



5" WiFi High Definition Video Monitor

LF815HD
LF815-2HD
LF815-OHD



Parent Guide

This guide contains important information. Please keep it for future reference.

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Key Features

Color and B&W Automatic Night Vision

Thanks to the latest starlight sensor and noise suppression technology, you can check in on your baby 24/7 with the finest clarity. Night vision is no longer just black-and-white, you can choose to see your baby in color at night! For more details, see **Night Vision (B&W and Color)** section.

Night Light

Need some additional lighting near your baby for those bedtime stories? The built-in night light on the baby monitor can help with that. You can control the night light directly on the Baby Unit, or remotely from the Parent Viewer. For more details, see **Parent Viewer Icons - Night Light** section.

Humidity and Temperature Sensor

Rest assured of the environment your baby is in with the built-in real-time temperature and humidity sensor. It lets you know when the room is outside a comfortable temperature and humidity range. For more details, see **Parent Viewer Icons - Detection** section.

Motion and Sound Sensor

With adjustable alerts on noise or motion detected from the baby monitor, give yourself a peace of mind with an extra set of eyes. For more details, see **Parent Viewer Icons - Detection** section.

Lullabies and Soothing Sounds

Comforting and engaging your baby can be done easily and from a distance. Choose from 5 lullabies and 5 soothing sounds to help lull your baby back to sleep. For more details, see **Parent Viewer Icons - lullaby** section.

Technical Specifications

Frequency	2412-2462 MHz
Channels	1-11
LCD	5" Color LCD (IPS 1280x720 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 requirements	Parent Viewer: 3.7V 5000mAh Lithium-ion battery Baby Unit power adapter: Output: 5V DC @ 1A Parent Viewer power adapter: Output: 5V DC @ 2A

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.



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:

- Follow all warnings and instructions marked on the product.
- Adult setup is required.
- CAUTION:** Do not install the Baby Unit 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.
- CAUTION:** Use only the battery provided. There may be a risk of explosion if a wrong type of battery is used for the Parent Viewer. 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 RRBC seal**.
- Use only the adapters included with this product. Incorrect adapter polarity or voltage can seriously damage the product.



Power adapter information:
Baby Unit output: Output: 5V DC 1A; V-Tech Telecommunications Ltd.; Model: VT05EU505100
Parent Viewer output: Output: 5V DC 2A; V-Tech Telecommunications Ltd.; Model: VT07EU505200



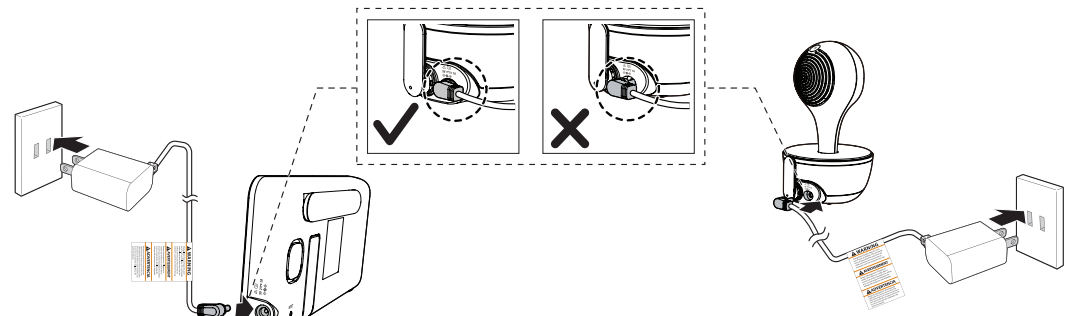
Rechargeable battery information:
Zhuhai Great Power Energy Co., Ltd.; Lithium battery, 3.7V 5000mAh; Model: GSP806090-5Ah-3.7V-151P

