

My product isn't working. Baby is not communicating with the Control Center.

Purpose

If RealCare Baby is no longer communicating with Control Center Software  there are multiple steps to take to determine what exactly is causing the Baby to stop communicating.

Prerequisites

The Babies and Control Center do not use the Internet, or Wi-Fi to communicate, they use radio. For the Baby to communicate with the Control Center you must make sure that you meet **ALL** the following criteria.

- Babies must be in the room (communication range is only 20 feet)
- The red light on the back of the Baby must be on (solid or flashing)
- The yellow light on the back of the Baby must be off (occasional flicker once every 15-20 seconds)
- The communication device icon at the bottom right corner of the Control Center must be green 

Steps to Perform

1. Close the Control Center.
2. The Baby must be in the same room as the Control Center.
 - If not, move Baby to within a few feet of the Communications Device.
3. Lie the Baby face down and look at the lights on the back of the Baby.
 - The red light must be on (solid or flashing).
 - If the red light is off, then the batteries are dead. The batteries must have power for the Baby to communicate. Plug the Baby into the charger.
 - The yellow light on the back of the Baby must be off (occasional flicker once every 15-20 seconds).
 - If the yellow light is solid, take a paperclip and press down just once and release on the recessed button for one chime and release.
 - If the yellow light is still solid, remove Baby's battery cover and press down on the black reset button for the count of 10.
 - Release the button and the yellow light should return to normal.
4. If the lights meet the above conditions, plug the Baby into the charger.
 - Having the Baby plugged into the charger helps with the signal.

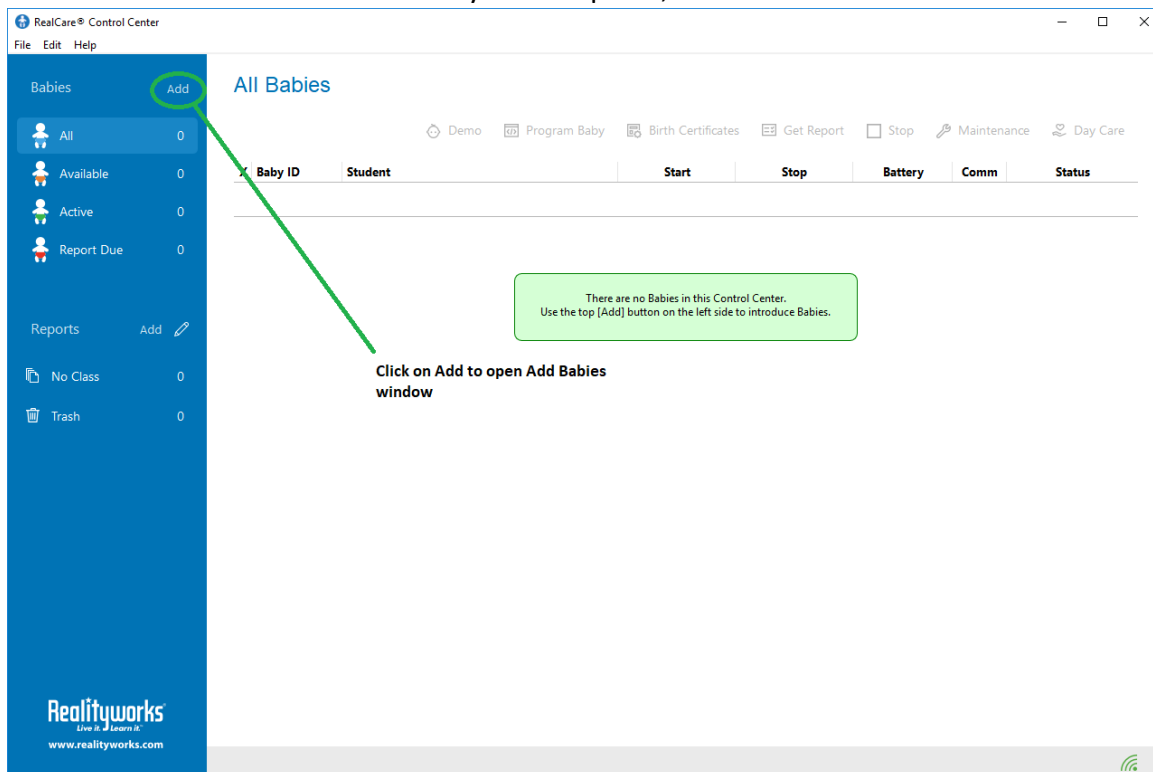


5. Open the Control Center and make sure that the communication device icon at the bottom right corner of the Control Center must be green .

If the red light on the back of the Baby is on, the yellow light is off, the communication device icon is green and if the Baby is still not communicating after one minute (two at the max), then something took away the Baby's ability to communicate with the Control Center. Keep the Baby plugged into the charger and re-add the Baby.

