



# USERS MANUAL



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16/09/2010 12:45:56 PM



# PRODUCT WARRANTY INFORMATION

Please visit our web site at [www.myLEVANA.com](http://www.myLEVANA.com)  
for information about your product's warranty

We take quality very seriously. This is why all of our products come with a one year warranty from the original purchase date against defects in workmanship and materials. If you have warranty or support issues please contact us using any of the following methods:

**Phone:** 1.866.946.7828

**Fax:** 1.888.771.1701

**Web:** [www.myLEVANA.com](http://www.myLEVANA.com)

**LEVANA Canada**

4080 Montrose Road  
Niagara Falls, ON  
Canada, L2H 1J9

**LEVANA USA**

60 Industrial Parkway #Z64  
Cheektowaga NY 14227  
USA 14305

## Warranty Terms

1. LEVANA products are guaranteed for a period of one year from the date of purchase against defects in workmanship and materials. This warranty is limited to the repair, replacement or refund of the purchase price at LEVANA's option.
2. This warranty becomes void if the product shows evidence of having been misused, mishandled or tampered with contrary to the applicable instruction manual.
3. Routine cleaning, normal cosmetic and mechanical wear and tear are not covered under the terms of this warranty.
4. The warranty expressly provided for herein is the sole warranty provided in connection with the product itself and no other warranty, expressed or implied is provided. LEVANA assumes no responsibilities for any other claims not specifically mentioned in this warranty.
5. This warranty does not cover the shipping cost, insurance or any other incidental charges.
6. You **MUST** call LEVANA before sending any product back for repair. You will be sent a Return Authorization form with return instructions. When returning the product for warranty service, please pack it carefully in the original box with all supplied accessories, and enclose your original receipt or copy, and a brief explanation of the problem (include RA #).
7. This warranty is valid only in Canada and the continental U.S.
8. This warranty cannot be re-issued.



## INTRODUCTION



Congratulations on your purchase of the Levana TW502 Digital Video Baby Monitor! This monitor uses advanced Clearvu® digital technology that will deliver a crystal clear view of your baby's room no matter where you are in the house. Feel free to relax and take comfort in knowing that your child is in good hands with Levana.

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## FEATURES



### **ClearVu® Digital Wireless Technology**

ClearVu® technology ensures outstanding image and sound clarity so that you can watch and listen to your child up to 450ft away. With Levana, you'll never miss a moment.

### **Temperature Monitoring to Ensure Safety**

Many studies indicate that your baby's room should be between 61°-68° F (16°-20° C). This system is equipped so you can monitor the temperature in your baby's room and know that they are always safe and comfortable.

### **Sound-Activated Vibration**

This unique feature allows you to monitor your baby's every sound without any loud disturbances. Simply turn on the vibrate function and the parent unit will vibrate whenever any noise is detected in your baby's room.

### **Night Vision**

The built-in night vision allows you to see your child, even in complete darkness. When the lights go down the system automatically adjusts to the level of light. With 10ft of night vision range, the camera can be placed anywhere in your child's room while still displaying a precise image of your baby.

### **Relaxing LED Night Light**

The baby unit has a gentle night light that you are able to turn on and off from the parent unit. Turn the light on if your baby is getting restless to calm them and turn it off when your baby is asleep, all without going into the baby's room.

### **Five Soothing Lullabies**

Choose from five different lullabies to sooth your baby to sleep. Turn lullabies on and off as well as change the song being played all from the parent unit with the simple push of a button.

### **Voice Activated Control**

Conserve battery power with VOX activation. You have the ability to adjust the level of sound needed in order for your monitor to turn on. Turn VOX up high if your baby is quieter or turn it down low at night, so you are only woken when your baby really needs you.

### **Talk to Baby Intercom**

Sooth your baby from a distance with the talk-to-baby intercom. With the simple press of a button you can let your baby know you are on your way to their nursery or simply talk to them until they fall back to sleep without having to go into his or her room.

### **Rechargeable Monitor**

When you're not on the move, simply put your monitor on its base to recharge – no batteries required! Enjoy up to four hours of continuous audio and video monitoring with a fully charged unit.



