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RM9751

Wi-Fi 1080p  
Yellow Daisy Baby Camera



# vtech

## Quick start guide (Canada version)

For more support information



### Congratulations

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

For support, shopping, and everything new at VTech, visit our website at [www.vtechcanada.com](http://www.vtechcanada.com).

### What does HD Video Monitor do?

Wi-Fi 1080p Yellow Daisy Baby Camera allows you to stay close to your baby when you are on the move or away. This monitor is Wi-Fi enabled, using your home wireless network to stream live video and audio through the 1080p baby camera and mobile devices. It allows you to maintain a constant connection to your baby. Wi-Fi 1080p Yellow Daisy Baby Camera 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.

You can also monitor from your smartphone and mobile tablet. VTech 5" 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.

## IMPORTANT SAFETY INSTRUCTIONS

The applied nameplate is located at the bottom of the camera's base. When using your equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury, including the following:

- Follow all warnings and instructions marked on the product.
- Adult setup is required.
- CAUTION:** Do not install the camera at a height above 2 meters.
- This product is not a substitute for adult supervision of the infant. Supervising the infant is the parent's or caregiver's responsibility. This product could cease operating, and therefore you should not assume it will continue working properly for any given period of time. Further, this is not a medical device and should not be used as such. This product is intended to assist you in supervising your baby.
- Do not use this product near water. For example, do not use it next to a bath tub, wash bowl, kitchen sink, laundry tub or swimming pool, or in a wet basement or shower.
- Use only the adapters included with this product. Incorrect adapter polarity or voltage can seriously damage the product.

Power adapters information:  
Camera Output: 5V 1A;  
VTech Telecommunications Ltd.;  
Model: VT05EU505100

- The power adapters 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 it is plugged into a ceiling, under-the-table or cabinet outlet.
- For pluggable equipment, the socket-outlet shall be installed near the equipment and shall be easily accessible.
- Unplug this product from the wall outlet before cleaning.
- Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning. Do not cut off the power adapters to replace them with other plugs, as this causes a hazardous situation.
- Do not allow anything to rest on the power cords. Do not install this product where the cords may be walked on or crimped.
- This product should be operated only from the type of power source indicated on the marking label. If you are not sure of the type of power supply in your home, consult your dealer or local power company.
- Do not overload wall outlets or use an extension cord.
- Do not place this product on an unstable table, shelf, stand or other unstable surfaces.
- This product should not be placed in any area where proper ventilation is not provided. Slots and openings in the back or bottom of this product are provided for ventilation. To protect them from overheating, these openings must not be blocked by placing the product on a soft surface such as a bed, sofa or rug. This product should never be placed near or over a radiator or heat register.
- Never push objects of any kind into this product through the slots because they may touch dangerous voltage points or create a short circuit. Never spill liquid of any kind on the product.
- To reduce the risk of electric shock, do not disassemble this product, but take it to an authorized service facility. Opening or removing parts of the product other than specified access doors may expose you to dangerous voltages or other risks. Incorrect reassembling can cause electric shock when the product is subsequently used.
- You should test the sound reception every time you turn on the units or move one of the components.
- Periodically examine all components for damage.
- There is a very low risk of privacy loss when using certain electronic devices, such as cameras, cordless telephones, etc. To protect your privacy, make sure the product has never been used before purchase, reset the camera periodically by powering off and then powering on the units, and power off the camera if you will not use it for some time.
- Children should be supervised to ensure that they do not play with the product.

- 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 32oF (0oC) and 104oF (40oC).
- Do not expose the product to extreme cold, heat or direct sunlight. Do not put the product close to a heating source.
- Warning—Strangulation Hazard—Children have STRANGLED in cords. Keep this cord out of the reach of children (more than 3 ft (0.9m) away). Do not remove this tag.
- Never place the camera(s) inside the baby's crib or playpen. Never cover the camera(s) with anything such as a towel or a blanket.
- Other electronic products may cause interference with your camera. Try installing your camera as far away from these electronic devices as possible: wireless routers, radios, cellular telephones, intercoms, room monitors, televisions, personal computers, kitchen appliances and cordless telephones.

