4moms mamaRoo® Model 1046

Simultaneous Control and Stream Setup

This document will detail the steps that should be take in order to setup your phone to be able to simultaneously control and stream music to the 4moms mamaRoo® model 1046 multi-motion baby swing™.

If you are setting your mamaRoo up for the first time, please follow the steps detailed in the section titled "New Setup". If you have already paired with your mamaRoo and are able to control the unit with your phone, please follow the steps in the section titled "Adding Streaming".

If, at any time, you experience any difficulty or need any assistance, please reach out to our Customer Success team at this link, 4moms Customer Success, or call us at 1 (888) 614-6667.

New Setup

Prerequisites

Before attempting any of the following steps, be sure that your phone is running the latest OS version and that you have installed the latest version of the 4moms App.

NOTE: At the time of the creation of this document, the latest 4moms App versions were for iOS: v1.0.22 and for Android: v1.0.20.

You can retrieve the latest version of the App for your phone by scanning the appropriate QR-Code shown below.

Apple Device   Android Device

Setup Steps

1. Launch the latest 4moms App.

2. Touch the "+" sign to add a product to your products page.

3. Navigate to the "mamaRoo® multi-motion baby swing™, Model 1046, and follow the on-screen instructions to pair with your mamaRoo®.

4. Once you have successfully paired with the mamaRoo®, click on the Gear icon in the upper-right corner of the App. If you are having trouble pairing, please refer to the "Troubleshooting Pairing" section of this document.

5. Scroll down to the bottom of the page and click on the "Firmware Update" item. If the next screen shown indicates that a new version of firmware is available, please install the firmware update before proceeding. See the section titled "Installing a Firmware Update" for assistance in performing a firmware update.

6. Proceed to the "Adding Streaming" section of this document.

Adding Streaming

You have come to this section because you have already connected and controlled your mamaRoo® from the 4moms App and now you want to add the ability to stream music to your mamaRoo®. If this is not the case, please proceed to the "New Setup" section of this document.

Prerequisites

Before attempting any of the following steps, be sure that your phone is running the latest OS version and that you have installed the latest version of the 4moms App.

NOTE: At the time of the creation of this document, the latest 4moms App versions were for iOS: v1.0.22 and for Android: v1.0.20.

You can retrieve the latest version of the App for your phone by scanning the appropriate QR-Code shown below.

Apple Device   Android Device

Setup Steps

Please follow the appropriate section below based on the type of OS your phone uses.

iOS

1. If the 4moms App is still open on your phone, close the App.

2. On your phone, open the "Settings" menu and then the "Bluetooth" menu.

3. Scroll to the bottom of the "Bluetooth Settings" screen until you can see the "Other Devices" list.

4. Turn the mamaRoo® on and select the Bluetooth Streaming setting by touching and releasing the Sound icon (♫) 5 times. Bluetooth Streaming is selected when all four of the Sound lights are lit.

5. On your phone, under the "Other Devices" list, a device named "mamaRoo5" will appear. Click on the "mamaRoo5" device to connect to it.

6. Once connected to the "mamaRoo5" device, and in order to avoid any confusion, we will rename the Bluetooth Streaming device. Under the "My Devices" heading, you will see two devices named "mamaRoo5". One device will show a status of "Connected" and the other a status of "Not Connected". Click on the information icon (ⓘ) located to the right of the "mamaRoo5" that is showing "Connected".

7. Click on the "Name" field and enter a new name for the device. One suggested name would be "mmRstream", but, any name you choose would be fine as long as you remember what name the device is referring to.

8. Once connected, navigate to your music streaming App and begin streaming music. You should hear the music coming from the speakers on the mamaRoo®. If you do not hear the music coming from the mamaRoo speakers, or your phone does not show "Connected", please go to the section "Troubleshooting Bluetooth Streaming" for assistance.
Note that the Bluetooth light on the mamaRoo is not related to Bluetooth Streaming so it will not light up when you connect to the unit for streaming. Refer to your phone in order to determine what streaming device is currently selected.

9. With music actively being streamed to the mamaRoo® device, launch the 4moms App . Once the App connects, try controlling the mamaRoo via the App. You should now be able to control all features of the mamaRoo® while streaming music.

Note that if the App should fail to connect, navigate back to the Products page and then click on the appropriate mamaRoo to again initiate connection.

