

What to do if your Computer Crashes

- **Contact your IT Department or Computer Expert**
- If the computer system that Control Center software is installed on has problems or crashes, it may be possible to retrieve the Control Center software database. The file location for the entire database Control Center Software uses should be:

PC - (Prior to Vista)

C:\Documents and Settings\All Users\Application Data\Realityworks\Control Center

PC - Vista

C:\Program Data\Realityworks\Control Center

PC - Windows 7 & 8.1

C:\Programdata\Realityworks\Control Center

Mac OS (something like...)

hd/applications/realityworks/baby control center/Realcare II-plus Control Center

In all cases, the file you are looking for is called:



This one database contains all the information necessary to restore the all the settings, Babies, and Baby Report Data you've previously been using.

If this file can be copied or restored, everything should look exactly the way it was before the computer problem. Babies, their configuration, IDs, Report Data should all be restored.

If you or your IT Department or computer expert have any questions, please contact:

PRODUCT SUPPORT

(800) 830-1416 – Option 2

productsupport@realityworks.com