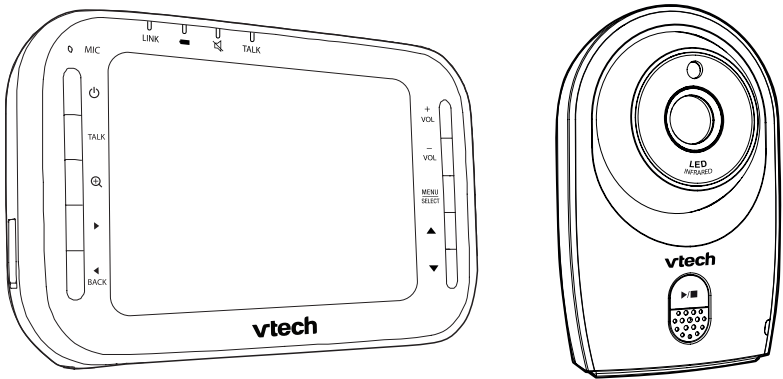


BM4400

# vtech®

Safe & Sound®  
Colour Video & Audio Baby  
Monitor



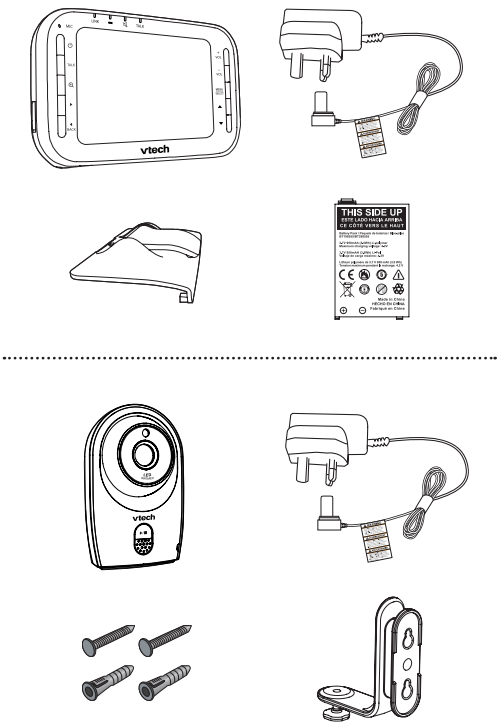
## User's manual

### Congratulations

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

This manual has all the feature operations and troubleshooting necessary to install and operate your new VTech product. Please review this manual thoroughly to ensure proper installation and operation of this innovative and feature rich VTech product.

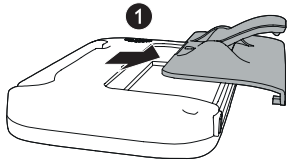
### What's in the box



### Install the battery

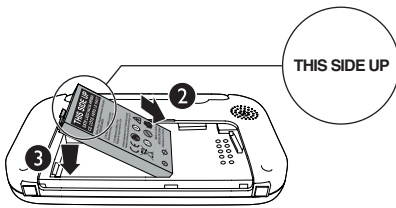
You can power up the parent unit by connecting it to AC power or to the rechargeable battery provided. Even if the parent unit is connected to AC power, we recommend you also install the battery. This guarantees continual operation in case of a power outage.

Install the battery as shown below.



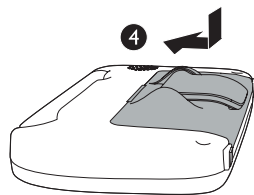
#### NOTE

- Press down on the large tab of the battery compartment cover to pull it out.



#### NOTE

- Make sure the label **THIS SIDE UP** is facing up while inserting the battery.



### Replace the battery

To replace the battery, press down on the large tab of the battery compartment cover and pull it out, then follow the steps above to install the battery.

