How to Resolve Communication Problems

Purpose

If RealCare Baby is no longer communicating with Control Center Software 🚫 there are multiple steps to take to determine what exactly is causing the Baby to stop communicating.

Prerequisites

In order for the Baby to communicate with the Control Center you have to make sure that you meet all the following criteria.

- Babies must be in the room
- The red light on the back of the Baby must be on (solid or flashing)
- The yellow light on the back of the Baby must be off (occasional flicker once every 15-20 seconds)
- The communication device icon at the bottom right corner of the Control Center must be green

Steps to Perform

1. The Baby must be in the room with the Control Center.

   - If not, move Baby to within a few feet of the Communications Device, it may begin communicating and/or download any report data at that time.

2. The red light on the back of the Baby must be on either solid or flashing.

   - If the red light is off then the batteries are dead. The batteries must have power in order for the Baby to communicate. Plug the Baby into the charger and if the red light turns on then the Baby should communicate shortly.

3. The yellow light on the back of the Baby must be off (occasional flicker once every 15-20 seconds).
   - If the yellow light is solid, remove the Baby's battery cover and press down on the black reset button for the count of 10.
   - Release the button and the yellow light should return to normal and the Baby should start to communicate shortly.

4. The communication device icon at the bottom right corner of the Control Center must be green .

   - If it's red , close the Control Center, unplug the USB cable, wait 5 seconds and then plug into a different USB port.

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1. Contact Product Support if you still get the "Unable to detect the presence…" message.
- If it's yellow , close out of the Control Center, wait 5 seconds and open the Control Center.
  1. Contact Product Support if there are still commands pending and you are unable to communicate after a few minutes of restarting.

If the red light on the back of the Baby is on, the yellow light is off, the communication device icon is green and the Baby is still not communicating, then you may just need to reset or re-add the Baby to the Control Center.

Reset Baby

1. Remove the cover from the back of the Baby.
2. Locate the small black button below the charging port.
3. Hold the black button for 5 seconds and then release, the Baby will make no sound during this time.

   At this point see if the Baby is once again communicating.

Adding Baby to Control Center Software

1. Locate the Emergency Stop Switch. It is located right above the lights on the back of Baby. It is a small round opening.


