

My product isn't working properly. How to run the RealCare Baby Troubleshooting Test.

Purpose

The troubleshooting test will help you identify if a specific function or item of clothing is operating properly.

Prerequisites

Retrieve any Report Data prior to performing this test. You will lose the data if you try to retrieve it after the test.

- The Baby must be within 20 feet of the Communication Adapter
- 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 Adapter icon at the bottom right corner is green 
- Baby needs to have a green wireless indicator under "Comm" 
- Bottle
- Diapers (green and yellow sensor)
- Paper clip
- Optional for RealCare 3 Baby
 - Outfit top and bottom
 - Outerwear
 - Sleeper
 - Bodysuit
 - Car seat

Steps to Perform

1. Remove Baby's diaper and all clothing before starting the Troubleshooting test.
2. Unplug Baby from the charger or Baby may not respond to ID or diaper sensors.
3. Select Baby in Available Window on Control Center Software by clicking in the small box to the left of Baby's Name (BabyID)
4. Click on Maintenance Button, then click on Troubleshooting.
5. Select Start Test, screen should clear of all check marks. Baby should chime once.
6. After a few seconds, Baby will COO. If you touch Baby or pick it up, it will COUGH.

7. Perform the following tests in any order. You can test every function, or only those functions you are concerned about. You can click Stop Test at any time to end test.

Function Being Tested and Item that Should Check on Troubleshooting Screen	Action Required by You to Complete Test	Baby's Response If Passing the Test
Memory CS	None (automatic)	COO
Temperature Temp	None (automatic)	
Motion	Move Baby (any movement is sufficient)	COUGH
Position Mov	Hold Baby upside down (by one foot)	Two Chimes
Feeding Btl	Bring bottle to Baby's mouth	One Chime
Neck Forward Nf	Shove Baby's head forward	Baby ME-OWs
Neck Backward Nb	Shove Baby's head backward	Two ME-OWs
Rough Handling RH	Lift up Baby's left arm, use the side of your fist and strike Baby above its left hip.	Three ME-OWs
Green Diaper Grn	Place green patch diaper on Baby	One Chime

Yellow Diaper Yel	Place yellow patch diaper on Baby	One Chime
Wireless ID ID	Hold ID between shoulder blades on back of Baby	One Chime
Emergency Stop ES	Push Emergency Stop button on Baby's back – just above red light - with paper clip or pen cap	Hold for One Chime
Optional Testing - Outfits and Car Seat		
Outfit Top OT	Place Outfit Top one inch below bellybutton	One Chime
Outfit Bottom OB	Place Outfit Bottom one inch below bellybutton	One Chime
Bodysuit Bd	Place Bodysuit one inch below bellybutton	One Chime
Sleeper Sl	Place Sleeper one inch below bellybutton	One Chime
Outerwear Ow	Place Outerwear one inch below bellybutton	One Chime
Car Seat Ca	Place Baby in Car Seat	One Chime
ALL TESTS COMPLETED	If you test everything and Baby completes all tests successfully, it should COO.	COO

Tests will check off on the Troubleshooting screen as they pass. Any not checked should be retested or considered Failed. Click Stop Test when testing is completed.

For additional assistance and video tutorials visit our website:

www.realityworks.com/support/