

Baby Battery Maintenance

Important storage and charging advice for optimizing Baby's battery life:

- Baby should be charged overnight, then unplugged.
- Baby should be charged for a few hours at least once every three months if stored for very long periods of time.
- Baby should NOT be left plugged in for extended periods of time (longer than one month).
- Baby should be stored indoors, in the plastic bag, for optimum conditions. If this isn't possible, every attempt should be made to keep Baby dry and clean.
- If Baby is stored in a very cold or very hot environment, allow 24 hours for Baby to adjust to a moderate temperature before use.
- Dramatic changes in temperature can cause water condensation inside Baby. Allow time for the condensation to evaporate before use.

Failure to follow this advice may result in diminished charging capability!

How Old Are My Batteries?

Purpose

To determine the age of the batteries (orange and white batteries were released in 2016).

Prerequisites

- Baby
- Battery cover key
- Phillips head screwdriver

Steps to Perform

1. Remove the battery cover.



2. Remove the two screws.



- Remove the battery pack from the tray and locate the large sticker on the packaging. You may need to cut the standard zip ties to turn the battery around. Note the 049, this is month/year format so the example of 049 is April of 2009.



How to Calibrate Batteries?

Purpose

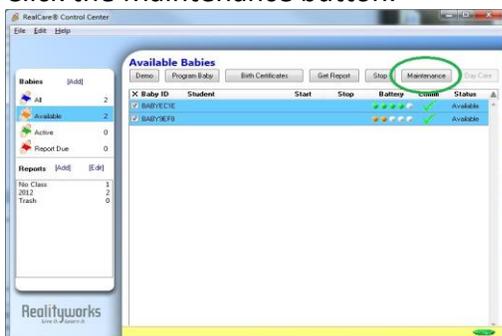
Weak batteries take less time to fully discharge starting from a full charge. Calibrate Battery checks Baby's battery module in a fast discharge mode and compares the discharge time to normal batteries.

Prerequisites

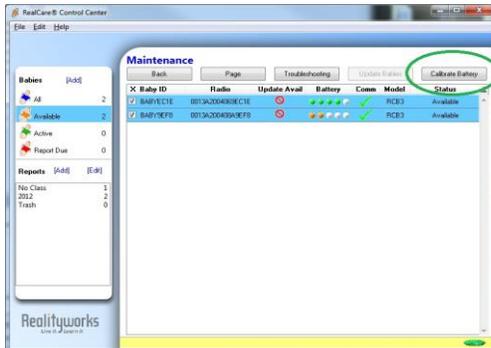
- The Baby must be within 20 feet of the Communication Device
- The red light on the back of the Baby must be solid or flashing
- The Control Center must be open, and make sure the communication device icon at the bottom right corner is green 
- There needs to be a green checkmark under "Comm" 

Steps to Perform

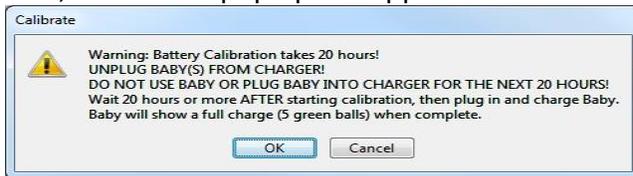
- Baby must be plugged into charger for at least 4 hours before running Calibrate!
- Unplug Baby from charger** after at least 4 hours of charging.
- On Control Center Software, select Baby or Babies you wish to calibrate in the Available Baby window by clicking the box to the left of Baby ID.
- Click the Maintenance button.



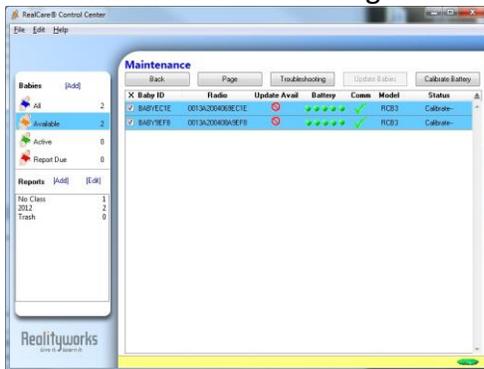
5. Click the Calibrate button.



6. Next, a Calibrate pop up will appear. Click OK.



7. The Status column will change from Available to Calibrate.



8. DO NOT USE BABY OR PLUG BABY INTO A CHARGER FOR THE NEXT 20 HOURS. After Baby has sat off the charger for 20 hours or more, plug Baby into charger and charge overnight. Baby should show a full charge when done.

Read Calibrate Battery Result

- Calibrate Battery completely discharges Baby’s battery, so plug Baby into the charger.
- At the Maintenance screen, position the mouse pointer over the Baby battery dots.
- Read the result at the bottom of the window.

Maintenance

Maintenance									
Back		Page		Troubleshooting		Update Babies		Calibrate Battery	
X Baby ID	Radio	Update Avail	Battery	Comm	Status				
<input checked="" type="checkbox"/> BABYBAB8	0013A2004008BA8B				Available				
<input checked="" type="checkbox"/> BABYB9ED	0013A2004008B9ED				Available				

Battery power 100% of new

How to Reset the Battery Level in Control Center?