Connect, charge and power on the baby monitor

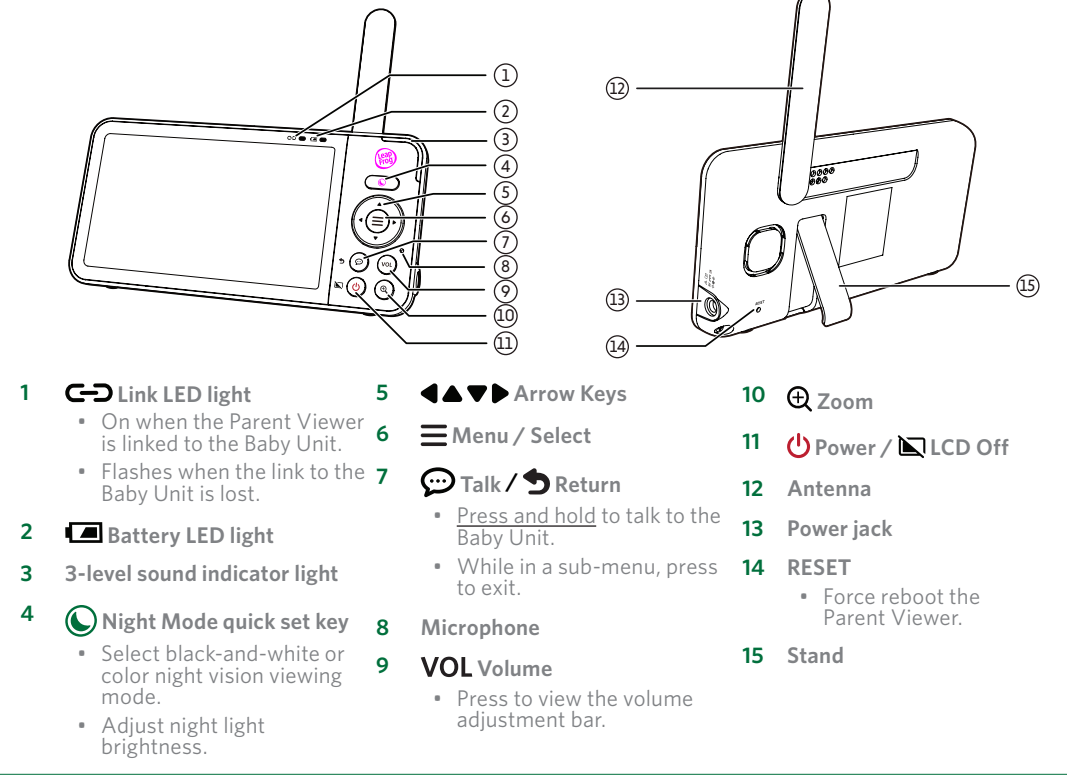
1. Connect the Baby Monitor

Notes:

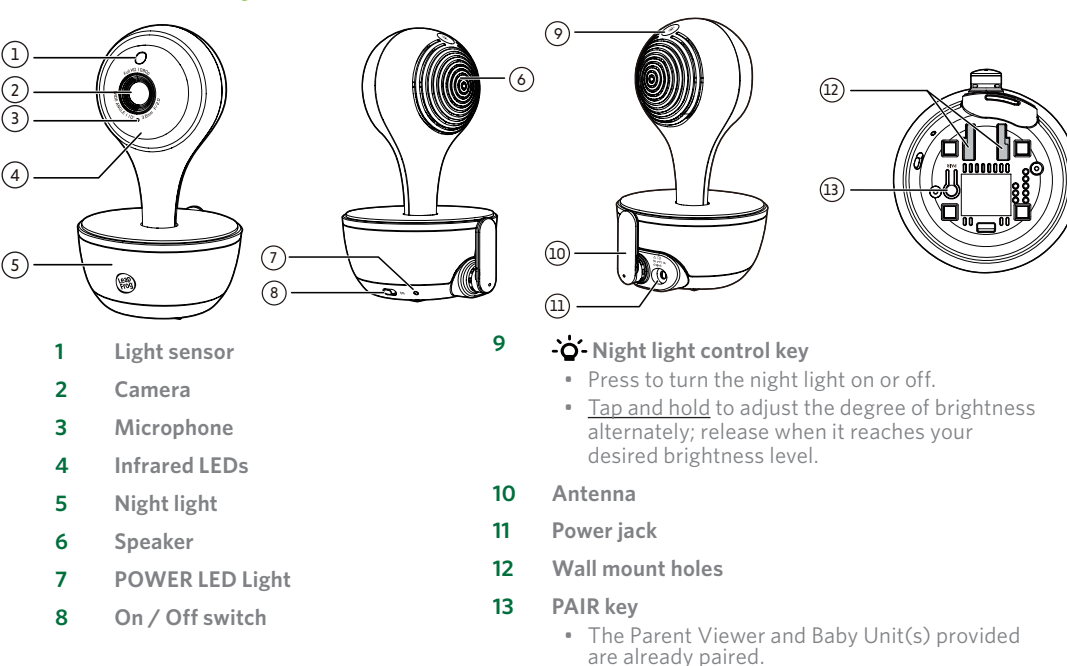
- The rechargeable battery in the Parent Viewer is built-in.
- Use only the power adapters supplied with this product.
- Make sure the Parent Viewer and the Baby Unit are not connected to the switch controlled electric outlets.
- Connect the power adapters in a vertical or floor mount position only. The adapters' prongs are not designed to hold the weight of the Parent Viewer 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 Viewer, 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.



Overview - Parent Viewer



Overview - Baby Unit



- 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 reassembly 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 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.
- 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

2. Charge the Parent Viewer battery before use

When you connect and turn on the Parent Viewer, the battery charges automatically.

Notes:

- Before using the baby monitor for the first time, charge the Parent Viewer battery for 12 hours. When the Parent Viewer battery is fully charged, the battery icon becomes solid
- The standby time varies depending on the Baby Unit sensitivity levels you set for Auto Wake-Up, your actual usage time and the age of the battery.

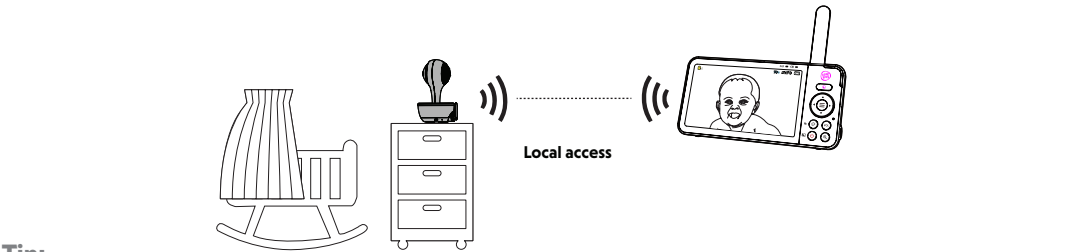
The battery icon on the screen indicates the battery status (see the following table).

