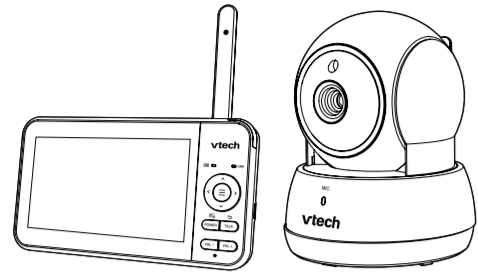VM924
VM924-2
Pan and Tilt
Video Baby Monitor

vtech®
Quick start guide

Technical specifications

Frequency control	Crystal controlled PLL synthesizer
Transmit frequency	Baby unit: 2405 - 2475 MHz Parent unit: 2405 - 2475 MHz
Channels	32
LCD	5" Colour LCD (WQVGA 480x272 pixel)
Nominal effective range	Actual operating range may vary according to environmental conditions at the time of use.
Power requirements	Parent unit: 3.6V, 2600mAh, 9.36Wh Li-ion battery Baby unit power power adaptor: Output: 5V DC @ 1A Parent unit power power adaptor: Output: 5V DC @ 1A

Specifications are subject to change without notice.
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05/24. VM924-x_UK_Type-C_QSG_V1.

Important safety instructions

The applied nameplate is located at the bottom of the baby unit base. When in use, 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 metres.
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 internally, non-user replaceable battery fitted to the parent unit. 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 batteries in fire or a hot oven, mechanically crushing or cutting the battery can result in an explosion. Subjecting products or batteries to an extremely high temperature environment can result in explosion or leakage of flammable liquids, or gas. Products or batteries subjected to extremely low air pressures may result in explosion or leakage of flammable liquids, or gas.
8. Use only the power adaptors supplied with this product. Incorrect power adaptor polarity or voltage can seriously damage the product.

⚠️ 🔌 Power adaptor information:
Parent unit output: 5V DC 1A
VTech Telecommunications Ltd.
Model: VT05EUK05100
Baby unit output: 5V DC 1A
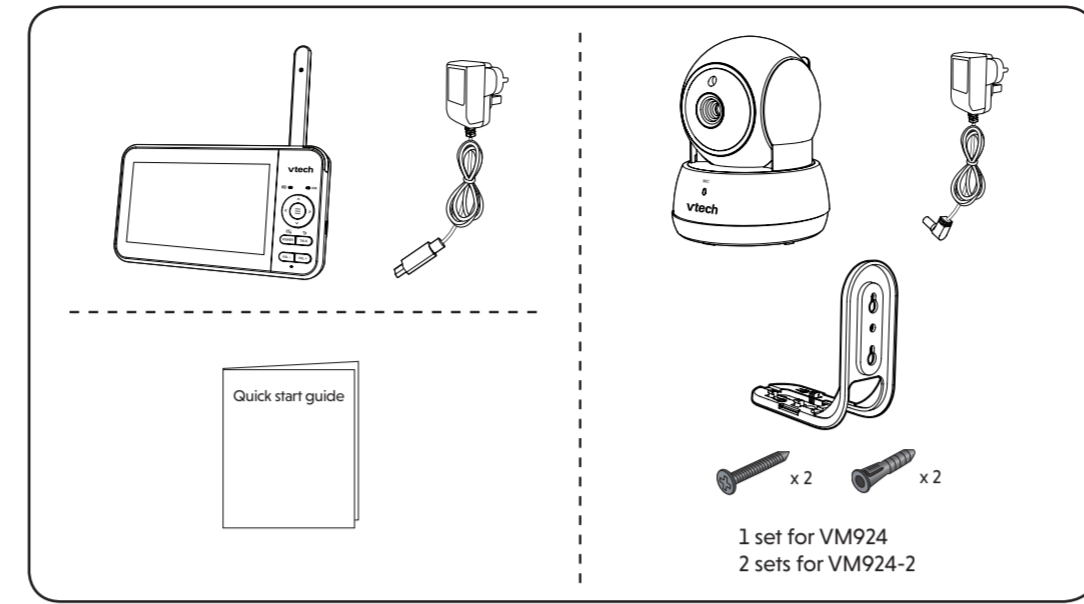VTech Telecommunications Ltd.
Model: VT05EUK05100

