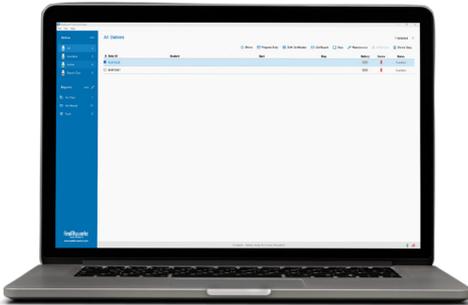# RealCare Baby® 4 Control Center Software
Help Guide

General Information

This section contains information about the Control Center Software program, how to start using the software with RealCare® Babies, how to get assistance using the software, and a list of terms that are used by the software.

The RealCare Control Center software is intended for wireless control of one or more RealCare® Baby infant simulators (referred to as Babies in this guide). It manages parenting simulation programming, displays Baby status, and permits student report download and storage. The Control Center Software communicates with RealCare® Baby 3 and 4.

Program Functions

Control Center software contains all the tools necessary to program Babies for infant care simulations, download student reports, and perform maintenance on Babies. The software assigns the class name, Baby name, student name, Baby gender, start and stop times for the simulation, the simulation care level (easy, medium, or hard), and preset quiet times when Babies will not cry for care. The software downloads and stores simulation reports in a database.

Useful Terms

- **About** – Shows the version number and manufacture date of your Control Center software
- **Active** – A Baby that is actively engaged in an infant care simulation
- **Add** – Screen that allows adding Babies to the All Babies list to establish wireless communication
- **Add a Baby** – Establishes wireless communication between Control Center and the Baby electronics module
- **All Babies Screen** – The default screen displayed when the Control Center software starts; you can see all the Babies connected to the software
- **Available** – Status when Baby is not engaged or scheduled for a simulation
- **Baby ID** – An identification number assigned to an infant simulator
- **Baby List** – Babies contained in the Baby database; displayed on the All Babies screen
- **Car Seat** – RealCare Baby tracks the length of time it has been in a car seat when used with car seat detection tags
- **Caregiver** – Participant assigned to an infant care simulation
- **Caregiver Wristband** – Wristband containing a unique identification disc worn by the person caring for Baby
- **Care Level** – The frequency and length of Baby care requests during the simulation (easy, medium, hard, or random)
- **Charging Station** – DC charger for charging five infant simulators at a time.
- **Child Care** – An option that a facilitator can activate on demand when the participant cannot care for Baby; Baby does not request any care or respond to mishandling when this option is active
- **Class** – The folder name for simulation reports
- **Clipboard** – During the export process, the software copies a graphic file of the active report to a virtual clipboard for pasting into an email message or word processing document
- **Clothing** – Baby can tell what article of clothing it wears and for how long
- **Database** – A list of Babies that have been added to the Control Center software
- **Demo** – Demonstrates each of Baby's care events individually (feeding, burping, rocking, etc.)
- **Electronics Module** – Circuit board assembly with rechargeable batteries that communicates with Control Center and records simulation data
- **End Simulation** – Option that stops the simulation and downloads the final report

- **Gender** – Sex assigned to an infant simulator
- **Get Report** – A Control Center command that allows the user to retrieve and view a simulation report while the simulation is running
- **Host Computer** – The computer containing the Control Center software **Infant**
- **Care Schedule** – Choose from schedules 1-30 (1-15 are for RealCare Baby 3, 16-30 are for RealCare Baby 4)
- **Mishandle** – When the participant does not support Baby's head, roughly handles Baby, places Baby in a wrong position, exposes Baby to a loud noise, or shakes Baby
- **Missed Care** – When Baby requires care and is not cared for within two minutes
- **Page** – Control Center command intended to locate (i.e. "page") a specific Baby by prompting the Baby to coo
- **Pending** – Baby changing from one status to another
- **Print Report** – Sends a simulation report to a printer
- **Program Baby** – Assigns Baby's characteristics, simulation times, and care level
- **Proper Care** – When a participant provides the correct care to Baby
- **Ready** – Status when Baby is programmed for a simulation that has not started yet
- **Report Due** – Status when Baby has finished a simulation but has not downloaded the final report
- **Quiet Times** – Preset periods programmed during the infant care simulation when Baby does not require care, but responds to mishandles
- **Schedule Order** – The mix of care levels assigned to an infant care simulation that can be set to easy, medium, or hard difficulty
- **Single Charger**– DC charger for a single infant simulator
- **Start** – The programmed simulation starting day and time
- **Stop** – The programmed simulation stop day and time
- **Student ID** – Identification number disc given to each participant during a simulation; primary caregiver is ID1 and secondary caregiver is ID2
- **Student Name** – The name of the participant assigned to an infant simulator
- **Talking** – When awake, Baby tracks how much users talk to it
- **Temperature** – Baby can report temperature in either Fahrenheit or Celsius; the temperature reported is internal to Baby and not external temperature
- **Troubleshooting** – Control Center diagnostics that allow the user to verify that Baby's sensors are operating normally
- **Tummy Time** – Baby tracks how much time it spends on its tummy
- **View Report** – View a simulation report on your computer screen

Table of Contents

Getting Started

Adding Babies

When the Control Center software starts, it displays the All Babies screen. The list shows all Babies connected to the software. When you launch the Control Center software for the first time, the database is empty, and Babies must be added. Additional Babies can be added at any time.

1. Click **Add** in the sidebar. The Add Baby screen displays.

2. Follow the Add Baby Instructions on the screen.

3. Click **Back** to return to the All Babies screen.
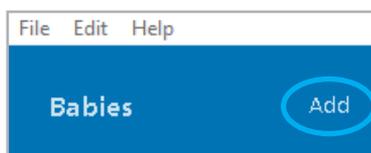
Add Baby Screen Overview

When Control Center software starts, it displays the All Babies screen. The Baby list shows all Babies in the database. When run for the first time, the database is empty, and Babies must be added.

a. Battery level displays. Red indicates a very low charge; Baby should be charged immediately. Green indicates an adequate charge level.

b. A green communication icon in the Comm (Communication) column indicates communication with the Baby. A red communication icon indicates that communication has been lost.

c. The Status column shows if the Baby is Pending, Added, or NOT Added. Baby's yellow LED will remain illuminated when pending. After several seconds, Baby's status on the Add Baby screen changes from Pending to Added and the communication icon turns green. Baby now belongs to this Control Center software.
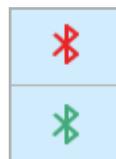
NOTE: If a Baby is not added to the Baby list for some reason, the Comm icon changes to red and the status changes to NOT Added. When this happens, repeat the Add Baby Instructions on the Add Baby screen.

