RM2751
2.8 inch Smart Wi-Fi 1080p
Video Monitor

vtech®

Quick start guide
(Canada version)

For more support information

What does Video Monitor do?

VTech 2.8 inch Smart Wi-Fi 1080p Video Monitor allows you to stay close to your baby when you are on the move or away.

This monitor is Wi-Fi enabled, which uses your home wireless network to stream live video and audio through the baby unit and 2.8 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 2.8 inch Smart Wi-Fi 1080p Video 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, directly from your smartphone or mobile tablet.

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:

1. Follow all warnings and instructions marked on the product.
2. Adult setup is required.
3. **CAUTION:** Do not install the baby unit at a height above 6.5 feet (2 meters).
4. 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.
5. This product is not intended for use as a medical monitor.
6. Do not use this product near water, for example, near to a bath, sink, swimming pool or shower.
7. **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 in fire or a hot oven, mechanically crushing or cutting 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 of 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**.
8. Use only the adapters included with this product. Incorrect adapter polarity or voltage can seriously damage the product.

Power adapter information:
Baby Unit Output: 5V DC 1A
VTech Telecommunications Ltd.
Model: VT05EU5OS100
Parent Unit Output: 5V DC 1A
VTech Telecommunications Ltd.
Model: VT05EU5OS100

Rechargeable battery information:
Zhuhai Great Power Energy Co., Ltd.
Li-ion battery, 3.6V, 2600mAh, 9.36Wh;
Model: ICR18650-2.6Ah-3.6V-1S1P

9. 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.
10. For pluggable equipment, the socket-outlet (power adapter) should be installed near the equipment and should be easily accessible.
11. Unplug this product from the wall outlet before cleaning. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.
12. Do not modify the power adapters or replace with other power adapters, as this causes a hazardous situation.
13. Do not allow anything to rest on the power cords. Do not install this product where the cords may be walked on or crimped.
14. 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 electricity supply provider.
15. Do not overload wall outlets or use an extension cord.
16. Do not place this product on an unstable table, shelf, stand or other unstable surfaces.
17. 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 source.
18. 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.
19. To reduce the risk of electric shock, do not disassemble this product, but take it to an authorized service facility. Disassembling or removing parts of the product other than via the battery door may expose you to dangerous voltages or other risks. Incorrect reassembling can cause electric shock when the product is subsequently used.
20. You should test the sound reception every time you turn on the units or move one of the components.
21. Periodically examine all components for damage.
22. 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 are not intending to use it for some time.**
23. Children should be supervised to ensure that they do not play with the product.
24. The small parts of this monitor can be swallowed by babies or small children. Keep these parts out of reach of children.
25. 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 (0°C) and 104°F (40°C).
- Batteries should not be exposed to excessive heat such as bright sunshine or fire.
- Mishandling batteries can cause burn, fire or explosion hazards.
- Do not expose the product to extreme cold, heat or direct sunlight. Do not put the product close to a heating source.

⚠ 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 warning label on the adapter cord.

- Never place the baby unit(s) inside the baby's crib or playpen. Never cover the baby unit(s) or parent unit with anything such as a towel or blanket.
- Other electronic products may cause interference with your baby unit. Try installing your baby 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.
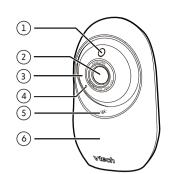
WHAT'S IN THE BOX

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

Quick start guide   x 2   x 2

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

OVERVIEW

Baby unit overview

1. **Light sensor**
2. **Camera lens**
3. **Infrared LEDs**
   Allow you to see clearly in a dark surrounding.
4. **Microphone**
5. ☼ **Night light touch key**
   (for model with **Serial Number** starts with 0KW)
   - Tap to turn the night light on or off.
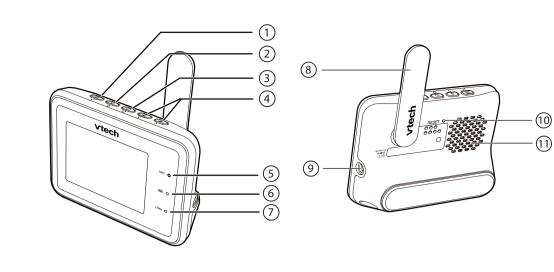   - Tap and hold to adjust night light brightness.
6. **Night light**
7. **Speaker**
8. ☼ **Night light control key**
   - Press to turn the night light on or off.
   - Press and hold to adjust night light brightness.
9. **PAIR**
   - The parent unit and baby unit(s) provided are already paired.
   - Reset the baby unit to factory default. Press and hold **PAIR** key and **Night light control** key at the same time, until you hear a beep sound.
10. **Power jack**
11. **Temperature sensor**
12. **Slots for wall mounting**
    - Wall mount bracket is included in your package.
13. **Product label**
    - Here show the product **Serial Number** and other specification. If the serial number starts with 0KW, the product comes with a night light touch key feature.

