



## Alarms in MyChild6

**Patient Alarms** are alarms that are triggered by assigned tags under certain conditions. Patient alarms show on your floorplan and point to the device that triggered that alarm or saw the tag last. The alarm includes the patient's name, tag number, and last known location.

**Level 1** alarms notify you about events that could lead to a security breach. Level 1 alarms are indicated by pop-up notifications that disappear after 30 seconds unless you click "View Alarm." The alarm is displayed in the floorplan view. The floorplan view has priority over all other pages. Make sure you complete whatever you are working on before clicking on "View Alarm" because your work will not be saved.

**Level 2** alarms also notify you about events that could lead to a security breach but are more serious than the events that trigger a level 1 alarm. It is recommended that security protocols be followed. There are no pop-up notifications. The floorplan view with the alarm automatically takes over your screen; therefore, whatever you are working on will not be saved. Audio is included.

**Level 3** alarms notify you about events that could be security breaches. It is recommended that security protocols be followed. There are no pop-up notifications. The floorplan view with the alarm automatically takes over your screen; therefore, whatever you are working on will not be saved. Audio is included.

| Alarm Name           | Level | Alarm Description  | Setting Configurable?                                | Accepting Alarm  |
|----------------------|-------|--|--|--|
| TAG NEAR CLOSED DOOR | 1     | This alarm occurs when an assigned tag that is NOT in Bypass Mode is in a protected door field and the door is closed. This alarm self-accepts when the tag is no longer in the door field. If the door opens while the tag is in the field, this alarm gets replaced by a TAG NEAR OPEN DOOR alarm. If the door remains closed but the tag is still in the field for more than one minute, this alarm is replaced by a TAG LOITERING NEAR DOOR alarm. | Yes. You can disable this alarm at individual doors. | This alarm is indicated by a pop-up notification that disappears after 30 seconds unless you click "View Alarm." Once there, to accept this alarm, click "Accept." |



| Alarm Name                        | Level | Alarm Description  | Setting Configurable?                          | Accepting Alarm   |
|-----------------------------------|-------|--|--|---|
| TAG LOITERING NEAR DOOR           | 2     | This alarm occurs when an assigned tag that is NOT in Bypass Mode is in a door field for longer than one minute and the door is closed. It replaces the TAG NEAR CLOSED DOOR alarm.  | Yes. You can disable this at individual doors. | This alarm self-accepts when the tag is no longer in the field. It can also be manually accepted by clicking "Accept" and annotating. |
| TAG NEAR OPEN DOOR                | 3     | This alarm occurs when an assigned tag that is NOT in Bypass Mode is in the field of an open door.   | No   | To accept this alarm, click "Accept" and then annotate.   |
| TAG NEAR ELEVATORS - DOORS CLOSED | 3     | This alarm occurs when an assigned tag NOT in Bypass Mode is in a bank style elevator field and the elevator doors are all closed. In a standard design, the elevators do not stop on the floor where the tag is when this alarm is active.  | No   | To accept this alarm, click "Accept" and then annotate.   |
| TAG NEAR ELEVATORS - DOOR OPEN    | 3     | This alarm replaces "TAG NEAR ELEVATORS - DOORS CLOSED." This alarm occurs when an assigned tag NOT in Bypass Mode is near bank style elevators, and a motion detector at an elevator door detects motion, thereby indicating the elevator door is open. In a standard design, the elevators are disabled on the floor where the tag is when this alarm is active. | No   | To accept this alarm, click "Accept" and then annotate.   |
| TAG IN ELEVATOR                   | 3     | This alarm occurs when an assigned tag NOT in Bypass Mode is in the field of an individual elevator controller. In a standard design, the elevator door will stay open, and the elevator will not move when this alarm is active.  | No   | To accept this alarm, click "Accept" and then annotate.   |
| LOW BATTERY TAG ON PATIENT        | 2     | This alarm occurs when the system receives a low battery message from a tag that is assigned to a patient.   | No   | To accept this alarm, click "Accept" and then annotate.   |