#### NOTES

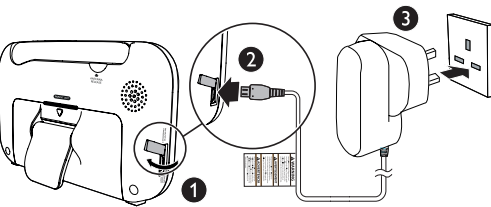
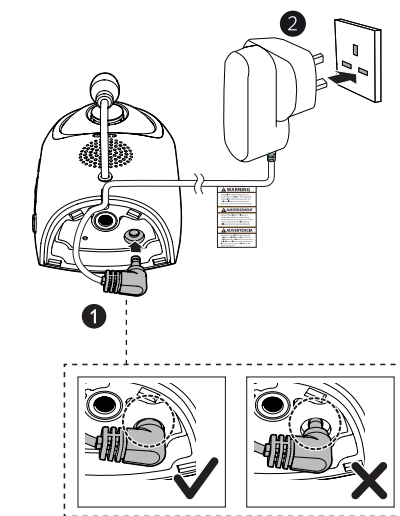
- The operating time for using the rechargeable battery is short. If you want to monitor your baby for a long time, we recommend you connect the parent unit to AC power.
- If the parent unit will not be used for a long time, disconnect and remove the battery to prevent possible leakage.

### Connect and charge the battery

#### NOTES

- Use only the battery supplied with this product.
- Use only the power adaptors supplied with this product.
- Make sure the electrical outlets are not controlled by wall switches.
- The power adaptors are intended to be correctly oriented in a vertical or floor mount position. The prongs are not designed to hold the plug in place if they are plugged into a ceiling, under-the-table or cabinet outlet.
- Make sure the parent unit, the baby unit and the power adaptor cords are out of reach of children.

### Connect the baby monitor



### Charge the parent unit battery

When you have connected the parent unit and installed its battery for the first time or after a power outage, the parent unit will power on automatically. The **battery icon** indicates the battery status (see the following table).

#### NOTES

- The parent unit battery is fully charged after 3 hours of continuous charging.
- 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.

Battery indicators	Battery status	Action
The battery icon is off and  displays.	No battery is installed but operates using AC power, or the battery has been installed incorrectly.	Install the parent unit battery. Charge without interruption (at least 30 minutes).
The screen displays <b>Battery low at Parent Unit</b> and  light flashes.	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.

### Before use

#### NOTE

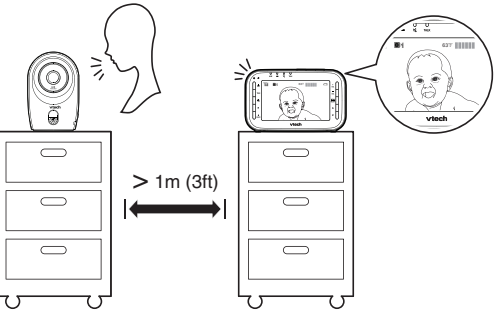
- This baby monitor is intended as an aid. It is not a substitute for proper adult supervision, and should not be used as such.

### Test your baby monitor

You should test the baby monitor before initial use, and at regular times thereafter.

#### CAUTION

- For hearing protection, make sure the parent unit is more than 1 metre (3 feet) away from the baby unit. If you hear any high-pitched noise, move the parent unit further away until the noise stops. You can also press **-VOL** on the parent unit to lower or mute the noise.



- Make sure your baby unit and parent unit are on.
- The parent unit displays images from the baby unit.
  - Speak towards the baby unit microphone. You will hear the sound at the parent unit.

#### TIP

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

### Positioning the baby monitor

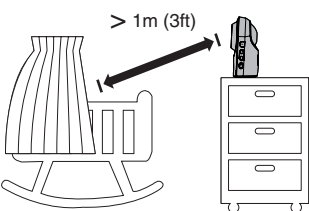
#### CAUTION

- Keep the baby unit out of the reach of your baby. Never place or mount the baby unit inside the baby's cot or playpen.

#### NOTE

- To avoid interference from other electronic devices, place your baby monitor far away from devices such as wireless routers, microwaves, mobile phones and computers.

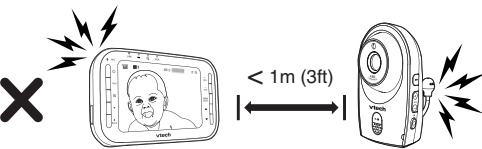
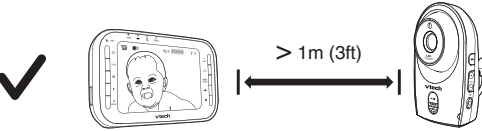
- Place the baby unit more than 1 metre (3 feet) away from your baby.



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



- Place the parent unit more than 1 metre (3 feet) away from the baby unit.