Parent unit overview

1. ☰ / ✓ **Menu/Select**
   - Press to enter the main menu.
   - While in a menu, press to choose an item, or save a setting.
2. 🎤 / ↵ **Talk/Return**
   - Press and hold to talk to the baby unit.
   - While in a submenu, press to go back.
3. ⏻ / ⌂ **Power / LCD on/off / Exit**
   - Press and hold to power on/off the parent unit.
   - Press to screen on/off.
   - While in a submenu, press to exit.
4. ◀-/< / ◀+ />
   - Increase or decrease parent unit's volume.
   - While in a submenu, press to navigate leftward or rightward.
5. **Microphone**
6. 🔋 **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 charging.
7. **LINK LED light**
   - On when the parent unit is linked to the baby unit.
   - Flashes when the link to the baby unit is lost.
8. **Antenna**
9. **Power jack**
10. **RESET**
    - Force reboot the parent unit.
11. **Speaker**

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.

Local access

☼ **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. You can also set up **Router mode** to connect via your home Wi-Fi network to improve the connection between your parent unit and baby unit.
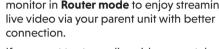
Router mode

You can continue using your video monitor with **Direct mode** connection, or you can set up your monitor in **Router mode** connection.

Router mode uses your home Wi-Fi network to connect your video monitor. It supports streaming live video through parent unit and smartphone app.

We recommend that you set up your monitor in **Router mode** to enjoy streaming live video via your parent unit with better connection.

WiFi   Mobile access   Enhanced local access

If you want to stream live video remotely with your mobile device, download and install the **MyVTech Baby Pro** mobile app. With the mobile app, your Wi-Fi router (not included) provides Internet connectivity to your video monitor system. It serves as a communicating channel between your baby unit and mobile device, allowing you to monitor and/or control your baby unit wherever you are. For detail, see **Download app for mobile access** section in this quick start guide.

📝 **NOTES**
- Your parent unit detects the connection signal strength. If you have connected your video monitor with your home Wi-Fi network, your parent unit automatically switches to direct or router mode - the one that has stronger signal strength.
- When both parent unit and app are viewing the camera simultaneously, the video quality will be optimised to deliver the best possible viewing result.

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:
1. Federal Communications Commission: Wireless Connections and Bluetooth Security Tips – *www.fcc.gov/consumers/guides/how-protect-yourself-online*.
2. U.S. Department of Homeland Security: Before You Connect a New Computer to the Internet – *www.us-cert.gov/ncas/tips/ST15-003*.
3. Federal Trade Commission: Using IP Cameras Safely – *https://www.consumer.ftc.gov/articles/0382-using-ip-cameras-safely*.
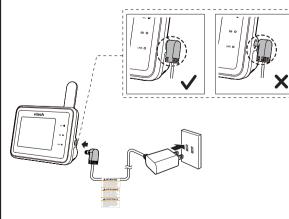4. Wi-Fi Alliance: Discover Wi-Fi Security – *http://www.wi-fi.org/discover-wi-fi/security*.

CONNECT, CHARGE AND POWER ON THE BABY MONITOR

Connect the baby monitor
Fully insert the provided power adapters into the parent unit and baby unit power jack, then plug into a power source. You can hear a clicking sound if it plugs correctly, and the battery LED light on the parent unit turns on.
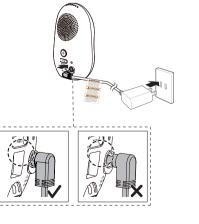
📝 **NOTES**
- The rechargeable battery in the parent unit is built-in.
- Use only the power adapters supplied with this product.
- Make sure the parent unit and the baby unit are not connected to an electronically controlled electric outlet.
- Connect the power adapters in a vertical or floor mount position 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.

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

Charge the parent unit battery before use
The parent unit runs on an internal rechargeable battery or AC power. To continuously monitor your baby, keep the parent unit connected to AC power. With the battery alone, the parent unit can cordlessly run for a short time only.
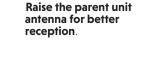
📝 **NOTES**
- Before using the baby monitor for the first time, charge the parent unit battery for 12 hours. When the parent unit battery is fully charged, the battery icon becomes solid 🔋.
- The standby time varies depending on your actual use.