## FEATURES



### **LED Noise Level Indication Lights**

The monitor has LED lights on it that light up to display up to five different levels of sound. This means you can turn the volume all the way down, relax and still know when and how much noise your baby is making.

### **All-in-One Table Stand and Belt Clip**

The table-stand also functions as a belt clip for ultra usability. With the table stand, place the monitor upright when you are in the same room or carry the monitor with you and still have both hands available by using the belt clip.

### **Energy Efficient Power Adapter**

The power adapters save you on power all while saving the environment. They are rated with a Level V efficiency standard which means they are 30% more energy efficient than other conventional power adapters.

### **Wall Mount on Baby Camera for the Best Viewing Angle**

The camera can be wall mounted so you can easily view your baby in its crib as well as see all other parts of the nursery.

### **24/7 Lifetime Live Customer Support**

Our customer support team can be reached by phone 24/7 or by email and live web chat services, so you always have access to an expert.



## WHAT'S INCLUDED





## BUTTONS AND CONNECTIONS - MONITOR



- 1. Antenna**  
Transmits and receives signals
- 2. Volume Level LEDs**  
Indicates the amount of sound being heard by the camera
- 3. Increase Volume and Brightness**  
Increases the volume through the speaker, and adjusts settings in the menu
- 4. Decrease Volume and Brightness**  
Decreases the volume through the speaker, and adjusts settings in the menu
- 5. ON/OFF Switch**  
Turns the unit ON and OFF
- 6. Power LED**  
Illuminated green when the monitor has power, blinks when there is no camera detected
- 7. Microphone**  
Captures the sound of your voice in intercom mode
- 8. Charging Base**  
Place the monitor in the charging base to recharge the battery
- 9. Play/Pause**  
Plays or pauses the lullaby playing through the camera
- 10. Lullaby Selector**  
Selects the lullaby that the camera will play
- 11. Talk Button**  
Enables you to speak through the camera intercom
- 12. Menu Button**  
Brings up the menu options
- 13. VOX LED**  
Illuminates red when VOX is enabled  
(see page 15 for more information)
- 14. Speaker**

**Belt Clip and Support Located on Back of Monitor**



## BUTTONS AND CONNECTIONS - CAMERA



- 1. Antenna**  
Transmits and receives signals
- 2. Night Vision IR LEDs**  
Allows you to see up to 10 feet in complete darkness
- 3. Camera Lens**  
Point at what you would like to view on the monitor
- 4. Microphone**  
Captures all sounds in the baby's room
- 5. Night Light**  
Soothe baby to sleep with the built in night light
- 6. CDS Light Sensor**  
Detects the absence of light and turns on night vision
- 7. Power LED**  
Indicates that the camera is powered on
- 8. Power Input**  
Plug the included adapter into this jack
- 9. Temperature Sensor**  
Reads the temperature and displays it on the monitor
- 10. Battery Compartment**  
Remove screw to install 4 AAA batteries (not included) for a completely wireless system





## SETTING UP YOUR SYSTEM



### Placing the Baby Monitor

This monitor can be placed on a tabletop or hung from a screw on the wall above the area being monitored. Place the monitor within ten feet of the area being monitored for best picture and to ensure that everything will be visible with the IR LEDs on.

1. You can carry the monitor on your belt by turning up the clip on the back of the monitor.
2. You can also set up the monitor on a tabletop by turning the belt clip down and using it as a support stand.

### Battery Operation

The camera unit can be powered using 4 AAA batteries instead of the included AC adapter.

1. Remove the battery compartment cover on the bottom of the camera base, using a small phillips (cross) head screwdriver.
2. Place 4 AAA batteries (not included) in the compartment, paying attention to the labelled polarity markings.
3. Replace the battery compartment cover using the small screwdriver.

**Note:** The power LED will flash when the battery charge is low.

### Attaching Power to the Camera

1. Connect the AC adapter to the transmitter as shown in the diagram.
2. Connect the small end into the DC Jack on the back of the camera, connect the other end of the adapter into an available wall outlet.