#### CAUTION

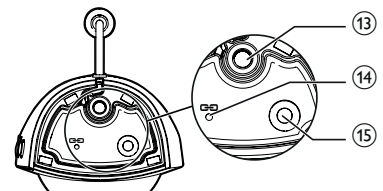
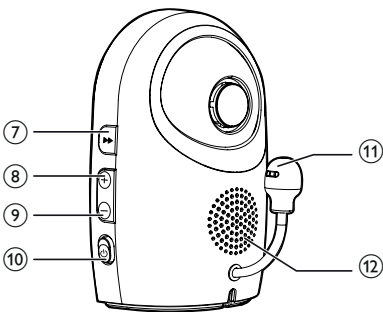
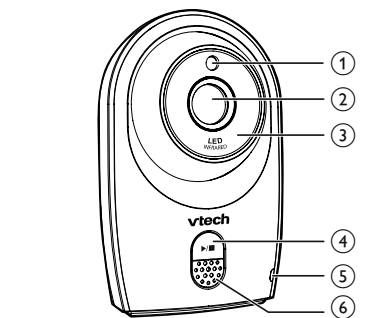
- The default volume of your parent unit is level 4. If you experience high-pitched screaming noise from your baby monitor while positioning:
  - Make sure your baby unit and parent unit are more than 1 metre (3 feet) apart, OR
  - Turn down the volume of your parent unit.

### Operating range

The operating range of the baby monitor is up to 300 metres (1,000 feet) outdoors or 50 metres (160 feet) indoors. The actual operating range may vary depending on the environmental conditions and other interferences such as walls, doors and other obstructions.

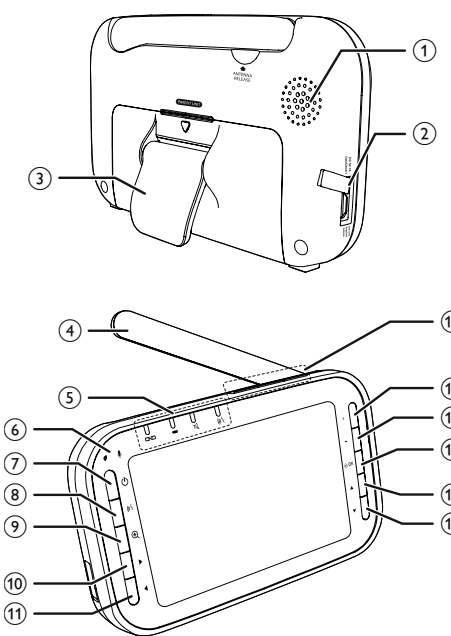
### Overview

#### Baby unit overview



1	<b>Light sensor</b>
2	<b>Camera</b>
3	<b>Infrared LEDs</b>
4	<b>►/■ Play/Stop</b> <ul style="list-style-type: none"><li>Press to play or stop lullabies on the baby unit.</li></ul>
5	<b>ON/OFF light</b> <ul style="list-style-type: none"><li>is ON when the baby unit is turned on and is paired to the parent unit.</li><li>Flashes when the baby unit is not being viewed; or when the link to the parent unit is lost.</li></ul>
6	<b>Microphone</b>
7	<b>►► Skip</b> <ul style="list-style-type: none"><li>Press to play the next lullaby.</li></ul>
8	<b>+/-</b> <ul style="list-style-type: none"><li>Press to adjust the speaker volume. It determines the lullaby volume and talkback volume transmitted from parent unit.</li></ul>
9	<b>⏻ switch</b> <ul style="list-style-type: none"><li>Slide to turn the baby unit on or off.</li></ul>
10	<b>Temperature sensor</b>
11	<b>Speaker</b>
12	<b>Threaded socket</b> <ul style="list-style-type: none"><li>For wall mount installation use.</li></ul>
13	<b>📶</b> <ul style="list-style-type: none"><li>Your baby unit and parent unit provided are already paired.</li></ul>
14	<b>Power jack</b>