Battery Indicators	Battery Status	Action
The screen displays . The light flashes.	The battery has very little power left and may only be used for a short time.	Charge without interruption (about 30 minutes).
The battery icon becomes solid	The battery is fully charged.	To keep the battery charged, connect it to AC power when not in use.

How the system works?

Direct mode

The Parent Viewer and the Baby Unit of your video monitor connect to each other 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 the Parent Viewer only.



Tip:

- You may experience reduced signal strength if your Parent Viewer and Baby Unit are far apart, or there are obstructing factors, such as internal walls, between them. Move the Parent Viewer closer to the Baby Unit to improve the signal strength. You can also set up **Router mode** to connect the units via your home Wi-Fi network to improve the connection between your Parent Viewer and Baby Unit.

Wi-Fi 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 live video streaming through the Parent Viewer and smartphone app.

We recommend that you set up your monitor in **Router mode** to enjoy live video streaming via your Parent Viewer with an enhanced connection.

If you want to stream live video remotely with your mobile device, download and install the **LeapFrog** mobile app. With the mobile app, your Wi-Fi router (not included) provides Internet connectivity to your HD 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 more details, see **Download app for mobile access** section in this Parent Guide.

Notes:

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

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 and 104°F.
- Do not expose the product to extreme cold, heat or direct sunlight. Do not put the product close to a heating source.
- Batteries should not be exposed to excessive heat such as bright sunshine or fire.
- 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 Baby Unit(s) inside the baby's crib or playpen. Never cover the Baby Unit(s) or Parent Viewer with anything such as a towel or a blanket.
- 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

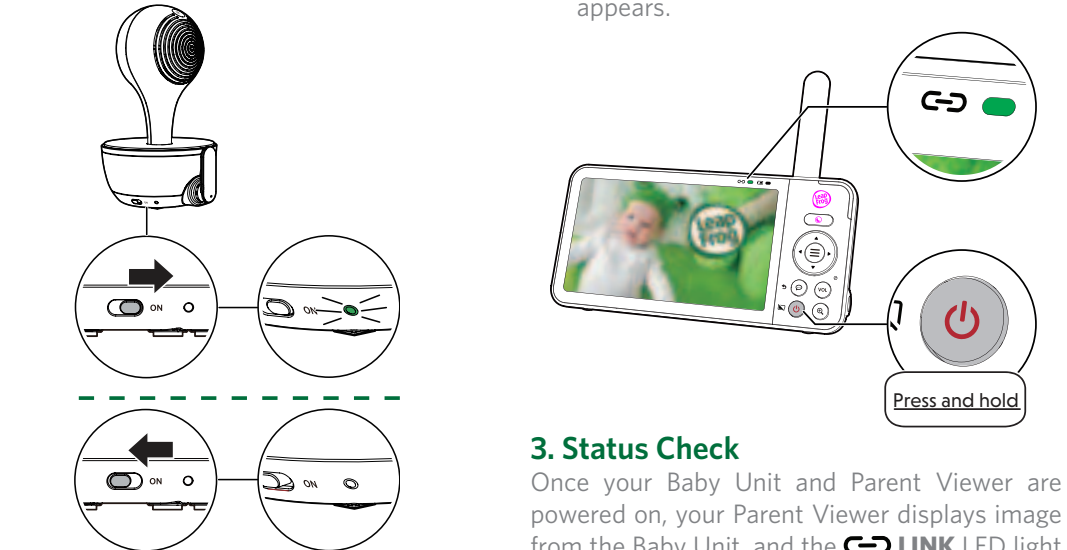
Cardiac pacemakers (applies only to digital cordless devices):
Wireless Technology Research, LLC (WTR), an independent research entity, led a multidisciplinary evaluation of the interference between portable wireless devices and implanted cardiac pacemakers. Supported by the U.S. Food and Drug Administration,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

3. Power On or Off the Baby Monitor

- Slide the On/Off switch to **ON** in order to power on your Baby Unit.
- After the Parent Viewer is fully charged, **press and hold** until the welcome screen appears.



3. Status Check

Once your Baby Unit and Parent Viewer are powered on, your Parent Viewer displays image from the Baby Unit, and the **LINK** LED light turns on. The Baby Unit's **POWER** LED light also turns on.

