

Unable to Retrieve Reports

Purpose

Babies have been returned from simulation and the reports are stuck in Report Due, or they indicate “Fail” each time you try to retrieve the report, or they show a status of “Available” but the simulation is missing in the Control Center, or a report has been retrieved and the report is corrupted (strange symbols, and incorrect date).

The majority of communication problems when retrieving a report is due to environmental interference, and can be easily resolved.

Prerequisites

To resolve any communication issue you need to have the following:

- 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” 
- Have the battery cover key

Steps to Take

Baby is stuck in Report Due

The Baby is stuck in Report Due and you cannot get the report after clicking “Get Report” or “Stop”, and or Baby keeps giving you a status of “Fail”.

1. Take the battery cover key and remove the Baby’s battery cover.
2. Press down and hold on the black reset button for the count of 5. The reset button is just below where you plug the charger into the Baby.
3. As you hold the button down all the lights will turn off.
4. Release the button after the count of 5 and the Baby’s lights will turn back on.
5. Click “Stop” on the Control Center if the Baby does not send the report within 10 seconds. *Do NOT click “Get Report”
6. Look in the class folder to find the simulation report



Baby did not send data into the Control Center

If the Baby has been returned from a simulation, it has a status of “Available” but the simulation data is not in the Control Center. **You can still retrieve the data as long as you do not run a demonstration, troubleshooting, or program a new simulation.**

1. Go to the “All” or “Available” Baby screen and select your Baby.
2. Click “Stop”, do NOT click “Get Report”. The Baby will chime and then it will send its data into the Control Center.
3. Go to the class folder and verify the data has been retrieved.

There is a corrupt report in the class folder

If you have a report that has an incorrect date (07/05/2000 for example), unusual symbols, Battery Shutdown and a large number of “Unknown Event Codes”, what you have is a corrupt report.

Report

RealCare® Baby Simulation Report

Class No Class [Edit]

Student [Icons] ID1 02020 ID2 02020

Baby T [Icons] Japanese Male

Start 7/29/2000. 1 AM Stop 8/5/2000. 1 AM

Schedule Order 111 108 108 105 101

Quiet Times Saturday 1 AM, 2 hours Saturday 1 PM, 2 hours

BATTERY SHUTDOWN

Total Simulation Time: 4d 18h 08m Baby cried 8224 minutes total

Proper Care			Mishandle		
Rock	-78/32	244%	Shaken Baby	32	-480%
Diaper	0/32	0%	Head Support	32	-96%
Burp	0/32	0%	Wrong Position	32	-96%
Feed	0/32	0%	Rough Handling	32	-96%
Average	-78/128	61%	Other [Edit Other]	0	0%
ID1 was used 32 times, ID2 was used 32 times			Total	128	-768%

Performance Overview: 0%

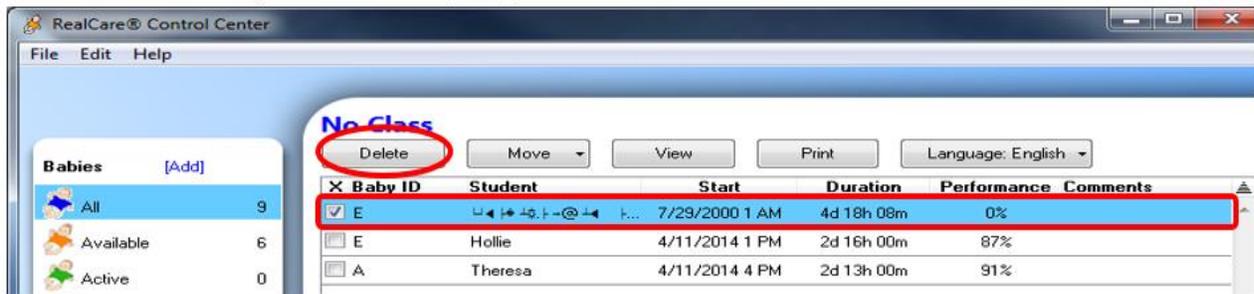
Saturday, July 29 3:12 AM Event Code 3	Saturday, July 29 3:40 AM Event Code 50	Saturday, July 29 4:29 AM Event Code 44	Saturday, July 29 5:02 AM Event Code 0
Tuesday, August 15 2:02 AM Event Code 1	Sunday, July 30 1:27 AM Event Code 192	Sunday, July 30 1:28 AM Event Code 192	Sunday, July 30 2:01 AM Event Code 2
Saturday, July 29 3:12 AM Event Code 4	Saturday, July 29 3:42 AM Event Code 0	Saturday, July 29 4:32 AM Event Code 0	Saturday, July 29 5:21 AM Event Code 31
Tuesday, August 15 2:03 AM Event Code 1	Sunday, July 30 2:01 AM Event Code 2	Sunday, July 30 2:01 AM Event Code 1	Sunday, August 20 1:29 AM Event Code 15
Saturday, July 29 3:23 AM Event Code 47	Saturday, July 29 4:17 AM Event Code 50	Saturday, July 29 4:58 AM Event Code 52	Saturday, July 29 7:16 AM Event Code 27
Tuesday, August 15 1:27 AM Event Code 64	Sunday, July 30 1:28 AM Event Code 64	Sunday, August 27 1:29 AM Event Code 64	Tuesday, August 15 1:29 AM Event Code 64