#### Parent unit overview



1	<b>Speaker</b>
2	<b>Power jack</b>
3	<b>Stand</b>
4	<b>Antenna</b>
5	<b>LED lights</b> <ul style="list-style-type: none"><li>Indicate the different statuses of the parent unit. For details, refer to <b>Parent unit lights</b>.</li></ul>
6	<b>🎤 Microphone</b>
7	<b>⏻ On/off</b> <ul style="list-style-type: none"><li>Press to power on.</li><li>Press and hold to power off.</li></ul>
8	<b>🗣️</b> <ul style="list-style-type: none"><li>Whilst viewing an image, <b>press and hold</b> to talk to the baby unit.</li></ul>
9	<b>🔍 Zoom</b> <ul style="list-style-type: none"><li>Whilst viewing an image, press to zoom in or out.</li></ul>

10	<b>▶</b> <ul style="list-style-type: none"><li>Whilst in a menu, press to select a feature.</li><li>Whilst viewing an image, <b>press and hold</b> to move the image to the right.</li></ul>
11	<b>◀</b> <ul style="list-style-type: none"><li>Whilst in a menu, press to return to the main menu or idle screen.</li><li>Whilst viewing an image, <b>press and hold</b> to move the image to the left.</li></ul>
12	<b>👤</b> <ul style="list-style-type: none"><li><b>Press and hold</b> to turn the parent unit screen off.</li></ul> <b>🎵</b> <ul style="list-style-type: none"><li>Press to skip to the next lullaby.</li></ul> <b>►/■</b> <ul style="list-style-type: none"><li>Press to play or stop the lullaby.</li></ul>
13	<b>+</b> <ul style="list-style-type: none"><li>Press to increase the speaker volume.</li></ul>
14	<b>-</b> <ul style="list-style-type: none"><li>Press to decrease the speaker volume.</li></ul>
15	<b>↔/OK</b> <ul style="list-style-type: none"><li>Press to enter the menu.</li><li>Whilst in a menu, press to choose an item or save a setting.</li></ul>
16	<b>▲</b> <ul style="list-style-type: none"><li>Whilst in a menu, press to scroll up.</li><li>Whilst viewing an image, <b>press and hold</b> to move the image upwards.</li></ul>
17	<b>▼</b> <ul style="list-style-type: none"><li>Whilst in a menu, press to scroll down.</li><li>Whilst viewing an image, <b>press and hold</b> to move the image downwards.</li></ul>

#### Parent unit lights

<b>📶</b>	On when moderate or high signal strength is detected between the parent unit and the baby unit. Flashes when low signal strength is detected between the parent unit and the baby unit. Off when the parent unit is turned off, or the link to the baby unit is lost.
<b>🔌</b>	On when the parent unit is connected to AC power, or the battery is charging. Flashes when the parent unit battery is low and needs charging. Off when the parent unit is disconnected from AC power.
<b>🗣️</b>	On when the parent unit is talking to the baby unit.
<b>🔊</b>	On when the parent unit speaker volume is turned off.

#### Parent unit display icons

<b>📶</b>	<b>Connection status</b> <ul style="list-style-type: none"><li><b>📶</b> displays when strong signal strength is detected between the baby unit and the parent unit.</li><li><b>📶</b> or <b>📶</b> displays when moderate or low signal strength is detected between the baby unit and the parent unit.</li><li><b>📶</b> displays when the link between the baby unit and the parent unit is lost.</li></ul>
<b>🌙</b>	<b>Night vision</b> <ul style="list-style-type: none"><li>Displays when the baby unit has activated the night vision feature.</li></ul>
<b>🔍</b>	<b>Zoom</b> <ul style="list-style-type: none"><li>Displays when the baby unit camera has zoomed in.</li></ul>
<b>🔊</b>	<b>Temperature alert tone</b> <ul style="list-style-type: none"><li>Displays when the temperature alert tone is set on.</li></ul>

<b>°F or °C</b>	<b>Real-time temperature</b> <ul style="list-style-type: none"><li>Displays the real-time temperature detected by the baby unit in Fahrenheit (°F) or Celsius (°C) (e.g. 57 °F or 14 °C).</li></ul>
<b>🔊</b>	<b>Mute alert</b> <ul style="list-style-type: none"><li>Displays when the parent unit speaker volume is set to off.</li></ul>
<b>📶</b>	<b>9-level sound indicator</b> <ul style="list-style-type: none"><li><b>📶</b> (1 to 3 bars) indicates low sound level detected by the baby unit.</li><li><b>📶</b> (4 to 6 bars) indicates moderate sound level detected by the baby unit.</li><li><b>📶</b> (7 to 9 bars) indicates high sound level detected by the baby unit (e.g. baby crying loudly).</li></ul>
<b>🔊</b>	<b>Speaker volume</b> <ul style="list-style-type: none"><li>Displays the parent unit speaker volume level while adjusting.</li></ul>
<b>🔋</b>	<b>Battery status</b> <ul style="list-style-type: none"><li><b>🔋</b> (1 to 3 bars) animates when the battery is charging.</li><li><b>🔋</b> displays solid when the battery is fully charged.</li><li><b>🔋</b> displays when the battery is low and needs charging.</li></ul>
<b>🔌</b>	<b>AC power without battery</b> <ul style="list-style-type: none"><li>Displays when the parent unit is connected to AC power without the battery.</li></ul>