Purpose

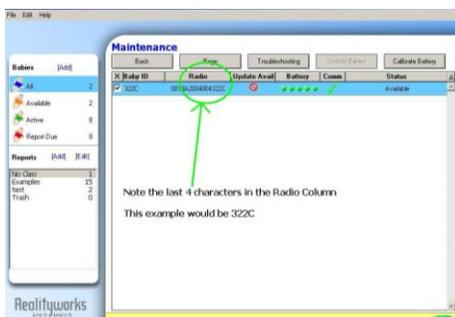
If you charge Baby overnight, unplug it from the charger, and the red LED still flashes, indicating a less than 50% charge, or Control Center Software shows less than 100% charge, Baby may be fully charged, but is reporting the battery level incorrectly.

Prerequisites

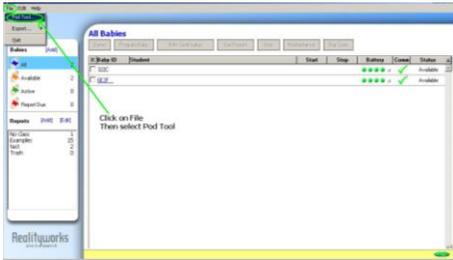
- The Baby must be within 20 feet of the Communication Device
- The red light on the back of the Baby must be solid or flashing
- The Control Center must be open, and make sure the communication device icon at the bottom right corner is green
- There needs to be a green checkmark under "Comm"
- Instructor Key

Steps to Perform for RealCare Baby 3

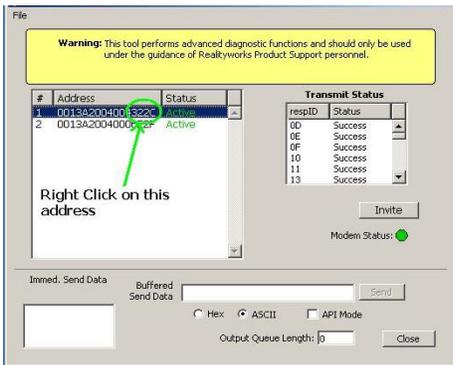
1. Select Baby from the Available Babies screen. Select Maintenance and write down the last 4 integers in the Radio column.



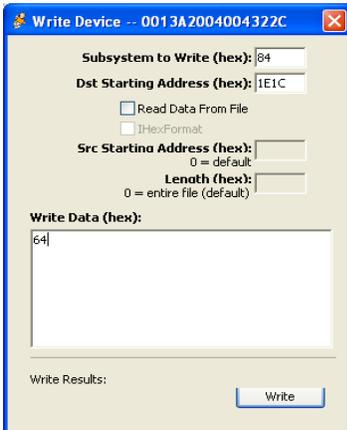
2. In the Upper Left-Hand Corner of Control Center, select File and then Pod Tool.



3. In the list on the Pod Tool, select the radio signature that matches the one you wrote down, then right click and select Write Device. The Write Device window should open.



4. In the Write Device windows type the following:
 - a. Subsystem to Write (hex): 84
 - b. Dst Starting Address (hex): 1E1C
 - c. Write Data (hex): 64



5. Click Write in the bottom right corner.

If the red light is still flashing, remove the Baby's battery cover and press down on the black reset button for 5 seconds and release. Close and reopen Control Center.

To Purchase Replacement Battery Kits or Request a Quote:

Battery Replacement Kit item #10040622 for \$155 per Baby

Call: 800.830.1416 option 1

Fax: 715.830.2050

Email Orders to: orders@realityworks.com

Battery Replacement Instructions:

Purpose

Use the following instructions to remove and replace the RealCare Baby batteries attached to the electronics assembly. View the corresponding support video at: <http://www.realityworks.com/battery-replacement/>.

Prerequisites

- The RealCare Baby Battery Replacement Kit contains:
 - Batteries
 - Screwdriver
 - Zip Ties
 - Screws
- RealCare Baby
- Instructor Key
- Cutting Utensil

Steps to Perform for Removing Batteries

1. Remove the back cover by inserting the RealCare Instructor Key into the keyhole, press down and turn 90 degrees counter-clockwise.



2. Remove two phillips-head screws and remove the module by pulling straight out.



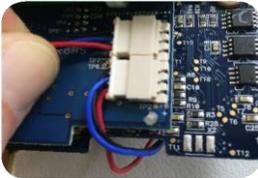
3. Cut all the battery wires near the battery end.



4. Cut all four zip ties, remove and discard.



5. Disconnect the two battery connectors by pulling on the wires. ***Properly dispose of old batteries or return them to Realityworks.***



Steps to Perform for Installing New Batteries

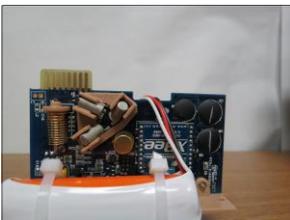
6. Plug in the two replacement batteries. Plug the battery connectors fully in the sockets.



7. Fasten connector side battery with two zip ties. Pull the zip ties tight and cut off the excess. Rotate the buckles to the bottom.



8. Zip tie second battery in place with wires going through the board gap. Pull the zip ties tight and cut off the excess. Rotate the buckles to the bottom.



9. Line up the edge of the electronics assembly with the middle slots in the plastic tray. The assembly will slide in freely if aligned properly. The cutaway faces towards the Baby's feet. **DO NOT USE FORCE** while sliding the electronics assembly into the tray.



10. Secure the electronics assembly with two screws. Replace the back cover by inserting the Instructor Key, pressing down and turning 90 degrees clockwise.
11. Fully charge new batteries before use.

For additional assistance and video tutorials visit our website:

www.realityworks.com/support/