Control Center Software Tour

Introduction

Control Center software contains all of the necessary tools to program Babies, download simulation reports, and perform maintenance. The software is used to:

- Assign Baby name and identification numbers
- Assign student name and identification numbers
- Assign Baby gender
- Assign start and stop times for the infant care simulation
- Assign care level: easy, medium, hard, or random
- Assign preset quiet times, i.e. time periods when Babies will not request care
- Download simulation reports to a report database
- Terminate a simulation before the scheduled stop time
- Activate the child care option (a period when Baby does not require care)
- Perform maintenance

Babies Menu

Add: Display the Add Babies screen to allow adding new Babies to the database. See Adding Babies section of the guide for further details.

All: Displays the entire database list with Baby ID, student name, simulation start date, simulation stop date, battery level, and communication status.

Available: Displays a list of Babies available for a new simulation.

Active: Displays a list of Babies that are engaged in or programmed for a simulation.

Report Due: Displays a list of Babies that have completed a simulation and have a final report ready to download.

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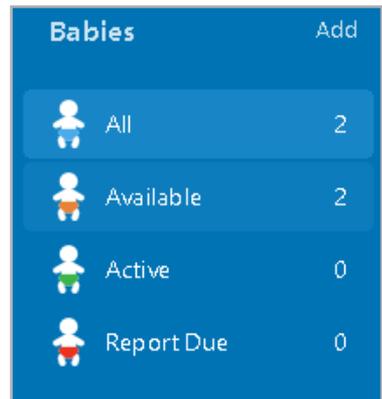
Reports Menu

Reports: Displays the entire existing list of report folders. See the Report List section for more details.

Add: Allows users to create a new report folder in the report database. See the Adding a Report Folder section for more details.

Pencil Icon: Displays the report folder screen, which permits renaming, emptying, and deleting report folders. See the Editing Report Folders section for more details.

Trash: A folder that contains deleted reports. See the Deleting a Folder section for more details.

No Class: A default folder that cannot be renamed or deleted.
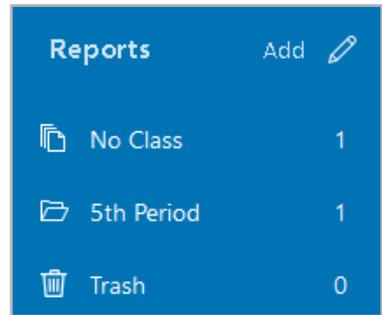
All Babies Screen

The All Babies screen displays all Babies connected to the software and is the default screen that displays when Control Center software is started. The first time you use the software, the Baby list will be empty. See the Adding Babies section of this guide for more details.
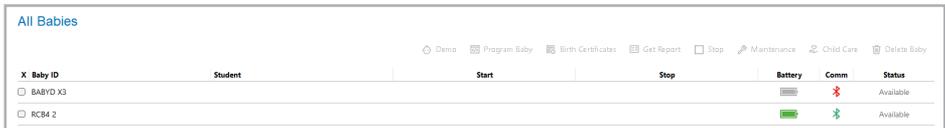
X	Baby ID	Student	Start	Stop	Battery	Comm	Status
☐	BABYD X3				▭	✳	Available
☐	RCB4 2				▬	✳	Available

All Babies Columns

Checkbox: Click the checkbox to select the Baby. A check will display in the box. Click again to de-select the Baby. Select or de-select all Babies on the list by clicking on the X at the top of the checkbox column.

Baby ID: Column that displays the unique Baby identification number. This ID is preset but can be changed on the Program Babies screen. See the Assigning Baby ID section for more details.

Student: Column that displays the student name assigned to the Baby on the Program Baby screen. This only appears for Active or Report Due Babies. See the Assigning Student and Baby Names section for more details.

Start: Column that displays the infant care simulation start day and time. This only appears for Active, Ready, Child Care, or Report Due Babies. See the Starting a Simulation section of this guide for more details.

Stop: Column that displays the infant care simulation stop day and time. This only appears for Active, Ready, Child Care, or Report Due Babies. See the Starting a Simulation section of this guide for more details.

Battery: Column that displays the charge level of the Baby battery module. Red battery indicates a very low charge. Babies with this battery condition need to be charged immediately. Amber battery indicates a charge less than 40%. Green battery indicates an adequate charge level.

Comm: Communication column that displays the simulator communication condition. A green icon indicates that the simulator has communication with Control Center. A red icon indicates no communication.

Status: Column that displays the current status of each Baby – Available (can be programmed for a simulation), Active (in a simulation), Ready (programmed for a simulation that has not started yet), and Report Due (has completed a simulation but has not downloaded the simulation report).

All Babies Menu Bar

Demo: Displays the demonstration screen to allow demonstration or practice of each of Baby's features individually or as a pre-selected group. See the Baby Demonstration section of this guide for more details.

Program Baby: Displays the program screen to assign the class name, Baby name, student name, Student ID numbers, gender, simulation start and stop times, care level schedule, and quiet time schedule. See the Starting a Simulation section of this guide for more details.

Birth Certificate: Displays a screen to print one or more Baby birth certificates. See the Baby Birth Certificates section of this guide for more details.

Get Report: Downloads a report from a Baby that has a simulation in progress.

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Stop: Ends the simulation before the programmed stop time and downloads a report. See the Stopping Simulation section of this guide for more details.

Maintenance: Displays the Maintenance screen to locate a Baby and perform troubleshooting functions. See the Maintenance section of this guide for more details.

Child Care: Displays the Child Care screen to start or stop child care. See the Child Care section of this guide for more details.

Delete Baby: Removal of selected Babies from the software. See the Deleting a Baby section of this guide for more details.

Program Toolbar

The toolbar allows access to features that support Control Center software operation and technical support.

File Menu

Pod Tool: A tool for Product Support use. It should only be used with Product Support supervision.

Comm Log: A log of all communication between Control Center and Babies. It is primarily used by Product Support.

Beacons: A tool to determine if Student IDs and Toys are working correctly. It contains all nearby IDs and Toys that Control Center detects. It can also be used to detect nearby RealCare Baby 4 simulators by selecting the "Include Babies" checkbox.

