



# Operating Instructions

**GENERATION**

**5**

**VERSION 5.92**



D32DH



## TABLE OF CONTENTS

About the Company.....	2
Statement of Purpose.....	3
Operating Instructions.....	4
Terminology.....	4
Initial Inspection.....	4
Battery Care.....	5
Activating Baby.....	6
Operating Baby.....	7
Insuring Proper Participation.....	8
Retrieving Data.....	9
Evaluating Data.....	11
Maintenance & Repair.....	14
Troubleshooting Guide.....	15

### **Realityworks, Inc.**

2709 Mondovi Road  
Eau Claire, Wisconsin USA 54701  
715.830.2040 • 800.830.1416  
Fax 715.830.2050  
**[www.realityworksinc.com](http://www.realityworksinc.com)**  
[information@realityworksinc.com](mailto:information@realityworksinc.com)

The following are registered trademarks of Realityworks:

Baby Think It Over and the Baby Think It Over logo are registered trademarks in Australia, Canada, Japan, United Kingdom, and the United States only.

Baby Talk It Over is registered in the United States only.

Some Decisions Last A Lifetime is registered in the United States only.

RealCare Baby is registered in Australia, European Community, Mexico, New Zealand, and the United States only.

NICoteen is registered in Australia, Japan, Mexico, Singapore, and the United States only.

NICoteen logo is registered in Australia, European Community, Japan, Mexico, New Zealand, Singapore, and the United States only.



## ABOUT THE COMPANY

Realityworks manufactures and markets the original infant simulator, created for the purpose of teaching teenagers about the responsibilities of parenthood. The infant simulator, plus its related materials, comprise the parenting education program.

At the heart of Baby is a microprocessor. This internal computer simulates the realistic cry of an infant at random intervals, 24 hours a day. Baby requires that the assigned student insert a care key in its back and hold it in place for up to 30 minutes. The care key is attached to a tamperproof, non-transferable wristband worn on the teen's wrist. Only the assigned student can quiet Baby.



Rick and Mary Jurmain, originators of the Realityworks infant simulator, have watched the company grow to meet the burgeoning demand from teachers.

Realityworks began as the brainchild of Rick Jurmain, a "rocket scientist" who used to work in Mission Control at NASA. Rick and his wife, Mary, were watching a television documentary about teen pregnancy that showed teens using eggs and sacks of flour to simulate caring for a baby. Rick remarked that they were poor substitutes for real infants because they didn't cry or wake the teens up in the middle of the night. Mary facetiously responded, "Why don't you build something that does?"

Taking the offhand suggestion to heart, Rick tinkered in the garage for several weeks

before coming up with a rough prototype that would cry at random intervals, require a teen's constant care, and monitor the promptness of the teen's response. He put the box in an existing baby doll, and the Jurmains took it to local high school administrators for evaluation.

The positive response they received encouraged Rick and Mary to continue refining the design and to begin marketing the product. Tremendous media response has resulted in appearances on *Oprah*, *Today*, *Maury Povich*, *CNN*, *CBS Morning News*, *Turner Television*, and the *BBC*. Newspapers and magazines across the country have covered the story. The infant simulator was selected by *Fortune* magazine as one of its "Products of the Year", and *What's New in Home Economics* gave the simulator its "Healthy Living Award" three times. The publicity landslide quickly generated new orders, and word of mouth has insured that the demand continues to rise.

The company has grown quickly over the years to meet the burgeoning demand from teachers across the country. Mary is in charge of day to day operations.

The program is used in schools, hospitals, counseling centers, churches, and community organizations in the United States, Australia, Canada, Costa Rica, Germany, Japan, Mexico, Norway, and the United Kingdom.

The company is headquartered at 2709 Mondovi Road, Eau Claire, WI 54701. For more information, call 715-830-2040 or 800-830-1416, fax 715-830-2050. On the internet, the Realityworks website is located at [www.realityworks.com](http://www.realityworks.com).

# STATEMENT OF PURPOSE

The purpose of the program is to provide an experience for young adults that simulates the parenting of an infant. The program explores the emotional, financial and social consequences of parenting. It is

designed to provide an experience for young adults that simulates the parenting of an infant. Although teens are susceptible to peer pressure, they do not necessarily listen to the warnings of others until they experience the responsibilities of parenting for themselves.



