

## Graco® Sense2Soothe™ Swing with Cry Detection™ Technology FAQs

### 1. What is Cry Detection™ Technology?

- Cry Detection™ is a new technology that monitors sounds with a microphone located just above the Graco® logo on the base of the swing. This technology is designed to ignore ambient household noises (including TV/radio, conversation, domestic appliances), while identifying the sound of a baby crying to allow the swing to *react* and automatically activate ‘calming functions’.
- When it determines if the sound it hears is a baby’s cry, the swing will slowly change the swing’s soothing settings including the motion style, speed, song or sound, or vibration to help soothe baby. This technology is located on the base of the swing, so unfortunately, it cannot be used when the portable rocker seat is off the base. There are 2 different modes on the swing that use this technology, Graco® Mode & Parent’s Mode, see question 2 for descriptions of the 2 Cry Detection™ Modes.

### 2. What is Graco® Mode vs Parent’s Mode (2 Modes that use Cry Detection™)?

- These are the 2 modes on the swing that use Cry Detection™ Technology to help soothe your baby.
  - i. Graco® Mode: Graco® Mode can be turned on by pressing the star button on the middle of the swing base, which will turn on the Cry Detection™ Technology and the swing will start listening for a baby’s cry. In this mode, when a cry is detected the swing will slowly and gently cycle through 8 different soothing sequences to help comfort baby. When the technology no longer detects a cry, the swing will maintain the current settings it is on.
  - ii. Parent’s Mode: Parent’s Mode is a preset button that allows you to save the combination of soothing options you think works best for your baby. To save these settings, you would first manually adjust the settings to what your baby enjoys, and then hold the heart button until it flashes blue (about 5 seconds). Now when you turn the swing on and push the heart button in the middle of the swing base, it will turn the Cry Detection™ technology on, and when a cry is detected the swing will begin to switch its settings to the Parent’s preset.
    1. \*NOTE: A Parent’s Mode setting can also be saved while in Graco® mode.\*



### 3. How long does the swing continue adjusting when my baby is crying?

- Graco® Mode: there are eight sequences. The swing will cycle through each sequence changing approximately every 15 – 20 seconds if baby continues to cry.
- Parent's Mode: the swing will switch between the parent's preset and one Graco® factory preset sequence. The setting will change approximately every 15 – 20 seconds if baby continues to cry.
- In either mode above, if baby stops crying, the swing will continue with the current settings without changing. The microphone is still listening for a cry, however, and if another cry is detected, the sequence will change as described above.

**4. How do I know this swing will work for my baby?**

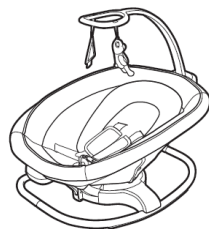
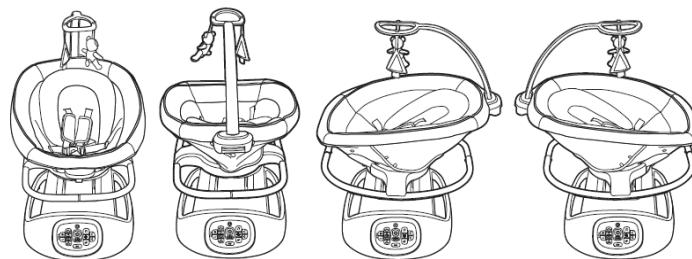
- It goes without saying that we understand all babies are different, and each baby can change from day to day. As such, our unique Cry Detection™ Technology was developed using hundreds of different baby cries. Specifically, we have tested our Cry Detection™ Technology to provide confidence that it will capture 95% of cries, and react accordingly (based on laboratory testing).

**5. How is the swing assembled?**

- Assembly of this swing is simple. To put the seat together, just click the 2 pieces of tubing together, and then attach the seat to the hub on top of the fully assembled base. Then insert the adjustable toy mobile into the hole on the handle that's on the head-end of the seat, and finally thread the toys through the slots in the mobile. The toy mobile can be adjusted or removed at any time.

**6. What are the swing's modes of use?**

- Due to the swing seat design, the seat can be taken off and set back down on the base to face front, back, left or right. This allows baby to experience different types of motions while in different positions. The swing seat also doubles as a removable, portable rocker and can be used on its own as a standalone rocker.



- i. \*NOTE: If baby cries while in the rear-facing position and the Cry Detection™ Technology does not detect it, the seat may need to be turned to the forward-facing position.\*

**7. How long will this swing last for my baby?**

- Swing Mode: Discontinue use of swing when infant attempts to climb out (approximately 9 months), reaches 25 lb (11.3 kg) or reaches 30 inches (76.2 cm) tall, whichever comes first.
- Rocker mode: Maximum recommended height is 27 inches (68.2 cm) and weight is 18 lb (8.2 kg).
- See product instructions and warnings for full details.