Commands: Allows you to reset Baby's batteries and print QR codes for connecting Babies to the RealCare Baby Guide app.

Export: Copies a selected report to the computer's virtual clipboard for pasting into an image editor, a word processing document, or an email.

Quit: Click to close the Control Center software. Database is saved to the host computer.

Edit Menu

Preferences: Permits use of an alternative Baby communication channel if needed. Switches the communication log on or off and allows you to select Celsius or Fahrenheit temperature display.

Delete Babies: Permits the removal of selected Babies from the database. See the Deleting a Baby section of this guide for more details.

Help Menu

Help: Displays the RealCare Baby Support Page

Tutorial: View step-by-step starter instructions

Check for Updates: Download the latest software updates

About: Display the Control Center version number

View Baby Information Screen

The View Baby information screen allows users to display the current or most recent simulation information for that Baby. To open this screen, click on a Baby ID from the All Babies screen. Click **Back** to return to the All Babies screen.

Baby Demonstration

The Demonstration screen allows practice or demonstration of all Baby's features. Baby demonstration is available when the Baby's status is Available.

The Demonstration screen for Baby is not available when Baby is Active, Ready, or in Child Care (engaged in or programmed for an active infant care simulation).

Navigating to the Demonstration Screen

On the Available Babies screen or All Babies screen, click the checkbox for the Baby you want to demo and click **Demo**. The Demonstration screen displays.

Demonstration Presets

Choose any of these preset demonstration options if you do not want to select specific event durations and order of demonstration.

Clicking **Preset 1**, **Preset 2**, **Feed**, **Burp**, **Diaper**, or **Rock** loads preset settings for a demonstration. Start the preset demonstration by clicking **Start Demo**.

Preset 1: Mix of events that include Coo, Feed, Burp, Diaper, Cough, and Rock. Check the box by Play if you want that included. Each event will demonstrate one time. Events play in order and last for 60 seconds with 30 seconds of quiet between each event.

Preset 2: Mix of events that include Feed, Burp, Diaper, and Rock. Events will demonstrate in a random order continuously. Check the box by Play if you want that included. Each event lasts 2 minutes with 30 seconds of quiet between each event.

Feed: Feed event, which lasts 30 seconds.

Burp: Burp event, which lasts 30 seconds.

Diaper: Diaper event, which lasts 30 seconds.

Rock: Rock event, which lasts 30 seconds.

Demoing Baby

1. On the Demonstration screen, check the box for the Baby you want to demo.

2. Check the boxes for one or more of the Coo, Feed, Burp, Diaper, Cough, Rock, or Play events or choose one of the preset demonstrations.

3. Set the Event duration and Quiet between events times in seconds by clicking the up or down arrows.

4. Click **This order** or **Random order** and **Play Once** or **Continuous**.

5. Click **Start Demo** to start the demo and **Stop Demo** to end it.

Starting a Simulation

The Program Baby screen allows you to assign the class name, Baby name, student name, ID1 and ID2 numbers, Baby gender, simulation start and stop times, simulation care level (easy, medium, hard, custom, or random), and Quiet Times when Babies will not require care.

Program Baby Screen

Navigating to the Program Baby Screen

1. On the All Babies screen, click the checkboxes for each Baby you want to program. We recommend programming a maximum of 5 Babies at a time.

2. Click **Program Baby**. The Program Baby screen displays, allowing you to assign data to the first Baby on the list.

Programming Babies

1. Click **Previous** or **Next** to switch between the Babies you want to program.

2. Optional: Click the **Class** dropdown and select **New Class**. Type your class name in the popup that displays. The class name can be up to 20 letters, numbers, and spaces. Click **OK** to save the class name.

NOTE: When Baby completes a simulation, the simulation report will appear in the reports folder with the class name you selected.

3. Click the pencil icon below ID1 or ID2 to assign a Student ID and enter the ID number on the bottom of the ID disc in the popup that appears.

4. Click **OK** to save the ID number.

5. Optional: Click the **Student** text field and enter the student's name.

6. Optional: Click the **Baby** text field and enter the Baby's name.

7. Optional: Click the pencil icon by Baby ID to change the Baby's ID. Type the Baby's new ID in the popup that displays. Click **OK** to save the ID.

8. Optional: Click the pencil icon by Gender to change the Baby's gender. Select the Baby's gender from the list in the Edit Gender popup that appears. A new Baby's gender defaults to none.

9. Use the Start and Stop dropdown arrows to program the simulation start and stop times. A simulation can be scheduled to start up to seven days in advance and can last from one hour to two days.

Start		Stop	
2/14/2025	5:00 PM	2/17/2025	8:00 AM

10. Select a specific schedule order by clicking the Schedule Order dropdown arrows and choosing your desired number or select a random schedule by clicking **Schedule Helper**.

NOTE: Baby will advance to the next schedule at 6 a.m. daily. See the Selecting Schedule Orders section of this guide for more details.

Schedule Order: 24 | 26 | 27 | 28 | 30 | [Schedule Helper]

11. Optional: Click the Quiet Times dropdown arrows to schedule periods during the simulation when Baby will not require care but will respond to mishandling. You can select up to three Quiet Times during a simulation with each Quiet Time lasting for up to 12 hours. Click **Reset** to reset each

NOTE: The total scheduled Quiet Time displays in an information window. It is possible to schedule quiet time periods that overlap. Overlapping quiet time periods and Quiet Times scheduled before the simulation Start Time and after the simulation Stop Time are not included in the total Quiet Time.

Quiet Times:
Sun, Feb 16	8:00 AM	2 hours	[Reset]
			[Reset]
			[Reset]

2 hours total quiet time between Start and Stop

12. Click **Done** to display the Program Baby – Summary screen.

Cancel   Done

Saving Program Data

TIP: Plug Babies into their charger for faster communication.

1. Review the data displayed on the Program Baby – Summary screen.

2. To make changes to the data before saving, click **Back**, make any changes needed, and click **Done** again.

3. If the data is correct, click **Send to Baby(s)**. This option will now deactivate.

   The program data is sent and Baby chimes when it receives the data. Baby's status changes from Available to Pending briefly, then to Ready or Active for a successful save. At the simulation's scheduled Start Time, Baby's status will change from Ready to Active.