Android

1. If the 4moms App is still open on your phone, close the App.

2. On your phone, open the "Settings" menu and then the "Connected devices" menu.

3. Click on the " + Pair new device" option at the top of the screen.

4. Turn the mamaRoo® on and select the Bluetooth Streaming setting by touching and releasing the Sound icon (♫) 5 times. Bluetooth Streaming is selected when all four of the Sound lights are lit.

5. On your phone, a device named "mamaRoo5" will appear. The icon next to the device will be a set of headphones that indicates a music streaming device.. Click on the "mamaRoo5" device to connect to it. If a dialog appears asking you to pair with the device, click on "Pair".

6. The "mamaRoo5" device will then appear under the "MEDIA DEVICES" heading. Once connected to the "mamaRoo5" device, and in order to avoid any confusion, we will rename the Bluetooth Streaming device. Click on the Gear icon located to the right of the mamaRoo5 device.

7. Click on the pencil icon in the upper right, and enter a new name for the device. One suggested name would be "mmRstream", but, any name you choose would be fine as long as you remember what name the device is referring to.

8. Once connected, navigate to your music streaming App and begin streaming music. You should hear the music coming from the speakers on the mamaRoo®. If you do not hear the music coming from the mamaRoo speakers, or your phone does not show "Connected", please go to the section "Troubleshooting Bluetooth Streaming" for assistance.
   Note that the Bluetooth light on the mamaRoo is not related to Bluetooth Streaming so it will not light up when you connect to the unit for streaming. Refer to your phone in order to determine what streaming device is currently selected.

9. With music actively being streamed to the mamaRoo® device, launch the 4moms App . Once the App connects, try controlling the mamaRoo via the App. You should now be able to control all features of the mamaRoo® while streaming music.

   Note that if the App should fail to connect, navigate back to the Products page and then click on the appropriate mamaRoo to again initiate connection.

Installing a Firmware Update

Your 4moms mamaRoo® model 1046 multi-motion baby swing™ offers the ability to update the firmware in the unit. 4Moms will periodically release update firmware in order to add functionality or fix minor bugs. Follow the instructions below to determine if an update firmware is available and to install the new firmware if available.

1. Open the 4moms App and connect to your mamaRoo®.

2. Once connected, click on the Gear icon in the upper right corner to enter the "Product Settings" screen.

3. Scroll down to the bottom and click on the "Firmware version" menu item.

4. If the firmware in your mamaRoo® is up to date, the Firmware Update screen will tell you this and you can exit this section of the document. If there is a new firmware version available, proceed to step 5.

5. Verify that the mamaRoo® is connected to your Wi-Fi network. If it is not, please connect it to your Wi-Fi network before proceeding. If you are having issues connecting to your Wi-Fi, please refer to the "Troubleshooting Wi-Fi Connectivity" section of this document.

6. Cycle the power on the mamaRoo® by unplugging the mamaRoo® for 10 seconds, and then plugging it back in.

7. Click the "Update" button on your phone to initiate the firmware update process. The firmware update will take about 2 minutes to complete. The status of the update will be displayed on your phone. If the update should fail, please see the "Troubleshooting Firmware Update" section of this document.

Troubleshooting Bluetooth Streaming

Please refer to the item below that best describes your current issue.

My phone shows that I am connected to the mamaRoo® for streaming but I do not hear any sound from the mamaRoo® speakers.

1. Verify that the Sound selected on the mamaRoo® is set to the Streaming mode. Streaming mode is selected when all four of the Sound lights are lit.

2. Adjust the volume level on the mamaRoo® by using the volume button on the unit or in the 4moms App.

3. In the streaming App on your phone, verify that the Bluetooth output has been selected. Most devices will list the Bluetooth device as the device name given in the Bluetooth Setting menu.

4. Verify that the volume on your phone is not muted.

My phone is not connecting to the mamaRoo® streaming device.

1. It may be the case that your phone is using some cached Bluetooth device values that need to be deleted. To delete these cached values please follow the steps below.

   a) Close all open Apps.

   b) Navigate to the "Settings" menu on your phone.

   c) On iOS devices, navigate to the "Bluetooth" menu. On Android devices, navigate to the "Connected devices" menu then to the "Connection preferences" menu, then finally select the "Bluetooth" menu.

   d) Click on the "Bluetooth" toggle to turn off Bluetooth.

2. We will now need to briefly turn off the phone.

   a) On iOS, you will need to navigate to the "Settings" menu, then to the "General" menu, and finally scroll down to the bottom and select the "Shut Down" menu item. Slide the button at the top of the screen to turn off the phone.

   b) On Android, press and hold the power button. When the power options are displayed, choose "Power off".