The program is a serious educational program for young adults and is not intended as a toy for children. It is designed as an aid for educators, doctors, and other professionals to help young people make responsible, informed choices about parenting. *It is NOT intended to promote abortion or to pressure pregnant teens into adoption instead of self-parenting.*

We screen customers to the extent we are able to deter inappropriate use; however, the responsibility for proper use rests with the buyer. While the infant simulator provides a reasonably realistic simulation of parenting, there are significant differences between it and a real infant. Users should be

The Baby Think It Over® Program is designed to help teens make informed choices. It is NOT intended to promote abortion or to pressure pregnant teens into adoption instead of self-parenting.

intended to help young adults understand three important facts:

1. Infants' demands are unpredictable, but must be met promptly.
2. Infants require a great deal of time and attention.
3. Parenting responsibilities change one's lifestyle profoundly.

These facts may seem obvious to adults who have children, but they are often a sur-

prised by many young adults. Realityworks reserves the right to refuse the sale of its product to anyone.

# OPERATING INSTRUCTIONS (Generation 5)

Please read these instructions before activating Baby.

## Terminology

**Baby** always spelled with a capital “B”, and **infant simulator** - are interchangeable terms.

**Realityworks parenting program** - the combination of the three important components that make the Program effective:

- Baby and Wristbands
- Equipment
- Activities and Assignments

**Parenting simulation** - the experience of caring for the infant simulator for a minimum of 48 hours. An effective parenting simulation should include all three Program components listed above.

**Total simulation time** - the number of hours Baby was in operation from the time activated until turned in or until the electronics box was shut down.

**Parent, Student or Teen** - the person who cares for Baby during the parenting simulation.

**Instructor** - the adult supervising the student(s) during the parenting simulation.

**Electronics box** - the small computer that fits in the back of Baby.

**Care key** - the small plastic device the teen wears to care for Baby.

**Care session** - caring for Baby by inserting and holding the care key in its back when it cries.

**Rough handling event** - an instance of mistreatment of Baby, either deliberate or accidental, including dropping, hitting or shaking, that is recorded by the electronics box.

**Neglect event** - failing to respond to Baby’s crying for one

minute or more. Neglect events are recorded by the electronics box.

**Head support event** - failing to properly support Baby’s head, allowing it to fall back. Improper head support is recorded by the electronics box **on Babies with the Realistic Head Support feature only. Standard Baby always reports a zero for head support failure.**

**Automatic shutdown** - terminating operation of the electronics box by removal from Baby’s back for more than five minutes.

**Battery shutdown** - terminating operation of the electronics box due to low battery power.

## Initial Inspection

### Unpack Shipping Cartons

Carton contents should include:

- infant simulator(s), dressed in t-shirt and cloth diaper (clothing is not flame retardant and should not be worn by infants)
- plastic care keys
- birth certificates
- metal keys (in small manilla envelope)
- wristbands
- two-part video:
  - Part I. Informational video*
  - Part II. Operating Instructions*
- Instructor Handbook
- Student Handbook(s)
- Operating Instructions

**Note:** The number of items may vary depending on type of package ordered.

Never lay the infant simulator on newsprint, printed paper, or new unwashed fabric, such as new blue jeans or new sweatshirts. The vinyl skin will soak up the ink or dye, and it is difficult or impossible to remove.

## Remove Electronics Box

Grasp the ribbon attached to the box and use it to pull the box loose from the hook and loop fasteners. Remove the electronics box from the back of the infant simulator.

## Battery Care

### Type

- Alkaline

### Average Life

- Alkaline - 12 days
- Temperament will also affect how long batteries last. A Baby set to cranky will deplete batteries faster than one set to easy.

### Don't Mix

- Old batteries with new batteries
- Strong batteries with weak ones
- Alkaline, standard (carbon-zinc), or rechargeable (nickel-cadmium) batteries

### Testing & Recharging

Low battery power will cause Baby to function erratically. You may want to use a battery tester before issuing Baby each time. Do not attempt to recharge non-rechargeable batteries.

### Storage

Never store the batteries in Baby when not in use. Battery leakage can damage or destroy the electronics box. This damage is not covered by warranty. Don't let the battery terminals (ends) touch. Wrapping a rubber band around bundles of four AA batteries works well for organizing and storing them. Store in a cool, dry place.

