VM3252
VM3252-2
Video Monitor

vtech®

Quick start guide (Canada version)

For more support information

VM3252

TECHNICAL SPECIFICATIONS

LCD	2.8" Color LCD (QVGA 320x240 pixel)
Channels	32
Transmit frequency	Baby unit: 2405 - 2475 MHz Parent unit: 2405 - 2475 MHz
Frequency control	Crystal controlled PLL synthesizer
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	1. VTech, VT05EU050050; or 2. Tenpao, S006GU0600050. Rated output: 6V DC ⎓ 500mA Parent unit battery: 3.6V Ni-MH battery (Corun)

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 2 meters.
4. 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 cause 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.
5. 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.
6. ⚠️ 🔋 **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 into fire or a hot oven, or mechanically crushing or cutting or the battery can result in an explosion. Leaving the battery in an extremely high temperature surrounding environment can result in an explosion or the leakage of flammable liquid or gas. Battery subjected to extremely low air pressure may result in an explosion or the leakage of flammable liquid or gas. Dispose of used battery according to the information in **The RBRC seal**.
7. Use only the adapters included with this product. Incorrect adapter polarity or voltage can seriously damage the product.
Baby unit power adapter: Output: 6V DC 500mA;
Parent unit power adapter: Output: 6V DC 500mA.
8. 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.
9. For pluggable equipment, the socket-outlet shall be installed near the equipment and shall be easily accessible.
10. Unplug this product from the wall outlet before cleaning. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.
11. Do not cut off the power adapters to replace them with other plugs, as this causes a hazardous situation.
12. Do not allow anything to rest on the power cords. Do not install this product where the cords may be walked on or crimped.
13. 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.
14. Do not overload wall outlets or use an extension cord.
15. Do not place this product on an unstable table, shelf, stand or other unstable surfaces.
16. 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.
17. 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.
18. 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.
19. You should test the sound reception every time you turn on the units or move one of the components.
20. Periodically examine all components for damage.
21. 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 will not use it for some time.
22. Children should be supervised to ensure that they do not play with the product.
23. 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
1. Use and store the product at a temperature between 32°F and 104°F.
2. Do not expose the product to extreme cold, heat or direct sunlight. Do not put the product close to a heating source.
3. Batteries should not be exposed to excessive heat such as bright sunshine or fire.
4. Make sure the baby unit(s) and the adapter cord(s) are always out of reach of the baby, at least 3 feet away from the baby or crib, to avoid a possible strangulation hazard.
5. 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 a blanket.
6. Other electronic products may cause interference with your baby monitor. Try installing your baby monitor 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

1 set for VM3252
2 sets for VM3252-2

Quick start guide

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1 CONNECT THE BABY MONITOR

Install the battery
The parent unit runs on rechargeable battery or AC power. To continuously monitor your baby, make sure you use both battery and AC power at the same time. With the battery alone, the parent unit can cordlessly run for a short time only.

📝 **Notes**
- Use only the battery supplied with this product.
- If the parent unit will not be used for a long time, disconnect and remove the battery to prevent possible leakage

1 Press down on the battery compartment cover to pull it out.
2 THIS SIDE UP — Make sure the label **THIS SIDE UP** is facing up while inserting the battery.
3

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

Connect the baby monitor
📝 **NOTES**
- Use only the power adapters supplied with this product.
- Make sure the baby monitor is not connected to the switch controlled electric outlet.
- Connect the power adapters in a vertical or floor mount position only. The adapters' prongs are not designed to hold the weight of baby monitor, 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.

Charge the parent unit battery
When you have connected and turned on the parent unit, the battery will be charged automatically.

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

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2 POWER ON OR OFF THE BABY MONITOR

1 Slide the **ON/OFF** switch to power on or off your baby unit.

2 Press and hold ⏻ to power on or off your parent unit.

Powering on... Mise en fonction...
Powering off... Mise en fonction...

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3 POSITIONING THE BABY MONITOR

> 3ft (1m)
< 3ft (1m)
≥ 3ft (1m)

① **CAUTION**
- The default volume of your parent unit is level 3, and the maximum volume is level 5. If you experience high-pitched screeching noise:
  - Make sure your baby unit and parent unit are more than 1 meter (3 feet) apart, OR
  - Turn down the volume of your parent unit.

