

RealCare Baby Version 3.9 Firmware Update

Manually Updating the Firmware for RealCare Baby version 3.9

The following instructions will walk you through manually updating the firmware for RealCare Baby.

Materials Needed

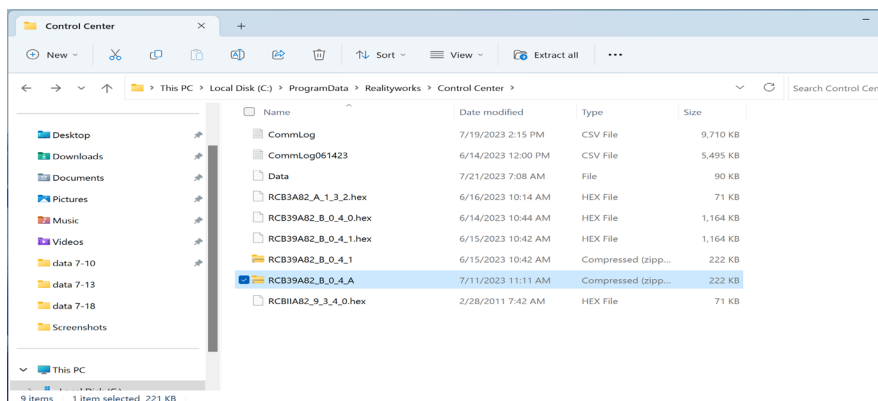
- Computer with the current version of the Control Center Software installed
- Administrative access to copy and paste files on the computer running the Control Center Software
- The .zip update file
- RealCare Babies within communication range of the computer

Steps to Perform

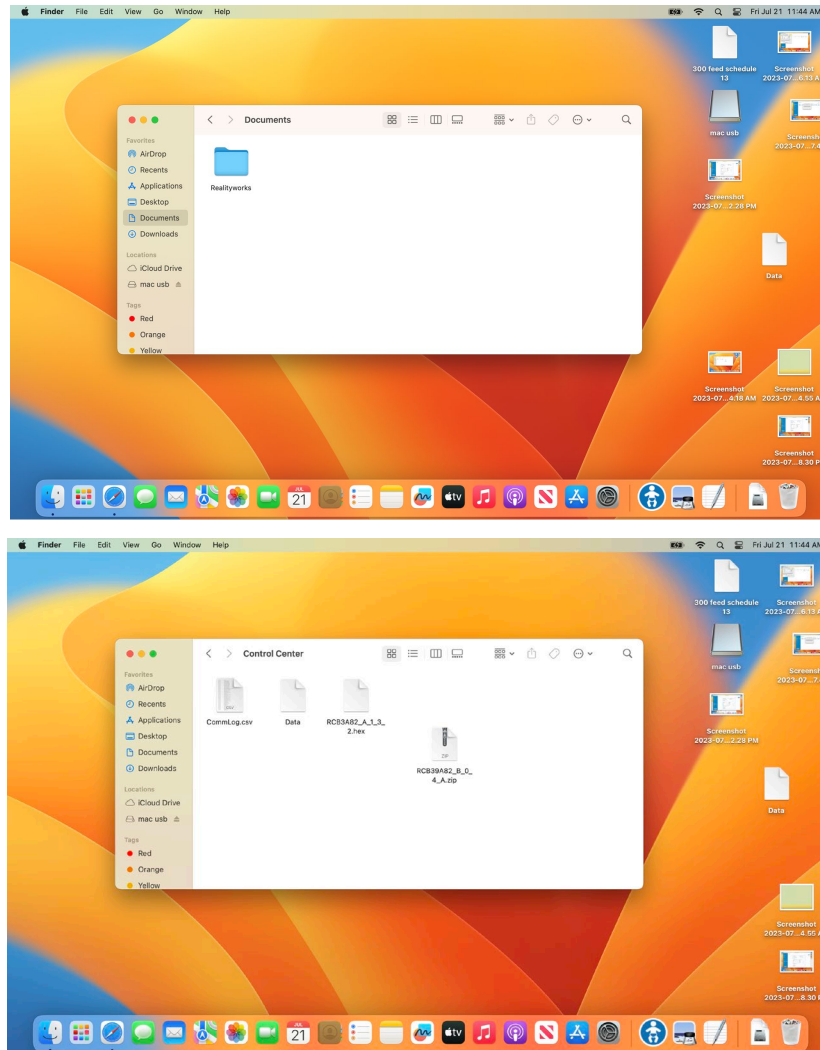
1. Download and install the latest version of Control Center Software found at this link:
<https://www.realityworks.com/knowledge-base/realcare-baby-control-center/>
2. Download the .zip update file for version 3.9 RealCare Babies found at this link:
[http://update.realityworks.com/HostUpdates.php?dev=RCB39&p=M&l=en&subsys\[82\]=B.0.0.0](http://update.realityworks.com/HostUpdates.php?dev=RCB39&p=M&l=en&subsys[82]=B.0.0.0)

Note: DO NOT unzip this file as you'll copy and paste it into the Control Center Software as is.