#### Parent unit main menu icons

<b>🗣️</b>	<b>Language</b> <ul style="list-style-type: none"><li>You can select the language to be used in all screen displays.</li></ul>
<b>🔊</b>	<b>Alert Tone</b> <ul style="list-style-type: none"><li>You can set the parent unit to beep when<ul style="list-style-type: none"><li>the parent unit operates in low battery condition;</li><li>the link between the parent unit and the baby unit is lost.</li></ul></li></ul>
<b>🔍</b>	<b>Sensitivity</b> <ul style="list-style-type: none"><li>With this feature, you can choose to hear sounds from the baby unit all the time, or to hear sounds that exceed a certain level. You can use the parent unit to adjust the microphone sensitivity of your baby unit. The higher the sensitivity level, the more sensitive the baby unit is in detecting sounds for transmitting to the parent unit.</li></ul>
<b>🌡️</b>	<b>Temperature</b> <ul style="list-style-type: none"><li>You can turn on the <b>Temperature alert tone</b> so that the parent unit beeps whenever the room temperature detected by the baby unit falls outside of the desired temperature range.</li></ul>
<b>🔊</b>	<b>Vibration</b> <ul style="list-style-type: none"><li>You can turn on the vibration alert so that the parent unit vibrates when it receives <b>Low battery tone</b>, <b>No link alert</b>, <b>Sound alert</b> or <b>Temperature alert tone</b> after turning on the respective alert tones.</li></ul>
<b>🎵</b>	<b>Lullaby</b> <ul style="list-style-type: none"><li>You can choose the lullabies to play on the baby unit to comfort your baby.</li></ul>
<b>👤</b>	<b>Sound-activated Screen</b> <ul style="list-style-type: none"><li>Automatically turns on the parent unit screen when the baby unit detects a sound after the screen is turned off. When no sound is detected, the screen is automatically off to save power.</li></ul>

<b>🔋</b>	<b>LCD</b> <ul style="list-style-type: none"><li>You can change the brightness of the parent unit screen, or turn on the <b>Dim Mode</b> to save power.</li></ul>
<b>👤</b>	<b>Rename</b> <ul style="list-style-type: none"><li>You can choose a specific name for the baby unit from a pre-defined name list.</li></ul>
<b>🔌</b>	<b>Pair/Unpair</b> <ul style="list-style-type: none"><li>The baby unit and parent unit provided are already paired.</li></ul>



#### Parent unit display messages

<b>🔋 Battery low at Parent Unit</b>	The battery level of the parent unit is very low and needs to be recharged.
<b>Battery empty. Powering off ...</b>	The battery is empty and needs to be recharged.
<b>🌡️ Temperature too high at CAM 1</b> or <b>🌡️ Temperature too low at CAM 1</b>	The temperature detected by the baby unit is higher/lower than the desired temperature alert range.
<b>Powering on...</b>	The parent unit is turning on.
<b>🕒</b>	The parent unit is searching for baby unit.





## Using the baby monitor

### Powering the baby unit on or off


- Slide the  switch upward on the baby unit to **ON** to power on. The power light turns on.
- Slide the  switch downward on the baby unit to **OFF** to power off. The power light turns off.

### Powering the parent unit on or off

- Press and hold**  to power on the parent unit. The screen turns on.
- Press and hold**  again to power off the parent unit. The screen turns off.

### Turn the parent unit screen on or off

You can turn the parent unit screen on or off without turning the parent unit off. You can still hear sound from the baby unit.



- Press and hold**  on the top of the parent unit to turn the screen off.
- Press any key on the parent unit to turn on the screen again.