### Other Care

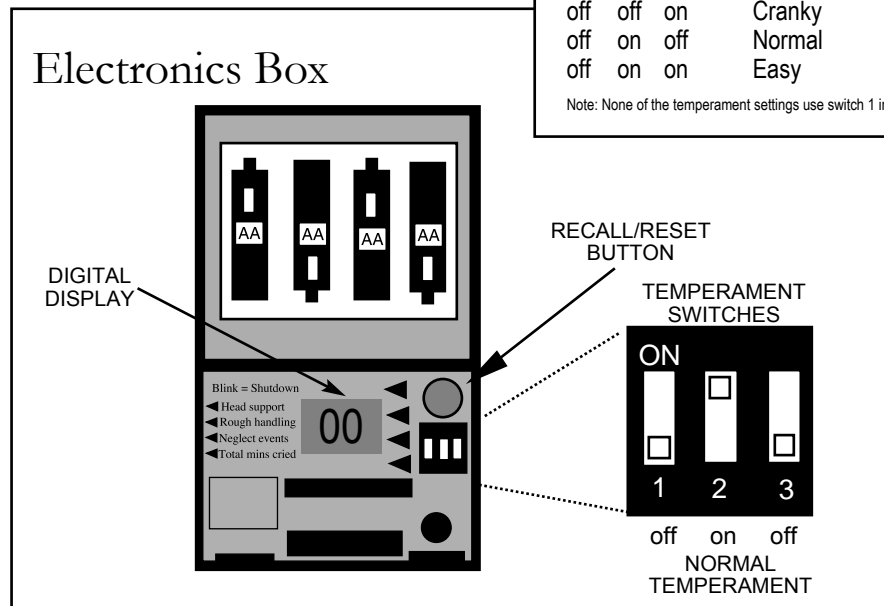
Dispose of batteries properly. Check with local authorities for proper disposal in your area.

### Battery Suggestions

Local merchants may choose to donate batteries as a low cost way to support the program. Fire departments, police departments, and other emergency services may be using equipment that requires daily or frequent replacement of batteries in their equipment. Batteries removed are usually barely used and can often be used for at least 3-4 days for the infant simulator. You may want to test removed batteries for remaining battery life.

Switch Settings	Mode	Code	Sleep Time (Minutes)
1 2 3			
off off off	Demo	0	5 - 10
off off on	Cranky	1	15 - 180
off on off	Normal	2	90 - 270
off on on	Easy	3	180 - 360

Note: None of the temperament settings use switch 1 in the "on" position.



## Activating Baby

A summary of the following instructions is located inside the electronics box lid and on the Quick Reference card.

### 1. Select Baby Temperament

The infant simulator will go through a cycle of sleeping, crying, and needing the care key. Set the crying range by selecting Baby's temperament using switch settings on page 5. Use a paper clip, screwdriver, or care key to reposition the switches.

Regardless of the temperament selected, Baby requires two hours of care in each 24-hour period. Temperament determines whether the student will experience frequent care sessions, but ones that are easily completed, or fewer care sessions that are longer and more difficult to complete. Students complain about holding the care key in place during the longer care sessions in easy mode, but they also dislike the frequent interruptions of cranky mode.

In normal mode, Baby will cry for care every 90 to 270 minutes. As a rule, the longer Baby sleeps between care sessions, the longer it will need the care key. To set Baby on normal mode, position the first temperament switch to off, the second to on, and the third to off.

Demo mode works best when introducing Baby to your students. Baby will cry for care every five to ten minutes and the care sessions will be very short.

### 2. Install Batteries

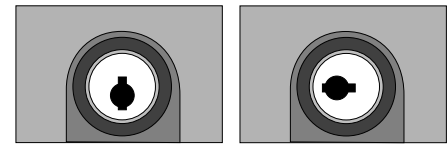
Install four AA batteries as shown in the diagram on page 5. When the fourth battery is inserted, all four triangles will light simultaneously and the code displayed will verify the temperament setting.

### 3. Reset the Memory

To reset the memory, hold the recall/reset button until all four triangles light simultaneously and the new temperament code is displayed (approx. 16 seconds).

### 4. Lock Electronics Box

Replace the lid and lock the electronics box to prevent tampering by the student.

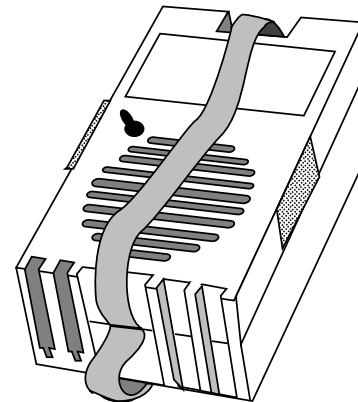


Locked

Unlocked

### 5. Put Electronics Box Back in Baby

Position the ribbon around the electronics box so that it will be in the proper position for easy removal of the box.



Place the box in the recessed tray in Baby's back with the speaker facing out and the lock toward Baby's feet. Push the electronics box into the plastic tray until the surface of the box is flush with the surface of the tray. The box must be in the proper position within five minutes of activation or an automatic shutdown will occur (see page 9).

Baby may cry during this procedure. When Baby is correctly positioned, crying should stop within three seconds. If you have accidentally handled Baby too roughly, crying will continue for about thirty seconds. In this case you may want to reset the memory because one rough handling event that the student did not cause has been recorded. Another option would be to issue Baby and note the rough handling event on the student's Assignment Checklist.