## SETTING UP YOUR SYSTEM



### Using the Rechargeable Battery

1. Turn the belt clip on the back of the monitor unit, upwards.
2. Remove the battery compartment cover by sliding it down off the back of the monitor
3. Insert the included rechargeable battery, plug the battery cord in to the small jack on the inside of the battery compartment.

### Attaching Power to the Charging Base

- 
1. Connect the AC adapter to the charging base as shown in the diagram.
  2. Connect the small end into the DC Jack on the back of the charging base, connect the other end of the adapter into an available wall outlet.
  3. For safety reasons, use **ONLY** the adapters included in the package.
- 

### Charging the Monitor and Rechargeable Battery

1. To charge the battery in the monitor unit, place the monitor frontwards onto the charging dock once the power adapter has been attached.
2. The power LED will light up red to indicate that the battery is being charged.
3. For safety reasons, use **ONLY** the adapters included in the package.

**Note:** When the battery in the monitor is low battery, the power LED will flash slowly, recharging the battery will be required shortly after.





## CAMERA OPERATION



### Switching the Camera ON/OFF

Position the camera to view the area you wish to monitor, angle the camera lens for best view, by turning it up or down.

1. Slide the power switch  to the ON position.
2. The Power LED on the front of the camera will light up green. The camera is now ready to operate.
3. To turn OFF the camera, flip the power switch  back to the OFF position

**Note:** If you are using batteries to power the camera unit, and it does not start up when the power switch is in the ON position, you may need to replace the batteries. The Power LED will flash slowly when the batteries are low power.

### Night Vision



The camera is equipped with eight IR (infrared) LEDs. These LEDs, located on the front of the camera, allow you to see up to ten feet in complete darkness. Allowing you to check your baby at any time of night. The night vision LEDs will activate automatically when the camera detects that the light levels are too low.



## MONITOR OPERATION






### Switching the Monitor ON/OFF

1. Press and hold the power button  until you hear two beeps.
2. The LEVANA logo will appear on the screen for a moment followed by the picture being transmitted.
3. To turn off the unit, press and hold the power button  again for 1 second.




**Note:** The power LED will flash slowly when the rechargeable battery is low power.

### Setting the Brightness

1. Press the menu button  once.
2. The brightness icon  will display on the screen along with the brightness gauge that will indicate the current set level.
3. Use the up and down buttons  on the left side of the monitor to adjust the brightness level up and down.

### Adjusting the Temperature Measurement




The ideal temperature for a baby's room is between 16° - 20° celcius or 61° - 68° fahrenheit. Please set or adjust the room temperature accordingly.

1. Press the menu button  twice.
2. The temperature icon  will display on the screen along with the current status of the temperature function, either Celcius, Fahrenheit, or OFF.
3. Use the up and down buttons  on the left side of the monitor to turn the temperature function ON, to display either Celcius or Fahrenheit temperatures, or to set the temperature function OFF.




## MONITOR OPERATION



### Switching the Night Light ON/OFF

1. Press the menu button  three times.
2. The night light icon  will display on the screen along with the current status of the function, either ON or OFF.
3. Use the up and down buttons  on the left side of the monitor to turn the night light of the camera ON or OFF.

### Switching the Vibration Function ON/OFF

1. Press the menu button  four times.
2. The vibration icon  will display on the screen along with the current vibration status that will indicate whether the function is ON or OFF.
3. Use the up and down buttons  on the left side of the monitor to adjust the vibration function ON or OFF.

**Note:** When the vibration function is ON, the monitor will vibrate to alert you every time that sound is detected over a certain level by the camera.





## MONITOR OPERATION






### Adjusting the VOX\* Sensitivity





VOX = Voice Operated Transmission = Sound Detection

The VOX function causes the camera to transmit video and audio immediately after a sound is heard. Once transmission begins, the video will play for 10 seconds if no more noise is heard. Pressing a button on the monitor will also turn the screen and transmission ON at any time.