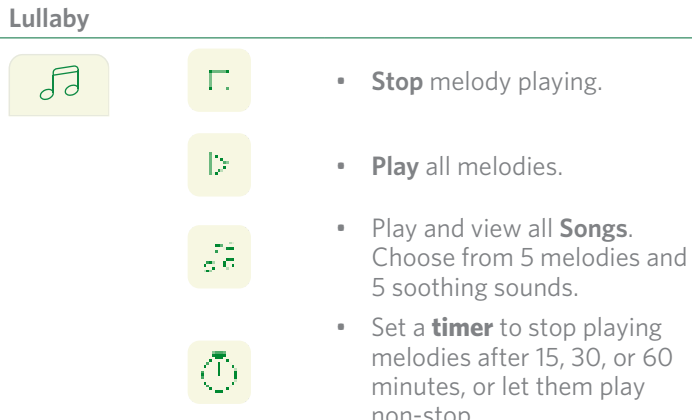
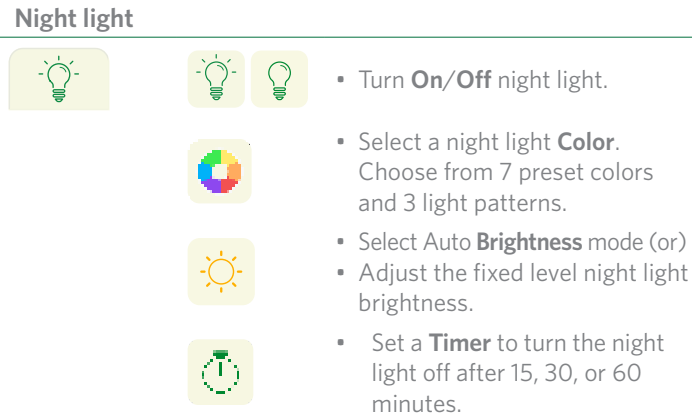
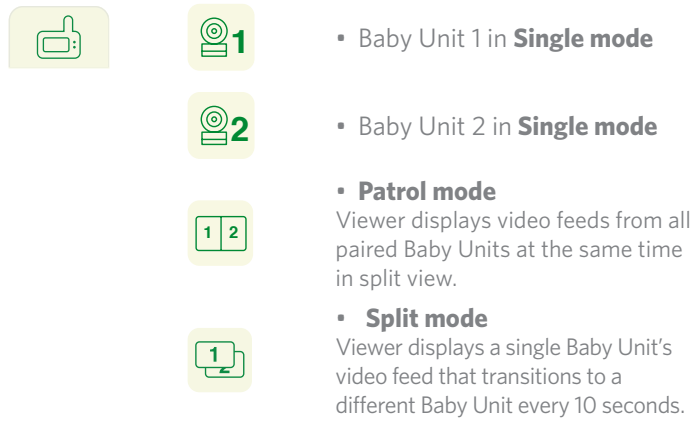
Note:

- The POWER LED Light is OFF by default.

Parent Viewer Icons

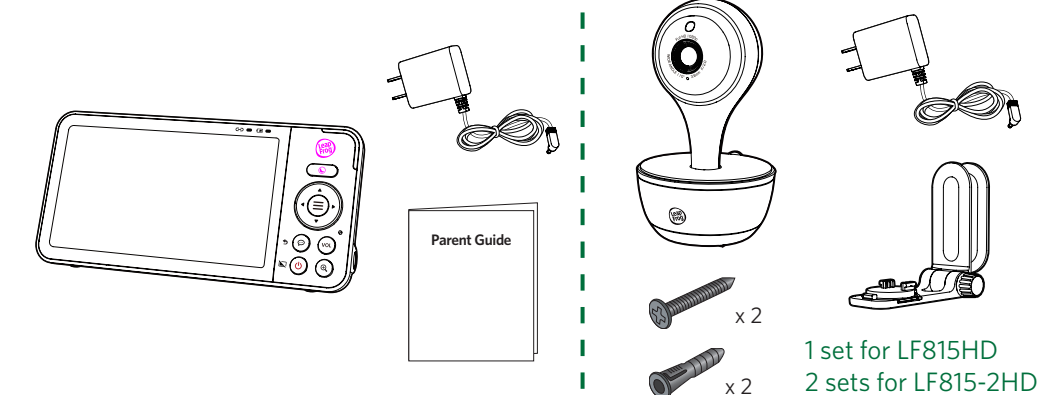
Main Menu Icons

Monitoring mode (For LF815-2HD only)



Tip: Do you icons look a little different? Your baby monitor probably got a recent software update. Go to our online manual for an overview of the latest icons (See **Online Help**).

What's Included

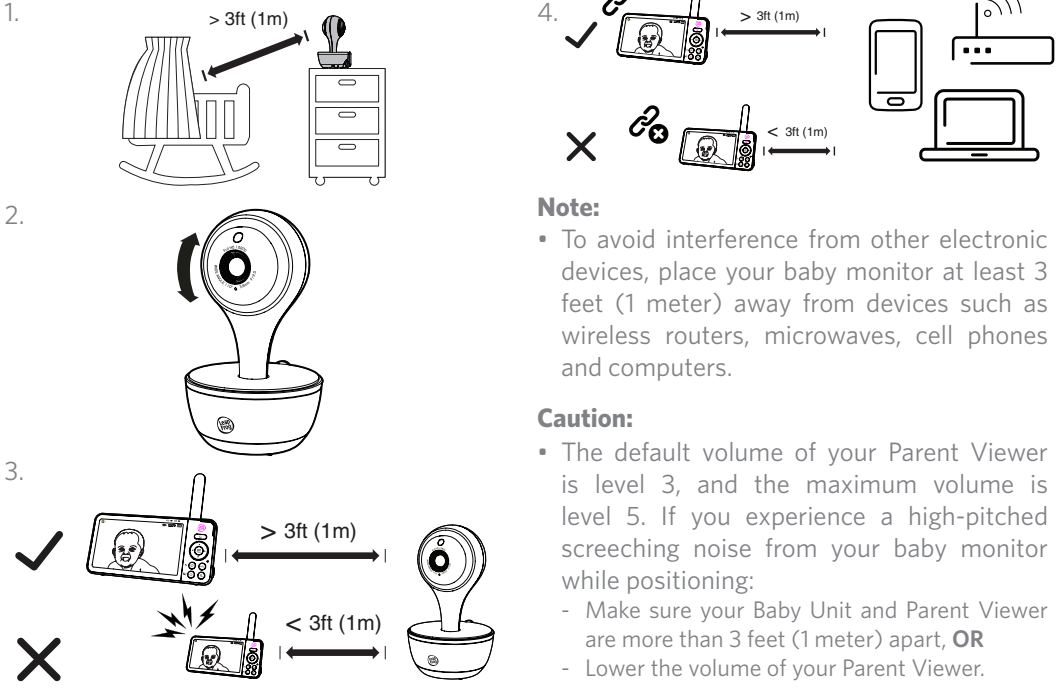


Requirements

For mobile access:

LeapFrog 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

4. Positioning the Baby Monitor



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.