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

BATTERY INDICATORS	BATTERY STATUS	ACTION
🔋 alert displays on the parent unit screen, the battery icon becomes empty 🔋, with the 🔋 LED 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.

The parent unit turns on automatically after it connects to the power socket, and the welcome screen appears. You can press and hold ⏻ to turn it on or off.

Press and hold

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 menu
Press ☰ 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 lullaby, or adjust the motion and sound detection settings.

While in the menu:
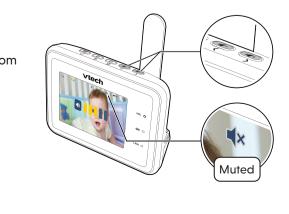- Press ◀- or ◀+ to scroll among the menu options.
- Press ☰ to select an item.
- Press ↵ to return.
- Press ⏻ to exit the menu.

Adjust speaker volume
Press ◀- or ◀+ to adjust your parent unit speaker volume level received from the baby unit.

Muted

Talk to your baby via the baby unit
1. Press and hold the 🎤 key.
2. When the 🎤 icon displays on screen, speak to your parent unit. Your voice is transmitted to the baby unit.
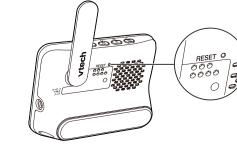3. When finished talking, release the 🎤 key and hear your baby again.

Press and hold

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 ⏻ on the parent unit to turn off the screen.
- Press any keys on the parent unit to turn on the screen again.

Press

☼ **TIP**
To restore to the default settings or reset the Wi-Fi connection, you can reset the parent unit by pressing the **RESET** key at the back of the unit.
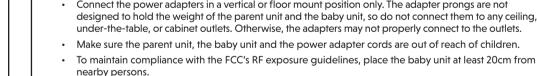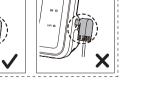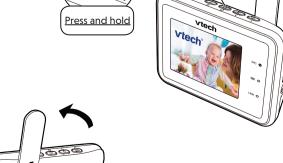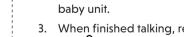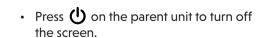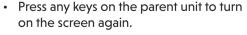Use a pin and insert it into the hole on the back of the parent unit, and then gently press the button inside.

RESET

TECHNICAL SPECIFICATIONS

Frequency	Baby unit: 2412 - 2462 MHz
Channels	11
LCD	2.8" Color LCD (tft 320x240 pixels)
Nominal effective range	Maximum power allowed by FCC and IC. Actual operating range may vary according to environmental conditions at the time of use.
Power requirement	Parent unit/Baby unit power adapters: VTech, VT05EU5OS100 Rated output: 5V DC, 1000mA. Parent unit battery: 3.6V 2600mAh, 9.36Wh Lithium-ion battery

Parent unit icons

Main Menu	Options
Monitoring mode (For RM2751-2 only)	
	• View baby unit 1 or 2 in **Single mode**. • View both baby units in **Patrol mode**.
Zoom	• Select from 4 zoom modes. • Navigate in the zoom image.
Night light	• Turn on/off night light. • Select from 10 color modes. • Adjust the brightness level. • You can also set the timer to turn off night light after 15, 30 or 60 minutes, or remain on always.
Melodies and soothing sounds	• Play or stop the lullaby. • Select to play all melodies, or play one of the five melodies and five soothing sounds. • You can also set the timer to stop playing after 15, 30 or 60 minutes, or play non-stop. • Adjust the playing volume level.
Alerts settings	• Turn on/off **motion detection, temperature detection, lost link and low battery alerts**. • Select the **motion detection sensitivity** level. • Select maximum and minimum temperature for alert range. • Mute or adjust the alerts sound level.

Main Menu	Options
General settings	• Adjust parent unit screen brightness. • Turn the screen off timer on/off, or set to screen off after 1, 3 or 5 minutes, or auto screen on when sound detected. • Set the **Sound Sensitivity** level for auto screen on. • Adjust baby unit's speaker volume. • Change temperature format (°C/°F). • Help information. • System information. • Factory reset.
Connection settings	• Change Wi-Fi network. • Connect mobile phone. • Reset connection to direct mode.

Status icons

- Direct mode — Parent unit, baby unit 1 and baby unit 2 (For RM2751-2 only) are connected to each other directly.
- Router mode — Parent unit, baby unit 1 and baby unit 2 are connected to home Wi-Fi network.
- Night vision is turned on.
- Motion detection is turned on.
- Sound light indicator
- Melodies and soothing sounds are turned on.
- Night light is turned on.
- Auto night light is turned on.
- Talkback is turned on.
- Parent unit speaker is muted.
- Temperature alert is turned on.