| Alarm Name                           | Level | Alarm Description   | Setting Configurable?   | Accepting Alarm  |
|--------------------------------------|-------|---|---|--|
| PATIENT EXIT UNAUTHORIZED BY MYCHILD | 2     | This alarm occurs when someone enters a correct PIN code at a door and there is an assigned tag in the door field and that tag is NOT in Bypass Mode. The egress is authorized by the hospital because the correct PIN was entered; however, the egress is unauthorized by MyChild. | This alarm can be turned on or off at individual doors.   | To accept this alarm, click "Accept" and then annotate.  |
| TAG OUTSIDE OF PROTECTED AREA        | 3     | This alarm occurs when a tag is picked up by a receiver located outside of a protected unit/zone.   | No  | To accept this alarm, click "Accept" and then annotate.  |
| TAG TAMPER                           | 3     | This alarm occurs when the circuit formed by the connection of a cut-band and a cut-band tag is interrupted OR the sensing mechanism on the tag no longer senses that it is on skin.  | No  | To accept this alarm, click "Accept" and then annotate.  |
| TAG SIGNAL MISSED                    | 1     | This alarm is triggered when the system does not receive any TLM signals from an assigned tag for a configurable time period.   | Yes. You can choose how many seconds should elapse without hearing from an assigned tag to trigger this alarm. The default is 65 seconds. | This alarm is indicated by a pop-up notification that disappears after 30 seconds unless you click "View Alarm." Once there, to accept this alarm, click "Accept." If the system receives a TLM signal, this alarm self-accepts. |
| TAG SIGNAL MISSED 2                  | 2     | This alarm is raised after a configurable period of time after a Tag Signal Missed Alarm is raised AND the system has not received a signal from the tag during that time.  | Yes. You can choose how many seconds should elapse from the initiation of the TAG SIGNAL MISSED alarm. The default is 30 seconds.         |  |



**Bypass Alarms:** MyChild provides a ByPass Mode that allows you to take a patient out of a protected area without setting off alarms. You must select a departing unit and a destination unit. These can be the same. The patient status changes from “Active” to “Bypass” when a patient is in ByPass Mode.

When the time allotted for the bypass is almost expired, a “BYPASS EXPIRING” alarm is triggered. When the timer reaches zero, a “BYPASS EXPIRED” alarm is triggered. All bypass alarms (except BYPASS COMPLETE) allow you to edit the bypass. Changes can also be made on the patient card. When you complete a bypass by clicking “Complete,” you are acknowledging that the patient has arrived at the destination unit.

| Alarm Name      | Level | Alarm Description  | Setting Configurable?  | Accepting alarm  |
|-----------------|-------|--|--|--|
| BYPASS STARTED  | 1     | The first bypass-designated door passed by a patient in bypass triggers this alarm and starts the bypass timer.  | No   | This alarm is indicated by a pop-up notification that disappears after 30 seconds unless you click “View Alarm.” Once there, to accept this alarm, click “Accept.”   |
| BYPASS EXPIRING | 1     | This alarm occurs five minutes before a patient in bypass is due to pass the second bypass door (destination).<br><br>If the patient passes the second bypass door during the five-minute period, this alarm is replaced by a “BYPASS COMPLETE” alarm.<br><br>If five minutes pass and the patient has not passed the second door, this alarm is replaced by a “BYPASS EXPIRED” alarm. | You may select how many minutes before the bypass time expires to raise this alarm. The default is five minutes. | This alarm is indicated by a pop-up notification that disappears after 30 seconds unless you click “View Alarm.”<br><br>This alarm stays on your screen until the time runs out unless you click “Complete” or “Edit.” |
| BYPASS COMPLETE | 1     | This alarm occurs when the patient in bypass passes the second bypass door.  | No   | Although Level 1, this alarm does not self-accept. It must be completed. Click on the “View Alarm” button on the pop-up notification and, once there, click “Complete” to complete the bypass.                         |
| BYPASS EXPIRED  | 3     | This alarm occurs when the allotted time for the bypass has expired, and the patient has not passed the second bypass door.  | No   | To accept this alarm, click “Accept” and then annotate.  |



**Suspend Tamper Alarms:** MyChild provides a suspend tamper function which allows you to remove a cut-band or sensing tag temporarily without setting off alarms. When you put a patient into SUSPEND TAMPER mode, the patient status changes from “Active” to “Tamper Suspended.”

When the time allotted for the suspend tamper is almost expired, a “SUSPEND TAMPER EXPIRING” alarm is triggered. When the timer reaches zero, a “SUSPEND TAMPER EXPIRED” alarm is triggered. All suspend tamper alarms allow you to edit the suspend tamper. Changes can also be made on the patient card.