Caution:

- The default volume of your Parent Viewer is level 3, and the maximum volume is level 5. If you experience a high-pitched screaming noise from your baby monitor while positioning:
 - Make sure your Baby Unit and Parent Viewer are more than 3 feet (1 meter) apart, **OR**
 - Lower the volume of your Parent Viewer.

Parent Viewer Icons (continued)

Night light is turned on and the automatic brightness setting is turned on.

Parent Viewer speaker is muted.

Temperature alert is turned on.

Humidity is lower than 30%.

 Humidity is within 30-60%.

 Humidity is higher than 60%.

Temperature is lower than 68°F.

 Temperature is between 68-75°F.

 Temperature is higher than 75°F.

Battery level indicator

Alert Icons

- Displays when the Parent Viewer's battery is low and needs charging.

- Displays when motion is detected by a Baby Unit.

- Displays when sound is detected by a Baby Unit.

- Displays when the temperature detected by the Baby Unit exceeds the set maximum.

- Displays when the temperature detected by the Baby Unit is lower than the set minimum.

Night Vision (B&W and Color)

When the Baby Unit being viewed detects low light levels, the infrared LEDs switch on automatically with the activation of the B&W Night Vision mode. Baby Unit has infrared LEDs that allow you to see your baby clearly at night or in a dark room.

When Black and White Night Vision mode is activated, appears on the screen. When Color Night Vision mode is activated, appears on the screen.

- Notes:**
- It is normal to see a short white glare on your Parent Viewer screen as the Baby Unit is adapting to the dark environment.
 - If you adjust the night vision mode while night vision is not activated, the new settings will be saved and applied the next time it activates.

- Tip:**
- The video quality may vary depending on the surrounding environment and interfering factors like lightings, objects, colors and backgrounds. Adjust the Baby Unit's angle or place the Baby Unit at a higher elevation to prevent glare and blurry displays.

Night Vision Mode	Description
	B&W Night Vision Suitable for extremely dark or low light environments. Images will be in black-and-white.
	Color Night Vision Suitable for low-light room conditions with night light as an assisting light source. Images will be in color.

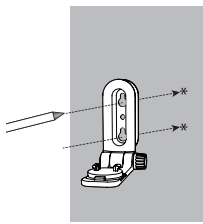
Change your night vision viewing mode

- Press the **Night Mode quick set key** to view the Night Mode menu.
- Press or to choose for black-and-white night vision viewing or for color night vision viewing.

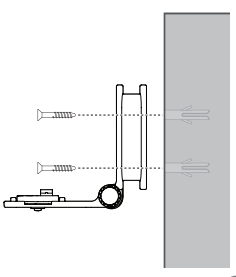
Mount the Baby Unit on a dry wall (optional)

- Notes:**
- Check for reception strength and the Baby Unit's 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 Baby Units.

- 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).

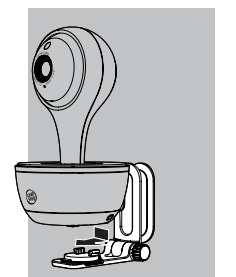


- Align the wall mount bracket and screws with the holes in the wall as shown. Tighten the screw in the middle hole first, so that the wall mount bracket position is fixed. You can tighten the other screw in the top hole.

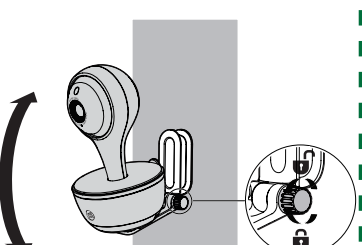


OR

- Place the Baby Unit on the wall mount bracket. Tighten the screw into the threaded socket at the bottom to secure the Baby Unit.



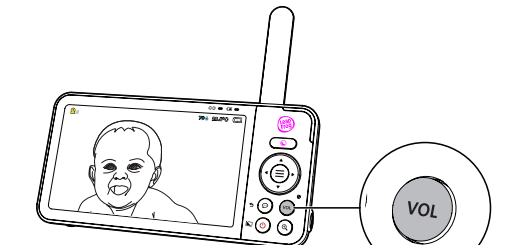
- You can maximize your Baby Unit's viewing angles by tilting the wall mount bracket. Hold the Baby Unit, and then rotate the knob in an anti-clockwise direction. This will loosen the joint of the wall mount bracket. Tilt your Baby Unit up or down to adjust to your preferred angle. Then, rotate the knob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



Basic Operation - Parent Viewer

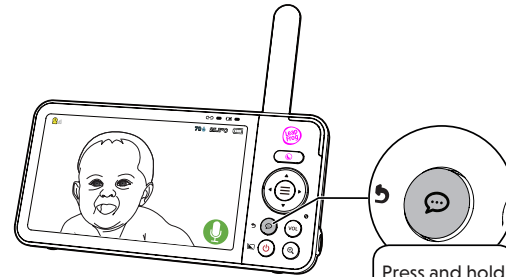
Adjust Parent Viewer's speaker volume

- Press **VOL** to open the volume adjustment bar.
- Press to increase the speaker volume and to decrease the speaker volume.