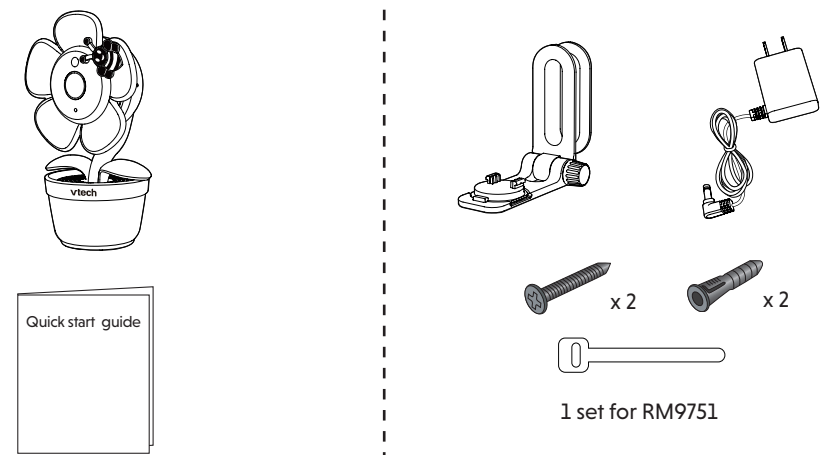
**Precautions for users of implanted cardiac pacemakers**  
Cardiac pacemakers (applies only to digital cordless devices):  
Wireless Technology Research, LLC (WTR), an independent research entity, led a multidisciplinary evaluation of the interference between portable wireless devices and implanted cardiac pacemakers. Supported by the U.S. Food and Drug Administration, WTR recommends to physicians that:

- Pacemaker patients**
    - Should keep wireless devices at least six inches from the pacemaker.
    - Should NOT place wireless devices directly over the pacemaker, such as in a breast pocket, when it is turned ON.
- WTR's evaluation did not identify any risk to bystanders with pacemakers from other persons using wireless devices.

**Electromagnetic fields (EMF)**  
This VTech product complies with all standards regarding electromagnetic fields (EMF), if handled properly and according to the instructions in this user's manual. The product is safe to be used based on scientific evidence available today.

## WHAT'S IN THE BOX

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

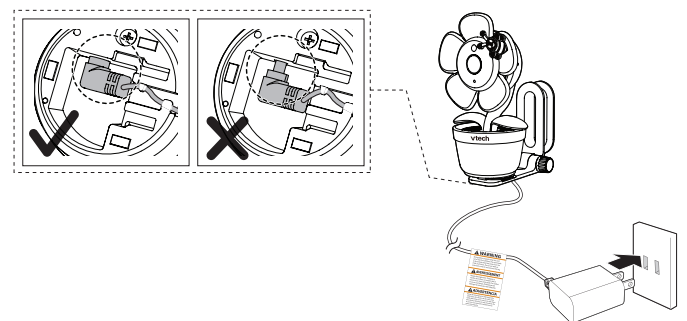


## CONNECT AND POWER ON THE CAMERA

### NOTES

- Use only the power adapter supplied with this product.
- If the camera is connected to a switch controlled electric outlet, make sure the switch is on.
- Connect the power adapters in a vertical or floor mount position only. The adapters' prongs are not designed to hold the weight of the camera, so do not connect them to any ceiling, under-the-table, or cabinet outlets. Otherwise, the adapters may not properly connect to the outlets.
- To maintain compliance with the FCC's RF exposure guidelines, place the camera at least 20cm from nearby persons.

Connect the power adapter to the camera and a power supply, then the camera powers on automatically.



## DOWNLOAD APP FOR MOBILE ACCESS

### Start monitoring from anywhere.

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



### App Compatibility

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

### After installing the MyVTech Baby Pro App...

- Sign up for an account
- Pair the camera with your mobile device
- Monitor your baby using a wide range of features

## PAIR THE CAMERA WITH YOUR MOBILE DEVICE

### On Baby Care App Before you start...

- Connect your mobile device to a 2.4GHz Wi-Fi network for a better connection and smoother video streaming.
- Enable the Location Service of your mobile device for the purpose of camera setup.

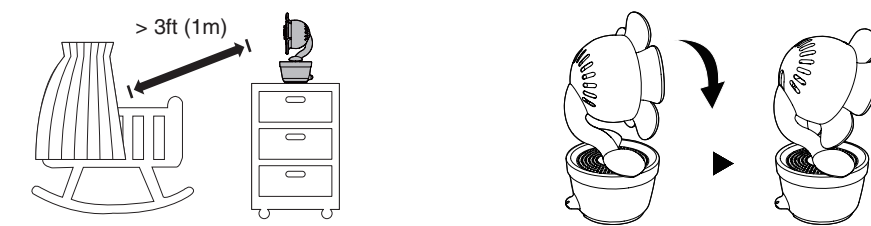
### With a 2.4GHz Wi-Fi network and enabled Location Service...