Setting the sensitivity of the VOX function will affect how easily the video will be transmitted, one bar will require much louder sounds being detected before transmission will begin, than the five bar setting requires.

1. Press the menu button  five times.
2. The VOX icon  will display on the screen along with the current status of the function, either OFF or a gauge indicating the current sensitivity, 1-5.
3. Use the up and down buttons  on the left side of the monitor to turn the VOX function OFF or adjust the sensitivity up and down. One bar being the lowest and five bars being the highest sensitivity.

### Selecting a Lullaby

1. Press the play/pause button  on the right hand side of the monitor once.
2. The lullaby icon  will appear on the monitor screen, and the last played lullaby will start to play.
3. Press the lullaby button  on the right side of the monitor to select one of five lullabies to play.
4. Press the up and down volume buttons  during playback to adjust the volume of the music.

**Note:** If no number is displayed beside the lullaby icon, all five lullabies will play one after another until the play/pause button is pressed again.



## MONITOR OPERATION




### Intercom Feature


This video baby monitor is equipped with a 2-way audio intercom to enable you to talk to and soothe your baby back to sleep without going into the room.

1. Press and hold the intercom button **TALK** in the middle of the front of the monitor.
2. The intercom icon will appear on the monitor screen, and you will be able to speak and be heard through the speaker in the camera.
3. To stop talking release the intercom button. **TALK**

### Range

1. When the distance between the camera and monitor is too great, the screen will go black and the range icon will appear , if this happens you will have to move the units closer together.

### Adjusting the volume






1. In normal monitor operation, you can press the up and down  buttons on the left hand side of the monitor to adjust the volume of the noises you are hearing from the baby's room.



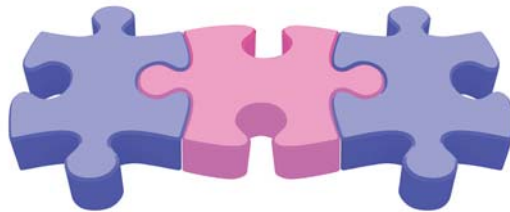
## PAIRING THE DEVICES



The camera and monitor come paired (connected) together. If you do receive this package and the devices do not automatically connect and transmit, you may do so manually.

1. Slide the power switch  on the right hand side of the camera to the OFF position.
2. Cover the light sensor on the front of the camera with your finger or a cloth.
3. Slide the power switch  on the camera to the ON position.
4. With the monitor switched on, press and hold the play/pause button  for two seconds.
5. The pair icon  C1 will appear on the screen and the power LED on the camera will blink for a few seconds.
6. Press the menu button  on the monitor to confirm the setting.
7. C1... OK! will appear when the camera and monitor are paired successfully and then the video and audio will be transmitted automatically.

**Note:** If "C1...X" appears (pair failed) instead of "C1...OK!" you will have to remove all sources of power from the camera and monitor and start the pairing process over again.





## TROUBLESHOOTING



### PROBLEM

### SOLUTION

Equipment does not function	<ul style="list-style-type: none"> <li>• Camera and/or monitor are not switched on</li> <li>• The battery is dead or defective</li> <li>• The power adapters are not connected</li> </ul>
No reception	<ul style="list-style-type: none"> <li>• Camera and monitor are not paired</li> <li>• Camera is too far away from monitor</li> <li>• The VOX sensitivity is set too low</li> </ul>
Reception Interference (static)	<ul style="list-style-type: none"> <li>• The camera and monitor are too far apart</li> <li>• The battery power is too low</li> <li>• Other electronic devices are interfering with the signal</li> <li>• The camera or monitor are placed near too many metal objects</li> </ul>
Feedback (screching, static)	<ul style="list-style-type: none"> <li>• The camera and monitor are too close together</li> <li>• The volume on the monitor is set too high</li> </ul>
Noise	<ul style="list-style-type: none"> <li>• Battery power is too low</li> </ul>
Picture works but there is no sound	<ul style="list-style-type: none"> <li>• Volume setting is too low</li> </ul>
Picture is black and white	<ul style="list-style-type: none"> <li>• Night vision LEDs are ON</li> <li>• Increase the amount of light in the room being monitored</li> </ul>
The rechargeable battery will not charge	<ul style="list-style-type: none"> <li>• The power adapters are not connected</li> <li>• Battery pack is not plugged in inside the battery compartment</li> <li>• The monitor is not docked properly</li> </ul>