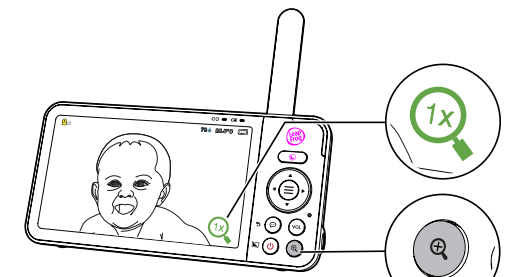


Talk to your baby via the Baby Unit

- Press and hold the key.
- When the icon displays on the screen, speak to your Parent Viewer. Your voice is transmitted to the Baby Unit.
- When finished talking, release the key and hear your baby again.



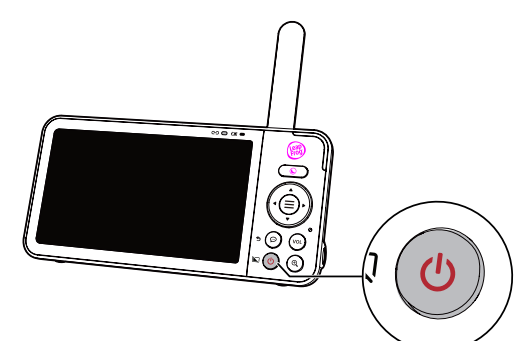
Zoom
Press to zoom in or out. The zoom sequence is , , , then .



Turn on/off the Parent Viewer screen

You can turn on or off the Parent Viewer screen without powering off the Parent Viewer. You will still be able to hear sounds from the Baby Unit.

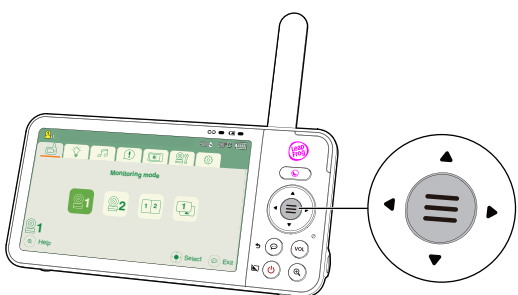
- Press on the Parent Viewer to turn off the screen.
- Press any key on the Parent Viewer to turn on the screen again.



Use the menu

Press to enter the menu, choose a menu item, or save a setting. You can use the Parent Viewer for advanced settings or operations, such as to play or stop the Baby Unit's 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 return to the live video.
 - Press to go to the **Help & Info** page.



Night Light

Want a softer hue from the Baby Unit's night light to relax your little one? You can control the brightness of its glow remotely from your Parent Viewer, or directly on the Baby Unit.

Adjust the night light on the Parent Viewer

- Press the **Night Mode quick set key** to view the Night Mode menu.
- Press to brighten the night light (or turn on the night light when it is switched off).
- Press to dim the night light (or turn off the night light when it is at the lowest brightness level).

- OR -

- Press to enter the main menu.
- Press again to select .
- Press and to select , press .
- Press and to choose the desired brightness level, then press to confirm your selection.

- Note:**
- If Auto Brightness has been pre-selected, any adjustment in night light brightness (either on the Baby Unit or the Parent Viewer) will automatically turn off Auto Brightness mode and switch to the fixed level of brightness.



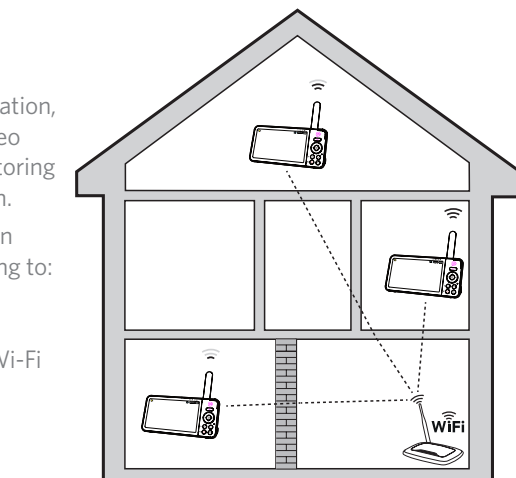
Test the location for the Baby Unit

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 Viewer, you can check the Parent Viewer's Wi-Fi signal strength by going to:

> **Configure Wifi** > **Connection Status**.

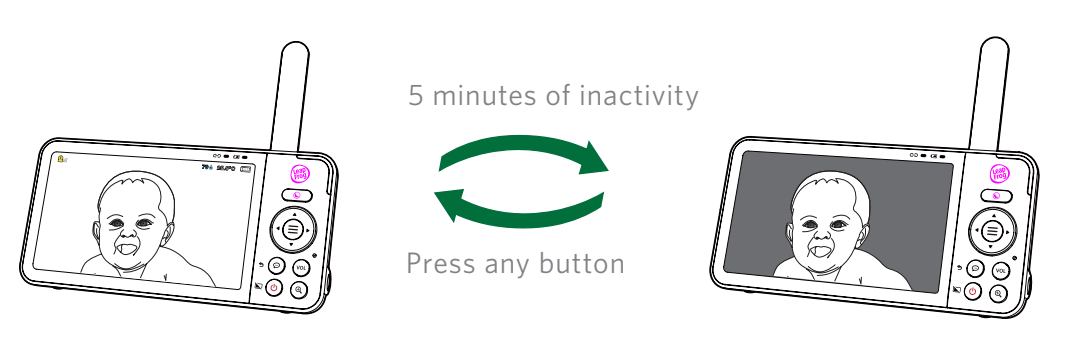
Adjust the distance between your Baby Unit and the Wi-Fi router if needed. Once you have identified the suitable location, you can install your Baby Unit.