3. Wait 15 seconds, and then turn the phone back on.

a) On iOS, hold the power button until the Apple icon appears on the screen. On Android, hold the power button until your phones splash screen is displayed.

4. After the phone is power on, navigate to the "Settings" screen and enable Bluetooth.

   a) On iOS devices, navigate to the "Bluetooth" menu. On Android devices, navigate to the "Connected devices" menu then to the "Connection preferences" menu, then finally select the "Bluetooth" menu.

   b) Click on the "Bluetooth" toggle to turn on Bluetooth.

5. Please return to the "Adding Streaming" section.

I have tried all of the above steps and I still am unable to both control the mamaRoo and stream music.

We will try performing a complete reset of both the phone and mamaRoo in order to clear any cached or corrupted Bluetooth device values.

Please follow the steps below to first reset the mamaRoo®.

1. Unplug the power cable from the back of the mamaRoo®.

2. Wait 15-30 seconds.

3. Plug the power cable back into the mamaRoo® and within 3 seconds touch and release the Car Ride icon ↻ on the mamaRoo® control panel. After a second or two you will see the Power light blink a few times in a green color, and then stay off.

4. Unplug the power cable from the back of the mamaRoo®.

5. Wait 15-30 seconds.

6. Plug the power cable back into the mamaRoo®. The mamaRoo® has now been reset.

Please follow the steps below to reset the phone.

1. Navigate to the 4moms App on your phone and delete the App.

   a) On iOS you will press and hold the App icon until the App dialog box is displayed. On Android you will press and hold the App icon until the App Info screen is displayed.

   b) On iOS, click on the "Remove App" option and then click on "Delete App". On Android, click on the "Uninstall" option and then click on "OK".

2. We will now delete any mamaRoo® Bluetooth devices.

   a) On iOS, navigate to the "Setting" menu, then to the "Bluetooth" menu. On Android, navigate to the "Connected devices".

   b) On iOS, find the device titled "mamaRoo5" and click on the information icon (ⓘ). On Android, click on the Gear icon to the right of the mamaRoo5" device.

c) On iOS, click on "Forget This Device" and then "Forget Device". On Android, click on the "Forget" button and then click on the "Forget device" option.

d) Find the mamaRoo® streaming device and forget that device as well.

3. We will now need to briefly turn off the phone.

a) On iOS, you will need to navigate to the "Settings" menu, then to the "General" menu, and finally scroll down to the bottom and select the "Shut Down" menu item. Slide the button at the top of the screen to turn off the phone.

b) On Android, press and hold the power button. When the power options are displayed, choose "Power off".

4. Wait 15 seconds, and then turn the phone back on.

a) On iOS, hold the power button until the Apple icon appears on the screen.

b) On Android, press the power button until your phones splash screen is displayed. <u>Do not select the "Restart" option as this will not properly the necessary reset.</u>

At this point both the phone and the mamaRoo® have been reset. You should now proceed to the "<u>New Setup</u>" section of this document to continue.

Troubleshooting Firmware Update

This section will help you troubleshoot any firmware update issues that you may encounter.

1. Verify that you are connected to the correct Wi-Fi network and that the Wi-Fi network that you are connected to is a 2.4GHz Wi-Fi network. On most networks this can be determined by looking at the network name in your phone's Wi-Fi Settings menu. A 5GHz network will typically have a name ending in "5G". The Wi-Fi light on the mamaRoo® must be lit in blue.

2. Before reattempting the firmware update, cycle the power on the mamaRoo® by unplugging the unit for 10 seconds, and then plugging the unit back in.

3. It may be the case that the Wi-Fi signal being received by the mamaRoo® is weak. Try physically moving the mamaRoo® closer to your Wi-Fi router.

Troubleshooting Pairing

This section will help you to troubleshoot any Bluetooth pairing issues that you may encounter. Please find the statement that best describes your current issue.

The Bluetooth and/or Wi-Fi light on my mamaRoo® is lit in green.

The Bluetooth and/or Wi-Fi light being lit in green indicates that the radio functionality on your mamaRoo® has been disabled. Disabling the radio in the mamaRoo® is a feature provided for users who

do not wish to or need to use the connectivity aspects of the mamaRoo® such as NICU's in hospitals. To re-enable the radio, simply follow the instructions below.