You can start to pair the camera with your own mobile device following the instructions in the app. Upon the successful pairing, you can hear and watch your baby via your mobile device.

### Tips:

- Move the camera and the Wi-Fi router closer to each other in order to strengthen the network signal.
- It takes up around 1 minute to search the camera.

## POSITION THE CAMERA



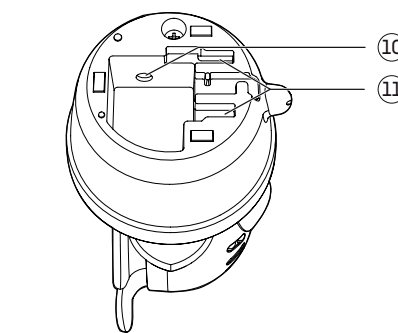
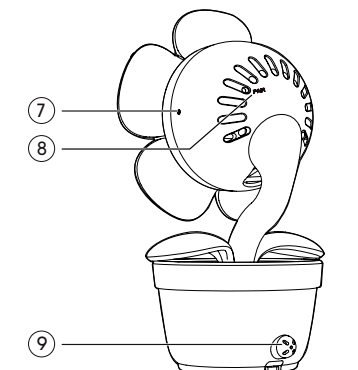
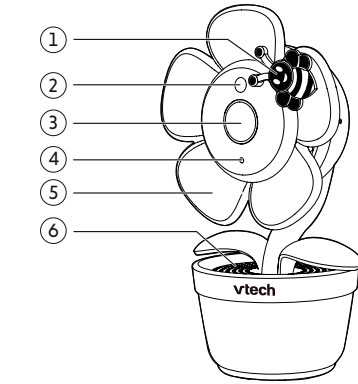
### Tips:

- You can find the wall mounting tutorial video and step-by-step guide by visiting our Online Manual. It takes up around 1 minute to search the camera.

Pan and Tilt your camera

## OVERVIEW

### Camera



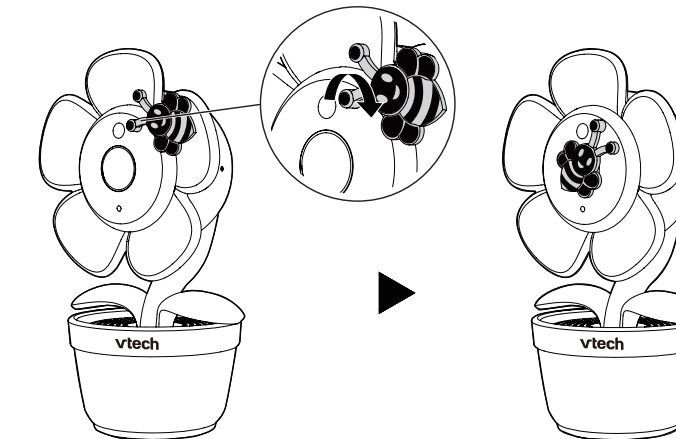
- Bee cover
- Light sensor
- Camera lens
- Microphone
- Night Light
- Speaker
- Status LED
- PAIR

- Press and hold for three seconds to enter pairing mode.
- Reset the baby unit to factory default.
  - Press and hold PAIR key until you hear a beep sound.
  - Release the PAIR key, and then press the PAIR key again five times until you hear another beep sound.
  - The baby unit will sound another beep when the reset completes. Then, the baby unit will reboot.

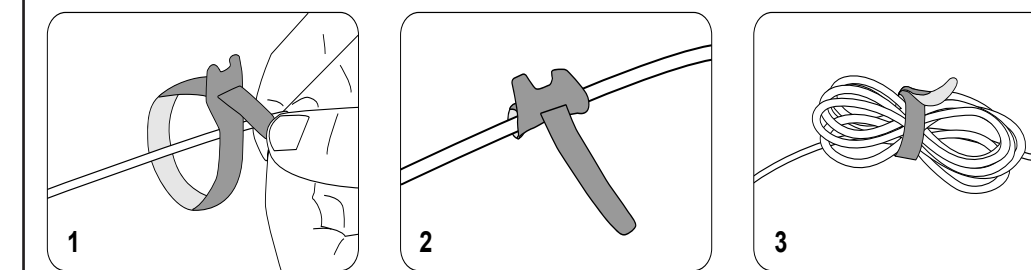
- Temperature sensor
- Power jack
- Wall mount slots

## PRIVACY MODE

Designed for extra peace of mind, turn on Privacy Mode for a moment of peace and quiet. When the Privacy Mode is turned on, audio transmission and video monitoring will be disabled so motion recording, motion detection, and sound detection will be temporarily unavailable.