*When you click “Complete” to complete a Suspend Tamper, you are acknowledging that the tag is back on the patient.*

| Alarm Name              | Level | Alarm Description  | Setting Configurable?  | Accepting Alarm  |
|-------------------------|-------|--|--|--|
| SUSPEND TAMPER STARTED  | 1     | This alarm notifies you that a patient has been put into Suspend Tamper Mode and that the Suspend Tamper timer has started.<br><br>The patient status changes from “Active” to “Tamper Suspended.” | No   | This alarm is indicated by a pop-up notification that disappears after 30 seconds unless you click “View Alarm.” Once there, to accept this alarm, click “Accept.”   |
| SUSPEND TAMPER EXPIRING | 1     | This alarm appears five minutes before the suspend tamper allotted time is due to expire.<br><br>At this point you can edit the tamper suspend to add time or complete the tamper suspend.         | You may select how many minutes before the timer reaches zero to raise this alarm. | This alarm is indicated by a pop-up notification that disappears after 30 seconds unless you click “View Alarm.”<br><br>This alarm stays on your screen until the time runs out unless you click “Complete” or “Edit.”<br><br>If you complete, you are ending the suspend tamper and the patient status returns to “Active.” |
| SUSPEND TAMPER EXPIRED  | 3     | This alarm appears when the allotted time for the suspend tamper has expired.  | No   | To accept this alarm, click “Complete” and then annotate.  |



**Device Alarms** are alarms that are triggered by door controllers, receivers, elevator controllers, or digital Input/Output devices (I/Os) under certain conditions. Device alarms show on your floorplan and point to the device that triggered the alarm.

**Level 1** alarms notify you about events that could lead to a security breach. Level 1 alarms are indicated by pop-up notifications that disappear after 30 seconds unless you click on click “View Alarm.” The alarm is displayed in the floorplan view. Floorplan view has priority over all other pages. Make sure you complete whatever you are working on before clicking on a level 1 alarm because your work will not be saved.

**Level 2** alarms also notify you about events that could lead to a security breach but are more serious than the events that trigger a level 1 alarm. There are no pop-up notifications. The floorplan view with the alarm automatically takes over your screen; therefore, whatever you are working on will not be saved. Audio is included.

**Level 3** alarms notify you about events that could be security breaches. It is recommended that security protocols be followed. There are no pop-up notifications. The floorplan view with the alarm automatically takes over your screen; therefore, whatever you are working on will not be saved. Audio is included.

| Alarm Name                   | Level | Alarm Description   | Setting Configurable?   | Accepting Alarm  |
|------------------------------|-------|---|---|--|
| LOW BATTERY TAG IN INVENTORY | 1     | This alarm is triggered when a tag that is not assigned to a patient sends a Tag Initiated Communication (TIC) message of low battery. The closest device to this tag reports this. | You can change the number of TIC messages received before triggering this alarm.  | This alarm is indicated by a pop-up notification that disappears after 30 seconds unless you click “View Alarm.” Once there, to accept this alarm, click “Accept.” |
| GLOBAL LOCKDOWN OFFLINE      | 2     | This is for I/O8 devices.   | The number of signals missed within a certain time period can be configured.  | This alarm self-accepts when the I/O8 device is back up. To accept the alarm manually, click "Accept" and then annotate.   |
| DOOR AJAR                    | 2     | This alarm occurs when a door remains ajar for a configurable amount of time.   | Yes. You can choose how many seconds the door is ajar before this alarm is triggered. Each door is configured separately. | This alarm self-accepts when the door is closed. To accept the alarm manually, click "Accept" and then annotate.   |



| Alarm Name              | Level | Alarm Description   | Setting Configurable?   | Accepting Alarm  |
|-------------------------|-------|---|---|--|
| DOOR CONTROLLER OFFLINE | 2     | MyChild continuously requests status from each door controller. No response from a door controller triggers this alarm. When a door controller is offline, it still locks when a tag is in the field; however, users will not see door-related alarms on their workstations. Of course, if a door is offline due to a loss of power it will not lock when a tag is in the field.  | You can change the number of signals missed before triggering an alarm. The default is 30 signals (approx. 30 seconds).                                     | To accept this alarm, click "Accept" and then annotate.  |
| BYPASS DEVICE OFFLINE   | 2     | This is for doors that are designated Bypass Doors and tag detectors utilized for Bypass.   | You can change the number of signals missed before triggering an alarm. The default is 30 signals (approx. 30 seconds).                                     | This alarm is indicated by a pop-up notification that disappears after 30 seconds unless you click "View Alarm." Once there, to accept this alarm, click "Accept." |
| INVALID PIN ENTERED     | 2     | This alarm occurs when too many incorrect bypass PIN codes are entered on a MyChild keypad.   | Yes. The number of attempts and the time in which those attempts can be made can be configured. The default is 3 tries in 3 minutes.                        | To accept this alarm, click "Accept" and then annotate.  |
| ANTENNA DISCONNECTED    | 3     | This alarm means that <b>doors will not lock!</b> MyChild software continuously requests status from each door controller. If an antenna is disconnected, this message is included with the status, triggering this alarm. This is a serious alarm because it means the door will not lock when a tag approaches it. Normally this is a temporary situation related to the restarting of services due to software updates, etc. | You can set the number of exciter antenna disconnect messages within a configured time period to trigger an alarm. The default is 3 messages in 15 seconds. | This alarm self-accepts when the antenna connection is restored. To accept this alarm manually, click "Accept" and then annotate.                                  |