### Adjust the speaker volume

#### For parent unit:

- Press **+** or **-** on the parent unit at any time when viewing images.

<sup>NOTE</sup>

- When the parent unit speaker volume is set to zero,  appears on the screen and the  light turns on.

#### For baby unit:




The baby unit speaker volume determines the lullaby volume and talkback volume transmitted from the parent unit.

- Press **- / +** on the baby unit to adjust the speaker volume.




### Play lullabies

You can play lullabies on the baby unit to comfort your baby. There are 5 lullabies to choose from. The selected lullaby plays repeatedly for approximately 20 minutes.


#### Play lullabies using baby unit control keys

- Press  on the baby unit to play lullaby. It starts playing lullaby for 10 minutes.
- Press  on the baby unit to switch to the other lullabies.
- Press  again to stop the lullaby.

#### Play lullabies using parent unit control keys










- Press  on the parent unit to play lullabies.
- Press  on the parent unit to switch to the other lullabies.
- Press  again to stop the lullaby.

<sup>TIP</sup>

- When the lullaby stops, press  again to replay.

#### Play lullabies using parent unit menu

If **Play all** is selected, the five lullabies play one after the other repeatedly for approximately 20 minutes.








- Press /OK when the parent unit is idle.
- Press  or  to scroll to **LULLABY**.
- Press  or  to scroll to your desired lullaby or **Play all**.
- Press  or  to scroll to **Play or Stop**.
- Press /OK to confirm your selection.
- Press /OK to confirm your selection.

<sup>NOTE</sup>

- Lullaby playback is paused when the parent unit is talking to the baby unit. Lullaby playback resumes when the parent unit finishes using the **TALK** feature.









### Set the language

You can select the language to be used in all screen displays.

- Press /OK when the parent unit is idle.
- Press  or  to choose **Language**, then press /OK.
- Press  or  to choose your desired language, then press /OK to confirm your selection.











### Adjust LCD brightness

You can change the brightness of the parent unit screen from **Level 1** to **Level 5**. The LCD brightness is preset to **Level 3**.

- Press /OK when the parent unit is idle.
- Press  or  to choose **LCD**, then press /OK.
- Press /OK again to choose **Brightness**.
- Press  or  to choose the desired level of brightness, then press /OK to confirm your selection.

### Turn the dim mode on or off

The dim mode is preset to on to help you save the parent unit power. Whenever the parent unit has been left idle for 10 minutes while the screen is still on, the screen will be dimmed automatically to save power.

- Press /OK when the parent unit is idle.
- Press  or  to choose **LCD**, then press /OK.
- Press  or  to choose **Dim Mode**, then press /OK.
- Press  or  to choose **On or Off**, then press /OK to confirm your selection.

<sup>NOTE</sup>








- When the screen is dimmed, any key press or alert message will trigger the screen to return to the preset brightness level. After 10 minutes of idle, it will be dimmed again.

### Adjust the sound sensitivity of the baby unit

You can choose to hear sounds from the baby unit all the time, or to hear sounds that exceed a certain level. You can use the parent unit to adjust the microphone sensitivity of your baby unit from **Lowest** to **Highest**. The higher the sensitivity level, the more sensitive the baby unit is in detecting sounds for transmitting to the parent unit. The sound sensitivity level is preset to **Highest**.

#### Sound sensitivity table for reference

Sensitivity Level	Description
<b>Highest</b>	The parent unit speaker is constantly on, and you will hear all sounds (including background noises) from your baby's room.
<b>High</b>	The parent unit speaker turns on for soft babbling and louder sounds from your baby. It remains quiet when your baby sleeps soundly.
<b>Medium</b>	The parent unit speaker turns on for loud babbling and louder sounds from your baby. It remains quiet when your baby makes soft sounds.
<b>Low</b>	The parent unit speaker turns on for crying and louder sounds from your baby. It remains quiet when your baby makes soft sounds.
<b>Lowest</b>	The parent unit speaker turns on for loud crying or screeching sounds from your baby. It remains quiet when your baby makes soft sounds.

- Press /OK when the parent unit is idle.
- Press  or  to choose **Sensitivity**, then press /OK.
- Press  or  to choose the desired sensitivity level, then press /OK to confirm your selection.