⚠️ 🔋 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 adaptor 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 adaptor) 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 adaptors or replace with other third-party adaptors.
13. Do not allow anything to rest on the power cords. Do not install this product where the cords may be walked on or damaged.
14. The product should only be operated from a power source indicated on the power adaptor label or marking. If you are unsure of the type of power supply in your home, consult your dealer or electricity supply provider.
15. The equipment is to be supplied from an identified USB port complying with the requirements of Limited Power Source.
16. Do not overload wall outlets or use an extension cord.
17. Do not place this product on an unstable table, shelf, stand or other unstable surfaces.
18. This product should not be placed in any area where proper ventilation is not provided. Any slots or openings in the back or bottom of this product are provided for ventilation. To protect from overheating, 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.
19. Never insert any objects through any aperatures or slots in the product as this can be dangerous and cause damage to the battery or other internal parts. Never spill any liquids on the product.
20. To reduce the risk of electric shock, do not disassemble this product, but take it to an authorised service facility. Disassembling or removing parts of the product other than battery replacement via a battery door (if applicable) may expose dangerous voltages or other risks.
21. You should test the sound reception every time you turn on the units or move one of the components.
22. Periodically examine all components for damage.
23. 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.**
24. Children should be supervised to ensure that they do not play with the product.
25. The small parts of this monitor can be swallowed by babies or small children. Keep these parts out of reach of children.
26. 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 0°C and 40°C.
- Mishandling batteries can cause burn, fire or explosion hazards.
- Batteries should not be exposed to excessive heat such as bright sunshine or fire.
- Do not expose the product to extreme cold, heat or direct sunlight. Do not place 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 0.9m away). Do not remove warning label on the adaptor cord.

- Never place the baby unit inside the baby's cot or playpen. Never cover the baby unit or parent unit with anything such as a towel or a blanket.
- Other electronic products can cause interference to your parent unit and baby unit. Try installing your baby unit as far away as possible from the following electronic devices: wireless routers, radios, mobile telephones, intercoms, room monitors, televisions, personal computers, kitchen appliances (e.g. microwave ovens) and cordless telephones.
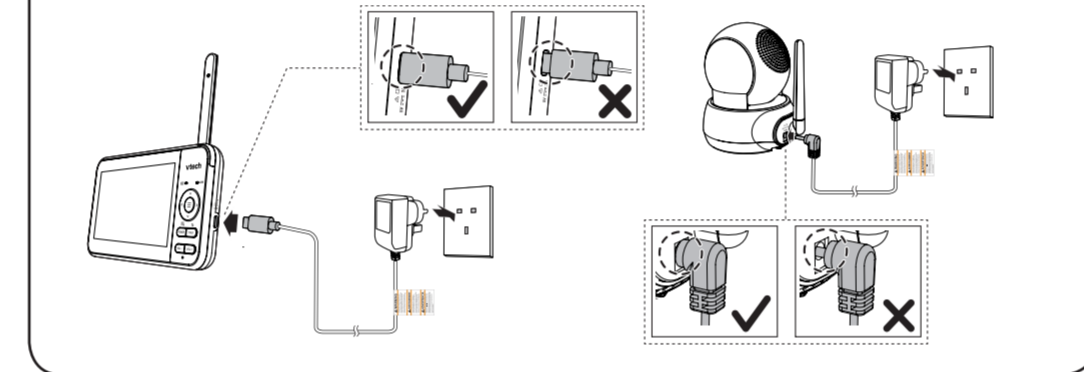
📦 What's in the box

Quick start guide

x 2   x 2

1 set for VM924
2 sets for VM924-2

1 Connect the baby monitor

📝 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/timer controlled electric power 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 units and the power adapter cords are out of reach of children.

1 Connect the baby monitor (cont'd)

Charge the parent unit battery
When you have connected and turned the parent unit on, the battery charges automatically.
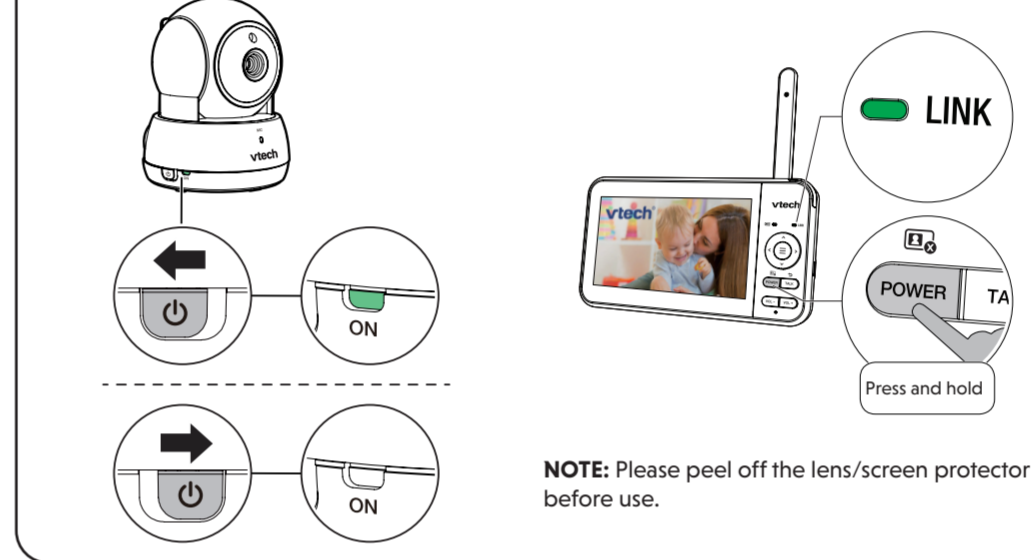
📝 NOTES
- Before using the baby monitor for the first time, charge the parent unit battery for 12 hours. When the parent unit battery is fully charged, the battery icon segments become solid (🔋).
- It takes longer to charge the battery when the parent unit is turned on. To shorten the charging time, 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.