### Maintenance

- Clean the surfaces of the camera and monitor with a soft, fluff-free cloth
- If the units become dirty, use a lightly damp cloth to wipe surfaces, taking care to not allow water into any openings
- Never use cleaning agents or solvents





## SPECIFICATIONS

### Camera Specifications

Input Power.....	100 - 240 VAC, 50 - 60 Hz ~ 200mA
Output Power .....	6 VDC ~ 800mA
IR LEDs and Range .....	8 LEDs, 10 foot range
Range.....	450 Feet Maximum
Frequency Range .....	2.4 GHz
Operable Temperature .....	32 ° F to 104 ° F (0 ° C to 40 ° C)
Transmission Power .....	< 20 dBm

### Monitor Specifications

Input Power .....	100 - 240 VAC, 50 - 60 Hz ~ 200 mA
Output Power.....	6VDC ~ 800mA
Operable Temperature .....	32 ° F to 104 ° F (0 ° C to 40 ° C)
Screen Size .....	2.4"
Initial Charging Time .....	3 Hours
Battery Power Time.....	4 Hours





## FCC APPROVED



Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

### FCC Label Compliance Statement

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
- (2) This device must accept any interference received, including interference that may cause undesired operation

### For baby unit

This equipment complies with FCC radiation exposure limits set forth for uncontrolled environment. This equipment should be installed and operated with minimum distance 20 cm between the radiator & your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

### For parents unit

This equipment complies with FCC radiation exposure limits set forth for uncontrolled environment. Devices that allow transmissions while worn next to the body using an accessory are tested with the device and associated accessories in all applicable orientations, at the minimum separation distance, using a flat phantom, and  $1g\ SAR < 1.6\ W/kg$ . This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment. Such modifications could void the user's authority to operate the equipment.

## SAFETY INSTRUCTIONS

**Read and Keep Instructions:** All the safety and operating instructions should be read before the video baby monitor is operated.

**Water and Moisture:** This product is designed for indoor use only. The unit should not be exposed to rain, moisture, dripping or splashing. No objects filled with liquid should be placed on top of, or beside the product, such as a glass or vase. This item should not be used near water.

**Non-Use Periods:** Always unplug the AC adapters from the wall outlets during long periods of non-use.



## SAFETY INSTRUCTIONS



**Ventilation:** This baby monitor should not be used on a bed, sofa, rug or similar surface that may block the ventilation openings, or be placed in an enclosed area, such as a bookcase or drawer that may impede air flow.

**Keep Away from Sources of Heat:** This unit should not be exposed to direct heat sources such as a candle, fireplace, radiator, heat register, stove or other appliance that emits heat. The unit should not be left in direct sunlight.

**Power Source:** This unit should only be used with the AC power adapters included in this package (rated 6V 800mA)

**Damage Requiring Service:** This unit should be serviced by qualified personnel only when:

- a. Objects have fallen or liquid has been spilled into the product
- b. The units have been exposed to rain
- c. The units do not appear to operate normally or exhibits a distinct change in performance
- d. The units have been dropped or the enclosure damaged

**Caution:** This product cannot replace responsible adult supervision of a child. You should personally check your child's activity at regular intervals.

### STATEMENT ON REGULATION

These units are designed 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

Operation with non-approved equipment or unshielded cables is likely to result in interference to radio or TV reception. The user is cautioned that changes and modifications made to the equipment without the approval of manufacturer could void the user's authority to operate this equipment.



**please visit  
[www.mylevana.com](http://www.mylevana.com) for...**

- ♥ **warranty information**
- ♥ **product support**
- ♥ **contact information**
- ♥ **user manual downloads**
- ♥ **and much more!**