

My product isn't working. Battery issues – Baby loses all power when unplugged from the charger, or no power when plugged into charger.

Possible causes

- Age of batteries – older batteries may not charge
- Improper battery storage – batteries require regular charging once every 3 months when not in use.
- Improper battery charging

Baby loses all power when unplugged from the charger

- Plug Baby into charger and look at the green light on the back of the Baby.
 - Solid green – batteries are taking a charge.
 - Contact Product Support if green light is solid and ALL lights turn off when the charger is unplugged.
 - Flashing green (longer than 15 minutes) – batteries are NOT charging.
 - Try the battery reseal instructions below.

There are no lights on the Baby when plugged into a charger

- Try a different charger
 - If the lights still do not turn on, try the battery reseal instructions below.

Battery Reseat

Prerequisites

- Baby
- Battery cover key
- Phillips head screwdriver
- Charger

Steps to Take

Battery Reseat Directions:

1. Remove the back cover off Baby with the Instructor Key



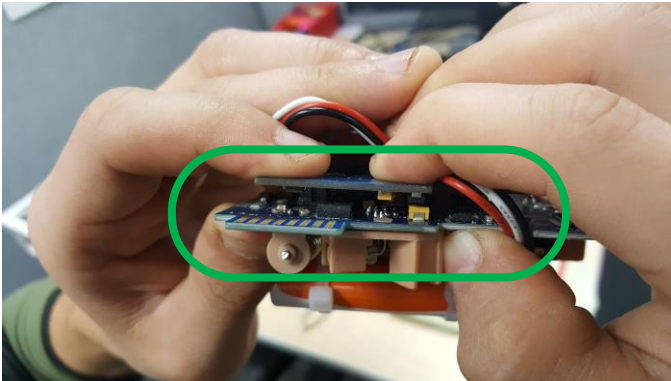
2. With a small Phillips screwdriver, remove 2 screws holding module in. One is above, the other is below the lights.



3. Remove the module by holding the green (or orange and white) batteries.
4. Follow the wires from the batteries to 2 little white plugs.



5. Unplug both for 2 minutes. They may be hard to get out so pull on the wires if you need to.
6. Lightly squeeze the battery control board between your thumb and index fingers.



7. Insert module back into Baby, put the cover back on then plug into charger.
8. Initially red and green lights should start flashing with green going solid (may take up to 45 minutes). Yellow light will flash intermittently.
9. If no lights or green light never goes solid then contact Product Support for next options.

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/