## CABLE MANAGEMENT





## PROTECT YOUR PRIVACY AND ONLINE SECURITY

VTech cares about your privacy and peace of mind. That's why we've put together a list of industry-recommended best practices to help keep your wireless connection private and your devices protected when online. We recommend you carefully review and consider complying with the following tips. Ensure your wireless connection is secure.

- Before installing a device, ensure your router's wireless signal is encrypted by selecting the "WPA2-PSK with AES" setting in your router's wireless security menu.

Change default settings.

- Change your wireless router's default wireless network name (SSID) to something unique.
- Change default passwords to unique, strong passwords. A strong password:
  - Is at least 10 characters long.
  - Is complex.
  - Does not contain dictionary words or personal information.
  - Contains a mix of uppercase letters, lowercase letters, special characters and numbers.

Keep your devices up to date.

- Download security patches from manufacturers as soon as they become available. This will ensure you always have the latest security updates.
- If the feature is available, enable automatic updates for future releases.

Disable Universal Plug and Play (UPnP) on your router.

- UPnP enabled on a router can limit the effectiveness of your firewall by allowing other network devices to open inbound ports without any intervention or approval from you. A virus or other malware program could use this function to compromise security for the entire network.

For more information on wireless connections and protecting your data, please review the following resources from industry experts:

1. Federal Communications Commission: Wireless Connections and Bluetooth Security Tips – [www.fcc.gov/consumers/guides/how-protect-yourself-online](http://www.fcc.gov/consumers/guides/how-protect-yourself-online).
2. U.S. Department of Homeland Security: Before You Connect a New Computer to the Internet – [www.us-cert.gov/ncas/tips/ST15-003](http://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>.

## HOW THE SYSTEM WORKS ?

Your home Wi-Fi network provides Internet connection to your camera so that you can monitor and control your camera whenever you are through the **MyVTech Baby Pro App**.

Your Wi-Fi router (not included) provides the Internet connectivity, which serves as a communicating channel.

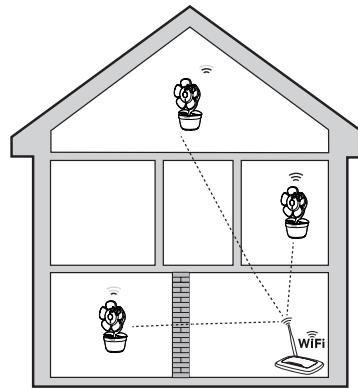


## TEST THE LOCATION FOR THE CAMERA

If you plan to install your camera to a designated location, and will use your home Wi-Fi network to connect your mobile device, test whether your selected monitoring areas have good Wi-Fi signal strength. Adjust the direction and distance between your camera, mobile device and Wi-Fi router until you have identified a suitable location with good connection.

**Note:**

- 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.



## FCC AND IC REGULATIONS

FCC Part 15

This equipment has been tested and found to comply with the requirements for a Class B digital device under Part 15 of the Federal Communications Commission (FCC) rules. These requirements are intended to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If 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 camera 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.

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

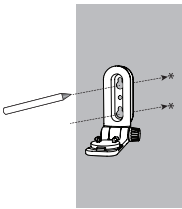
The product complies with FCC RF radiation exposure limits set forth for an uncontrolled environment. The camera should be installed and operated with a minimum distance of 8 in (20 cm) between the camera and all persons' body. Use of other accessories may not ensure compliance with FCC RF exposure guidelines. This equipment complies also with Industry Canada RSS-102 with respect to Canada's Health Code 6 for Exposure of Humans to RF Fields.