### 6. Test Crying Response

Baby will cry within three seconds when placed on its stomach, upside down, or on its left side. Practice handling Baby to familiarize yourself with the positions it does and does not like. Whenever Baby cries continuously for more than one minute, a neglect event will be recorded. A Baby that

is quiet may be considered asleep or content, and may be handled as long as proper positioning is maintained.

## Operating Baby

The Baby Think It Over<sup>®</sup> infant simulator will cry for five reasons (four for Standard Babies):

1. It is in the **wrong position**.
2. It needs the **care key**.
3. The care key is inserted when it **wants to be left alone**.
4. **Rough handling** or abuse occurred.
5. Proper **head support** is not provided (for Realistic Head Support Babies only).

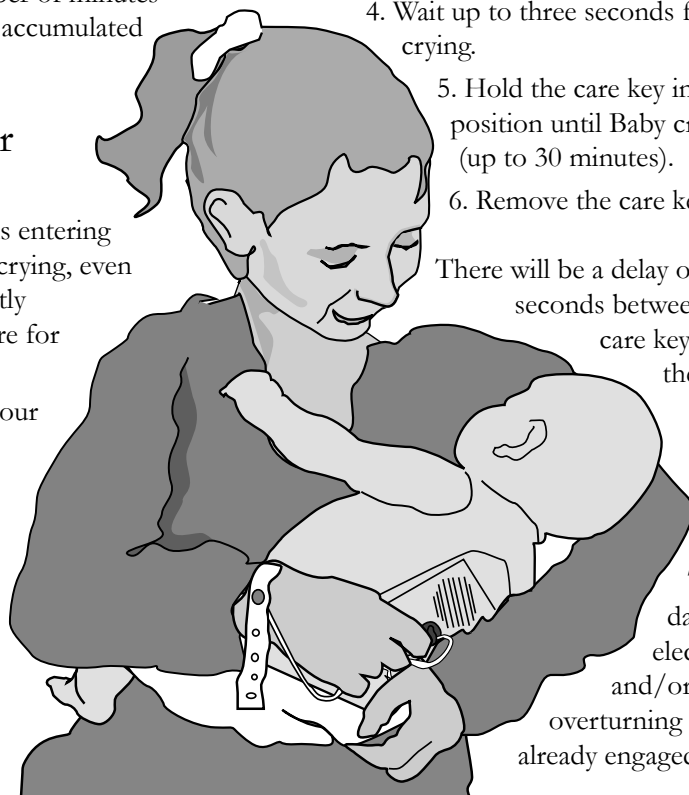
### 1. Wrong Position

Baby likes to be on its back, right side, or upright. Putting Baby on its stomach, on its left side, or upside down will make it cry after a few seconds. It will continue to cry until it is held in a proper position. If left crying for longer than one minute, the electronics box will record one neglect event and add the number of minutes Baby cried to the accumulated crying time.

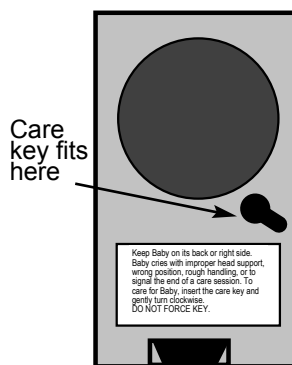
### 2. Caring for Baby

Baby indicates it is entering a care session by crying, even though it's correctly positioned. To care for Baby:

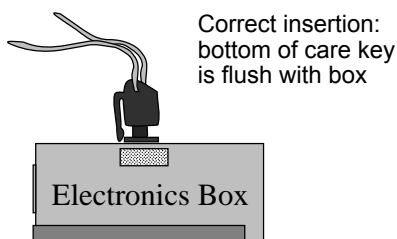
1. Hold Baby in your arms in a normal feeding position.
2. Insert the care key into the hole in the electronics box. (See diagram.)



### Electronics Box



Push down on it until the bottom of the care key cylinder is flush with the electronics box surface. (See diagram.)



3. Gently turn the care key clockwise until you feel resistance (about 30 degrees).
4. Wait up to three seconds for Baby to stop crying.
5. Hold the care key in this turned position until Baby cries or coos (up to 30 minutes).
6. Remove the care key.

There will be a delay of up to three seconds between the time the care key is inserted and the time that Baby stops crying. Advise your students to turn the care key **gently**. Teens can damage the electronics box and/or the care key by overturning the key if it has already engaged.

If crying to signal the end of a care session continues after the care key is removed, it probably means that the student's hand relaxed and the care key slipped out of place before the care session was over. Re-insert the key and continue holding it in place until the care session is over.

