

Baby is Not Responding to the ID

Purpose

Students are saying that the Baby is not responding to their ID. There are ways that you can verify if the Baby is responding to the ID, and ways that you can verify the function of the ID.

Prerequisites

- Control Center
- Most recent student report
- Baby charged or charging
- ID's – The assigned ID and a random ID
- Accessories

Steps to Perform

1. Check the simulation data
 - a. Look at the Proper Care portion of the simulation report and compare the total number of requested care events to the total number of times the Baby responded to the ID.
 - b. If the number of times the Baby responded to the ID is greater than or equal to the total number of requested care events then the ID is responding just fine.

Proper Care		
Rock	15/15	100%
Diaper	24/25	96%
Burp	25/26	96%
Feed	33/37	89%
Average	97/103	94%
ID1 was used 109 times, ID2 was used 0 times		

2. Test the Baby and the ID – If there are fewer IDs than requested care events on the simulation report
 - a. Run a demonstration and use multiple IDs
 - i. Baby responds to any ID in a demo – Baby MUST be unplugged from the charger
 1. If the Baby does not respond to the programmed ID, but responds to other IDs then the programmed ID is bad.
 2. If Baby responds fine to all IDs, test the Baby in a simulation
 3. If Baby does not respond to any ID, contact Product Support
 - b. Run a simulation and program two IDs
 - i. Program the Babies for at least an hour
 - ii. Compare the total number of requested care events and the total number of times the Baby responded to the ID in the simulation report.

Tips when using the ID

1. Make sure the ID is being placed properly in the four locations

- Below the battery compartment
- Above the battery compartment
- Inch below the bellybutton
- Front right shoulder



2. Hold the ID two inches or closer
3. Hold the ID still, do not move it around
4. Patience, it can take an excess of 10 seconds for the ID to respond
5. Remember, it is easy to not hear the chime in noisy environments, or if there are multiple distractions

For additional assistance and video tutorials visit our website:

www.realityworks.com/support/