

OK to Wake FAQ

- 1. How do I set My OK To Wake Clock?**
 - a. Click on the link to watch an informational video with tips and tricks on setting and trouble shooting your OK To Wake Clock.
["How-to" Video](#)
- 2. How long is my warranty good for?**
 - a. All OK to Wake! Products are covered by a one-year parts and labor warranty starting on the day of purchase.
- 3. Can my Teach Me Time! Talking Alarm Clock go completely dark?**
 - a. Unfortunately there is no way for the face of the clock to go completely dark. You can, however, make it dimmer.
- 4. My OK to Wake! product will not stay on even after I put new batteries in it.**
 - a. Inspect all of the contacts in the battery box for the slightest amount of corrosion or build-up from moisture or faulty batteries. If you do see any build-up, clean the contacts as needed with a lightly damp paper towel. Allow to dry completely before putting batteries back in.
- 5. Why does my OK to Wake! Plush Owl keeps playing music continually?**
 - a. This is a sign that the batteries are low.
- 6. Why won't my Teach Me Time! Talking Alarm Clock light up or make noise?**
 - a. This product is meant to be plugged in at all times and the batteries are just a backup for power outages or in case the clock accidentally gets unplugged. If only the clock face is working, check that your clock is plugged in. If it is plugged in, check that the outlet it is plugged into is working.
- 7. I don't understand how to set the green OK to Wake! light on my Night Owl Portable Night-Light. Is there no clock to set?**
 - a. In order to set the green light, you must hold the button down for ten seconds in real time. For example, if you would like the owl to light up green at 7 a.m. every morning, you must press and hold the button for 10 seconds AT 7 a.m. This will set the light, and it will go green every morning at 7:00, letting your child know it is OK to Wake!
- 8. I don't understand how to set the yellow night-light and the green OK to Wake! time light on my Teach Me Time! Talking Alarm Clock?**
 - a. The "On" time is the time that the YELLOW night-light turns on.
 - b. The "Off" time is the time that both YELLOW and GREEN lights are off.
 - c. The "Change (CNG)" time is the time that the YELLOW light changes to GREEN, and it is the last of the three settings. The reason for this is that the YELLOW "On" time and the "Off" time define a window of time, and the "Change" time must fall between this (which the clock enforces automatically).
 - d. Example: If you want your night-light to come on at 8:00 at night, your ON time is 8:00 p.m. Then, if you want the light to change to green to indicate to your child that it's OK to Wake! at 7:00 in the morning, your CNG time is 7:00 a.m. If you'd like all lights off by 7:30 in the morning to start your day, the OFF time is 7:30 a.m."
- 9. My Teach Me Time! Talking Alarm Clock has no sound.**
 - a. The first things to check is a feature many people don't realize exists, the volume. In the control panel on the back, the +/- button used for HOURS in any of the SET modes, also controls the volume when you are NOT in any of the SET modes. There are three sound levels as well as an OFF position.
 - b. To check the volume level, make sure the clock is not in any of the SET modes or the GAME mode and toggle the +/- button for HOURS up. You should see the levels indicated on the front display in the digital clock region.
- 10. Why do you call the Ok To Wake clock an Alarm Clock & Night-Light, when the light does not stay on all night, like a normal night-light?**
 - a. Because this is a battery-operated clock, the night-light features have a maximum on-time of two hours. In the event your child wakes up in the middle of the

night and needs the night-light on, the left “toe” of the clock is extremely accessible and comes on with one tap, and then will stay on for two hours or less depending on how long you program it.

11. If my clock came with out one of the face plates, what do I do?

a. For missing face plates, consumers need to contact us and we will send out whichever plate is missing within 24 hrs.