Factory Reset Procedure
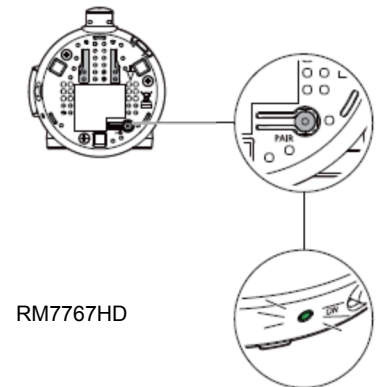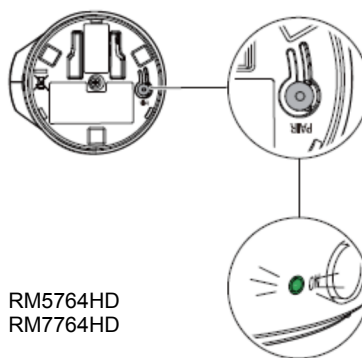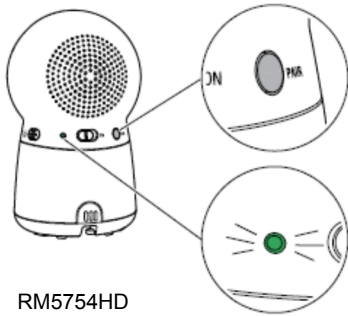
## RM5754HD, RM7754HD, RM5764HD, RM7764HD and RM7767HD

To factory reset your VTech smart baby monitor, please follow the procedure below:

Baby Unit Factory Reset

1. Locate the **PAIR** key on the back or bottom of the baby unit. Press and hold the key for 3 seconds.

RM5754HD
RM7754HD

RM5764HD
RM7764HD

RM7767HD

2. If you do not hear a voice prompt saying "beep...ready to start pairing" or "beep" only, unplug the baby unit from the power supply. Then, plug it back in, wait for 30 seconds and press the **PAIR** key for 3 seconds again.



RM5754HD
RM7754HD

RM5764HD
RM7764HD

RM7767HD
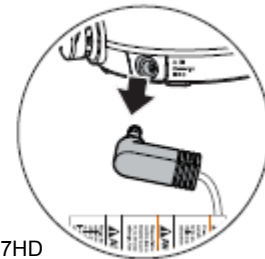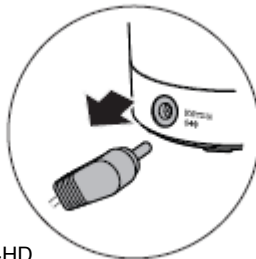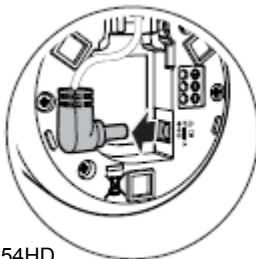
3. You should see the status LED flashing green and orange lights alternately. Press the **PAIR** key consecutively at least 5 times until you hear two beep sounds.

Press 5 times.

Flashing

Press 5 times.

Flashing

Press 5 times.

Flashing
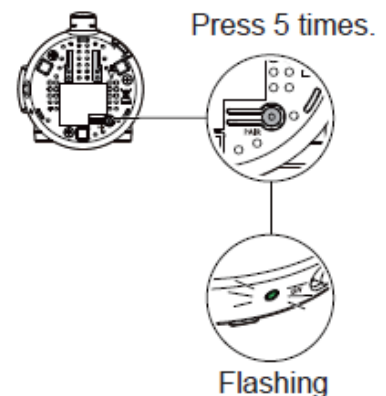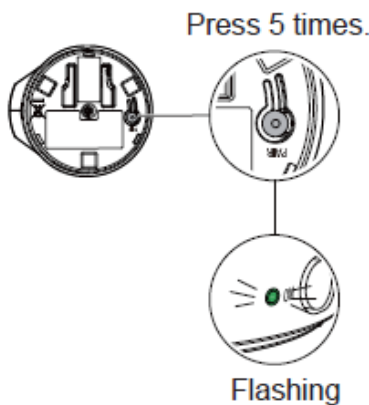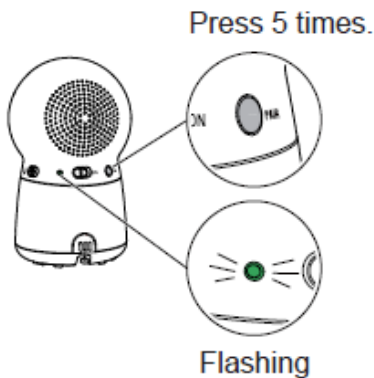
4. Do not unplug from power supply, wait for 15 seconds for the baby unit to reset itself and reboot.

Parent Unit Factory Reset

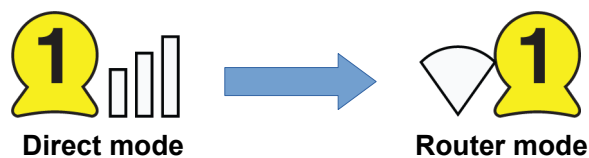1. On the idle screen, press the following key sequence:
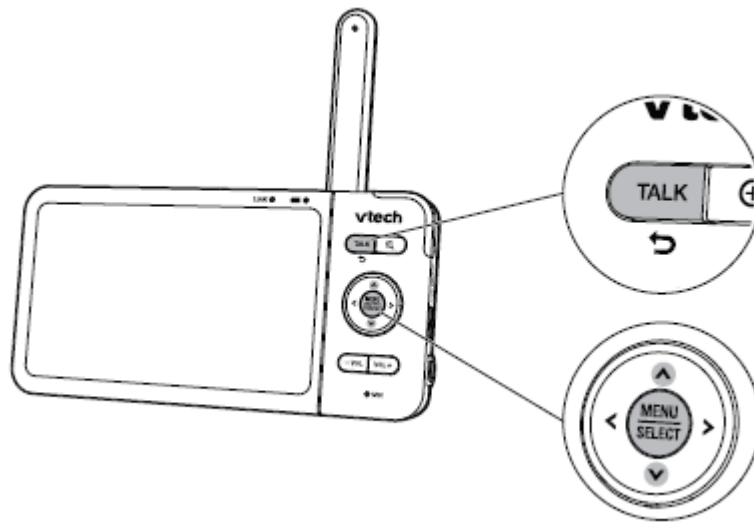
MENU/SELECT - ∧ - ∨ - ∨ - ∧ - TALK

2. On the reset screen, press **MENU/SELECT** to confirm the factory reset. Wait until the parent unit restarts itself.

3. After the factory reset, the baby monitor is in direct mode. Please reconnect the baby monitor to router mode by following the procedure to connect to WiFi.

Direct mode   **Router mode**

4. If the parent unit and baby unit cannot connect in direct mode after the factory reset, reboot both the parent unit and baby unit, and place them close together, then perform the factory reset again.