Comments: [Edit]

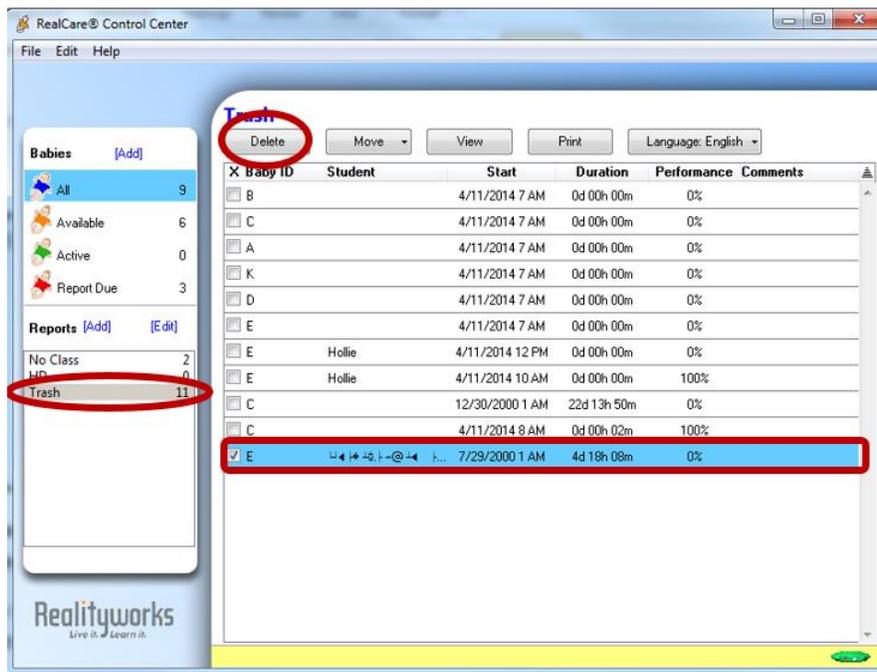
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To retrieve the actual report...

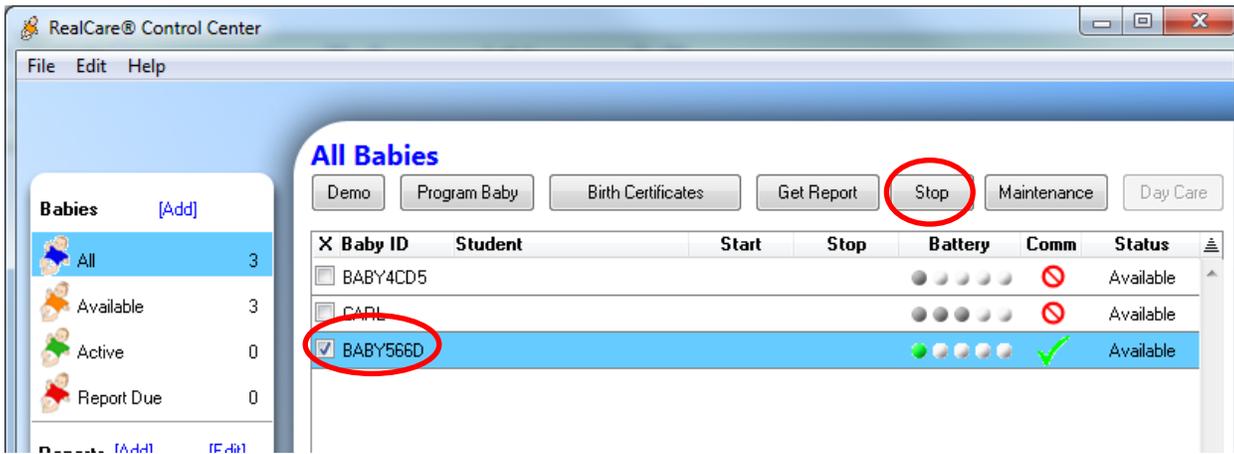
1. Go to the class folder, select the corrupt report and click “Delete”.



2. Go to the Trash folder, select the corrupt report and click “Delete” again and this will remove the report from the Control Center.



3. Click on the blue “All” Baby, put a checkmark in the box next to the Baby with the missing report and then click “Stop”.



4. Baby will chime and it will send its data into the Control Center. Look in the class folder to find the simulation report.

For additional assistance and video tutorials visit our website:

www.realityworks.com/support/