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

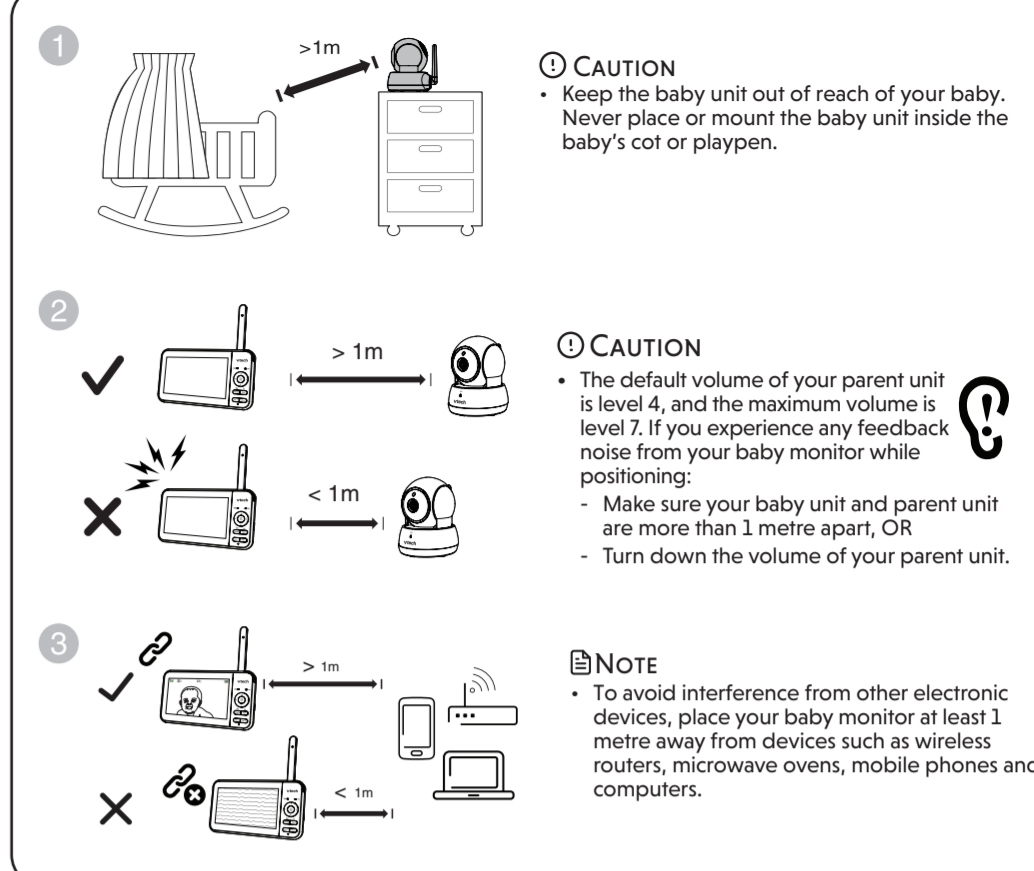| Battery indicators	Battery status	Action
The screen displays 🔋. The 🔋 light flashes.	The battery has very little power and can only be used for a short time.	Charge without interruption (about 30 minutes).
The battery icon segments are solid (🔋).	The battery is fully charged.	To keep the battery charged, connect the unit to AC power when in use.

2 Power on or off the baby monitor

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

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

NOTE: Please peel off the lens/screen protector before use.
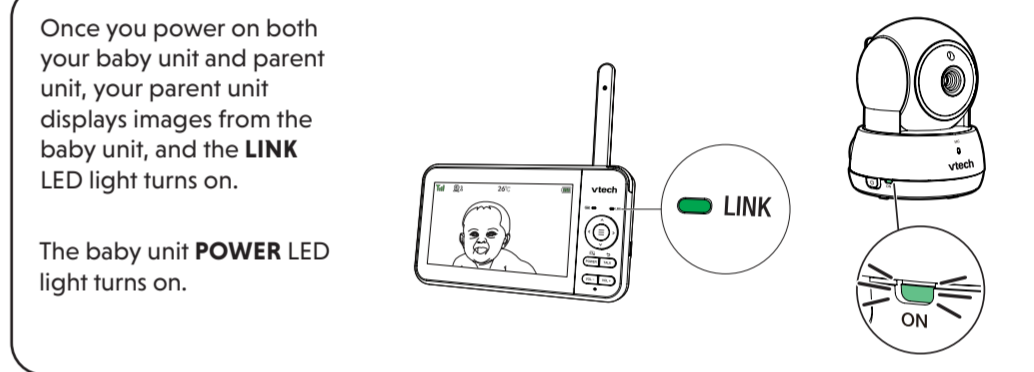
3 Positioning the baby monitor