**8. Can you manually adjust the swing settings?**

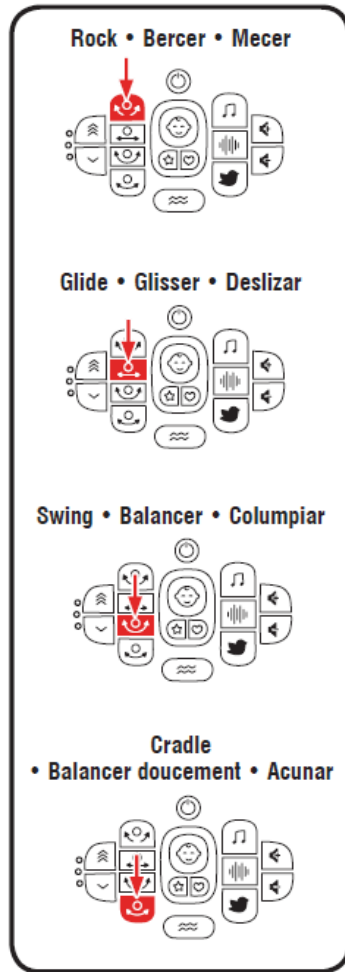
- Yes! The swing operates just like other swings. At any time, you can choose the settings you want. This can be done with or without the Cry Detection™ Technology enabled.

**9. Will it remember Baby's favorite soothing settings?**

- Yes, by saving baby's favorite settings in the Parent's Mode button (heart). Additionally, whenever the swing is turned swing off, it will remember the last settings used, so that it can resume those same settings the next time it's turned on.

**10. What motions does this swing have?**

- Rock, Glide, Swing, Cradle



**11. What songs and sounds does the swing have?**

- Songs
  - i. Fur Elise
  - ii. Hungarian Rhapsody
  - iii. Pachelbel's Canon
  - iv. Simple Gifts
  - v. Brahms Lullaby
  - vi. Vivaldi Spring
  - vii. Sugar Plum
  - viii. Gymnopedie
  - ix. Happy Farmer
  - x. Mozart Sonata 11
- Nature sounds:
  - i. Running water
  - ii. Heartbeat
  - iii. Birds
  - iv. Rain

12. Where is the microphone located?

- There's a small hole just above the Graco® logo on the base. This is where the microphone is located

13. Is there troubleshooting available for this swing?

- For Cry Detection™ Technology troubleshooting:
  - i. Disconnect power from the plug at the back of the unit, wait 10 seconds, plug back in and then power on unit.
  - ii. Once power is on, check if the Graco® mode (heart) or Parent's mode (star) buttons are illuminated.
    1. Cry Detection™ is only active in one of these modes. When Graco® mode or Parent's mode is selected, the baby face should also be illuminated.
    2. Blue LED light denotes Cry Detection™ is listening and green LED light denotes Cry Detection™ has confirmed a cry.
      - a. \*NOTE, baby needs to cry continually for approximately 15-20 seconds for baby face to turn green.\*
  - iii. If the baby face does not turn green when baby cries, the below items are potential causes/fixes:
    1. Foreign objects blocking microphone (e.g., blankets, toys, etc.)
    2. Please check and remove any objects.
      - a. DO NOT place any objects inside the microphone hole to clean. This could result in permanent damage to the microphone
    3. Too much background noise
      - a. Try to minimize background noise
    4. Relocate or reposition swing
      - a. Position of seat is facing away from microphone
        - i. Try repositioning seat so it's facing forward (towards microphone)
          1. \*NOTE: The Cry Detection™ will work in any of the four seat positions but for purposes of troubleshooting it is best to have seat facing forward.\*
  - iv. If the baby face is green but baby is not crying, the below items are potential causes/fixes:
    1. Too much background noise
      - a. Try to minimize background noise
    2. Relocate or reposition swing
      - a. If in Parent's mode, the baby is crying and baby face turns green, and any setting doesn't operate (e.g. speed, sounds, vibration, etc.) reprogram Parent's mode per the instruction manual.

14. Is it normal for the swing to produce noise when it's in motion?

- Yes, some noise will be produced by the swing due to the mechanics that drive the motion. However, if the noise gets louder with use, or certain atypical noises such as knocking or banging are heard, then please contact Consumer Services to troubleshoot.
  - i. \*NOTE that if the baby is positioned towards the back of the seat, it can cause the center of gravity to shift and make these atypical noises occur. If this happens, please reposition baby to be centered in the seat bite area where the bottom of the seat and the back of the seat meet. Something else that can help is going up one recline position.\*

15. Is it normal to hear some sound/chatter if the vibration is still on when the seat is removed from the base?

- Yes, because the vibration is located on the swing base. For best results, always power the swing all the way down prior to removing the Portable Rocker seat.