

THIS 2.4 GHz SYSTEM MIGHT GET STATIC IF YOU HAVE:

- **2.4 GHz CORDLESS PHONES**
- **2.4 GHz WIRELESS INTERNET ROUTER/NETWORK**

If you don't know what frequency your cordless phones use or if you have 2.4 GHz wi-fi Please Check Now Before Unpacking & Using This Product

What Happens? These 2.4 GHz devices use the same frequency and cause interference to this baby monitor in the form of static audio/video and reduced range.

How Do I Know What Frequency Devices In My House Use? Cordless phones often clearly label the unit itself with the frequency it uses. If not, look at the bottom of the base unit or the user manual.

What If I Have 2.4 GHz Cordless Phones Or 2.4 GHz wi-fi? Please power off and un-plug these devices when using this monitor, or return this monitor and exchange it for a 900 MHz system (see below). Some phones cause interference all the time whether in use or not, while others only cause issues when in use. One solution is to only use phones that operate on 900 MHz or 5.8 GHz.

2.4 GHz Wi-Fi Networks (802.11b & 802.11g) cause interference anytime while powered on. Both wireless "B" and "G" networks use 2.4 GHz. Changing "channels" on the network can improve reception but often does not solve the issue completely. These networks must be fully powered off to eliminate static interference with this baby monitor.

5.2 GHz Wi-Fi Networks (802.11n) The newest wi-fi standard uses 5.2 GHz and will not interfere if setup to only use 5.2 GHz. Often 802.11n routers by default broadcast on both 5.2 GHz and 2.4 GHz simultaneously to be backwards compatible with older hardware. By setting all devices on the network to only use 5.2 GHz you can eliminate interference with this 2.4 GHz baby monitor.

I Don't Have Any 2.4 GHz Devices And I Still Get Static? You may not have any 2.4 GHz devices but your neighbors might. Unfortunately the signals of 2.4 GHz devices penetrate walls and especially with wi-fi, their range may extend several hundred feet beyond the perimeter of the house they are located in. Apartments and high-density housing are most affected by this.

Can I Exchange For A 900 MHz Monitor? Yes, NextStepBabyMonitors stocks some 900 MHz systems that can work with 2.4 GHz devices. Note, some cordless phones and devices like wireless speakers and headphones use 900 MHz, in which case a 900 MHz baby monitor would receive interference from these devices.

Please Learn More Visit our Knowledge Base: <http://www.nextstepbabymonitors.com/web/learnmore.htm>

Returns & Exchanges: Contact Support@NextStepBabyMonitors.com for support & RMA Numbers.

12% Restocking Fee: Systems that can be interfered with by common household devices are clearly labeled on our site & detailed info on the subject is provided. It is the buyer's responsibility to insure the system purchased will not be interfered with by devices in the home. The 12% restocking fee applies to returns for refunds (exchanges are excluded) including those returned for poor performance due to inference, since these systems are not defective.

Full Return Policy & Conditions: <http://www.nextstepbabymonitors.com/web/warranty-returns.htm>