① **CAUTION**
- Keep the baby unit out of reach of your baby. Never place or mount the baby unit inside the baby's cot or playpen.

① **CAUTION**
- The default volume of your parent unit is level 4, and the maximum volume is level 7. If you experience any feedback noise from your baby monitor while positioning:
  - Make sure your baby unit and parent unit are more than 1 metre apart, OR
  - Turn down the volume of your parent unit.

📝 **NOTE**
- To avoid interference from other electronic devices, place your baby unit at least 1 metre away from devices such as wireless routers, microwave ovens, mobile phones and computers.
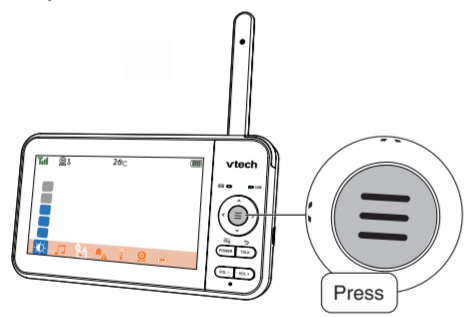
4 Status check

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

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

🔲 Basic operation - Parent unit

Use the menu
Press ☰ to enter the menu, choose a menu item, 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.
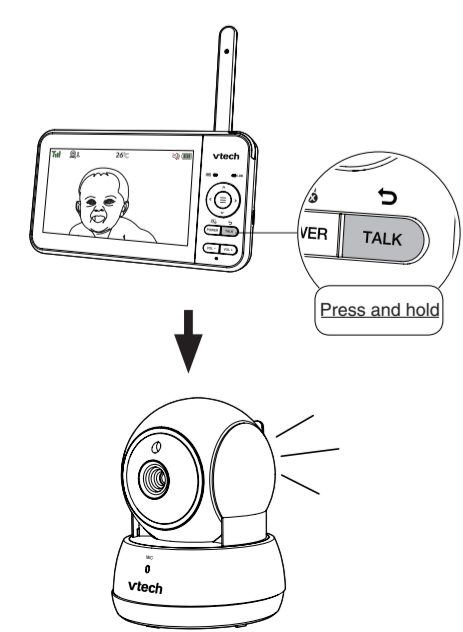
While in the menu:
- Press < or > to scroll among the menu options.
- Press ☰ to select an item, or to save a setting.
- Press ∧ or ∨ to scroll among the sub-menus, or to adjust a setting.
- Press < to return to the previous menu options without changing the current setting.
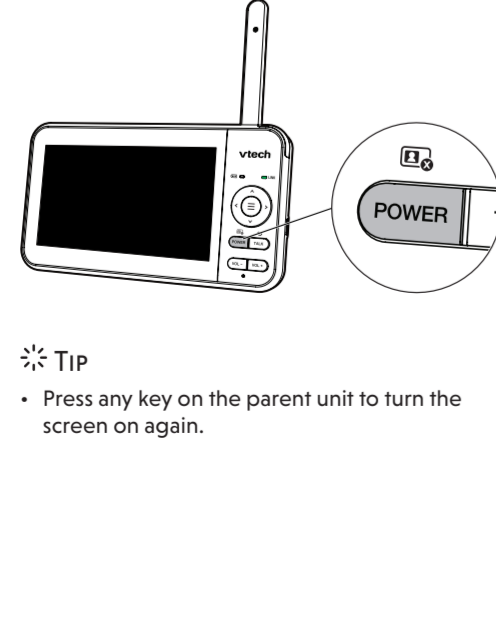- Press ↩/TALK to return to live video.

Press

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 finished talking to hear your baby again.
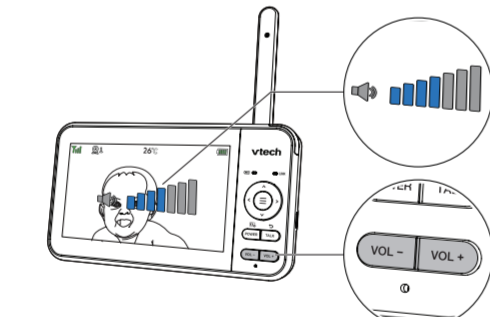
Turn off the screen
Press 🔲/**POWER** to turn off the parent unit screen without powering off the parent unit. You will still hear sounds from the baby unit.