## Driving Safety

Students who operate a vehicle during the parenting simulation are at increased risk of becoming involved in an accident because of sleep deprivation and the distraction of Baby's sudden crying. Alternate transportation arrangements should be made for over-tired students. Students should not use the care key and drive at the same time.

### 3. Wants To Be Left Alone

At the end of a care session, Baby coos or cries, indicating that it no longer needs care. If Baby has been well cared for with no neglect, rough handling, or improper head support, it will coo. Remove the care key. Until the next care session, the care key can not be inserted or Baby will cry. If care was not so good, Baby will cry to signal the end of the care session.

### 4. Rough Handling

When handled too roughly, such as dropping or hitting, Baby will cry for 30 seconds and cannot be quieted. A rough handling event will be recorded.

### 5. Head Support

#### (Realistic Head Support Babies only)

When holding a real infant, the head must be supported. Baby is designed to stress this need. When Baby's head is not properly supported, it will fall back and Baby will cry for 30 seconds regardless of action taken. Baby will report how many times the head was not properly supported.

When the head position is not corrected, the electronics box immediately registers one head support failure and Baby will cry for 30 seconds. This 30 seconds of crying time is not recorded in the total crying time.

The head can sometimes be lowered back slowly with no effect, but this must be done very gently. Sudden failure to support the head will cause crying. Baby will cry until positioning is corrected, the electronics box will record a neglect after 60 seconds, and every second of this crying time is recorded in total crying time.

## Insuring Proper Participation

### Wristbands & Care Keys

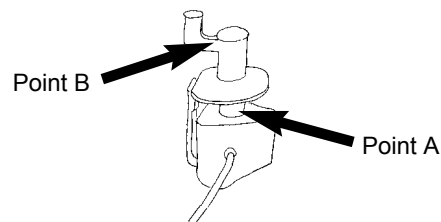
Tamperproof wristbands are used to insure that only the assigned teen will care for Baby. If the student cuts off the wristband during the assignment, you can detect the tampering. The teen may shower or bathe while wearing the care key and wristband, but should dry off the care key before inserting it in the electronics box.

Attach the wristband and care key to the student by putting one end of the wristband through the loop of the care key elastic cord. Secure the wristband around the teen's wrist on the hand of preference. (If right-handed, attach to the right wrist; if left-handed, attach to the left wrist.) The wristband should be loose enough for comfort, but snug enough not to slide over the hand. Wrap the care key cord around the student's wrist to prevent the care key from dangling.



Care keys are designed to break to prevent damage to the electronics box.

1. The care key will break at Point A if more than three times the required pressure is applied turning clockwise.
2. The care key will break at Point B if the care key is turned counterclockwise rather than clockwise. This breakage occurs if more than twice the normal pressure is applied - in the wrong direction.



Students must understand which direction to turn the care key. They need to know that applying more pressure will not stop the crying sooner or shorten the session. It WILL break the care key.

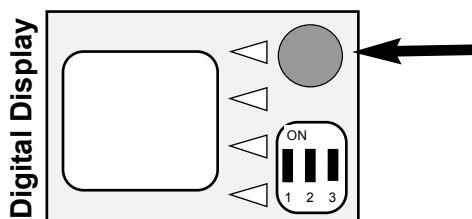
## Care Key Safety

Serious injury may result if the care key or elastic cord becomes tangled in power tools or other machinery. The student must not wear the care key while operating machinery. Never allow the care key to dangle from the wrist.

If the care key breaks, or becomes detached from the student's wrist, it should be put in a safe place out of the reach of small children until it can be returned to the instructor. The care key—or especially pieces of it—can present a choking hazard for small children.

## Retrieving Data

A digital display allows you to evaluate the student's care of Baby. When you **momentarily** press the recall/reset button inside the electronics box, the display will first show the total simulation time. It will then cycle through the four triangles displaying information about Baby's care. Do not **hold** the button down as for activating Baby. Press and then release immediately.



Press the recall/reset button to retrieve data. **Do not hold the button down** or data will be erased.

## Automatic Shutdown

Before you evaluate the data you will want to check for automatic shutdown. Blinking numbers and triangles in the display indicate an automatic shutdown. An automatic shutdown will occur if the electronics box is removed from Baby's back for more than five minutes or if the electronics box was improperly installed. Even if the student later replaces the electronics box, it will not reactivate. The data recorded up to the time

the electronics box was removed will be displayed. The total simulation time will let you know how long Baby was activated before the shutdown occurred.

The automatic shutdown feature provides a "safety valve" for an angry, frustrated teen who may otherwise damage Baby. Knowing that removing the electronics box will quiet Baby within five minutes reduces the temptation to be destructive. It is also a way for the student to quiet Baby if a care key is lost or broken.