📝 **NOTE**
- To avoid interference from other electronic devices, place your baby monitor at least 3 feet (1 meter) away from devices such as wireless routers, microwaves, cell phones and computers.

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4 STATUS CHECK

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

The **POWER** LED light of baby unit turns on.

LINK   POWER

👆 BASIC OPERATION - PARENT UNIT

Adjust speaker volume
Press **VOL+ / VOL-** to adjust your parent unit speaker volume.

The sound sensitivity setting also affects the speaker volume. For details, refer to **Sound sensitivity and sound activation.**

Zoom
Press 🔍 to zoom in or out.

Talk to your baby unit
Press and hold **TALK** and speak to your parent unit. Your voice is transmitted to the baby unit. Release **TALK** when finish talking and hear your baby again.

Long press

Turn off the screen
Press and hold **LCD ON/OFF** to switch off the screen. You can still hear sound from the selected baby unit.

Long press

☀️ **TIP**
- Press any keys on the parent unit to turn on the screen again.

Use the menu
Press **MENU** to enter the menu, or save a setting. You can use the parent unit for advanced settings or operations, such as to play or stop the baby unit lullaby, or to adjust the baby unit sound sensitivity.

While in the menu:
- Press ◄ or ► to scroll among the menu options.
- Press **SELECT** or ▲ to enter the desired submenu.
- Press ▲ or ▼ to select an item.
- Press **SELECT** to confirm your selection.
- Press ↰ or ► to exit the submenu.

Submenu
Main menu

🎥 OVERVIEW - PARENT UNIT

🔍 Zoom / ↰ Back
CAM LCD ON/OFF
Microphone
Arrow keys MENU/SELECT
⏻ On/off
TALK
VOL-
VOL+
Speaker
Power jack
Stand
LED lights

📷 OVERVIEW - BABY UNIT

Microphone
Infrared LEDs
Camera
Light sensor
POWER LED light
Speaker
Power jack
⏻ ON/OFF switch
Wall mount holes

NEED HELP?

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

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

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 - **VM3252**.
You can also call our Customer Support at 1 (800) 267-7377 for help.

VM3252

🖥️ PARENT UNIT ICONS

Status icons

Connection status 📶
- 📶 or 📶 displays when strong signal strength is detected between the baby unit and the parent unit.
- 📶 or 📶 displays when moderate or low signal strength is detected between the baby unit and the parent unit.

Patrol mode 🔲
- Displays when the parent unit is in **PATROL** mode.
- For VM3252-2 only

Current view status 🔢 1 or 2 or 3 or 4
- Displays the baby unit number of the baby unit that is being viewed.

Zoom 🔍
- Displays when the current image on the parent unit has zoomed in.

Night vision 🌙
- Displays when the baby unit being viewed has activated the night vision feature.

Lullaby 🎵
- Displays when a lullaby is playing.

Talkback 🎤
- Displays when talking back to the baby units from parent unit.

6-level sound indicator ▌▌▌▌▌▌
Displays the sound level according to the scales of loudness when there is sound transmitted from the baby unit.
- ▌▌ (1 to 2 bars) indicates low sound level detected by the baby unit.
- ▌▌▌▌ (3 to 4 bars) indicates moderate sound level detected by the baby unit.
- ▌▌▌▌▌▌ (5 to 6 bars) indicates high sound level detected by the baby unit (e.g. baby crying loudly).

Mute alert 🔇
- Displays when the parent unit speaker volume is set to zero.
- Displays when the parent unit is talking to the baby unit.

Real-time temperature °F or °C
- Displays the real-time temperature detected by the baby unit in Fahrenheit (°F) or Celsius (°C) (e.g. **57°F** or **14°C**).

Battery status 🔋
- 🔋 animates when the battery is charging.
- 🔋 displays solid when the battery is fully charged.
- 🔋 displays when the battery is low and needs charging.

AC power without battery 🔌
- Displays when the parent unit is connected to AC power without the battery.

