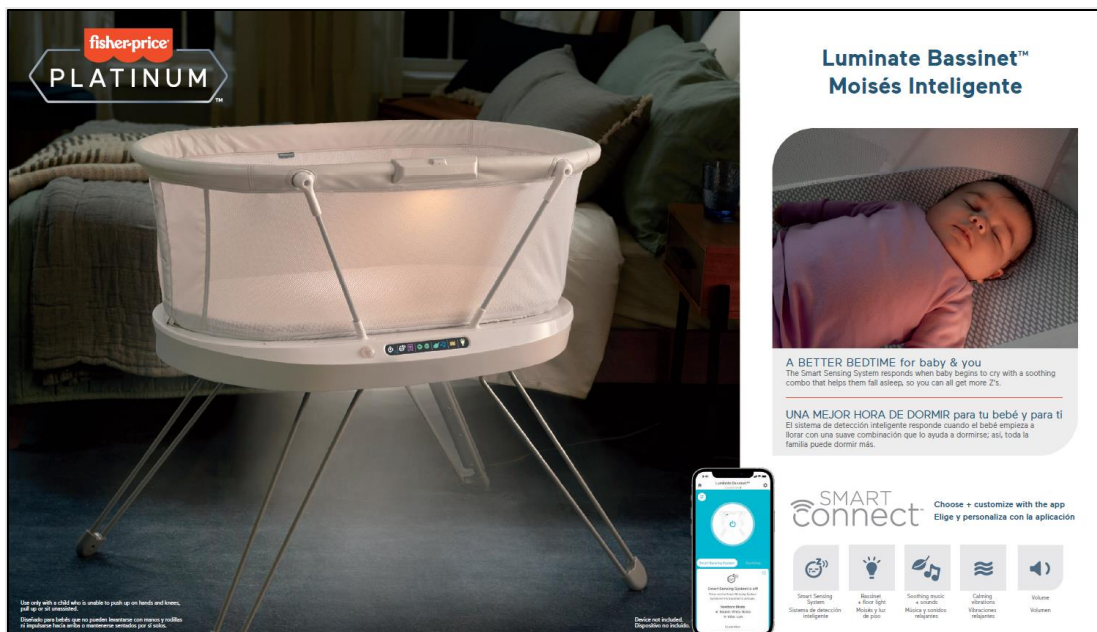


## Fisher-Price® Luminate Bassinet™ Messaging / Q&A



### Product Description:

The Fisher-Price® Luminate Bassinet™ helps give you peace of mind while keeping your baby calm and cozy. This baby bassinet is packed with soothing features, including soft amber basket night-light, music, sounds and vibrations, which you can control through the free Fisher-Price® Smart Connect™ app on your smart device.

The motion-activated floor light helps illuminate your path as you near the bassinet and the breezy mesh sides allow you to see your little snoozer. The Smart Sensing System can respond to baby's cries and offers 3 specifically designed soothing modes to choose from.

Available at: [www.fisher-price.com/luminate](http://www.fisher-price.com/luminate)

### Q&A:

#### Product Information

##### Q: What is the Fisher-Price® Luminate Bassinet™?

- The Luminate Bassinet™ is a baby bassinet packed with soothing features, including soft amber basket night-light, music, sounds and vibrations, which you can control through the free Fisher-Price® Smart Connect™ app on your smart device.

##### Q: Why did Fisher-Price® develop the Luminate Bassinet™?

- We know that every baby sleeps differently, so we focused on giving parents and caregivers a fully customizable soothing sleep experience for their baby. We wanted to provide the convenience of a connected solution, through things like the Smart Sensing System and motion sensitive lights, to help guide the way to the bassinet. These technologies, combined with the aesthetic, provide a premium solution for parents at a competitive price.

**Q: How do parents set up the Luminate Bassinet™?**

- Following the product assembly, parents and/or caregivers can use the product as is, via the control panel on the front of the bassinet.
- To access additional features, and further customize their experience, the parent and/or caregiver must download the iOS or Android™ Fisher-Price® Smart Connect™ app. Once downloaded, the user must register (e-mail required) to the Mattel Login system, and then connect/pair to their bassinet via Bluetooth® technology.
- Once connected, caregivers will get a brief tutorial, and can further customize their soothing and lighting experiences.
- The Fisher-Price® Smart Connect™ app is designed to be a parent control/custody app.

**Q: Does the Luminate Bassinet™ connect directly to the Internet?**

- No, the Luminate Bassinet™ only connects to the Fisher-Price® Smart Connect™ app on your smart device via Bluetooth® LE.