Test the sound level and position the video monitor

Note
- This video monitor is intended as an aid. It is not a substitute for proper adult supervision, and should not be used as such.
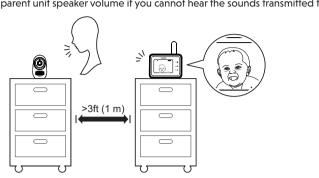
Testing the sound level of the video monitor

Caution
- For hearing protection, make sure the parent unit is more than 3 ft (1m) away from the baby unit. If you hear any feedback noise from the parent unit, move the parent unit further until the noise stops. You can also press 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.
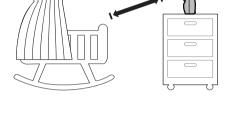
Positioning the video monitor

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.
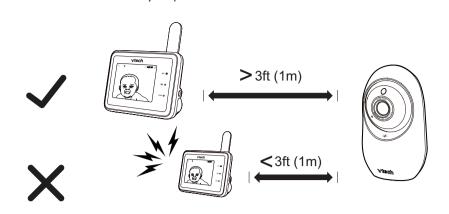1. Place the baby unit more than 3 ft (1 m) away from your baby.

2. Adjust the angle of the baby unit to aim at your baby.

3. To avoid causing feedback noise from your video monitor:
   - Make sure your baby unit and parent unit are more than 3 ft (1m) apart; **OR**
   - Turn down the volume of your parent unit.

> 3ft (1m)
< 3ft (1m)

Auto software and firmware update

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

- Follow the instructions on the parent unit screen to update your video 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, press when the parent unit is idle, go to: > > .

Connect your video monitor with home Wi-Fi network

- 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 Wi-Fi up, go to:

Download app for mobile access

1 App installation

a) From parent unit
Note
- Before installing the app, make sure your baby monitor is connected to your home Wi-Fi network.
1. Press when the parent unit is idle.
2. Go to > .
3. Scan the QR code in the parent unit to download the app into your mobile device.

b) From app store
1. Browse the App Store or the Google Play store .
2. Search for the mobile app with the keyword "myvtech baby pro".
3. 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.

2 Set up user account

In your mobile device:
1. Tap to run the mobile app in your mobile device, and then create a user account.
2. 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.

3 Add camera

Follow the instructions in the mobile app to pair the camera. Tap , then **Add Camera** in the mobile app to get started.
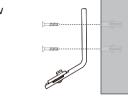
Mount the baby unit (optional)

Notes
- Check for reception strength and camera angle of the baby unit before drilling the holes.
- The types of screws and wall plugs you need depend on the composition of the wall. You may need to purchase the screws and wall plugs separately to mount your baby units.

1. Place the wall mount bracket on a wall and then use a pencil to mark two holes in parallel. Remove the wall mount bracket and drill four holes in the wall (7/32 inch drill bit).
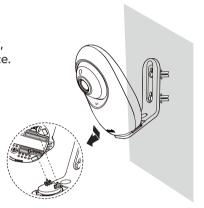
2. If you drill the holes into a stud, go to step 3.
   - If you drill the holes into an object other than a stud, insert the wall plugs into the holes. Tap gently on the ends with a hammer until the wall plugs are flush with the wall.

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 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, and then slide it forward until it locks into place. Connect the power adapter to the baby unit.

OR

4. Place the baby unit on the wall mount bracket, and then slide it forward until it locks into place. Align the holes on the wall mount bracket with the screws on the wall, and slide the wall mount bracket down until it locks into place.

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.

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 running water.
- 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, store the parent unit, the baby unit and the adapters in a cool, dry place.

Adult supervision

- This baby monitor should be for use by adults only.
- Do not place the baby unit inside the crib or playpen.
- To ensure your children's safety, do not allow them to touch or play with the baby monitor and its accessories. THIS IS NOT A TOY.

Limited warranty

What does this limited warranty cover?
The manufacturer of this VTech Product warrants to the holder of a valid proof of purchase ("Consumer" or "you") that the Product and all accessories provided in the sales package ("Product") are free from defects in material and workmanship, pursuant to the following terms and conditions, when installed and used normally and in accordance with the Product operating instructions. This limited warranty extends only to the Consumer for Products purchased and used in the United States of America and Canada.

What will VTech do if the Product is not free from defects in materials and workmanship during the limited warranty period ("Materially Defective Product")?
During the limited warranty period, VTech's authorized service representative will replace at VTech's option, without charge, a Materially Defective Product. If we choose to replace the Product, we may replace it with a new or refurbished Product of the same or similar design. We will retain defective parts, modules, or equipment. Replacement of the Product, at VTech's option, is your exclusive remedy. VTech will return the replacement Products to you in working condition. You should expect the replacement to take approximately 30 days.