1. Touch and release the Power icon to turn the mamaRoo® off and then back on.

2. Touch and hold the Sound icon (♫) for 10-12 seconds. The Bluetooth and/or Wi-Fi lights will turn off. This indicates that the radio is now enabled.

3. Touch and release the Power icon to turn the mamaRoo® off and then back on.

Please return to the "New Setup" section of this document to retry pairing.

Troubleshooting Wi-Fi Connectivity

This section will help you troubleshoot getting your mamaRoo® connected to your Wi-Fi network. Please find the statement that best describes your current issue.

The Wi-Fi light on my mamaRoo® is lit in red when I first attempted to connect to my Wi-Fi.

The most common reason that the Wi-Fi light is lit in red is related to an incorrect Wi-Fi password being entered in the 4moms App when trying to connect to Wi-Fi. Follow the steps below to resolve an incorrect password entry.

1. On your phone, open the 4moms App and connect to the mamaRoo®.

2. Click the Gear icon in the upper right to enter the "Product Settings" page.

3. Scroll down to the "Wi-Fi" menu item and click on it.

4. Verify that the correct Wi-Fi name is being displayed. *Note that the Wi-Fi name displayed should be the same Wi-Fi that your phone is currently connected to.*

5. Carefully enter the Wi-Fi password and then press "Connect". The Wi-Fi light on the mamaRoo® will light up in blue when the connection is established.

The Wi-Fi light on my mamaRoo® is lit in red when it was previously lit in blue.

The Wi-Fi light on the mamaRoo® changing from blue to red indicates that the mamaRoo® has lost connectivity with your Wi-Fi router. This may be due to a change in the location of your mamaRoo® or a change to your Wi-Fi network layout. Follow the steps below to reconnect the mamaRoo® to your Wi-Fi.

1. Cycle power on the mamaRoo® by removing the power cable from the back of the mamaRoo®, waiting 15 - 30 seconds, and then plugging the power cable back in.

2. Turn on the mamaRoo® and verify that the Wi-Fi light returns to a blue color. If the Wi-Fi light is still lit in red, proceed to step 3.

3. Unplug the mamaRoo® and move it to the previous spot it was located or move it closer to your Wi-Fi router.

4. Plug the mamaRoo back in, turn it on, and verify that the Wi-Fi light returns to a blue color. If the Wi-Fi light is still lit in red, proceed to step 5.

5. Perform a complete reset.

   a. Unplug the power cable from the back of the mamaRoo®.

   b. Wait 15-30 seconds.

   c. Plug the power cable back into the mamaRoo® and within 3 seconds touch and release the Car Ride icon ↻ on the mamaRoo® control panel. After a second or two you will see the Power light blink a few times in a green color, and then stay off.

   d. Unplug the power cable from the back of the mamaRoo®.

   e. Wait 15-30 seconds.

   f. Plug the power cable back into the mamaRoo®. The mamaRoo® has now been reset.

6. We will now delete any mamaRoo® Bluetooth devices.

   a. On iOS, navigate to the "Setting" menu, then to the "Bluetooth" menu. On Android, navigate to the "Connected devices".

   b. On iOS, find the device titled "mamaRoo5" and click on the information icon (ⓘ). On Android, click on the Gear icon to the right of the mamaRoo5" device.

   c. On iOS, click on "Forget This Device" and then "Forget Device". On android, click on the "Forget" button and then click on the "Forget device" option.

   d. Find the mamaRoo® streaming device and forget that device as well.

Note that resetting the mamaRoo will erase all information related to Bluetooth and Wi-Fi. You will need to again pair with the mamaRoo® via the 4moms App in order to restore the ability to remote control the mamaRoo® and reenter your Wi-Fi information.

The Wi-Fi light on my mamaRoo® is lit in green.

The Bluetooth and/or Wi-Fi light being lit in green indicates that the radio functionality on your mamaRoo® has been disabled. Disabling the radio in the mamaRoo® is a feature provided for users who do not wish to or need to use the connectivity aspects of the mamaRoo® such as NICU's in hospitals. To re-enable the radio, simply follow the instructions below.

1. Touch and release the Power icon to turn the mamaRoo® off and then back on.

2. Touch and hold the Sound icon (♫) for 10-12 seconds. The Bluetooth and/or Wi-Fi lights will turn off. This indicates that the radio is now enabled.

3. Touch and release the Power icon to turn the mamaRoo® off and then back on.