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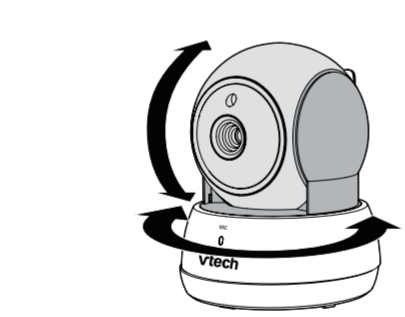- Press any key on the parent unit to turn the screen on again.

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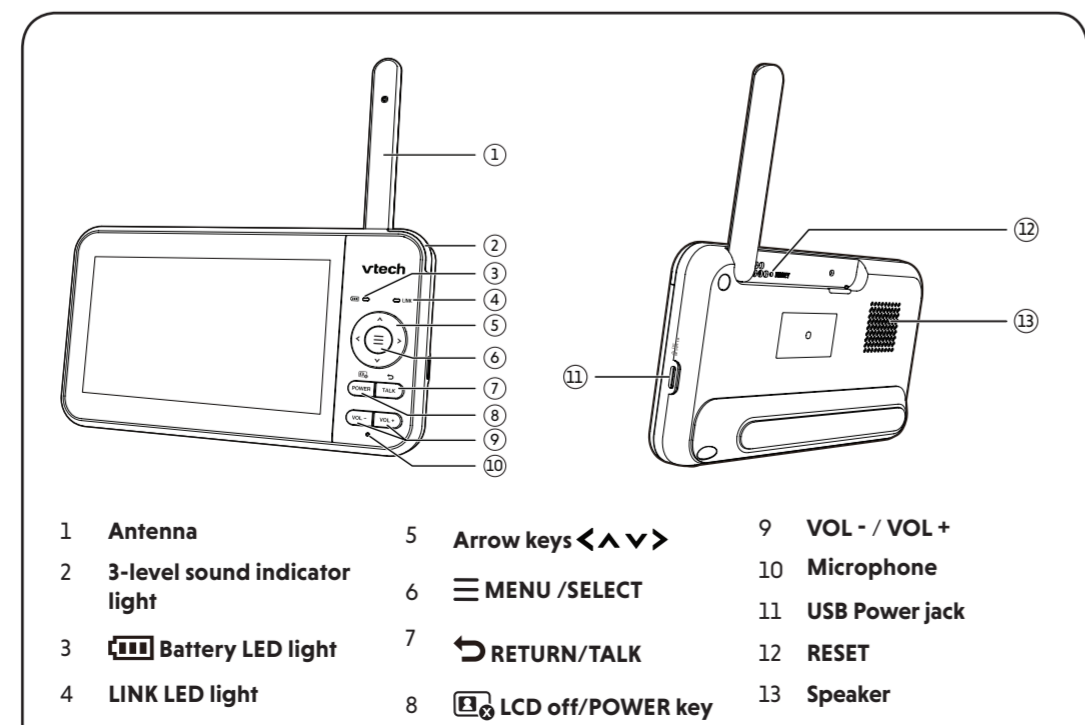Press **VOL -** / **VOL +** to adjust your parent unit speaker volume.