   Baby's status may show as Fail, which means communication with Baby was interrupted and the program data was not saved. If that happens, the Send to Baby(s) option re-activates. Click the button again to re-transmit the program data. If this happens frequently, see the **Connectivity and Communication Troubleshooting** section of this guide.

Battery	Comm	Status
🔋	✳	Ready
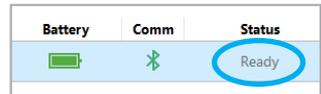
Selecting Schedule Orders

Selecting specific schedule orders for each day of the simulation is a separate option from selecting an easy, medium, or hard mix of schedules for all days. To learn how to select an easy, medium, or hard mix of schedules.

You must select a schedule order for the simulation before it starts. There are 30 real infant schedules you can choose from, and they are ranked as easy, medium, or hard. A random mix is also available. Schedules 1-15 are for RealCare Baby 3. Schedules 16-30 are for RealCare Baby 4. The care level or specific schedule numbers are scheduled for 5 days. If the simulation lasts more than 5 days, the schedules will repeat from the beginning. The schedule changes at 6 a.m.

Choosing Your Own Schedule Order

Each schedule order field represents one day of the simulation. Click the Schedule Order dropdown arrow and select the schedule number you want.

Easy Care Schedules: 9, 11, 12, 13, 15, 24, 26, 27, 28, 30

Medium Care Schedules: 2, 3, 7, 10, 14, 17, 18, 22, 25, 29

Hard Care Schedules: 1, 4, 5, 6, 8, 16, 19, 20, 21, 23

Schedule Helper

The Schedule Helper lets you choose an easy, medium, hard, or random mix of infant schedules.

1. Click **Schedule Helper** to open the Schedule Helper popup.

2. Click **Easy Mix**, **Medium Mix**, **Hard Mix**, or **Random** to select a schedule mix.

3. Optional: If you do not like the mix, you can click the dropdown arrows for the day you want to switch the schedule for that day.

4. Click **OK** to save the selected schedule mix and close the popup.

During the Simulation
Child Care

You can activate Child Care on demand when the student cannot care for Baby. Baby does not request any care when the Child Care option is active. The Child Care screen allows the user to start and stop Child Care on demand. To start and stop Child Care, Baby must be engaged in an active simulation. Babies will also need to be within communication range.

Starting and Stopping Child Care

1. On the Active Babies screen, click the Baby's checkbox.

2. Click **Child Care**. The Child Care screen displays.
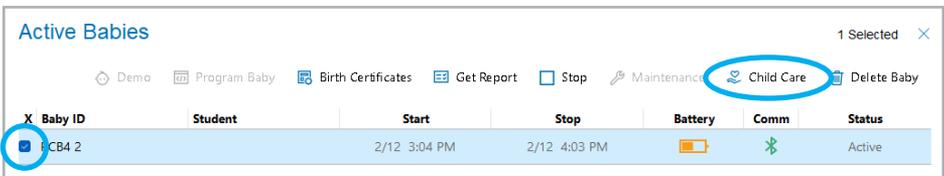
3. On the Child Care screen, check the box for the Baby and click **Start Child Care**. Baby will not require care until Child Care ends. The status will change from Active to Child Care.

4. When you want to stop Child Care, click **End Child Care**. Baby will resume the simulation and the status will change from Child Care to Active.

5. Click **Back** to close the Child Care screen.

Printing Baby Birth Certificates

The Baby Birth Certificates - Summary screen allows you to print birth certificates on a host computer printer. This template can be printed or photocopied and birth certificate data for each participant can be printed from the All or Available Babies screens in the software.

1. On the All or Available Babies screen, click the Baby's checkbox and click **Birth Certificates**. The Baby Birth Certificates – Summary screen displays

2. Click **Print Birth Certificates**. The print popup displays.

Generating Reports

Control Center Software enables users to generate two types of reports:

1. Optional manual progress reports to monitor participants while the simulation is in progress.

2. Final reports automatically created for each participant at the end of the simulation.

The instructions below explain how to generate reports during the simulation.

1. On the Active Babies screen, make sure the Comm icon for each Baby you want to generate a report for is green, indicating they are within communication range.

2. Click the checkboxes next to the Babies you want reports for.

3. Click **Get Report**. The software will search for each checked Baby, one at a time, and retrieve the simulation report.
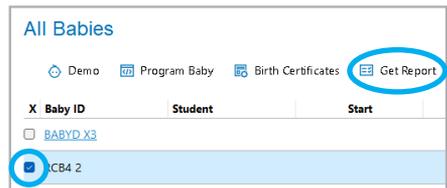
The Status column will change briefly to read Get Report. Then it will read Report OK if the command was successful or Report Fail if the command failed.

The simulation report is in the folder that Baby's reports have been assigned to. Each new download of a report for that Baby during the same simulation will overwrite the old report automatically and store it in the same location. When the simulation is over and Baby is brought within range of the computer, the software automatically retrieves the final simulation data and overwrites the older report.

After the Simulation

The Report menus allow you to edit, view, export, and print student reports. You can edit the class, student, or Baby name. You can also add your own comments to the reports. When you open the Control Center software for the first time, there is only one report folder in the report database, called No Class. Simulation reports are added to a report folder by entering the report folder name when programming Baby for a simulation.

Adding a Report Folder

1. On the All Babies screen, click **Add** in the Reports menu. The Add Report Folder popup displays.

2. Enter the new folder name into the text field and click **OK** to save the folder name. The new folder name displays on the report list with the number of reports in the folder.

NOTE: The No Class folder cannot be renamed or deleted.

Editing Report Folders

You can rename report folders, empty reports to the trash folder, or delete a single report. Click the pencil icon in the Reports menu The Report Folder screen displays.

Renaming a Folder

1. Click the checkbox for the folder you want to rename and click **Rename**. The Name Folder popup appears.
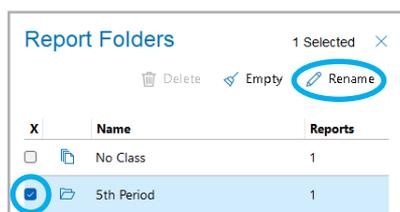
2. Enter the new folder name into the text field. This can be up to 20 letters, numbers, and spaces.

3. Click **OK** to save the new folder name. The new name displays on the report list with the number of reports in the folder.