<sup>TIP</sup>

- You can adjust the baby unit placement to improve the sound detection.

### Turn the sound activation on or off

When sound activation is on, as long as no sound is detected within 50 seconds, the parent unit screen will turn off automatically to save power.

When your baby unit detects a sound, the sound activation triggers the parent unit screen to turn on automatically. When no sound is detected within 50 seconds, the screen will be off again.







- Press /OK when the parent unit is idle.
- Press  or  to choose **Sound-activated Screen**, then press /OK.
- Press  or  to choose **On or Off**, then press /OK to confirm your selection. The screen returns to main menu.

<sup>NOTE</sup>

- If the sound sensitivity is set to **Highest**, the parent unit screen may remain on continuously even though sound activation is on.






### Zoom

You can zoom in or out while viewing images from baby unit.

- Press  to zoom in.
- Press and hold** , , , or  to move the zoomed image up, down, left or right correspondingly.
- Press  again to zoom out.

### Talk









You can use the **TALK** function of the parent unit to comfort your baby.

- Press and hold**  on the parent unit. The  light turns on.
- Speak towards the microphone () on the parent unit. Your voice is broadcast to the baby unit.
- Release the  key to stop the broadcast. The  light goes off.

### Set the alert











#### Low battery tone

You can set the parent unit to beep when the parent unit operates in low battery conditions.

- Press /OK when the parent unit is idle.
- Press  or  to choose **Alert Tone**, then press /OK.
- Press /OK again to choose **Low Battery Tone**.
- Press  or  to choose **On or Off**, then press /OK to confirm your selection.











#### No link alert

You can set the parent unit to beep when the link between the parent unit and the baby unit is lost.

- Press /OK when the parent unit is idle.
- Press  or  to choose **Alert Tone**, then press /OK.
- Press  or  to choose **No Link Alert**, then press /OK.
- Press  or  to choose **On or Off**, then press /OK to confirm your selection.

#### Sound alert

You can turn on the sound alert feature so that the parent unit beeps and displays **Sound detected at CAM #** whenever the baby unit detects sounds.

- Press /OK when the parent unit is idle.
- Press  or  to choose **Alert Tone**, then press /OK to select.
- Press  or  to choose **Sound alert**, then press /OK.
- Press  or  to choose **On or Off**, then press /OK to confirm your selection.

<sup>NOTE</sup>











- The sound alert feature is only available in **SPLIT-VIEW** mode.

### Monitor the temperature

Your baby unit monitors the temperature of your baby's room with its built-in temperature sensor. If the detected temperature is outside of the preset temperature range, the parent unit will display an alert message.











#### Set temperature range

You can set the desired room temperature alert range. The minimum temperature can be set between **52 °F (11 °C)** and **69 °F (20 °C)**. The maximum temperature can be set between **70 °F (21 °C)** and **86 °F (30 °C)**.

- Press /OK when the parent unit is idle.
- Press  or  to choose **Temperature**, then press /OK.
- Press  or  to choose **Minimum or Maximum**, then press /OK.
- Press  or  to choose the desired minimum or maximum temperature, then press /OK to confirm your selection.











#### Temperature alert tone

You can turn on the temperature alert tone so that the parent unit will emit an alert tone if the detected temperature is out of range.

- Press /OK when the parent unit is idle.
- Press  or  to choose **Temperature**, then press /OK.
- Press  or  to choose **Alert Tone**, then press /OK.
- Press  or  to choose **On or Off**, then press /OK to confirm your selection.








#### Temperature format

You can choose to display the temperature in Fahrenheit (°F) or Celsius (°C).

- Press /OK when the parent unit is idle.
- Press  or  to choose **Temperature**, then press /OK.
- Press  or  to choose **Format**, then press /OK.
- Press  or  to choose **Fahrenheit** or **Celsius**, then press /OK to confirm your selection.

### Turn the vibration on or off









You can turn on the vibration feature so that the parent unit vibrates when it receives any of **Low battery tone**, **No link alert**, **Sound alert** or **Temperature alert tone** after turning on the respective alert tones.

- Press /OK when the parent unit is idle.
- Press  or  to choose **Vibration**, then press /OK.
- Press  or  to choose **On or Off**.
- Press /OK to confirm your selection.


