

Infant Optics DXR-8 PRO

Troubleshooting Guide — Monitor Unit Power and Display

Symptom: monitor unit will not turn on, shuts off unexpectedly, or the display behaves irregularly

Work through these steps in order. Most units are restored at Step 1 or Step 2. No tools are required.

Step 1 — Confirm the power-on sequence

1. Press and **hold** the POWER button on the Monitor Unit for a full **4 seconds**. A brief press will not power on the unit.
2. Watch for the Power LED indicator to illuminate.
3. If nothing happens, continue to Step 2.

Step 2 — Verify the power supply

1. Plug the Monitor Unit into a wall outlet using the supplied adapter and cable.
2. Confirm the outlet is live by testing it with another device. A non-functioning outlet is a frequent cause of an apparently dead monitor.
3. Inspect the cable and adapter for damage, kinks, or a loose barrel connector.
4. Leave the unit charging for at least 30 minutes, then repeat Step 1. A fully depleted battery will not respond immediately.
5. If the unit operates when plugged in but not on battery, proceed to Step 3.

Step 3 — Reseat the internal battery connection

1. Power off the Monitor Unit and unplug it from the outlet.
2. Open the battery compartment cover on the rear of the Monitor Unit.
3. Locate the battery wire tab connector. Confirm it is fully and squarely seated in its socket.
4. If it appears loose or partially seated, disconnect it and reconnect it firmly until it is flush.
5. Close the compartment, reconnect power, and repeat Step 1.

A partially unseated battery tab can cause intermittent operation, irregular display behavior, or a complete loss of function, with no visible damage to the unit.

Step 4 — Perform a full system reset

1. Disconnect power from **both** the Camera Unit and the Monitor Unit.
2. Open the battery compartment cover on the rear of the Monitor Unit and disconnect the battery pack, removing it from the unit.
3. Wait a full **30 seconds** with the battery removed and the unit unplugged.
4. Reconnect the battery pack, confirming the wire tab is fully and squarely seated, then close the compartment cover.
5. Reconnect power to the Camera Unit first, then the Monitor Unit.
6. Press and hold the POWER button for a full 4 seconds, then allow up to 30 seconds for the units to re-establish their connection.

Removing the battery fully discharges residual power from the mainboard and clears a soft lockup that a simple power disconnect may not resolve.

Step 5 — Assess battery health

1. Charge the Monitor Unit to full, then operate it unplugged and note the runtime.
2. Expected runtime on a healthy battery: **6-7 hours** in normal use.

- 3. Rechargeable batteries lose capacity with age and charge cycles. Significantly reduced runtime indicates the pack needs replacement, not the whole unit.
- 4. Replacement battery packs are available from Infant Optics support.

Quick reference

Symptom	Most likely cause	Go to
No response to power button	Press too short, or depleted battery	Steps 1, 2
Works plugged in, not on battery	Battery tab or aged battery pack	Steps 3, 5
Display irregular, then unit stops	Battery tab not fully seated	Step 3
Screen frozen or unresponsive	Soft lockup — battery removal reset	Step 4
Loses connection to camera	Pairing state or interference	Step 4
Short runtime when unplugged	Battery capacity loss	Step 5

Still need help?

If the Monitor Unit does not recover after all five steps, contact Infant Optics support for assistance or replacement.

Toll-free: 1-800-291-0195 | Email: info@infantoptics.com | infantoptics.com/support/dxr-8-pro-support

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