Emptying a Folder

Folders must be empty before they can be deleted. Click the checkbox for the folder you want to empty and click **Empty**. All reports in the selected folder are moved to the Trash.

Deleting a Folder

A folder cannot be deleted if it contains any student reports. To delete a folder, click the folder checkbox on the folders list and click **Delete**. The selected report folder is erased from the software.

Selecting the Report Language

Reports can be viewed and printed in another supported language, regardless of the language you use on your computer.

1. From the class folder, click the checkbox for a report and click **Language**. A list of languages will appear.

2. Click the language you want to use for viewing and printing reports. All reports will display and print in this language until you change it.

Using Reports

Reports in the Report menu can be viewed, edited, printed, moved to a different folder, or deleted.

Viewing a Report

1. Click the report folder name that contains the report(s) you want to see and click the checkbox for the report(s).

2. Click **View**. The first selected report will display.

X	Baby ID	Student		Start	Duration	Performance	Comments
☑	CB4 2	Frances		2/14/2025 5:00 PM	0d 00h 00m	0%	

5th Period — 1 Selected

Language: English — Delete — Move — View — Print

3. Click **Previous** and **Next** to switch between reports.
4. Click **Back** or **Done** to exit the Report screen.

Additional Report Features

- Baby contains sensors that read its internal temperature. On the second page of the report, you can view the temperature range that Baby was in.
- Baby can detect the clothing it wears. This can be used with the temperature readings to determine if Baby was clothed appropriately for the environment. You can find this chart on the second page of the report.
- If you installed a car seat detection kit, you can see how long Baby was in a car seat on the second page of the report.
- RealCare Baby 4 tracks the time it spends on its tummy. You can see this information on the second page of the report.
- RealCare Baby 4 tracks how much time the participant spent talking to Baby. You can see this information on the second page of the report.

Editing Reports

The class, student, Baby name, grading rubric, and comments can be changed on reports.

Changing Class Folder

The report you are viewing can be moved to another report folder, but a new report folder cannot be created.

1. On the Report screen, click the pencil icon next to Class. The List Selection popup displays.
2. Click on the folder you want to move the report to and click **OK** to save the report to that folder.

Changing the Student Name

1. Click the pencil icon next to Student. The Edit Student popup displays.

2. Enter the new student name and click **OK** to save the new name.

Changing the Baby Name

1. Click the pencil icon next to Baby. The Edit Baby Name popup displays.

2. Enter the Baby name and click **OK** to save the new name.

Editing the Mishandle Rubric

1. Click **[Edit Rubric]**. The Edit Mishandle Rubric popup displays.

2. Adjust each mishandle percentage by clicking the arrows next to them and click OK to save the information.

NOTICE: Changing the mishandle rubric will update all reports in the software, both old and new.

Editing Other Grade Adjustment

1. Click the pencil icon next to Other on the Mishandle table. The Edit Other Grade Adjustment popup displays.

2. Click the Adjust Grade By arrows to edit the grade and click **OK** to save the changes.

NOTICE: Changing the Edit Other Grade Adjustment only updates the report currently displayed on the screen.

Adding Comments

1. Click the pencil icon next to Comments. The Edit Comments popup displays.

2. Enter your comments in the text field and click **OK** to save.

Printing a Report

1. Open the report folder containing the report you want to print and click the report's checkbox. More than one can be selected.

2. Click **Print**. The Print Reports - Summary screen displays.

3. Click **Print** on the Print Reports - Summary screen. The Print popup displays.

Deleting a Report

1. Open the folder containing the report you want to delete and click the report's checkbox.

2. Click **Delete**. The report moves to the Trash folder.

NOTICE: Reports deleted from the Trash folder are permanently deleted from the software.

5th Period						1 Selected ✕
🌐 Language: English ▾			🗑 Delete	☐ Move ▾	🔍 View	🖨 Print
X **Baby ID**	**Student**		**Start**	**Duration**	**Performance**	**Comments**
☑ RCB4 2	Frances		2/14/2025 5:00 PM	0d 00h 00m	0%	
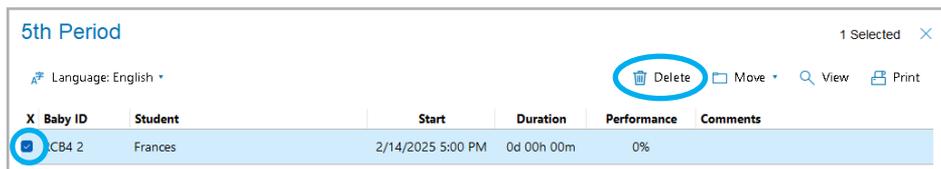
Moving a Report to a Different Folder

1. Open the folder containing the report your want to move and click the report's checkbox.

2. Click **Move**. The report folder list displays.

3. Select the folder you want to move the report to or click **New Folder** to move it to a new folder.

   a. If you click **New Folder**, the Add Report Folder popup displays. Enter the new folder name and click **OK**.

5th Period						1 Selected ✕
🌐 Language: English ▾			🗑 Delete	☐ Move ▾	🔍 View	🖨 Print
X **Baby ID**	**Student**		**Start**	**Duration**	**Performance**	**Comments**
☑ RCB4 2	Frances		2/14/2025 5:00 PM	0d 00h 00m	0%	
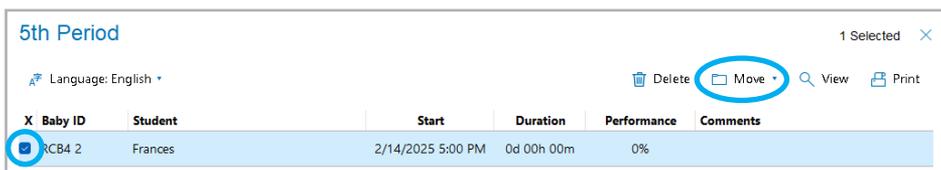
Exporting a Report

This option saves a copy of the report you are actively viewing to the computer clipboard as an image file. You can paste this file into many applications, including email, word processing programs, and photo editing programs. Only one report can be exported at a time.