- Tip:**
- Depending on surroundings and obstructing factors that affect signal strength, such as distance and internal walls, you may experience reduced Wi-Fi signal. To improve the Wi-Fi signal strength, adjust the distance or direction of your Parent Viewer. Check with your Parent Viewer again.

Dim Mode

The Parent Viewer display will dim to conserve energy after 5 minutes of inactivity, in which there were neither any key pressed nor alert received from the Baby Unit.



For LF815-2HD and Pairing with LF815-OHD Only

Monitoring mode

- Single CAM mode
- Select Baby Unit 1 or Baby Unit 2 to view the image from the selected Baby Unit.

- Patrol mode

Select Patrol mode as your monitoring mode to alternately view the image from Baby Units and every 10 seconds.

- Split mode

Select Split mode as your monitoring mode to view the images from both Baby Units at the same time.

- Note:**
- While in Split mode, you can press or to highlight the view of the Baby Unit or Baby Unit , and hear the sounds transmitted from the highlighted Baby Unit.

For cETL compliance only

Mesures de sécurité importantes

L'appareil est une plaque signalétique appliquée et est située au bas du socle de l'unité du bébé.

Lorsque vous utilisez votre appareil, vous devriez toujours surveiller certaines mesures de précaution de base afin de réduire les risques d'incendie, d'électrocution et de blessures corporelles, dont ceux qui suivent.

- Observez toutes les instructions et mises en garde inscrites sur l'appareil.
- L'installation par un adulte est requise.
- MISE EN GARDE: N'installez pas l'unité du bébé à une hauteur supérieure à 2 mètres.
- Ce produit ne remplace pas la surveillance adulte du nourrisson. La supervision du nourrisson est la responsabilité du parent ou de la personne qui s'occupe de l'enfant. Ce produit pourrait cesser de fonctionner et, par conséquent, vous ne devriez pas présumer qu'il continuera de fonctionner correctement pendant une période de temps indéterminée. Dans l'attente d'un instrument médical et ne devrait pas être utilisé comme tel. Ce produit est destiné à vous aider à superviser votre bébé.
- N'utilisez pas cet appareil près de l'eau ni de toute autre source d'humidité, par exemple, près d'une baignoire, cuve à lessive, évier de cuisine, dans un sous-sol humide ni près d'une piscine, dans un sous-sol humide ou une douche. Un risque d'explosion pourrait survenir si un mauvais type de pile est utilisé pour l'unité du parent. La pile ne peut pas être soumise à des températures extrêmes élevées ou basses et à une faible pression d'air à haute altitude pendant l'utilisation, l'entreposage ou le transport. L'élimination de la pile dans le feu ou dans un four chaud ou l'écroulement ou le découpage mécanique de la pile peuvent entraîner une explosion. Laisser le produit dans un environnement où l'humidité, l'expérience et de connaissances, à moins qu'un leur ait donné suffisamment de supervision ou d'instructions relativement à l'utilisation de l'appareil par une personne responsable de leur sécurité.
- N'utilisez que les adaptateurs inclus avec ce produit. L'utilisation d'un adaptateur dont la polarité ou la tension serait inadéquate risque d'endommager sérieusement le produit et mettre votre sécurité en péril.
- Informations sur les adaptateurs électriques : Adaptateur de l'unité du parent : Sortie : 5V DC 2A Vtech Telecommunications Ltd. Modèle : VT05EUS05100
- Informations sur les piles rechargeables : Zhihui Great Power Energy Co., Ltd. Lithium battery, 3.7V 5000mAh. Modèle : GSP806090-5AH-3.7V-51P
- Lorsqu'ils sont branchés dans une prise de courant, les adaptateurs de l'unité du parent et les piles rechargeables ne doivent pas être exposés à la chaleur excessive telle que la lumière du soleil ou au feu.
- Avertissement - Risque de strangulation - Les enfants se sont ETRANGLES dans des cordons. Gardez ce cordon hors de portée des enfants. Le bloc-piles ne doit pas être exposé à la chaleur excessive telle que la lumière du soleil ou au feu.
- Ne jamais placer le moniteur à l'intérieur du berceau ou du parc de bébé. Ne jamais couvrir le moniteur ou l'unité (s) portable avec un article tel une serviette ou une couverture.
- D'autres équipements électroniques peuvent produire des interférences sur votre moniteur vidéo et audio. Tentez d'installer votre moniteur vidéo et audio à l'écart des appareils électroniques tels que des routeurs sans fil, radios, téléphones cellulaires, interphones, moniteurs, téléphones, ordinateurs personnels, électroménagers et téléphones sans fil.
- Stimulateurs cardiaques implantés dans l'organisme. Les simulateurs cardiaques (ne s'applique qu'à des dispositifs numériques sans fil).
- L'organisme Wireless Technology Research, LLC (WTRV), une firme de recherche indépendante, a mené une évaluation pluridisciplinaire des interférences entre les téléphones sans fil portatifs et les stimulateurs cardiaques implantés dans l'organisme. Appuyée par l'Administration des aliments et drogues (FDA) des États-Unis, la firme WTRV recommande aux médecins:
- Aviez aux détenteurs de stimulateurs cardiaques
 - Vous devriez maintenir les dispositifs sans fil à au moins six pouces du simulateur cardiaque.
 - Ils ne doivent PAS placer le téléphone sans fil directement sur le stimulateur cardiaque, tel que dans une poche de chemise, lorsque celui-ci est en marche.
- L'étude effectuée par l'organisme WTRV n'a pas identifié de risque pour les détenteurs de stimulateurs cardiaques causés par les gens qui utilisent des dispositifs sans fil à proximité de ceux-ci.
- Champs électromagnétiques (EMF) Ce produit de Leapfrog est conforme à toutes les normes se rapportant aux champs électromagnétiques (EMF) standard. Si vous le manipulez correctement en suivant les instructions de ce guide, son utilisation sera sécuritaire pendant de nombreuses années, selon les meilleures pratiques scientifiques dont nous disposons aujourd'hui.