2. Press and hold the Emergency Stop Switch down for 2 chimes in a row and release.

3. The yellow light on the back of Baby should come on and stay on. If it doesn't, repeat Step 2.

4. On the Control Center Software on your computer, click on the Add Babies button.
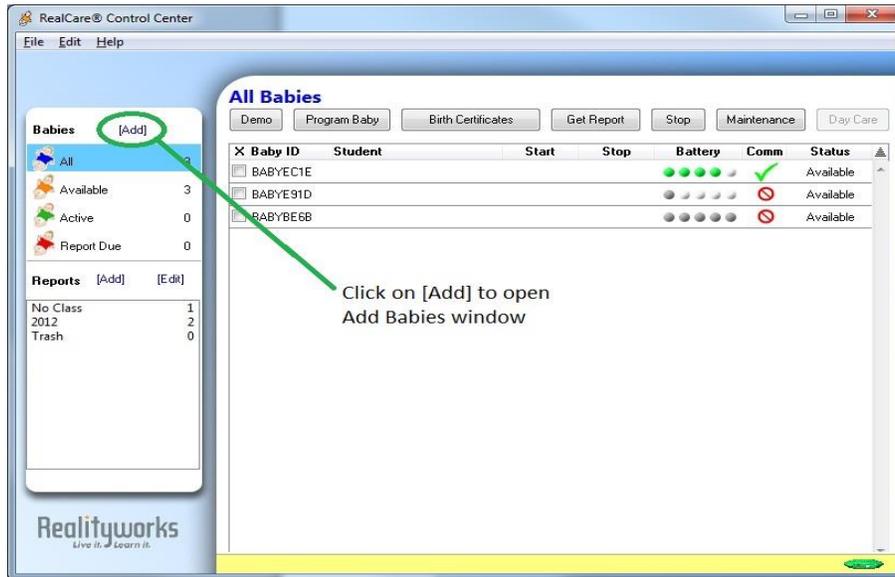
5. Baby should appear and the Status column on the far right side should change to Added.
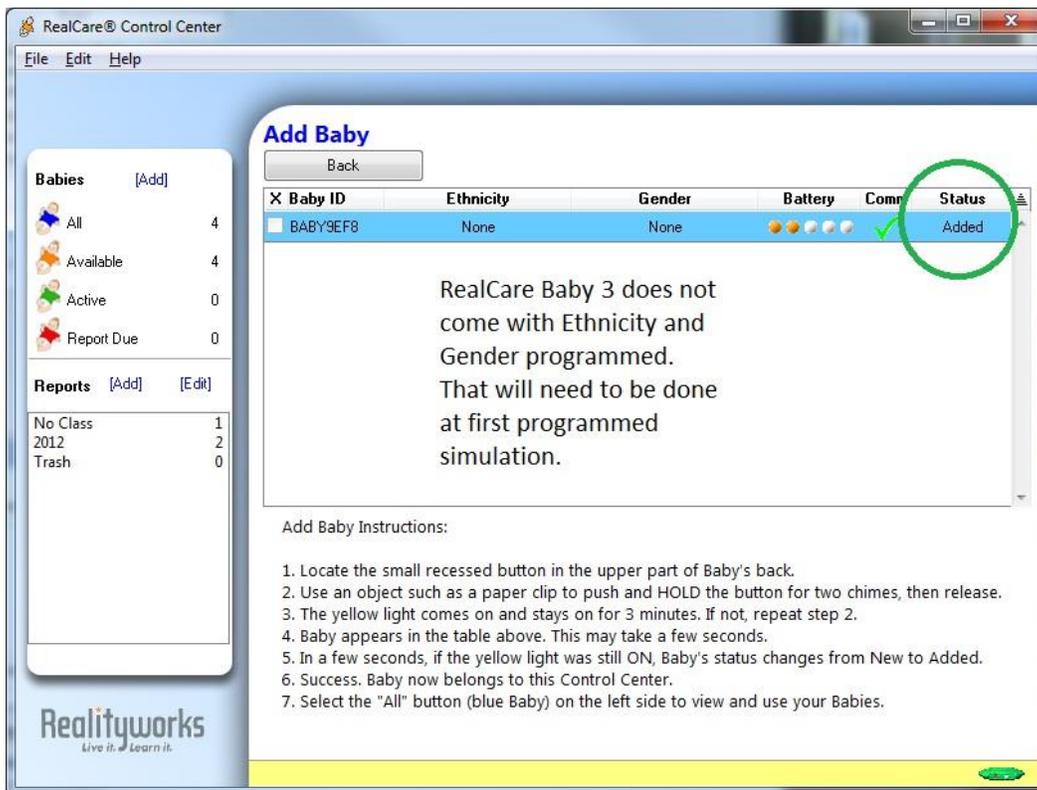
6. Click on the All Babies window and this Baby should appear in the window with a green check mark in the COMM column.
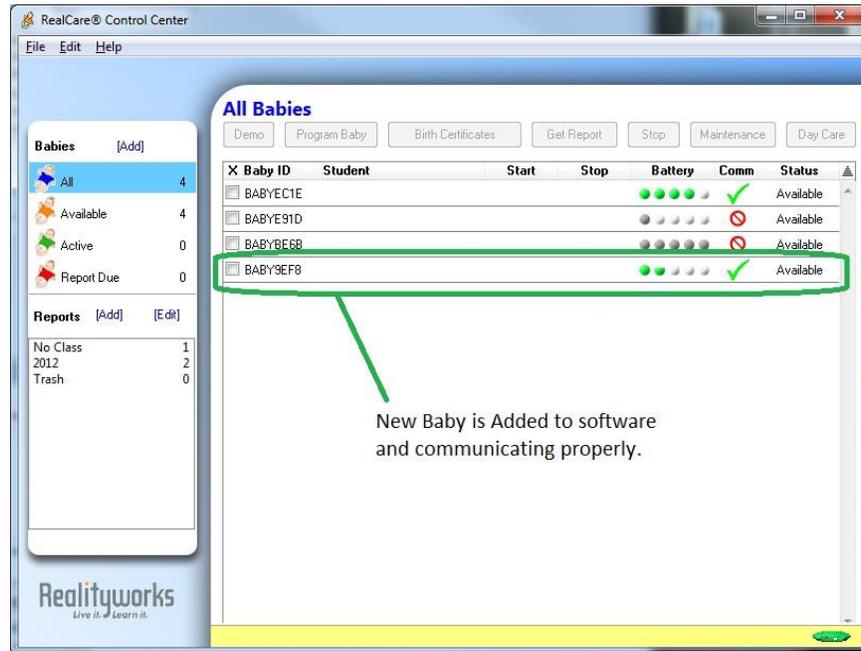
- To test communication, select this Baby in the All Babies window by clicking on the box to the left of the Baby ID. This should highlight the entire row blue.
- Click on the Maintenance Button on the top of the screen.

- In the Maintenance window, click on the Page Button – Baby should COO.
  This indicates communication is working properly on Baby.

- Click on All Babies window, Baby should appear in this window with a green check in the Comm column. Baby should now communicate properly.

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