1. Click on the report folder containing the reports you want to export and click the reports' checkboxes.

2. Click **View**. The selected report(s) will display.

3. Click **File** and hover over **Export**.

4. Select **Copy to Clipboard** from the options that display. The viewed report is now copied as an image file to your computer's clipboard and can be pasted into an email or word processing document.
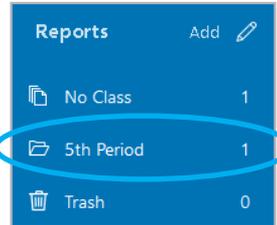
NOTE: If your word processing program, email, or other software program has difficulty pasting the report image into a document, close and reopen that program and try copying the report to your clipboard in Control Center again. Text-based programs, like word processing, email, etc., give preference to text on the clipboard, not images. This may cause the program to paste any previously copied text rather than your report image. Closing and opening the program resets the clipboard, allowing you to copy and paste your report image.

Maintenance

The Maintenance screen allows you to locate an Available Baby that is within communication range and perform diagnostics and testing. On the All Babies screen or Available Babies screen, click on the checkbox for each Baby that requires maintenance and click **Maintenance**. This opens the Maintenance screen.
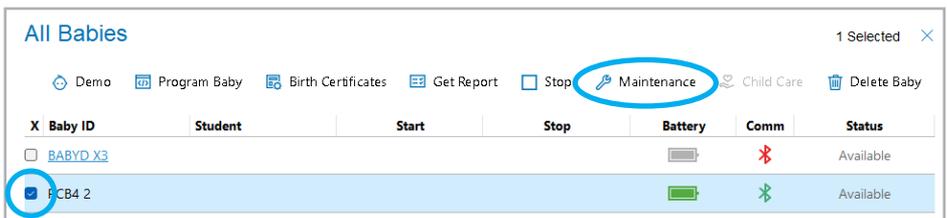
Locating a Baby

Click the checkbox for the Baby you want to locate and click **Page**.
Baby will coo.
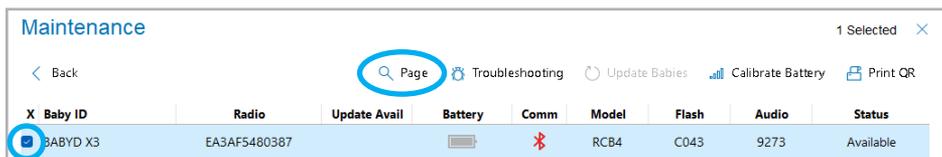
Troubleshooting

Use the Troubleshooting screen if you want to check that your Baby is functioning normally. On the Maintenance screen, click the checkbox for the Baby that you want to troubleshoot and click **Troubleshooting**. This opens the Troubleshooting screen.
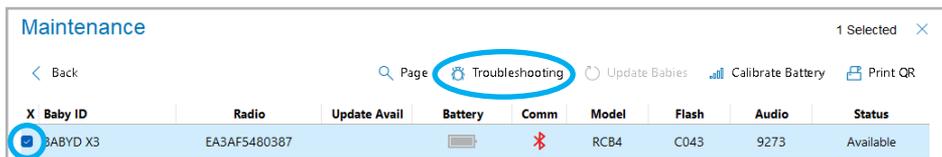
Troubleshooting Baby

1. Click the checkbox for the Baby you want to troubleshoot and click **Start Test**. Baby will chime when it is ready for testing. Baby's status will change from Available to Diag.

2. Refer to the table on the next page for instructions and Baby's response to actions. Baby will coo if all tests are passed. A green check displays below each symbol when that test is successful.

3. Click **Stop Test** and Baby will chime. That Baby's status will display Available.

Test Function	Action Needed by Tester	Baby Response	Test Symbol
Battery	None (automatic)	None	
Memory	None (automatic)	Coo	CS
Movement	Move Baby	Cough	Mov
Feeding sensor	Bring bottle to Baby's mouth	Chime	Btl
Neck forward	Tilt Baby's head forward	Whimper	Nf
Neck backward	Tilt Baby's head backward	2 whimpers	Nb
Rough handling	Strike Baby on its right side just above the hip	3 whimpers	RH
Yellow diaper	Place yellow diaper on Baby	Chime	Yel
Green diaper	Place green diaper on Baby	Chime	Grn
Student ID	Ensure ID is powered on and in range	Chime	ID
E-stop	Push recessed E-stop button on Baby's back	Chime	ES
Temperature	None (automatic)	None	Temp
Outfit top	Place outfit sensor close to Baby's belly button	Chime	OT
Outfit bottom	Place outfit sensor close to Baby's belly button	Chime	OB
Bodysuit	Place bodysuit sensor close the Baby's belly button	Chime	Bd
Outerwear (optional)	Place outerwear sensor close the Baby's belly button	Chime	Ow
Sleeper	Place sleeper sensor close to Baby's belly button	Chime	Sl
Car seat	Place Baby into car seat	Chime	Cs
Microphone	None (automatic - Baby makes a buzzing sound)	Laugh	Mic
All tests pass	None (automatic)	Coo	Pass

Connectivity and Communication Troubleshooting

RealCare Baby 4 uses wireless programming to communicate with Control Center on your computer and the RealCare Baby Guide app on students' devices. Wireless programming is a means by which two devices wirelessly communicate with each other. Wireless programming devices must always be paired, allowing the two devices to exchange data.

RealCare Baby 4 always has wireless programming activated, but computers, laptops, tablets, and phones may not. When you open Control Center, verify that the wireless programming icon in the lower right corner of the screen is green 🟢. If it is red, wireless programming is not activated on your computer. If the icon is yellow, then a Baby is currently communicating with Control Center. The red communication icon 📶 only applies to RealCare Baby 3 and older. If you only have RealCare Baby 4, this icon will always be red.

NOTE: RealCare Baby 3 still needs the communication adaptor plugged into your computer.

Several factors may weaken the wireless programming signal, including distance, humidity, and what it communicates through, such as wood, concrete, or metal. Bringing Babies closer to the computer will strengthen the signal.

Accessing and Changing Wireless Programming Settings All Platforms

General – Applies to all OS

1. Go to Settings on your computer or device and open the Bluetooth section

2. Tap the switch next to "Bluetooth" to toggle it on and off.

MacOS

1. Find and click **System Settings** (standard gear icon).

2. Click **Bluetooth** and click the switch next to "Bluetooth" to toggle it on and off. The Bluetooth icon at the top of your screen should light up when Bluetooth is on.

Windows 10

1. Click the **Windows** key > **Settings** (gear icon) > **Devices**.

2. In Devices, select **Bluetooth and Other Devices**.

NOTE: It may go to "Bluetooth and other devices" by default.