Download app for mobile access

Step 1

Download the free LeapFrog baby monitor mobile app and install it to a mobile device, then use your mobile device and the mobile app to monitor your areas remotely.



- Press **MENU** when the Parent Viewer is in idle.
- Go to > **Connect Mobile Phone**.
- Scan the QR code in the Parent Viewer to download the app into your mobile device.
- Follow the instructions in the mobile app to set up and pair your Baby Unit to the mobile app.

Alternatively, you can download the mobile app from the App Store or Google Play store.

Install the mobile app

- Browse the App Store or the Google Play store .
- Download and install the free LeapFrog mobile app to your device.

-OR-

Scan the QR code below to get the app.



Auto software and firmware update

To ensure that your baby monitor is always at its best performance, the Parent Viewer 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 Viewer screen to update your baby monitor.

To check if your device is running on the latest software, or to update your device software, go to:

> **Software Update**

Connect your baby monitor to Wi-Fi

- You must connect your baby 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:

> **Configure Wi-Fi** > **Change Wi-Fi Networks**.

Troubleshooting	
Symptom	Try this
Why does the baby monitor not respond normally?	Try the following (in the order listed) for a common cure: 1. Disconnect the power to the Baby Unit(s) and the Parent Viewer. 2. Wait a few seconds before connecting power back to the Baby Unit(s) and the Parent Viewer. 3. Turn on the Baby Unit(s) and the Parent Viewer. 4. Wait for the Parent Viewer to synchronize with the Baby Unit(s). Allow up to one minute for this to take place.
Why doesn't the Baby Unit's and Parent Viewer's power LED turn on when I switch on the units?	The Parent Viewer may not be connected to power. Insert the appliance plug into the power jack of the Parent Viewer and put the adapter in a wall socket. Then, press the button on the Parent Viewer to establish connection with the Baby Unit. The Baby Unit may not be connected to power. Insert the appliance plug into the power jack of the Baby Unit and put the adapter in a wall socket. Then, slide the On/Off switch on the Baby Unit to establish connection with the Parent Viewer.
Why are my images in black and white?	The images are in black white during night-time or in a dark room when night vision is automatically activated. You can also choose to view your baby at night in color, see Night Vision (B&W and Color) to learn how.
Why is the Baby Unit producing a high-pitched noise?	The Parent Viewer and Baby Unit(s) may be too close to each other. • Move the Parent Viewer away from the Baby Unit(s) until the noise stops (OR) • Turn down the volume of your Parent Viewer.
Why does the Parent Viewer beep?	The Baby Unit(s) may be out of range. Move the Parent Viewer closer to the Baby Unit(s) (but not less than 3 feet). The Parent Viewer may not have enough battery for the Parent Viewer to perform normally. Charge the Parent Viewer until the battery icon becomes solid .
Why can't I hear any sounds from the Parent Viewer? Why can't I hear my baby cry?	The Parent Viewer speaker volume may be too low or muted. Press VOL to open the volume adjustment menu, then press to increase the speaker volume. Or you can use the Parent Viewer menu to change the Parent Viewer's sound sensitivity to the highest level (level 5), see Sound Detection and Auto Wake Up . The temperature of your baby's room may be too high or too low.
Why can't I establish a connection? Why does my connection cut off every now and then? Why are there sound interruptions?	The Baby Unit(s) may be out of range. Move the Parent Viewer closer to the Baby Unit(s) (but not less than 3 feet). Other electronic 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 powered on only one Baby Unit but have two paired to the Parent Viewer, your Parent Viewer may display and the LINK LED light flashes. Switch to the Baby Unit you have turned on via the menu.

Customer Support

Visit our Consumer Support website 24 hours a day at:
U.S.: leapfrog.com/support
C.A.: leapfrog.ca/support
Or call our **Customer Service number** 1 (800) 701-5327 in the U.S. and Canada during Customer Service hours Monday to Friday, 9am - 6pm Central Time.



Online Help

Find the answer to your questions on our Online Support page . There, you will find information about product installation, features, operations and settings. Get assisted at your own pace with video walk-throughs and Frequently Asked Questions.

Visit www.leapfrog.zendesk.com or scan the QR code on the left to enter our Online Support page.



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