Speaker volume ▪▪▪▪▪
- Displays the parent unit speaker volume level while adjusting.

Main menu icons

Brightness ☀️
You can change the brightness of the parent unit screen.

LCD screen off timer 🖥️
You can set a specific time to screen off your parent unit.

Temperature 🌡️
You can choose to set the maximum/minimum temperature and turn on the temperature alert tone so that the parent unit beeps whenever the room temperature detected by the baby unit falls outside of the desired temperature range.
You can also choose to display the temperature in Fahrenheit (°F) or Celsius (°C) on your parent unit.

Sound-activated screen 🔔
When the baby unit being viewed detects no sound, the parent unit screen stays off to save power. Once a sound is detected, the parent unit screen turns on automatically. It will then turn off again after 50 seconds of no sound detection.

VOX sensitivity VOX
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.

Lullaby 🎵
You can select, play, or stop a lullaby.

Patrol mode 🔲
You can monitor your baby in **PATROL** mode.
- For VM3252-2 only

Warning icons and messages

🔋	/Battery low at Parent Unit	The battery is empty and needs to be recharged.
⧗		Operation is in progress.
🌡️▲	/Temperature too high	The temperature detected by the baby unit is higher than the desired temperature alert range.
🌡️▲	/Temperature too low	The temperature detected by the baby unit is lower than the desired temperature alert range.
📵	/No Link to Camera	The parent unit is searching for baby units or the link between the baby unit and the parent unit is lost.
🔌		The parent unit is connected to AC power.

## ⬛ Parent unit lights

LINK
- On when the parent unit is linked to the baby unit.
- Flashes when the link to the baby unit being viewed is lost.

▬
- 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.

🔇
- On when the speaker volume of the parent unit is turned off; or when the parent unit speaker is talking to the baby unit.

TALK
- On when the parent unit is talking to the baby unit.

🔊 Sound sensitivity and sound activation

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. The higher the sensitivity level, the more sensitive the baby unit is in detecting sounds for transmitting to the parent unit. The VOX sensitivity level is preset to the highest level.

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

Sound activated screen

When sound activation is on, the parent unit screen stays off to save power when the baby unit detects no sound. Once the baby unit detects sounds that are louder than the chosen sound sensitivity level, the parent unit screen turns on automatically. It will then turn off again after 50 seconds of no sound detection.
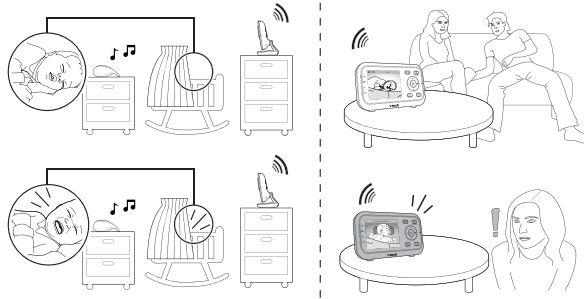
🔲 Dim mode

The dim mode is to help you save the parent unit power. Your parent unit display will dim automatically after 10 minutes of inactivity, in which there is neither key pressed nor alert received from the baby unit.

🕐 10 min inactivity

Press any buttons
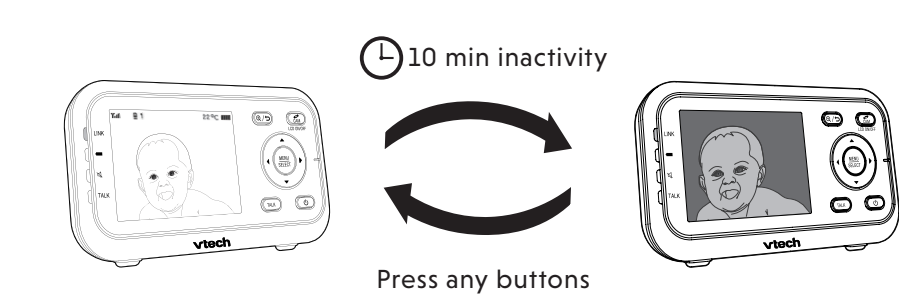
📖 **NOTE**
- While the screen is dimmed, any keypress or alert message will trigger the screen to return to the preset brightness level. After 10 minutes of inactivity, it will resume to dim mode.