Pan and tilt the baby unit
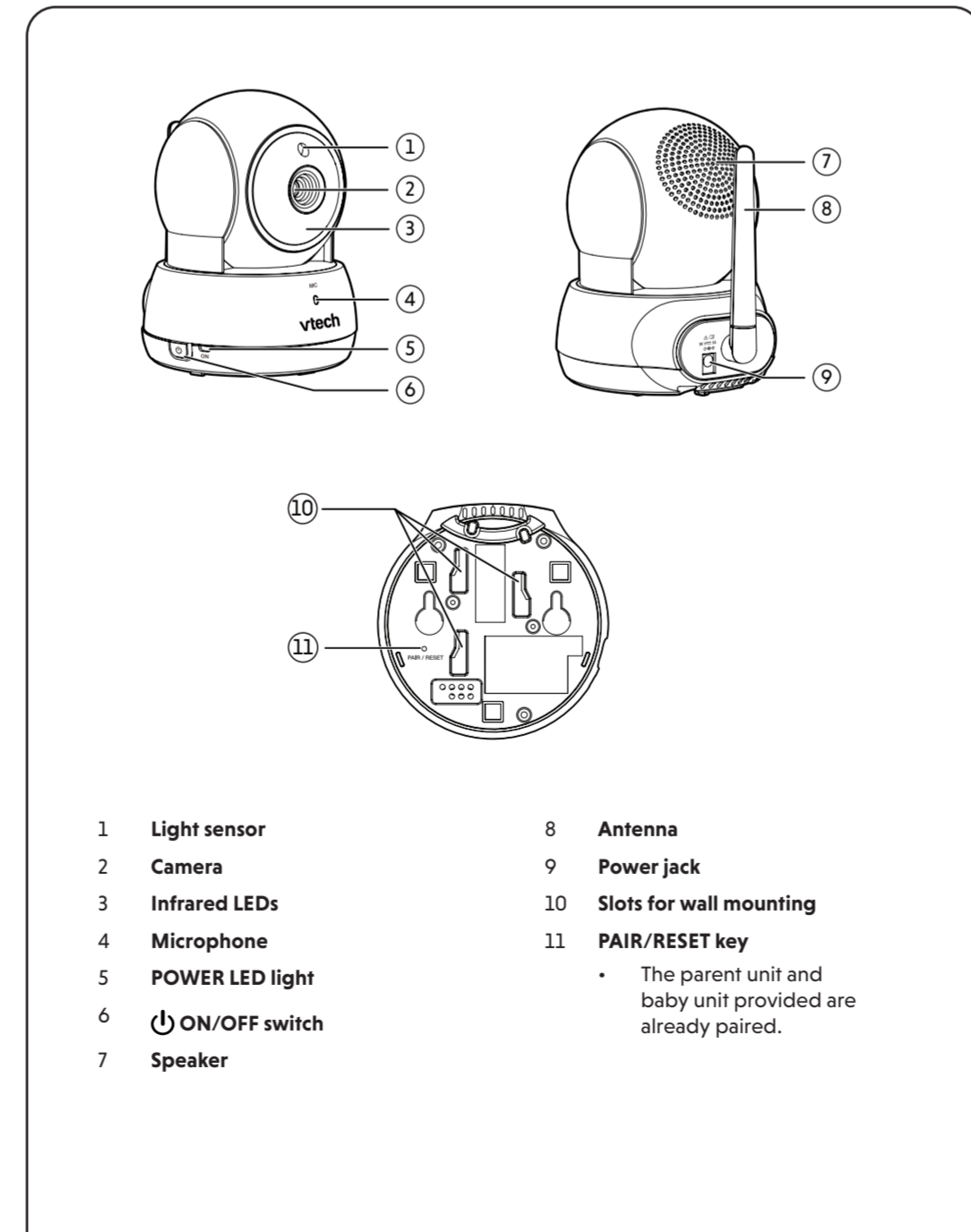Press **Arrow keys** <, ∧, ∨ or > to pan and tilt the baby unit.

🔲 Overview - Parent unit

1	Antenna	9	VOL - / VOL +
2	3-level sound indicator light	10	Microphone
3	🔋 Battery LED light	11	USB Power jack
4	LINK LED light	12	RESET
5		13	Speaker

(5) Arrow keys < ∧ ∨ >
(6) ☰ MENU /SELECT
(7) ↩ RETURN/TALK
(8) 🔲 LCD off/POWER key

📷 Overview - Baby unit

1	Light sensor	8	Antenna
2	Camera	9	Power jack
3	Infrared LEDs	10	Slots for wall mounting
4	Microphone	11	PAIR/RESET key
5	POWER LED light		• The parent unit and baby unit provided are already paired.
6	⏻ ON/OFF switch		
7	Speaker		

🔲 Parent unit icons

Main menu icons

Main menu	Sub-menu	
Brightness ☀️		• Adjust the parent unit LCD brightness.

Main menu	Sub-menu	
Lullaby 🎵	▶/⏹	**Play/Stop lullaby**
	≈1 ≈2 ≈3 ≈4	• Select one of the soothing sounds, or white noise.
	🎵1 🎵2 🎵3 🎵4 🎵5	• Select one of the five melodies.
	🔁	• Play all melodies.
	60min 45min 30min 15min OFF	• Set timer to stop playing the selected melody or soothing sound, or play non-stop.

Main menu	Sub-menu	
Screen off Timer 🔒	OFF 5min 30min 60min	**Screen off Timer** • The parent unit screen will turn off after the selected time to save energy. You can still hear your baby while the screen is turned off.
	AUTO **Sound Sensitivity**	• When **AUTO** is selected, the parent unit screen will automatically turn on when detected sounds exceed a set level. You can adjust the baby unit microphone sensitivity level so that the higher the sensitivity level, the more sensitive the baby unit is in detecting sounds for transmitting to the parent unit. For details, see the **Sound sensitivity and sound activation** section. • The parent unit will then turn off again after 50 seconds if the sound detected is lower than the set level. 📝 **NOTE** • When the parent unit screen is off, if alerts are received, for example, no signal received between the parent unit and baby unit, or a low battery, the parent unit screen will turn on.