**Q: Does the Luminate Bassinet™ work when it's not connected to the Fisher-Price® Smart Connect™ app?**

- Yes, features like volume, sound selection and vibration on the Luminate Bassinet can be controlled by the panel on the front of the bassinet.
- To access additional features, and further customize their experience, the parent and/or caregiver must download the iOS or Android Fisher-Price® Smart Connect™ app. Once downloaded, the user must register (e-mail required) to the Mattel Login system, and then connect/pair to their bassinet.

**Q: What is the Smart Sensing System?**

- The Smart Sensing System is an automatic system with different soothing cycles based on recommendations of a sleep expert.
- This is one of the soothing options parents and/or caregivers can select from, that senses baby's cries and automatically responds with varying music and sounds, along with volume and vibration options depending on which mode is selected.

**Q: Can a user start or stop the Smart Sensing System soothing option remotely from the Fisher-Price® Smart Connect™ app?**

- The Smart Sensing System soothing option was designed with care to keep caregivers and baby connected. This feature can only be started or stopped by pressing the Smart Sensing System button on the bassinet control panel. This ensures baby is checked in on before the system begins to listen and soothe.
- The customization and mode selection of the Smart Sensing System soothing option is managed through the Fisher-Price® Smart Connect™ app.

**Q: How does the Luminate Bassinet™ sense a child is crying?**

- By using a system of microphones and detection algorithms, the bassinet senses the baby's cry and will start soothing response options once sensed.

**Q: What information will parents need to provide to set up Luminate Bassinet™?**

- Parents need to provide an e-mail address to register/login to the Mattel Login system as part of the Fisher-Price® Smart Connect™ app experience.

**Privacy/Security**

**Q: Is the Luminate Bassinet™ always listening?**

- The Luminate Bassinet™ only senses and responds to cries while the Smart Sensing System is turned on.

**Q: Is the Luminate Bassinet™ recording and storing audio that it hears through its microphones?**

- While the Smart Sensing System is turned on, the Luminate Bassinet™ keeps audio it hears in memory for fractions of a second for processing. Once processed, the audio is then discarded. At no point is that audio ever transferred to the cloud or any other device.

**Q: Does the Luminate Bassinet™ record any other information?**

- The Luminate Bassinet™ keeps your latest product settings in product memory so that it can remember them if it loses power for any reason. These settings can be restored to default settings through the app.
- The Luminate Bassinet™ keeps track of how long each of its features are used and how many cries it hears. This data is reported via the Fisher-Price® Smart Connect™ app as anonymized and aggregated with all other user data so it cannot be traced back to any single user.

**Q. How is that recorded information used?**

- The anonymized and aggregated data is only used to see what features our collective users like best and to analyze the effectiveness of some of the features.

**Q: When I am done using the bassinet, how can I clear my product information?**

- At any point, a user can “Reset All Settings” through the app, which will remove any preset configurations from the product itself. In addition, a user can press the “Remove This Device From My Account” button within the app’s product settings page, which will disassociate the product with the user’s Mattel Login account and delete the product configuration information.

**Q: Could the audio and data on the Luminate Bassinet™ be intercepted via Bluetooth® technology?**

- The audio picked up by the microphone is not transmitted to any other device, so it cannot be intercepted.
- All data sent from the Luminate Bassinet™ to the Fisher-Price® Smart Connect™ app is encrypted. No audio data is sent from the microphones.

**Q: Why does the Fisher-Price® Smart Connect™ app need permission to access my phone’s location?**

- Android™ devices using Android™ 11 or lower require location access for your phone to scan for and connect to your Luminate Bassinet™ via Bluetooth® LE. iOS does not require location permission. Fisher-Price® does not collect any location information through Bluetooth.

**Q: What is Bluetooth Low Energy (BLE or Bluetooth LE)?**

- Bluetooth® Low Energy (BLE) is a variation of traditional Bluetooth® technology that is designed for low power operation. It allows your phone and your Luminate Bassinet™ to connect and communicate with each other.

**Fisher-Price® Smart Connect™ App**

**Q: How can I pair my smart device with the Luminate Bassinet™?**

- Open the Fisher-Price® Smart Connect™ app and make sure you have Bluetooth® enabled. Select your Smart Connect™ product from the "Add a Product" screen and follow the pairing instructions in the app. Plug in your Luminate Bassinet™, locate the power button and hold for about 5 seconds to pair it with your smart device. Be sure the control panel is active and turned on before attempting to pair by pressing down on the power button. The app will let you know once the product is successfully connected.