Knowing that the electronics box will verify the total simulation time will keep students from removing the box without good cause. For example: a student reports that he broke a care key on Sunday evening and was forced to remove the electronics box. Baby was sent home on Friday and the electronics box display for total simulation time is only 8 hours. You may conclude that the student removed it with the first frustration of Friday evening, not on Sunday evening.

An automatic shutdown will also occur if the electronics box is installed upside down in Baby. Place the box in Baby's back with the speaker facing out and the metal lock toward Baby's feet.

To compare the digital display after an automatic shutdown with a normal display, activate the electronics box, but don't place it in Baby's back. Retrieve the data shortly after activating it. Solid numbers and triangles will display. Retrieve the data again 5 minutes later. The display will have blinking numbers and triangles.

## Battery Shutdown

Baby will shutdown if battery power is too low. As with the automatic shutdown, the display will let you know the total simulation time and display Baby's memory until the shutdown occurred.

## Warning!

You must retrieve the student's care data from Baby's electronics box **BEFORE** replacing worn out batteries. Automatic shutdown due to low battery power occurs before the batteries are completely drained; there will be enough power left to retrieve the care data before replacing the batteries.

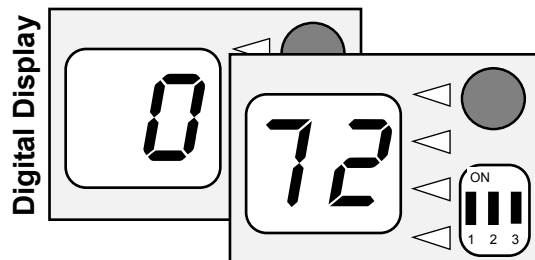
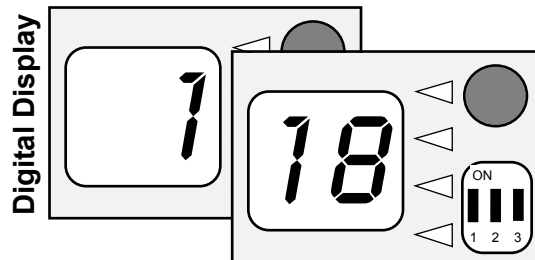
# Operating Instructions

## Total Simulation Time



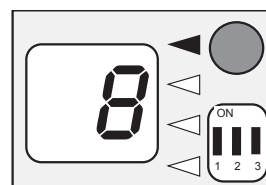
The combination of the **first two numbers** displayed (no triangles) represents the total hours Baby was activated. If the display shows a “1” and then “18”, it means the total activation time was 118 hours, or almost 5 days. This is displayed in whole hours only. If Baby was activated for 118 hours and 30 minutes, the display will be “1” and “18”.

If the display shows a “0” and then “72”, it means the total activation time was 72 hours, or 3 days. This is displayed in whole hours. If Baby was activated for 72 hours and 58 minutes, the display will still read “0” and then “72”.

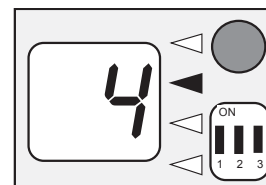


## Baby’s Care

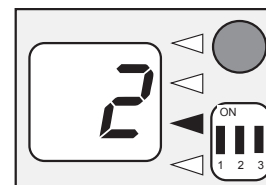
- The third number (**orange** triangle) indicates the number of times Baby’s head was not properly supported. In the example to your right, the head was not properly supported eight times.
- The fourth number (**green** triangle) indicates the number of times Baby was handled roughly. They are referred to as *rough handling events*, not abuse events, as the term *abuse* implies willful mistreatment, and you cannot tell whether the rough handling was deliberate or accidental.
- The fifth number (**yellow** triangle) is the number of times Baby’s crying was neglected for longer than one minute. This includes crying for wrong position or the start of a care session. Crying due to improper head support is included when it exceeds 60 seconds. These are *neglect events*.
- The sixth number (**red** triangle) shows the total minutes Baby cried. The time is comprised of crying due to improper positioning or neglect. If head support events exceed 60 seconds, crying in excess of the 60 seconds is included.



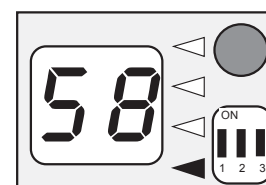
The head was not properly supported 8 times in this example.



In this example, 4 rough handling events occurred.



Shown, are 2 neglect events.



This Baby had 58 minutes of total crying time.

The maximum number that can be displayed with any of the four triangles is 99. When 99 is exceeded, the digital display remains at 99. It is best to monitor results every 2 to 3 days to avoid numbers in excess of 99.