### Rename the baby unit

You can rename your baby unit. Once the baby unit is renamed, its new name together with the baby unit number (1) will appear in the sub-menu of below options:

- Sensitivity
- Temperature
- Rename
- Pair/Unpair

- Press /OK when the parent unit is idle.
- Press  or  to choose **Rename**, then press /OK.
- Press /OK to select the baby unit.
- Press  or  to choose the desired name for the baby unit, then press /OK to confirm your selection.

### 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 is in black and white, and  appears on screen.

<sup>NOTES</sup>

- 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 image is in black and white. This is normal due to external light sources.

<sup>TIP</sup>

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

## General product care

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

- Avoid putting 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 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 baby unit and parent unit are dry before you connect them to the mains again.



## Storage











When you are not going to use the baby monitor for some time, remove the rechargeable battery from the parent unit. Store the parent unit, the baby unit and the adaptors in a cool and dry place.

## 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 a common cure: <ol style="list-style-type: none"><li>Disconnect the power to the baby unit and the parent unit.</li><li>Remove the batteries in the parent unit. Then install the batteries again.</li><li>Wait a few seconds before connecting power back to the baby unit and the parent unit.</li><li>Turn on the baby unit and the parent unit.</li><li>Wait for the parent unit to synchronise with the baby unit. Allow up to one minute for this to take place.</li></ol>
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Why doesn't the power-on light of the baby unit and parent unit go on when I switch on the units?	Perhaps the parent unit is not connected to the mains. Insert the appliance plug into the parent unit and put the adaptor in a wall socket. Then <b>press and hold</b>  to switch on the parent unit and to establish connection with the baby unit.  Perhaps the baby unit is not connected to the mains. Connect the baby unit to the mains. Then set the  switch to <b>ON</b> to switch on the baby unit and to establish connection with the parent unit.
Why doesn't my parent unit charge while connected to AC power?	Make sure the power is not controlled by a wall switch.  Make sure the battery is correctly installed in your parent unit.  You may have used the battery for a long time. Replace a new battery.
Why is my screen in black and white?	The screen is in black and white during night-time or in a dark room. This is normal due to external light sources.
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 lights, objects, colours 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 unit may be too close to each other. <ul style="list-style-type: none"><li>Move the parent unit away from the baby unit until the noise stops; OR</li><li>Turn down the volume of your parent unit.</li></ul>

The <b>ON/OFF</b> light on the baby unit flashes and the parent unit displays  .	The baby unit is unpaired from the parent unit. Follow the steps to pair the baby unit. Make sure both parent unit and baby unit are on before pairing. <ol style="list-style-type: none"><li>Press /OK when the parent unit is idle.</li><li>Press  or  to choose <b>Pair/Unpair CAM</b>, then press /OK.</li><li>Press /OK again to choose <b>Pair CAM</b>.</li><li>Press  or  to choose an empty baby unit slot, then press /OK. The parent unit screen displays <b>Press and hold the pair button at the CAM for 5 seconds until the power indicator flashes..</b></li><li>Immediately press and hold  on the bottom of the baby unit with a narrow pointed object such as a pencil. The LED light flashes quickly.</li></ol> When pairing is successful, the screen displays the view of the newly paired baby unit. The LED light on the new baby unit remains on. <ul style="list-style-type: none"><li>If pairing fails, the screen displays <b>Pairing failed</b>. Try the pairing process again.</li></ul>
Why does the parent unit beep?	The baby unit may be out of range. Move the parent unit closer to the baby unit (but not less than 3 feet).
Why does the parent unit beep/vibrate frequently?	If the parent unit is powered by the provided battery, it may not have enough charge for the parent unit to perform normally. Charge the battery in the parent unit for up to 3 hours.  The temperature of your baby's room may be too high or too low.
	You may have set the sound sensitivity level to <b>Highest</b> when the sound alert (and vibration) feature are turned on. The parent unit notifies you of all sounds including background noise with beeps (or vibrations). Adjust the sound sensitivity to a lower level.
Why does the parent unit react too quickly to other sounds?	The baby unit also picks up other sounds than those of your baby. Adjust the sensitivity level to a lower level or lower the parent unit speaker volume.

Why don't I hear a sound/ I hear can't I hear my baby cry?	The parent unit speaker volume may be too low or off. Press <b>+ /VOL</b> to increase the volume.  You may have set a low sound sensitivity level. See <b></b>
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