**Q: What can I expect once the Smart Sensing System begins?**

- In Mode 1: Sense & Respond, the bassinet will immediately begin soothing when a cry is detected with vibrations and sounds.
- In Mode 2: Sense & Soothe, the bassinet begins soothing with our Ready, Settle, Sleep™ playlist. The bassinet's response to baby's cries is delayed to allow time for baby to learn to self-soothe.
- In Mode 3: Ready, Settle, Sleep™, the bassinet no longer responds and vibrations are turned off to help wean baby from these soothing features. Sounds and vibrations will play indefinitely, until this mode is turned off.

**Q: What is a Favorite?**

- A "Favorite" is a custom combination of soothing settings that you create. Within the Soothing tab in the Fisher-Price® Smart Connect™ app, you can set your favorite music & sounds, vibration, and timer settings. To activate a favorite, you can press the Favorite button on the bassinet. Press the button again to turn off. If you have not set up favorite settings in the app, pressing this button will activate factory default settings.

**Q: How can I save my settings as a Favorite on the app and on the product?**

- On the Soothing tab within the Fisher-Price® Smart Connect™ app, select your desired Music/Sound and Vibration settings and timers, then tap on "Save as Favorite." These settings can then be selected any time from the Favorite drop-down menu. If you'd like to assign a favorite to the product's favorite button (star icon), simply create and save a favorite as mentioned above, then switch the toggle button in the Favorite section to On. Once this is done, pressing the Favorite button on the physical product control panel will play your selected sound, vibration and timer settings without having to enter the app.

**Q: What Smart Sensing System mode is best for my baby?**

- As each child is unique, we recommend starting with Mode 1 and explore the Sound and Vibration settings until you find one that works best for you and your baby.

**Q: Why is my baby not responding to the Smart Sensing System?**

- As each child is unique, it may take a couple of days to get used to. Try exploring which settings work best for your baby.

**Q: How can I customize vibration within the Smart Sensing System?**

- Vibration options are on the Customize Smart Sensing System page within the Fisher-Price® Smart Connect™ app.

**Q: How can I customize my control panel lights?**

- There are two settings for the control panel lights: "Always On" and "Touch to Wake." You can use the brightness slider to adjust the brightness of the Control Panel lights. With the Control Panel Lights set to "Always On", the lights will remain at the set brightness level until the product is turned off. With the Control Panel Lights set to "Touch to Wake", the lights will turn off after 30 seconds of inactivity. Pressing on any of the Control Panel buttons will turn these lights back on again, briefly.

**Q: How can I customize my floor light?**

- This feature can only be controlled via the Fisher-Price® Smart Connect™ app. If the floor lights are set to "Motion", any movement will cause the lights under the bassinet to turn on, which can help parents locate the bassinet without disrupting baby. If there is no activity for 1 minute, the light will shut off.
- If you find the floor lights are turning on without any nearby motion, try turning this setting to Off in the app, or change the position of the bassinet so the sensor (located next to the control panel) is not facing a window, door, fan, bed, or other source of light or motion.

**Q: How do I keep the Floor Light ON at all times?**

- To keep the floor lights on, go into the app and open the ""Customize your Bassinet"" section and set Floor Lights to On.
- If you utilize the control panel function, be sure to turn each feature off individually (press and hold)--pressing the power button turns the entire bassinet off (including the floor light).

**Q: What does the Power button do in the app?**

- Turning the Power button to On will turn on your control panel. Turning the Power button to Off will turn off the Luminate Bassinet™.

**Q: Can I add my own music or songs?**

- Sorry, this feature is not currently supported in the Smart Connect™ system.

**Q: Why isn't the Smart Sensing System responding to cry**

- Check that the microphone on the product is not covered. The product requires a sustained cry in order to advance through the various stages. If your child is whimpering softly or for a short duration, the product may not respond with changes.

**Q: Where are the microphones located on the bassinet?**

- There are two microphones located in the top rail of the Luminate Bassinet™. Be sure to not obstruct the microphones or the Smart Sensing System will not be able to sense your baby's cries.

**Q: What is the difference between Smart Sensing System and the Soothing Tab?**

- The Smart Sensing System offers 3 specially designed soothing responses and settings you can choose from. Each mode offers a unique calming combination to fit baby's needs as they grow.
- For customizable soothing at any time, select the Soothing tab. From there, you can create your own combination of music, sounds and vibration, and even set timers and save your favorites.

**Q: Why doesn't the music stay on the track I have selected?**

- The music and sound section function based on what music playlist is selected. The audio will play in the order of the songs found within the selected playlist. If you would like to select your own combination of tracks, you can utilize the Custom Playlist function to do so.