My product isn’t working. Battery issues – Baby keeps going into regular battery shutdowns.

Causes

- Improper battery charging – For best results plug Baby into charger the night before the simulation. Leave the Baby plugged in all night long and unplug the morning of the simulation, or when the caregiver picks up the Baby.
- Age of batteries – older batteries can show a full charge, but due to the age they could be too old to hold the charge for an entire simulation.
- Babies using older version of firmware - If there is an * next to the green communication indicator, then the Baby is using older version of firmware. Updating the firmware will help improve on battery performance.

Prerequisites

- Make sure you are using the most recent version of Control Center.
  - Click “Help” at the top left corner of the Control Center, scroll down and click “About”.
    - If the version is below 4.4, click “Help” again, scroll down and click “Check for Update”, close the Control Center and click “Download”
- The Baby must be within 20 feet of the Control Center
- 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 at the bottom right corner is green
- There needs to be a green checkmark under “Comm”
- Baby must be plugged into the charger

Steps to Perform

1. Connect all Babies for Updating to a charger. **Babies must be connected to the charger during the entire Update process.**
2. At the All Baby screen, select the Baby with an asterisk next to the checkmark in the Comm column. Then click Maintenance
3. Click Update Babies

4. An instruction box appears. Click OK.

Please have Babies plugged into battery charger for this update

This update takes at least 30 minutes per Baby. It runs until the selected Babies are completed. If any Baby is out of range, this update runs until the user cancels it. The user may cancel at any time without harm.

[OK]  [Cancel]
5. The Update Babies window will show the status of each Baby as the Update process runs.

![Image of Baby Control Center - Update Babies window showing 3% update progress]

6. The Update process continues until every selected Baby is Updated. Babies that temporarily fail are retried until successful.

7. When Update is completed, click “OK” and the Baby will go to sleep and will stop communicating for a few minutes until the Update has finalized.

![Image of Baby Control Center - Update Babies window showing that 1 Babies have been updated]

These Babies automatically go to sleep to finalize the update process. They will resume communication with the Control Center after a few minutes.

![Image of OK button highlighted in green]
8. When the Baby resumes communication the checkmark under “Update Available” and the * under “Comm” will have disappeared.

9. Charge the Baby overnight and send out for another simulation.

If the Baby still goes into a battery shutdown, or if the Baby’s firmware has already been updated try running a calibration.

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**

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

![Image of the Maintenance window]

5. Click Calibrate button.

![Image of the Calibrate window]

6. The Condition window will pop up with the following information:

![Image of the Calibrate warning]

7. If you are certain all Babies being Calibrated are unplugged from the chargers, click OK.
8. The Status column will change from Available status to Calibrate--.

9. **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.

10. If you need to stop calibration process early, click the Stop Button. Baby will become Available. No harm will be caused to Baby by stopping the calibrate process before it is completed.

**Read Calibrate Battery Result**
*This must be done IMMEDIATELY following a calibration*

- 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.

Battery power 100% of new

Contact Product Support if Baby continues to have regular battery shutdowns.
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!

For additional assistance and video tutorials visit our website:
www.realityworks.com/support/