How long is the limited warranty period?
The limited warranty period for the Product extends for ONE (1) YEAR from the date of purchase (90 days on products purchased as Refurbished"). This limited warranty also applies to the replacement Product for a period of either (a) 90 days from the date the replacement Product is shipped to you or (b) the time remaining on the original one-year warranty (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:
1. Product that has been subjected to misuse, accident, shipping or other physical damage, improper installation, abnormal operation or handling, neglect, inundation, fire, water or other liquid intrusion; or
2. Product that has been damaged due to repair, alteration or modification by anyone other than an authorized service representative of VTech; or
3. Product to the extent that the problem experienced is caused by signal conditions, network reliability, or cable or antenna systems; or
4. Product to the extent that the problem is caused by use with non-VTech accessories; or
5. Product whose warranty/quality stickers, product serial number plates or electronic serial numbers have been removed, altered or rendered illegible; or
6. Product purchased, used, serviced, or shipped for repair from outside the United States of America or Canada, or used for commercial or institutional purposes (including but not limited to Products used for rental purposes); or
7. Product returned without a valid proof of purchase (see item 2 below); or
8. Charges for installation or set up, adjustment of customer controls, and installation or repair of systems outside the unit.

How do you get warranty service?
To obtain warranty service in the USA, please visit our website at www.vtechphones.com or call 1 (800) 595-9511. In Canada, go to www.vtechcanada.com or call 1 (800) 267-7377.
NOTE: Before calling for service, please review the user's manual - a check of the Product's controls and features may save you a service call.

Except as provided by applicable law, you assume the risk of loss or damage during transit and transportation and are responsible for delivery or handling charges incurred in the transport of the Product(s) to the service location. VTech will return replaced Product under this limited warranty. Transportation, delivery or handling charges are prepaid. VTech assumes no risk for damage or loss of the Product in transit.

What must you return with the Product to get warranty service?
1. Return the entire original package and contents including the Product to the VTech service location along with a description of the malfunction or difficulty; and
2. Include a "valid proof of purchase" (sales receipt) identifying the Product purchased (Product model) and the date of purchase or receipt; and
3. Provide your name, complete and correct mailing address, and telephone number.

Other limitations
This warranty is the complete and exclusive agreement between you and VTech. It supersedes all other written or oral communications related to this Product. VTech provides no other warranties for this Product. The warranty exclusively describes all of VTech's responsibilities regarding the Product. There are no other express warranties. No one is authorized to make modifications to this limited warranty and you should not rely on any such modification. State/Provincial Law Rights: This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state or province to province.
Limitations: Implied warranties, including those of fitness for a particular purpose and merchantability (an unwritten warranty that the Product is fit for ordinary use) are limited to one year from the date of purchase. Some states/provinces do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. In no event shall VTech be liable for any indirect, special, incidental, consequential, or similar damages (including, but not limited to lost profits or revenue, inability to use the Product or other associated equipment, the cost of substitute equipment, and claims by third parties) resulting from the use of this Product. Some states/provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Please retain your original sales receipt as proof of purchase.

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 requirement:
CAN ICES-3 (B)/NMB-3(B)
Industry Canada
This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions: (1) This device may not cause interference. (2) This device must accept any interference, including 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.
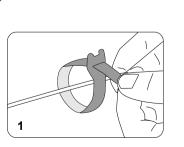This product meets the applicable Innovation, Science and Economic Development Canada technical specifications.
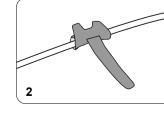**RF radiation exposure statement**
The product complies with FCC RF radiation exposure limits set forth for an uncontrolled environment. The baby unit should be installed and operated with a minimum distance of 8 in (20 cm) between the baby unit and all persons' body. Use of other accessories may not ensure compliance with FCC RF exposure guidelines. This equipment complies also with Industry Canada RSS-102 with respect to Canada's Health Code 6 for Exposure of Humans to RF Fields.
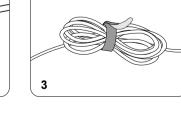
Need help?

For operations and guides to help you use your video monitor, and for the latest information and support, check out our online help topics and online FAQs.

Use your smartphone or mobile device to access our online help.
- Go to **https://phones.vtechcanada.com/manuals**; 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 it is clear.
- Search for the model - **RM2751** or **RM2751-2**.

You can also call our Customer Support at 1 (800) 267-7377 for help.

CABLE MANAGEMENT