## MOUNT THE CAMERA (OPTIONAL)

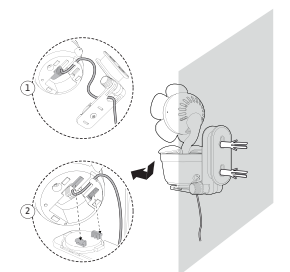
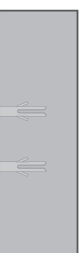
**Notes:**

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

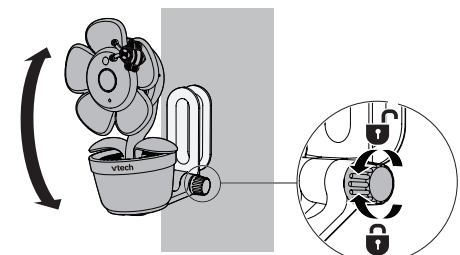
1. Place the wall mount bracket on a wall and then use a pencil to mark the top and the bottom holes as shown. Remove the wall mount bracket and drill two holes in the wall (7/32 inch drill bit).
2. If you drill the holes into a stud, go to step 3.
  - If you drill the holes into an object other than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



3. Insert the screws into the holes and tighten the screws until only 1/4 inch of the screws are exposed.
4. Place the camera on the wall mount bracket. Insert the mounting studs into the wall mount holes. Then, slide the camera forwards until it locks securely. 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.



5. You can maximize your camera viewing angles by tilting the wall mount bracket. Hold the camera, and then rotate the knob in an anti-clockwise direction. This will loosen the joint of the wall mount bracket. Tilt your camera up or down to adjust to your preferred angle. Then, rotate the knob in a clockwise direction to tighten the joint and secure the angle.



## DISCLAIMER AND LIMITATION OF LIABILITY

VTech and its suppliers assume no responsibility for any damage or loss resulting from the use of this handbook. VTech and its suppliers assume no responsibility for any loss or claims by third parties that may arise through the use of this software. VTech and its suppliers assume no responsibility for any damage or loss caused by deletion of data as a result of malfunction, dead battery, or repairs. Be sure to make backup copies of important data on other media to protect against data loss.

**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 UNDESIRABLE OPERATION. CAN ICES-3 (B)/NMB-3(B)**

**Caution:** Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

**Warranty:** Please visit our website at [vtechphones.com](http://vtechphones.com) for full details of the warranty provided in your country.

## LIMITED WARRANTY

**What does this limited warranty cover?**

The manufacturer of this VTech product, VTech Communications, Inc. ("VTech"), warrants to the holder of a valid proof of purchase ("Consumer" or "you") that the Product and all accessories provided by VTech in sales package ("Product") are free from material defects in material and workmanship, pursuant to the following terms and conditions, when installed and used normally and in accordance with 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. VTech will return replacement products to you in working condition. VTech will retain defective parts, modules, or equipment. Replacement of the Product, at VTech's option, is your exclusive remedy. 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 date of purchase (90 days on products purchased as Refurbished). This limited warranty also applies to replacement Products 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 limited 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 United States of America, please visit our website at [www.vtechphones.com](http://www.vtechphones.com) or call 1 (800) 595-9511 for instructions regarding where to return the

Product. In Canada, go to [phones.vtechcanada.com](http://phones.vtechcanada.com) or dial 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 Product(s) to the service location. VTech will return replaced product under this limited warranty to you, transportation, delivery or handling charges 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 expressed warranties. No one is authorized to make modifications to this warranty and you should not rely on any such modification.

**State Law Rights:** This warranty gives you specific legal rights, and you also have other rights which vary from state to state.

**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 date of purchase. Some states 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 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.**

## NEED HELP?

Driven by system updates, the software, online help topics, and online FAQs will be updated periodically.

For operations and guides to help you using your HD video monitor, and for latest information and supports, go and check the online help topics and online FAQs.

Use your smartphone or mobile device to access our online help.

1. 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 trigger the redirection of the online help.

- If the QR code is not clearly displayed, adjust your camera's focus by moving your device closer or further away until it is clear.

2. Search for the model - **RM9751**

You can also call our Customer Support at 1-888-211-2005 for help.



## TECHNICAL SPECIFICATIONS

Technology	Wi-Fi 2.4GHz 802.11 b/g/n
Channels	1-11 (2412 - 2462 MHz)
Internet Connection	Minimum Requirement: 1.5 Mbps @ 720p or 2.5 Mbps @ 1080p upload bandwidth per camera
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 requirements	Camera unit power adapter: Output: 5V DC @ 1 A

Credits:

The Background Noise sound file was created by Caroline Ford, and is used under the Creative Commons license.

The Stream Noise sound file was created by Caroline Ford, and is used under the Creative Commons license.

The Crickets At Night sound file was created by Mike Koenig, and is used under the Creative Commons license.

The Heart Beat sound file was created by Zarabadeu, and is used under the Creative Commons license.



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