Alert Tone Settings
🔔⚠️ 🔋 • Set the parent unit to beep when the battery is low.
〰️ • Set the parent unit to beep when the link between the parent unit and the baby unit is lost.
✅ • Set the confirmation tone on or off when selecting an option in the menus.

Main menu	Sub-menu	
Temperature 🌡️	⚠️	**ON/OFF** • Turn on/off temperature alert tone. • Set the parent unit to beep whenever the room temperature detected by the baby unit falls outside of the set temperature range.
	🌡️▼	• Set the minimum temperature.
	🌡️▲	• Set the maximum temperature.
	°F °C	• Set temperature display in Fahrenheit (°F) or Celsius (°C).

Baby Unit Settings
📷 📶 **Baby unit speaker volume** • Adjust the baby unit speaker volume.
🔍 2X 1X • Zoom in.

Monitoring Mode (For pairing with VM924-2 only)
📷 1 2 **Single CAM mode** The screen displays images only from the selected baby unit in full screen.
▤ **Split mode** The screen displays images from all the paired baby units at the same time in split view.
▦ **Patrol mode** The screen displays a single cam view that transitions to a different baby unit every 10 seconds.

Parent unit icons (Cont'd)

Status icons

📶 Connection status
- 📶 - Strong signal strength.
- 📶 - Moderate signal strength.
- 📶 - Low signal strength.
- 📶 - Weak signal strength.

⊞ Split mode
(*For pairing with **VM924-2** only)

▱ Patrol mode
(*For pairing with **VM924-2** only)

⊙1 or ⊙2 Current view status
- The baby unit number that is being viewed when in:
  - **Single CAM** mode.
  - **Patrol** mode
    (*For pairing with **VM924-2** only)
  - **Split** mode
    (*For pairing with **VM924-2** only)

☾ Night vision - On

🔍 Zoom - On

Status icons

♫ Lullaby - On

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

⚠ Temperature alert tone - On

🎤 Talkback - On

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

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

Sound sensitivity and sound activation

Adjust sound sensitivity level of the baby unit

The parent unit screen will turn on only when the detected sounds exceed a set level.

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 that transmit to the parent unit. The sound sensitivity level is preset to the highest level.

SOUND SENSITIVITY LEVEL	Level 5 (Highest)	Level 4 (High)	Level 3 (Medium)	Level 2 (Low)	Level 1 (Lowest)
DESCRIPTION	The parent unit screen turns on for quiet sounds, (including background noises) from your baby's room.	The parent unit screen turns on for soft babbling and louder sounds from your baby. It remains off when your baby sleeps soundly.	The parent unit screen turns on for loud babbling and louder sounds from your baby. It remains off when your baby makes soft sounds.	The parent unit screen turns on for crying and louder sounds from your baby. It remains off when your baby makes soft sounds.	The parent unit screen turns on for loud crying or screeching sounds from your baby. It remains off when your baby makes soft sounds.

When **AUTO** is selected, the parent unit screen stays off to save power when the baby unit detects sounds that are lower than the set sensitivity level.
Once the baby unit detects sounds that are louder than the set sensitivity level, the parent unit screen turns on automatically. It will then turn off again after 50 seconds if the sounds detected are lower than the set sensitivity level.

Dim mode

Dim mode helps you save parent unit power. When your parent unit is not charging, the display will automatically dim after 10 minutes of inactivity if no keys are pressed or alerts are received from the baby unit.

🕐 10 mins inactive

Press any button

☾ 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 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
- A **click sound** from the baby unit is normal and occurs when your unit adapts to the environment lighting conditions.
- To achieve accurate and high quality video, your baby unit is equipped with an Infrared cut-off filter lens that optimises colour accuracy in bright, day-time environments. When the environment turns dark at night, this filter lens is withdrawn to enhance night vision quality. The brief **click sound** you hear is from the filter lens activating/ deactivating as the unit switches from day to night vision (and vice versa).

☼ TIP
- Depending on the surroundings and other interfering factors, for example, lighting, objects, colours and backgrounds, the image quality may vary. Adjust the baby unit angle or place the baby unit at a higher location to prevent glare and a blurred display.

For VM924-2 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 will flash.

▭ Change different views - Single CAM

To switch between the image of baby units ⊙1 and ⊙2 :

1. Press ☰
2. Enter 🖵 **Monitoring mode** menu.
3. Select the baby unit you would like to view (⊙1 or ⊙2).

Change different views - Patrol

Select **Patrol** as your monitoring mode to alternately view the image from baby units ⊙1 and ⊙2 every 10 seconds.

🕐 10s

Change different views - Split

Select **Split** as your monitoring mode to view the images from both baby units at once.

Mount the baby unit on dry wall (optional)

📝 NOTES
- Check for reception strength and camera angle 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 camera units.

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.