## Evaluating Data

Baby monitors crying in one-second increments and displays the time accumulated as total minutes cried. This includes crying for improper positioning and crying for the care key. Crying due to improper head support is included when it exceeds 60 seconds. Crying time recorded here does NOT include crying for rough handling.

The Generation 5 models provide more accurate readings than previous models. There are several important differences to consider when evaluating data.

*Allowable* crying time will be reported. The student is allowed one minute to respond to Baby's cries requesting care. After one minute, neglect is recorded. Crying time, **including** the one minute allowed, is recorded in the total minutes cried. A slight positioning error—such as putting Baby on its tummy to be sure it's operating properly—will add to the total crying time.

**Generation 5** models must be interpreted differently than previous models of the infant simulator. If you are familiar with other models, it is important to understand the basic differences.

With that in mind, it's understandable why a Baby in cranky temperament will have more minutes of crying time than one in easy temperament.

The chart below shows the **AVERAGE** number of times Baby will cry for care in a 24-hour period for each temperament setting. It extends those averages for a 3-day parenting simulation. Because the times are random, there will always be some variance.

### Average Number of Care Sessions:

Temperament	Care Sessions in 24 Hours	Care Sessions in 3 Days
Cranky	13 to 15	42
Normal	7 to 8	23
Easy	5 to 6	16

The examples presented on pages 12 and 13 further explain how to evaluate data.

## How much was Baby neglected?

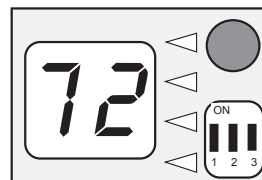
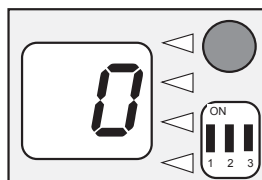
It is possible for three Babies, set at three different temperaments, to have what appears to be the exact same care data. It may seem that all three Babies received identical care. Actually, the amount of time they were neglected varies. **Temperament plays an important role.** The digital display will tell you how many times Baby was neglected. You can get some idea of how many minutes Baby was neglected by using the table of Average Number of Care Sessions on pages 11 and 13.

By using the table for average number of care sessions and doing a little math, you can approximate minutes of neglect.

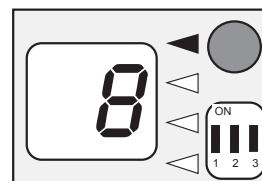
**Sample digital displays in each temperament:**

### Cranky / Normal / Easy

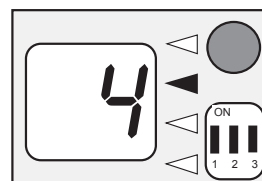
Total  
Simulation  
Time (TST)



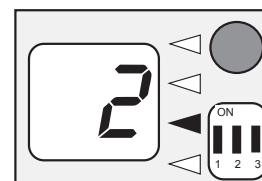
Head  
Support



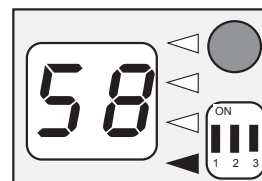
Rough  
Handling



Neglect



Total  
Crying



It would seem that all three Babies received identical care. Actually, the amount of time they were neglected varies.

	<i>Cranky</i>	<i>Normal</i>	<i>Easy</i>
1. Start with the total crying time.	58	58	58
2. Now subtract the ALLOWABLE time that Baby cried for care.	<u>- 42</u>	<u>- 23</u>	<u>- 16</u>
Allow one minute for each care session.	16	35	42

This is the time over and above what should be allowed as reasonable. This is the total time Baby was neglected. Although it appears all three received equal care, the one set in easy temperament was neglected (and/or wrongly positioned) the most.

**Cranky:** In 72 hours (3 days) Baby would have required care about 42 times. The student could have up to one minute responding to each request and Baby would record no neglect. Since only 42 minutes of the 58 minutes recorded are allowable, there were at least 16 minutes of neglect and/or wrong positioning time.

16

**Normal:** In 72 hours Baby would have required care about 23 times. This results in only 23 minutes of allowable crying time in responding. The remaining balance of the 58 minutes, or 35 minutes, is due to neglect and/or wrong positioning.

35

**Easy:** In 72 hours Baby would have required care about 16 times. Subtracting the allowable 16 minutes of crying time tells you that 42 minutes were due to neglect and/or wrong positioning. This Baby was neglected the most.

42

## Average Number of Care Sessions:

Temperament	Care Sessions in 24 Hours	Care Sessions in 3 Days
Cranky	13 to 15	42
Normal	7 to 8	23
Easy	5 to 6	16

## Maintenance & Repair

Never immerse Baby in water, even after removing the electronics box. Baby wipes work best for simulating a bath.