3. Click the switch next to "Bluetooth" to toggle it on and off.

Windows 11

1. Click the **Windows** key > **Settings** (gear icon) > **Devices**.

2. Click **Bluetooth & Devices** located on the right side of the screen.

3. Tap the switch next to "Bluetooth" to toggle it on and off.

IOS (iPhone and iPad)

1. Open the Settings app and tap **Bluetooth**.

2. Tap the switch next to "Bluetooth" to toggle it on and off.

Android (Phone and Tablet)

1. Swipe down on any screen and tap **Bluetooth**.

2. Tap the switch next to "Bluetooth" to toggle it on and off.

Baby Will Not Add to Control Center
Baby Does Not Appear on the Add Baby Screen

Verify the following:

1. Control Center version must be 5.0 or above.

   Click **Help** > **About** to locate the version. Click **Help** > **Check for Updates** to see the Software Updates download page or follow this link: *www.realityworks.com/knowledge-base/realcare-baby-control-center*

2. Wireless programming is activated.

   If the wireless programming icon in the lower right corner of the screen is red, then wireless programming is not activated on your computer. Try:

   • Verifying if your IT department allows wireless programming devices to connect to your computer

   • Activating wireless programming and trying it again

3. Yellow light on Baby is solid.

   If not, press and hold Baby's recessed button for 2 chimes, then release. Did a solid yellow light glow? If not, try it again.

4. Signal is strong.

   If not, move Baby closer to your computer. Baby should be within 15 feet of your computer and there should not be any obstructions, such as walls, between it and the computer. Metal desks or risers can also cause interference.

If you have verified all the above and Baby still won't appear on the Add screen, contact Product Support.

Baby Appears on the Add Baby screen, but its Status is Stuck on "Pending"

Verify the following:

1. You Have Selected "Allow" or "OK" on any and all popups.

   If you are not sure, then restart Control Center and go back into the Add screen. Check the yellow light on Baby. If it is still solid, you do not need to start over. It is recommended that you close or minimize any other applications, as popups sometimes hide behind them.

2. Yellow light is still solid.

   If not, press and hold Baby's recessed button for 2 chimes.

3. Your computer thinks Baby is paired.

   If it thinks Baby is already paired, close Control Center. Go to Bluetooth Devices on your system, remove Baby, and restart the pairing process.

4. Previous steps did not work.

   If none of the steps above worked, remove Baby's back cover. Press and hold the black button below the charging port for 5 seconds. Repeat the Add Baby instructions.

If Baby's status is still stuck on "Pending", contact Product Support.

Baby is Added, but Communications are Failing

Try locating Baby by clicking **Page** in Control Center.

Baby Does Not Coo in Response to the Page Command

1. Verify Baby has a charge.

   The red light on Baby should either be solid or blinking. If not, plug Baby into a charger.

2. Verify Control Center is getting a good signal from Baby.

   Move Baby closer to your computer (within 15 feet and without obstructions, such as a wall).

3. Delete and re-add Baby to Control Center.

   This is required if Baby was added to a different computer previously.

4. Try sending commands to only 5 Babies at a time. This includes starting/stopping a simulation, demo, troubleshooting tests, or getting reports.

If none of the above actions work, contact Product Support.

Baby Does Coo in Response to the Page Command

1. Verify Baby is close to your computer (within 15 feet).

2. It is possible larger commands are failing because of a non-ideal radio environment, such as:

   • Metal desks, walls, or structures (these can prevent wireless programming signals from traveling efficiently)

   • A large number of wireless programming devices are in the area (this can cause interference)

   Try moving to another room or area.

3. If you are using 20 or more RealCare Baby 4 simulators at once, only send commands to 5 or less at one time to prevent failures.

If none of the above actions work, contact Product Support.

Baby Will Not Respond to Student ID

Determine if the Student ID is powered on. Press the RealCare logo on the ID. If you do not see a blue light flash, the ID is off

Student ID is Off

1. Firmly press and hold the RealCare logo on the Student ID for 10 seconds or until the blue light appears. The Student ID will stay on for 8 days. This resets each time the Student ID is pressed.

2. Verify that the bottom cover is tightened.

3. Replace the battery (CR2032).

If the Student ID does not power on after these steps, the ID is likely damaged and needs to be replaced. Contact Product Support for assistance.

Student ID is On

1. Verify on the RealCare Baby Guide app that the 12 characters on the face of the physical Student ID matches the programmed one. If these do not match, then the Student ID was either mistyped when programming Baby or it was switched.

2. Verify Control Center can detect the Student ID in the Beacons screen. To access the Beacons screen, click **File** > **Beacons**.

3. If the previous steps do not fix the issue and the Student ID powers on, replace the battery (CR2032). Then, power on the ID and try again.

If replacing the battery does not fix the Student ID, the ID is likely damaged and needs to be replaced. Contact Product Support for a replacement if still under warranty.

Baby Will Not Connect to RealCare Baby Guide App

Baby is Not Programmed

Baby must be programmed for a simulation with a Ready or Active status for it to pair with the RealCare Baby Guide app.

Baby is Programmed

1. Click **OK** on any system popups, allowing Baby to communicate with the device.

2. Verify Baby is close to device (within 15 feet).

3. If you are not using a QR code, verify you are trying to connect to the correct Baby by identifying Baby via its wristband.

   If you are using are using a QR code, verify the QR code is for the correct baby. When you scan the QR code, the Baby's name displays.

4. If another student accidentally paired the wrong Baby to their device, you must restart the simulation and connect the Baby with the correct student's device. Alternatively, you can hold Baby's recessed button for 2 chimes and connect the desired student device to Baby.

   NOTE: This can only happen while Baby is in range, specifically still in the classroom. The RealCare Baby Guide app only allows a Baby to pair to one device per simulation.

5. Verify the device supports Bluetooth 4.0 or later.

   Go to Bluetooth settings and delete any known Babies from the device and try connecting Baby again.

6. If you are using a device that is monitored by your IT department, verify that there are not any restrictions on connecting to wireless programming devices.

   NOTE: Once a simulation stops, the Baby is no longer paired with the student's device. Each time Baby is programmed with a new simulation, you must re-pair the Baby with the device.

Baby Will Not Refresh Status on the RealCare Baby Guide App

1. Verify Baby still has a charge. The red light on Baby's back should be solid or flashing. If the red light is off, then the batteries are dead.