Adding Baby to Control Center Software

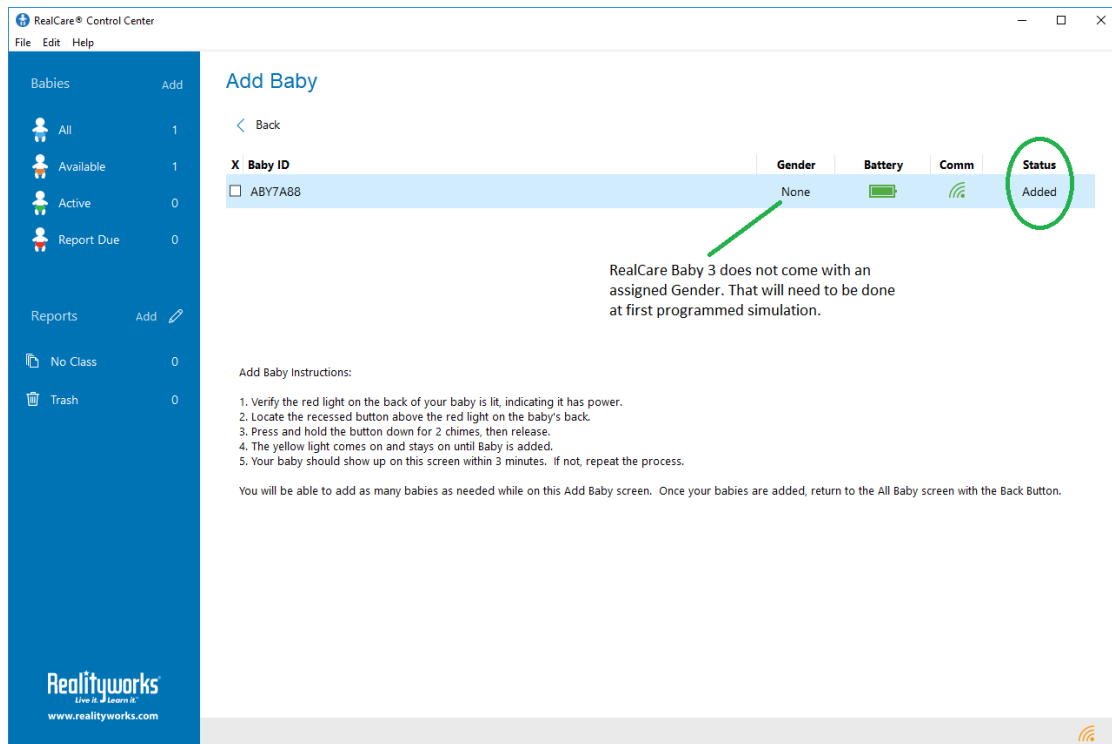
1. On the Control Center Software on your computer, click on the Add Babies button.



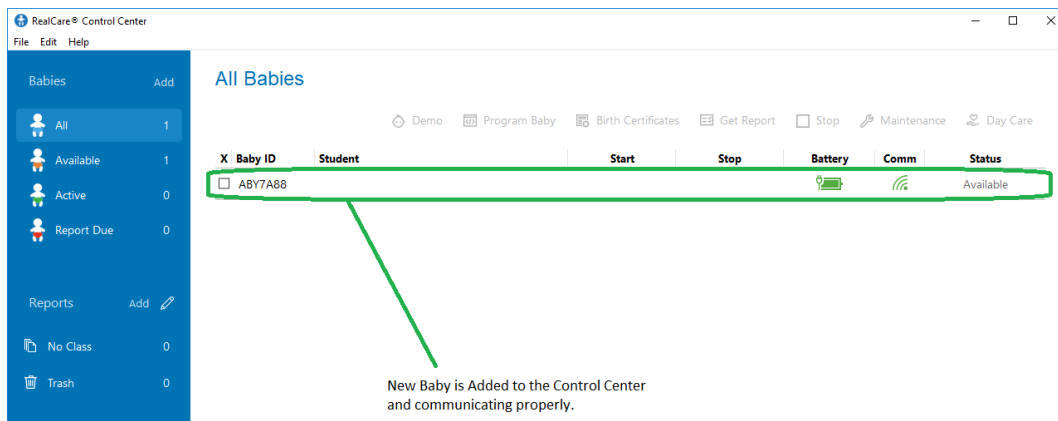
2. Locate the Emergency Stop Switch. It is located right above the lights on the back of Baby. It is a small round opening.



3. Press and hold the Emergency Stop Switch down for 2 chimes in a row and release.
4. Baby should appear and the Status column on the far-right side should change to Added.



5. Click on the All Babies window and this Baby should appear in the window with a green check mark in the COMM column.



Contact Product Support if the Baby still is not communicating.

For additional assistance and video tutorials visit our website:

www.realityworks.com/support/