motion detection sensitivity

You can turn on **Motion Alert** and adjust the **Motion Sensitivity** to detect motions and turn on the parent unit while its screen is switched off or dimmed.

When the baby unit's camera detects motions that exceed certain levels, the parent unit screen will turn on and the baby unit starts transmitting the sounds to the parent unit, and you can see and hear your baby.

If you have turned on **Motion Alert**, the parent unit beeps when the baby unit detects motions.

MOTION SENSITIVITY LEVEL	Level 3 (Highest)	Level 2 (Medium)	Level 1 (Lowest)
DESCRIPTION	The parent unit screen and speaker turn on for crawling or stretching.	The parent unit screen and speaker turns on for normal daily motions, such as people walking around the house.	The parent unit screen and speaker turn on for large children are chasing or jumping around.

NIGHT VISION

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

NOTES

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

TIP

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

FOR VM928-2HD ONLY

Monitoring mode

Change different views - Single CAM

Select baby unit 1 or baby unit 2 to view the image from the baby unit.

Change different views - Patrol

Select **Patrol mode** as your monitoring mode to alternately view the image from baby units 1 and 2 every 10 seconds.

Change different views - Split

Select **Split mode** as your monitoring mode to view the images from both baby units at once.

NOTE

- While in **Split mode**, you can press **< >** to highlight the view of the baby unit 1 or baby unit 2 , and hear the sounds transmitted from the baby unit.

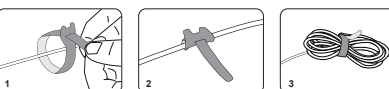
DIM MODE

The parent unit display will dim to conserve energy after 5 minutes of inactivity, in which there is neither key pressed nor alert received from the baby unit.



Press any buttons

CABLE MANAGEMENT



FREQUENTLY ASKED QUESTIONS

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

Why does the baby monitor not respond normally?

Try the following (in the order listed) for common cure:

- Disconnect the power to the baby units and the parent unit.
- Wait a few seconds before reconnecting power back to the baby units and the parent unit.
- Turn on the baby units and the parent unit.
- Wait for the parent unit to synchronize with the baby units. Allow up to one minute for this to take place.

Why don't the lights of the baby unit and parent unit go on when I switch on the units?

Perhaps the parent unit's battery is depleted. Insert the appliance plug into the parent unit and put the adapter in a wall socket. The parent unit will establish connection with the baby unit.

Why doesn't my parent unit charge while connected to AC power?

Make sure the power is not controlled by a wall switch.

Why is my screen in black and white?

The screen is in black and white during night-time or in a dark room when the night vision feature is activated. This is normal.

Why do I get glare or blurry display on my screen when viewing my baby at night?

During night-time or in a dark room, the surroundings and other interfering factors, like lightings, objects, colors and backgrounds may affect the image quality on your parent unit screen. Adjust the baby unit's angle or place the baby unit at a higher level to prevent glare and blurry display.

Why does the baby monitor produce a high-pitched noise?

The parent unit and baby units may be too close to each other.

- Move the parent unit away from the baby units into the noise stops; OR
- Turn down the volume of your parent unit.

Why does the parent unit beep?

The baby units may be out of range. Move the parent unit closer to the baby units (but not less than 3 feet).

Why can't I establish a connection? Why is the connection lost every now and then? Why are there sound interruptions?

The parent unit speaker volume may be too low. Press **VOL+** to increase the volume, or use the parent unit menu to change sound sensitivity level to the highest level, or not less than 3 feet.

Other electronic and wireless products may cause interference with your baby monitor. Try installing your baby monitor as far away from these devices as possible.

If you powered on only one baby unit, your parent unit may display **Make sure baby unit X is on or move closer to baby unit X**, and the **LINK LED** light flashes. Switch to the baby unit you have powered on via menu.

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 your spent battery at local retailers participating in the program or at authorized Vtech product service centers. Please call **1 (800) 8 BATTERY** for information on our in-battery recycling and disposal 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

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 the 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.

Industry Canada

This device complies with the technical specifications 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 the part 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 complies with Industry Canada technical specifications 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 the part 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 product meets the applicable Innovation, Science and Economic Development Canada technical specifications.

RF radiation exposure statement

The baby unit complies with FCC RF radiation exposure limits set forth in an uncontrolled environment. The baby unit should not be held against the body or worn on the body. Use of other accessories may not ensure compliance with FCC RF exposure guidelines. This transmitter must not be co-located or operating in conjunction with any other electronic devices that also emit radio frequency energy.

CAUTION: RF radiation exposure statement

The baby unit complies with FCC RF radiation exposure limits set forth in an uncontrolled environment. The baby unit should not be held against the body or worn on the body. Use of other accessories may not ensure compliance with FCC RF exposure guidelines. This transmitter must not be co-located or operating in conjunction with any other electronic devices that also emit radio frequency energy.

CALIFORNIA ENERGY COMMISSION BATTERY CHARGING TESTING MODE

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

MOUNT THE BABY UNIT ON DRY WALL (OPTIONAL)

NOTES

- Check for reception strength and baby unit's angle before drilling the 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.

1. Place the wall mount bracket on a wall and then use a pencil to mark the top and the bottom holes as shown. Remove the wall mount bracket and drill two holes in the wall (7/32 inch 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 anchors into the holes. Tap gently on the ends with a hammer until the wall anchors 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 then tighten the other screw in the top hole.



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

4. Place the baby unit on the wall mount bracket. Tighten the screw into the threaded socket at the bottom to secure the baby unit.



4. Place the baby unit on the wall mount bracket. Tighten the screw into the threaded socket at the bottom to secure the baby unit.

5. You can maximize your baby unit's viewing angles by tilting the wall mount bracket. Hold 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.