2. Verify Baby is close to the device (within 5 feet).

3. Verify Baby is still in the simulation it was in when paired to the app.

4. Verify that the correct Baby was paired. If the wrong Baby was paired, you must restart the simulation and connect the Baby with the correct student's device. Alternatively, you can hold Baby's recessed button for 2 chimes and connect the desired student device to Baby.

Baby Will Not Respond to Toy

1. Verify that Baby is in a demo or simulation.

2. Verify that there is a Student ID powered on near Baby. Quickly press the RealCare logo on the ID. A blue light should flash 1-3 times.

3. Verify that the Toy is on. A red light on the face of the Toy should be on.

   NOTE: The toy will automatically power off after 30 seconds of no motion.

4. If the Toy does not power on when you press the button, inspect and replace the batteries.

   If the Toy still does not power on, it is likely damaged and will need to be replaced. Contact Product Support.

   NOTE: If you are short a Toy, you can program Baby with schedules 1-15. Those schedules do not contain a Play Care Event.

Baby Will Not Babble or Report Talk Time

NOTE: Baby will only babble when awake. Talk time should be tracked throughout the simulation, except during care events.

1. Verify that Baby is programmed. Its status should be Ready or Active

2. Verify that Baby still has a charge. The red light on Baby's back should be solid or flashing. If the red light is off, then the batteries are dead.

3. Verify that Baby's microphone is working properly by running the Troubleshooting test. If Baby is still in a simulation, you must stop it before running a troubleshooting test. Start the troubleshooting test and you will soon hear a buzz sound followed by a giggle. The test symbol, Mic, will now have a checkmark, indicating the microphone is working.

If the microphone fails the troubleshooting test, contact Product Support.

NOTE: You can still use a Baby with a broken microphone. However, it will not babble when awake or report talk times.

Baby Will Not Respond to Loud Noises

1. Verify Baby is in a simulation.

2. Verify the red light on Baby's back is still on. If the red light is off, Baby's batteries are dead, and the simulation has had a Battery Shutdown.

3. Verify loud noise detection with a power tool, speaker, fan, or any other sound source that can be placed close to Baby's chest. If Baby does not detect a loud noise, run a troubleshooting test on Baby's microphone.

   NOTE: Baby's loud noise threshold is set to 95 dB for 1 full second only a few inches from Baby's chest.

Getting Control Center Software and Baby Updates

Software updates for both Control Center and Babies can be retrieved via an Internet connection.

Checking for Updates

1. Click **Help** and click **Check for Updates** in the list that displays.

2. Make sure your Internet connection is active. A web browser window will open, and a message telling you if any updates are available for your version of Control Center software or Baby will appear.

Downloading and installing software updates

1. Click the download button for the Control Center software update. A window will appear containing instructions on how to complete the update download and installation.

2. Download the update installer file to your hard drive.

3. Open or run the downloaded file to start the update installation.

4. Follow the on-screen instructions to complete the installation.

5. A software update may or may not include a Baby update. If Babies show a green checkmark and an asterisk in the Comm column, they have a software update available. See Updating Babies.

Updating Babies

Updates will become available via the Realityworks website. If Babies show a green communication icon with an asterisk in the Comm column, they have a software update available.

1. Connect all Babies to a charger.

2. From the All Babies screen, click the checkboxes for each Baby with an update available icon (green check with an asterisk) in the Comm column and click **Maintenance**.

3. Click **Update Babies**. An instruction popup appears.

   NOTE: Rarely, the software indicates that Baby requires a factory update. If that happens, contact Product Support.

4. Click **OK** in the instruction popup. A popup appears showing the status of each Baby's update.

An updated Baby's status changes to Updating: Done. The update process continues until every selected Baby is updated. Babies that temporarily fail are retried until successful.

You can start and stop the update process as much as you want. No harm will come from cancelling or interrupting Baby updates.

After updating reaches 100 percent, Baby will go offline while updates are applied. Once it comes back online, the Comm icon will be green again but with no asterisk.

NOTE: Each Baby could take over 35 minutes to update. Large numbers of Babies can take a very long time to update. You may need to review your computer's standby and hibernate settings.

Calibrating Battery

Weak batteries take less time to fully discharge starting from a full charge. Calibrate Battery checks Baby's battery module in a fast discharge mode and compares the discharge time to normal batteries.

Fully Charging Baby

1. Connect Baby to the charger. The green charge light on Baby's back turns on, solid.

2. Wait up to 6 hours for Baby's green charge light to turn off. Baby's batteries now have a full charge.

3. Unplug Baby from the charger.

Calibrating Battery

1. Fully charge Baby and unplug them from the charger.

2. On the Maintenance screen, click **Calibrate Battery**. An instruction popup appears.

NOTICE: You will not be able to use Baby until the calibration is complete.

3. Click **OK** to check Baby's battery module. The Status column changes to Calibrate--. Baby's status stays in Calibrate— until the batteries are completely discharged (up to 20 hours). The Comm icon changes to red.

4. Plug Baby into a charger. Baby's status automatically returns to Available when Calibrate Battery finishes. Once Baby is plugged back in, it communicates and returns to Available.

NOTICE: Fully charge Baby.

Reading Calibrate Battery Result

1. Calibrate Battery completely discharges Baby's battery, so plug Baby into the charger.

2. On the Maintenance screen, hover over Baby's battery icon.

3. Read the result at the bottom of the window.

NOTE: Check the calibration results immediately after plugging Baby back into the charger for an accurate reading.

Deleting a Baby from the Baby List

1. Click the Baby's checkbox and click **Edit** on the Control Center toolbar.

2. Click **Delete Babies** on the dropdown menu. The Caution popup displays.

3. Click **Yes** to delete this Baby from the software.

Uninstalling Control Center Software

If necessary, Control Center software can be removed from the host computer. To prevent damage to the operating system, always follow the procedure below. If problems occur when removing the software, contact Realityworks Product Support (800.830.1416) before proceeding.

Windows

1. Click the Windows **Start** > **Control Panel**.

2. Click **Programs and Features** and select **Baby Control Center**.

3. Click **Uninstall**.

Macintosh

1. Go to the Baby Control Center software folder and open the **_uninst** folder.

2. Double-click **uninstaller**.command and follow the on-screen instructions.

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Additional help and information

Online Product Support

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