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

Place the wall mount bracket on a wall and then use a pencil to mark two holes in parallel.

Place the camera unit on the wall mount bracket, and then slide it forward until it locks into place. Connect the power adaptor to the camera unit and a power supply.

Drill two holes in the wall (5.5mm 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 plugs into the holes. Tap gently on the ends with a hammer until the wall plugs are flush with the wall.

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. Wait a few seconds before connecting power back to the baby units and the parent unit. 3. Turn on the baby units and the parent unit. 4. Wait for the parent unit to synchronise with the baby units. Allow up to one minute for this to take place.
Why doesn't the baby unit and parent unit power-on light illuminate when the units are switched on?	Perhaps the parent unit is not connected to the power. Insert the adaptor plug into the parent unit and insert the adaptor in a wall socket. Then, press and hold **POWER** to switch on the parent unit to establish connection with the baby unit.
	Perhaps the baby unit is not connected to the power. Insert the adaptor plug into the baby unit and insert the adaptor 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 an electronically controlled wall switch.
	The battery may be degraded through extended use or defective. See **Warranty** for repair/replacement.
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 lighting, objects, colours and backgrounds may affect the image quality on your parent unit screen. Adjust the baby unit angle or place the baby unit at a higher level to prevent glare and a blurry display.
Why does the baby monitor produce a feedback noise?	The parent unit and baby units may be too close to each other. • Move the parent unit away from the baby unit 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 1m).
	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 sound 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. See **Adjust parent unit speaker volume** to increase the volume.
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 1m).
	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 will flash.

✋ General product care

To keep this product working well and looking good, follow these guidelines:
- Avoid placing near heating appliances and devices that generate electrical noise (for example, motors or fluorescent lamps).
- DO NOT expose 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 or the baby unit in water and do not clean under running water.
- DO NOT use solvents, household cleaning sprays, or liquid cleaners.
- Make sure the parent unit and the baby unit are dry before reconnecting to the mains supply.

📦 Storage

When you are not going to use the video monitor for some time, store the parent unit, the baby unit and the adaptors 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 cot 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.

Customer service and product warranty

PRODUCT WARRANTY

Thank you for choosing this quality product from VTech.

1. The product detailed above is covered by a one year warranty from the date of purchase, against any defects in materials or workmanship.
2. The product may be returned to the place of purchase.
3. If the product covered by this warranty is damaged due to misuse, modification or unauthorised repair, or because of faulty batteries, battery discharge or incorrect electrical connections, then this warranty becomes void.
4. This warranty is personal to the original purchaser and is not transferable.
5. Breakages to the LCD screen are not covered by the warranty.
6. Damage to the antenna is not covered by the warranty.

Email: service-ukbm@vtechphones.eu

VTech Electronics Europe Plc, c/o XPO Logistics, Warehouse 350, Cat & Fiddle Lane, West Hallam, DE7 6HE

THIS WARRANTY IS OFFERED AS AN EXTRA BENEFIT AND DOES NOT AFFECT CONSUMERS' STATUTORY RIGHTS.

This warranty is valid for the UK and Ireland only. For products purchased outside the UK and Ireland, please contact your local distributor or place of purchase.

IMPORTANT
Please retain your sales receipt as proof of the date of purchase.

Customer Service
Please visit www.vtechphones.eu to contact our Customer Services Department.

Disposal of batteries and product

 The crossed-out wheelie bin symbols on products and batteries, or on their respective packaging, indicates they must not be disposed of in domestic waste as they contain substances that can be damaging to the environment and human health.

The chemical symbols Hg, Cd or Pb, where marked, indicate that the battery contains more than the specified value of mercury (Hg), cadmium (Cd) or lead (Pn) set out in Battery Directive (2006/66/EC).

The solid bar indicates that the product was placed on the market after 13th August, 2005.

Help protect the environment by disposing of your product or batteries responsibly.

Declaration of Conformity

This product is intended for use within Europe and UK.
This equipment complies with the essential requirements of EU Radio Equipment Directive (2014/53/EU) and the UK Radio Regulations 2017 on radio systems and telecommunication equipment.
VTech Telecommunications Ltd. hereby declares that Pan and Tilt Video Baby Monitor VM924/ VM924-2 complies with the essential requirements and other relevant provisions of EU Radio Equipment Directive (2014/53/EU) and UK Radio Equipment Regulations 2017.
The Declaration of Conformity for the VM924/VM924-2 is available from www.vtechphones.eu.

CE   UK CA

Manufacturer: VTech Telecommunications Ltd.
23/F., Tai Ping Industrial Centre, Block 1, 57 Ting kok Road, Tai Po, Hong Kong.
Importer: VTech Electronics Europe Plc
Napier Court, Abingdon Science Park, Abingdon, Oxon, OX14 3YT, U.K.