



My product isn't working. Battery issues – Baby will not charge beyond half charge.

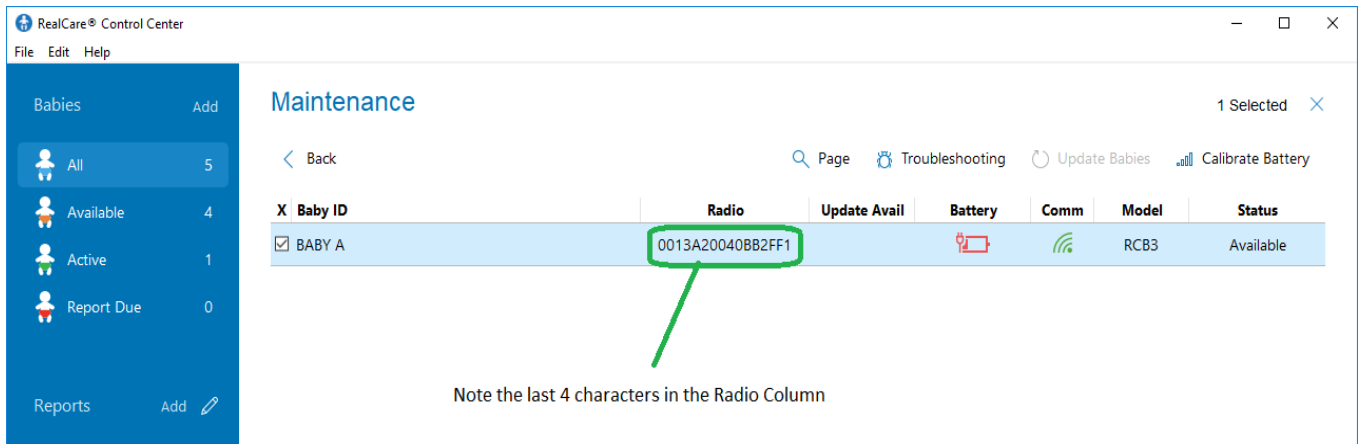
If you charge Baby overnight, unplug it from the charger, and the red LED still flashes, indicating a less than 50% charge, or Control Center Software shows less than 100% charge, Baby may be fully charged, but is reporting the battery level incorrectly.