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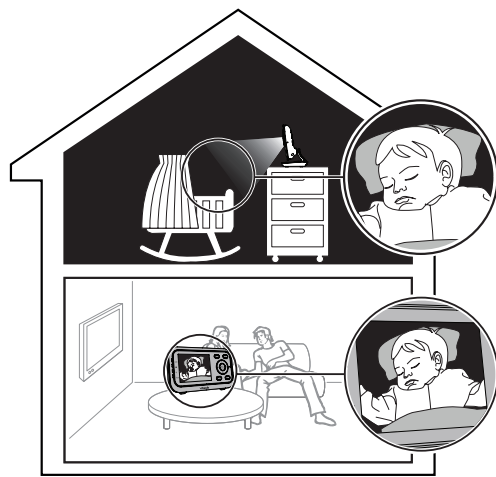
The baby unit has infrared LEDs that allow you to see your baby clearly at night or in a dark room. When the baby unit being viewed detects low light levels, the infrared LEDs are switched on automatically. The images from the baby unit are in black and white, and 🌙 appears on the screen.

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

☀ **TIP**
- Depending on the surroundings and other interfering factors, like lightings, objects, colors and backgrounds, the 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.

🔲 For VM3252-2 only

Status check - Two baby units

If you are viewing baby unit 🔲 1, the **POWER** LED light of baby unit 🔲 1 turns on. As baby unit 🔲 2 is not being viewed, its **POWER** LED light flashes.

📖 **NOTE**
- If you power on only one baby unit, your parent unit may display 🔲 and the LINK LED light flashes. Press 🔲 to switch to the baby unit you have powered on.

Change different views - Patrol

Press **MENU** when the parent unit is idle. Press ◄ or ► to choose 🔲, then press **SELECT** or ▲. Press ▼ or ▲ to choose **ON**, then press **SELECT** to confirm your selection.

🕐 10s
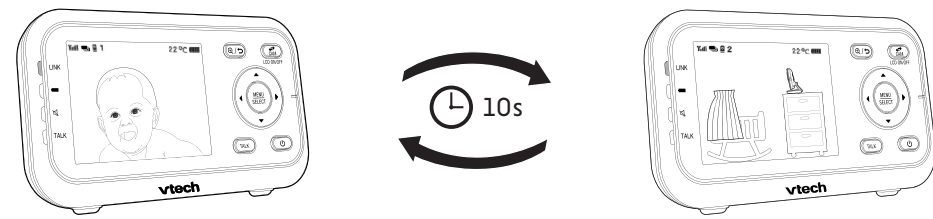
Change different views - Single-cam

Press 🔲 to switch to another camera in **SINGLE-CAM** mode.

Press 🔲
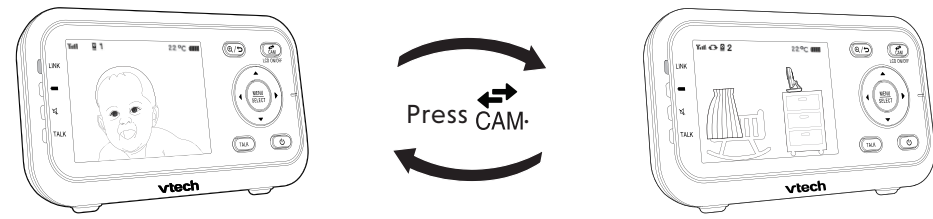
🔳 Mount the baby unit on dry wall (optional)

Items to purchase

You will need to purchase the following items separately to mount your baby unit:

🔩 2 screws   🔩 2 anchors

📖 **NOTE**
- The types of screws and anchors you need depend on the composition of the wall.

①

②

Drill two holes in the wall (7/23 inch drill bit). If you drill the holes into a stud, go to step 3.
-OR-
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

④

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

📖 **NOTE**
- Check for reception strength and camera angle before drilling the holes.