Never place Baby on newsprint or on new, unwashed clothing. The inks and dyes can stain the vinyl. If the vinyl becomes discolored after multiple uses, remove the electronics box and scrub the body with a mildly abrasive scrubbing pad. Many stains are impossible to remove and prevention should always be stressed. For stubborn stains, smear the body with petroleum jelly, place it in a warm, sunny area for several hours, and wipe it off with a damp cloth. Some brands of acne cleansing pads, hair spray, or nail polish remover may help remove tough stains, but these can also remove paint from Baby's face and hair.

If the body joints become dry and stiff, place a small amount of Realityworks joint lubricant in the joint and rotate. This will prevent tearing caused by dry joints. The tube contains enough lubricant for about 25 Babies.

Storing Baby wrapped in a receiving blanket or protective bag will protect the paint on Baby's face and hair.

Baby's clothing is not flame retardant and should not be worn by real infants.

Replacement wristbands, birth certificates, care keys, metal keys, additional Program Materials, joint lubricant, and other supplies are available from Realityworks. Call 1.800.830.1416 for information on cost and availability.

You *must* receive a return authorization number before returning a product for repair. Please call 1.800.830.1416 to reach your product consultant.

**There will be an additional charge for products returned without an authorization number.**

The Realityworks infant simulator has a one-year warranty.

If you experience any problems or have questions about your infant simulator, please call 1.800.830.1416 weekdays between 8 a.m. and 5 p.m., Central Time.

Repairs needed because of improper use or deliberate vandalism are not covered by this warranty. However, repair service is available for a reasonable charge.

If possible, ship infant simulators in their original packaging. The plastic bag will protect the paint on Baby's face and hair, and the original box will minimize shifting of the infant simulator during shipment.

# TROUBLESHOOTING GUIDE

- *I have an older generation of Baby. Is it possible to swap electronics boxes between generations?*

Generation 4 and Generation 5 electronics boxes are interchangeable. Older models are not. The Generation 4 and Generation 5 electronics boxes are tan. Older generations are black.

- *How do I know if I have a Generation 4 electronics box or a Generation 5 electronics box?*

A Generation 4 electronics box has three triangle lights-green, yellow, and red. A Generation 5 electronics box has four triangle lights-orange, green, yellow, and red.

- *Every time I replace the batteries or turn the electronics box on, the following numbers flash on the readout: 00, 11, 22, and so on. What does this mean?*

This means that if the temperament switches are all set to "On," your electronics box is set to the diagnostics mode. Change the switch settings and press the recall/reset button until all four of the triangles light simultaneously to clear the diagnostics routine from memory.

- *I hit the recall/ reset button, but the numbers didn't clear.*

In order to reset the memory, press, and hold the recall/reset button until all four triangle lights are lit up.

- *The yellow arrow says zero for neglect events, but there are 16 minutes of crying time. How is this possible?*

Every second of crying time due to improper positioning, neglect, and crying for care is recorded. Head support event crying exceeding 60 seconds is also considered neglect and is included in total crying time.

- *I installed the batteries and tested the crying. Everything seemed to be working, but now it won't do anything at all. What's wrong?*

An automatic shutdown will occur if the electronics box is not placed in Baby's back within five minutes of activating. If you placed the box in Baby and it stopped, it may be installed upside down. Open the

electronics box, then press, and hold the recall/rest button until all four triangle lights are lit up.

- *One of the students pulled the head and neck off of the RHS Baby. Can I glue it back on?*

No, it is best to call a Customer Service Representative for a repair as the wires inside may have been disconnected as well.

- *The student brought the Baby back and I think the batteries are low. Is there any way to retrieve the care information up until that point in time?*

Baby will shut down if the battery power is too low. As with the automatic shutdown, the display will let you know the Total Simulation Time and display Baby's memory until the shutdown occurred. You should leave batteries in and press the recall button once to retrieve information. Do not remove the batteries or you will lose all of the information stored in Baby.

- *I am allergic to latex. Do your Babies contain latex?*

No. Our Babies do not contain latex.

- *What is the best way to clean my Baby?*

To remove dirt stains, you may use one of the following:

- Rubbing alcohol
- Baby oil
- Baking soda paste

**CAUTION:** Care needs to be taken when removing stains on or near painted areas of the face and hair as it may remove the painted areas.

Baby's skin stains easily. It soaks up inks and dyes. Things to keep from contact with Baby are:

- Newsprint and other printed material
- New, unwashed clothing-especially jeans, sweatshirts, and fleece
- Pens and markers
- Car seat covers-wash them first!

- *How do I send my Baby in for repair?*

Please send an e-mail to [productsupport@realityworks.com](mailto:productsupport@realityworks.com) or call 1.800.830.1416 to speak to a Product Support Technician.