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

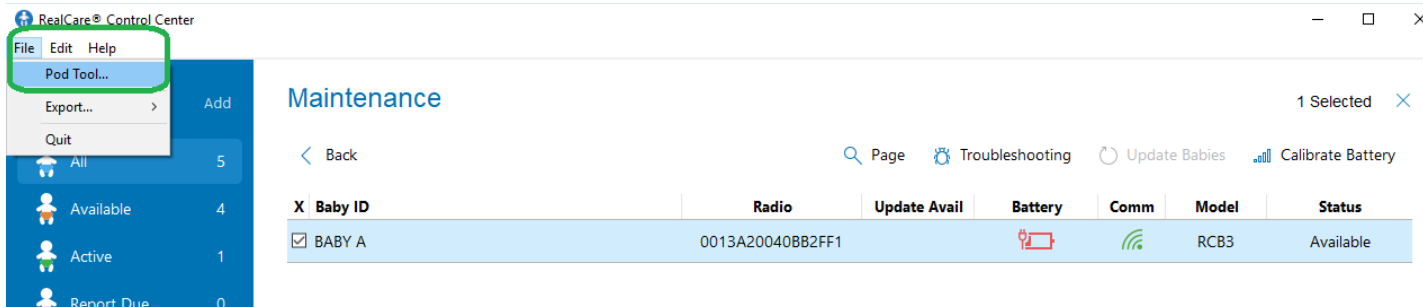
Steps to Perform for RealCare Baby 3

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

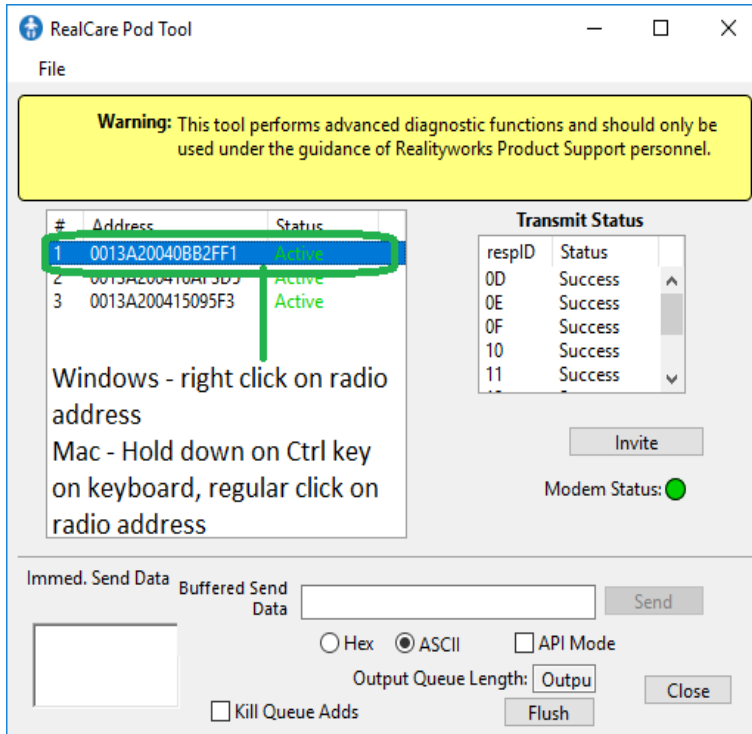


Note the last 4 characters in the Radio Column

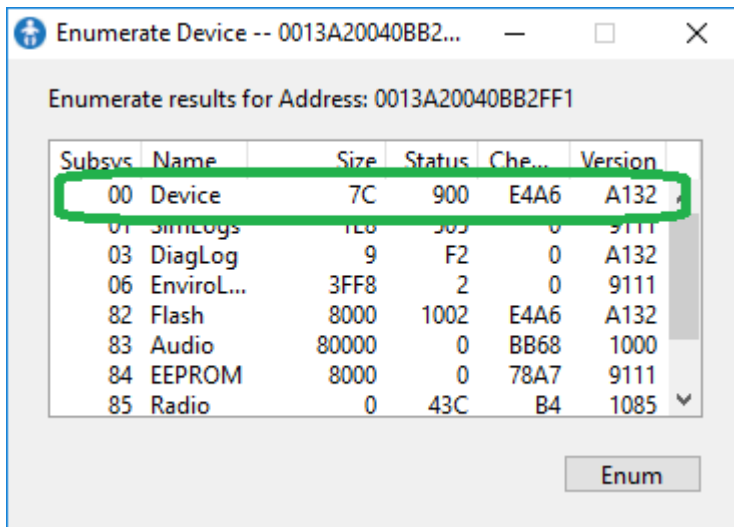
2. In the Upper Left-Hand Corner of Control Center, select File and then Pod Tool.



- In the list on the Pod Tool, select the radio signature that matches the one you wrote down, then right click and select Enumerate Device.



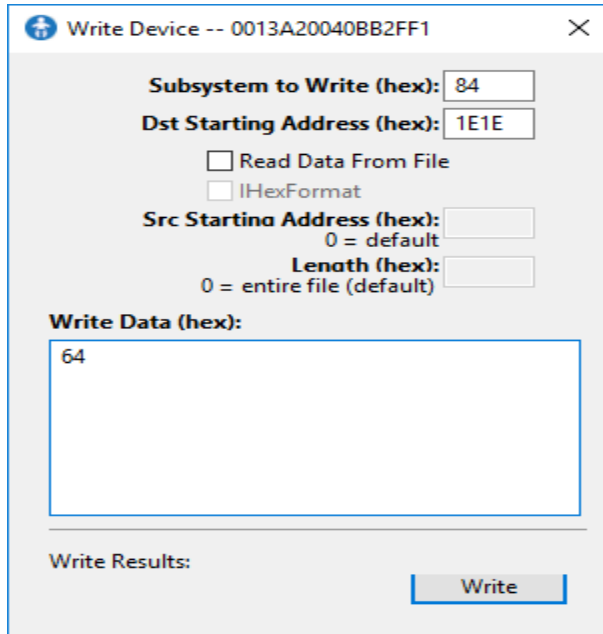
- Click Enum at the bottom right corner. Look at the top row, begins with “00 Device” and verify number on the far-right side under Version – it will say either A118, A132, or B02E



- Close the Enumerate Device window, right click again on the same radio address, scroll down and click “Write Device”. The Write Device window should open.

- In the Write Device windows type the following:

- a. Subsystem to Write (hex): 84
- b. Dst Starting Address (hex):
 - i. For version A118 Dst Starting Address (hex): 1E1C
 - ii. For version A132 Dst Starting Address (hex): 1E1E
 - iii. For version B02E Dst Starting Address (hex): 1E8F
- c. Write Data (hex): 64



7. 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. Red light should be solid. Close and reopen Control Center and Baby should report 5 green battery dots in a minute.
 - If there is no change, try deleting the Baby from the Control Center and then re-add.
 - Contact Product Support if there is still no change in the battery indicator.

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/