Use a pencil to mark two holes in parallel. Make sure they are the same distance apart as the wall mount holes on the baby unit.
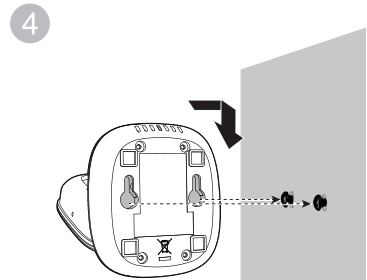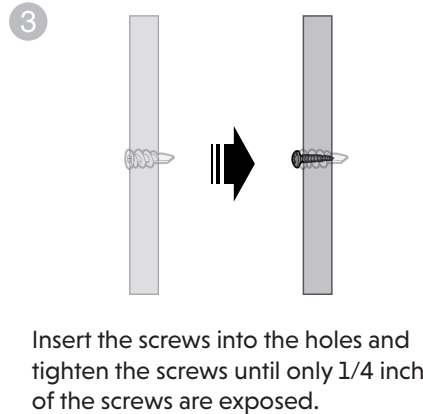
Align the wall mount holes on the baby unit with the screws on the wall. Slide the baby unit down until it locks into place.

⑤
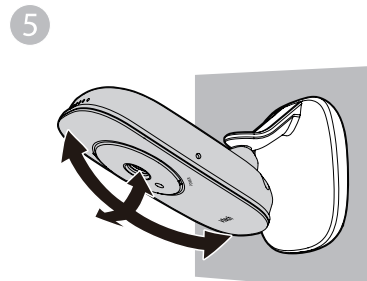
Adjust the camera angle.

Q&A Frequently asked questions

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

Why does the baby monitor not respond normally?	Try the following (in the order listed) for common cure: 1. Disconnect the power to the baby units and the parent unit. 2. Remove the batteries in the parent unit. Then, install the batteries again. 3. Wait a few seconds before connecting power back to the baby units and the parent unit. 4. Turn on the baby units and the parent unit. 5. Wait for the parent unit to synchronize with the baby units. Allow up to one minute for this to take place.
Why don't the 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 power. Insert the appliance plug into the parent unit and put the adapter in a wall socket. Then, press and hold ⏻ to switch on the parent unit and to establish connection with the baby unit.
	Perhaps the baby unit is not connected to the power. Insert the appliance plug into the baby unit and put the adapter in a wall socket. Then, slide the ⏻ON/OFF switch to ON 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 when the night vision feature is activated. This is normal.
Why do I get glare or blurry display on my screen when viewing my baby at night?	During night-time or in a dark room, the surroundings and other interfering factors, like lightings, objects, colors and backgrounds may affect the image quality on your parent unit screen. Adjust the baby unit's angle or place the baby unit at a higher level to prevent glare and blurry display.
Why does the baby monitor produce a high-pitched noise?	The parent unit and baby units may be too close to each other. • Move the parent unit away from the baby units until the noise stops; OR • Turn down the volume of your parent unit.
Why does the parent unit beep?	The baby units may be out of range. Move the parent unit closer to the baby units (but not less than 3 feet).
	The parent unit may not have enough charge for the parent unit to perform normally. Charge the battery in the parent unit until the battery icon becomes solid ▰▰▰▰.
	The temperature of your baby's room may be too high or too low.
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 VOX sensitivity level to a lower level or lower the parent unit speaker volume.
Why don't I hear a sound/Why can't I hear my baby cry?	The parent unit speaker volume may be too low. Press **VOL+** to increase the volume.
	You may have set a low VOX sensitivity level. See **Adjust the sound sensitivity of the baby unit** to set to a higher level.
Why can't I establish a connection? Why is the connection lost every now and then? Why are there sound interruptions?	The baby units may be out of range. Move the parent unit closer to the baby units (but not less than 3 feet).
	Other electronic products and wireless products may cause interference with your baby monitor. Try installing your baby monitor as far away from these devices as possible.
	If you power on only one baby unit, your parent unit may display 🔲, and the **LINK** LED light flashes. Press 🔲 to switch to the baby unit you have powered on.

The RBRC® seal

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 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 baby unit 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 transmitter must not be co-located or operating in conjunction with any other antenna or transmitter. This equipment complies also with Industry Canada RSS-102 with respect to Canada's Health Code 6 for Exposure of Humans to RF Fields.

Limited warranty