3. With the Control Center Software closed, copy and paste the .zip update file into one of the locations below. The location varies depending on if you are using a Windows or Apple computer, and some locations may be hidden.
 - a. **Windows:** c:\programdata\realityworks\control center\

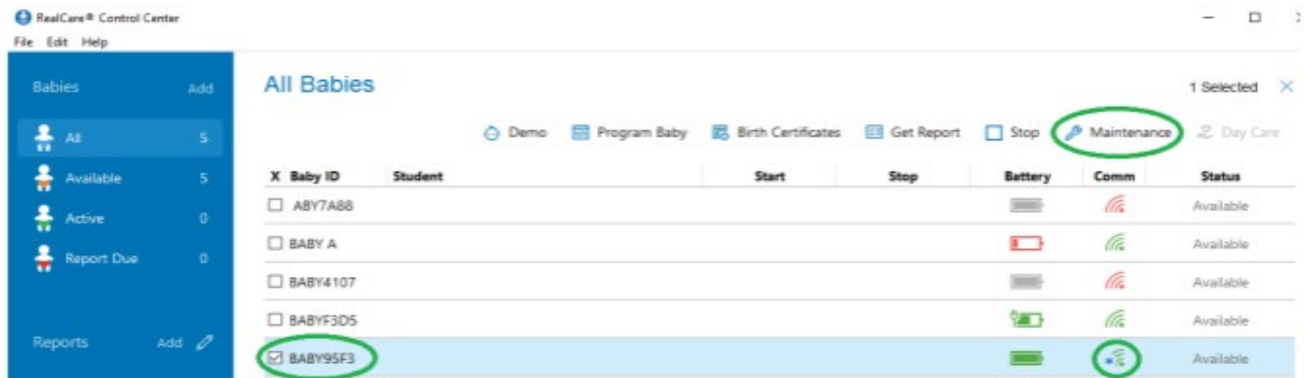


b. Apple/MAC: (user) - documents folder – Realityworks – control center

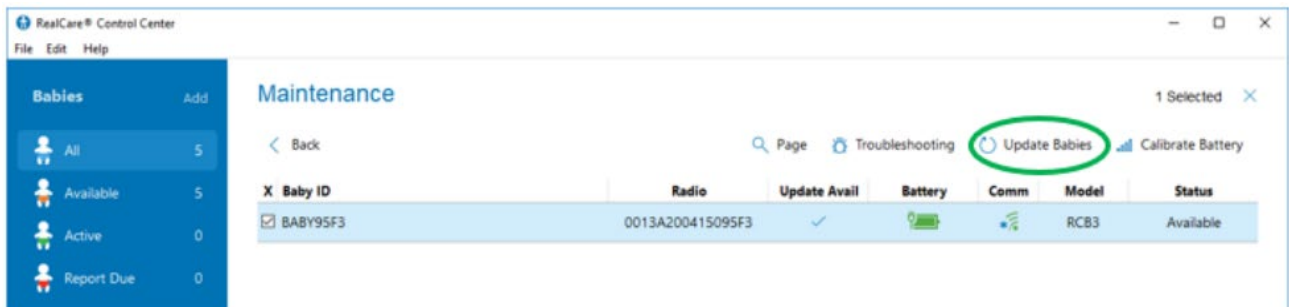


4. Once the .zip update file is in place, open the Control Center Software.
5. Connect all Babies to a charger. **Babies must be connected to the charger during the entire update process.**

6. Some of your Babies will have an asterisk next to their green communication symbols, indicating a firmware update is available for those Babies. Select the Babies with this asterisk and then click **Maintenance**.



7. Click **Update Babies**.



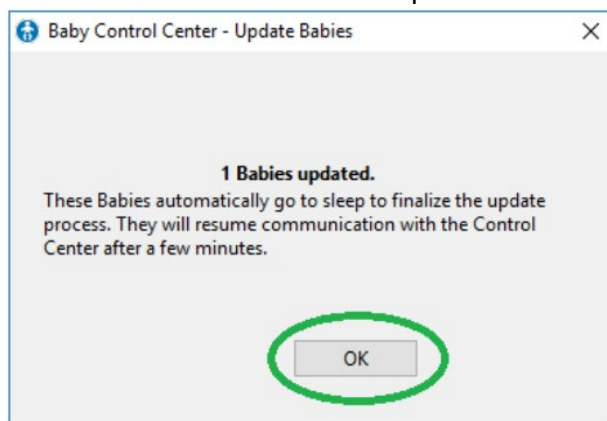
8. An instruction box appears. Click **OK**.



9. The *Update Babies* window will show the status of each Baby as the update process runs. The update process continues until every selected Baby is updated. Babies that temporarily fail are automatically retried until successful.



10. When the update is complete, an instruction box will appear. Click **OK**, and the Baby will reset communication to finalize the update.



Important notes:

- Each Baby can take over 35 minutes to update. The process is best run over a weekend if you have many Babies.
- After the update, if the status of the Baby does not display as Available, go to the *All Baby* screen, select the Baby, and click **Stop**. The Baby's status will return to Available.

For additional assistance and video tutorials visit our website:

www.realityworks.com/support/