

## 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 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 
- 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<br><b>CS</b>                                                        | None (automatic)                                                                       | COO                                 |
| Temperature<br><b>Temp</b>                                                 | None (automatic)                                                                       |                                     |
| Motion                                                                     | Move Baby (any movement is sufficient)                                                 | COUGH                               |
| Position<br><b>Mov</b>                                                     | Hold Baby upside down (by one foot)                                                    | Two Chimes                          |
| Feeding<br><b>Btl</b>                                                      | Bring bottle to Baby's mouth                                                           | One Chime                           |
| Neck Forward<br><b>Nf</b>                                                  | Shove Baby's head forward                                                              | Baby ME-OWs                         |
| Neck Backward<br><b>Nb</b>                                                 | Shove Baby's head backward                                                             | Two ME-OWs                          |
| Rough Handling<br><b>RH</b>                                                | Lift up Baby's left arm, use the side of your fist and strike Baby above its left hip. | Three ME-OWs                        |
| Green Diaper<br><b>Grn</b>                                                 | Place green patch diaper on Baby                                                       | One Chime                           |

|                                              |                                                                                               |                    |
|----------------------------------------------|-----------------------------------------------------------------------------------------------|--------------------|
| Yellow Diaper<br><b>Yel</b>                  | Place yellow patch diaper on Baby                                                             | One Chime          |
| Wireless<br>ID <b>ID</b>                     | Hold ID between shoulder blades on back of Baby                                               | One Chime          |
| Emergency Stop<br><b>ES</b>                  | Push Emergency Stop button on Baby's back – just above red light - with paper clip or pen cap | Hold for One Chime |
| <b>RCB3 Baby Only - Outfits and Car Seat</b> |                                                                                               |                    |
| Outfit Top<br><b>OT</b>                      | Place Outfit Top one inch below bellybutton                                                   | One Chime          |
| Outfit Bottom<br><b>OB</b>                   | Place Outfit Bottom one inch below bellybutton                                                | One Chime          |
| Bodysuit<br><b>Bd</b>                        | Place Bodysuit one inch below bellybutton                                                     | One Chime          |
| Sleeper <b>Sl</b>                            | Place Sleeper one inch below bellybutton                                                      | One Chime          |
| Outerwear<br><b>Ow</b>                       | Place Outerwear one inch below bellybutton                                                    | One Chime          |
| Car Seat <b>Ca</b>                           | 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/](http://www.realityworks.com/support/)