| Alarm Name                | Level | Alarm Description  | Setting Configurable?   | Accepting Alarm  |
|---------------------------|-------|--|---|--|
| WIRELESS RECEIVER OFFLINE | 1     | MyChild software continuously requests status from each device. No response from a wireless receiver triggers this alarm. This is usually a temporary network issue. | Yes. You can select how many signals are missed in a configurable time period. The default is 30 signals in 30 seconds. | This alarm is indicated by a pop-up notification that disappears after 30 seconds unless you click "View Alarm." Once there, to accept this alarm, click "Accept." Also, this alarm self-accepts when the receiver is back online. |
| RECEIVER OFFLINE          | 1     | MyChild software continuously requests status from each device. No response from a wired receiver triggers this alarm. This is usually a temporary network issue.    | Yes. You can select how many signals are missed in a configurable time period. The default is 30 signals in 30 seconds. | This alarm is indicated by a pop-up notification that disappears after 30 seconds unless you click "View Alarm." Once there, to accept this alarm, click "Accept." Also, this alarm self-accepts when the receiver is back online. |



**System Alarms** appear to those with the relevant credentials in their profiles, such as IT users. Other users can gain access through profile customization. System alarms also generate SMART messages to McRoberts technical support so that McRoberts technicians can initiate troubleshooting immediately.

| Alarm Name                | Level | Alarm Description   | Setting Configurable? | Accepting Alarm  |
|---------------------------|-------|---|-----------------------|--|
| NETWORK IN DEGRADED STATE | 1     | This alarm occurs when, during a five-minute period, there are three or more ping failures OR average ping latency is 0.5 milliseconds or greater. A ping is an echo request sent from the server to the INM. Latency is the amount of time it takes for the request to occur measured in milliseconds.   | No                    | This alarm is indicated by a pop-up notification that disappears after 30 seconds unless you click "View Alarm." Once there, to accept this alarm, click "Accept." Also, this alarm self-accepts when the network is back to normal. |
| NETWORK OFFLINE           | 2     | This alarm occurs when there is an interruption in power or communications in the MyChild network. This is a security risk because without connection to the server, MyChild loses its functionality, so users don't see important alarms. This condition does not impact physical security. The doors operate independently and still lock and alarm when a tag is in proximity. | No                    | To accept this alarm, click "Accept" and then annotate.  |



**Level 0** alarms are notifications that do not indicate a security risk and only show up in reports.

| Alarm Name                                    | Level | Alarm Description  |
|---|-------|--|
| TAG AUTO-ENROLLED IN SYSTEM                   | 0     | This notification is logged when a tag auto-enrolls.   |
| PATIENT ENROLLED                              | 0     | This notification is logged when a patient enrollment is complete.   |
| PATIENT UPDATED                               | 0     | This notification is logged when patient information is updated.   |
| PATIENT UNENROLLED                            | 0     | This notification is logged when a patient is unenrolled.  |
| PATIENT LOCATION DISPLAYED                    | 0     | This notification is logged when the LOCATE function is triggered.   |
| BYPASS CREATED                                | 0     | This notification is logged when a bypass is created. BYPASS CREATED does not start the bypass timer; however, the patient status changes to "Bypass."   |
| DOOR BYPASSED                                 | 0     | This message occurs as part of the normal bypass procedure and is fired by the first bypass door. This initiates the bypass timer.   |
| PATIENT BYPASS ENDED                          | 0     | This notification is logged when a patient passes through the second door, which completes the bypass.   |
| SUSPEND TAMPER COMPLETED                      | 0     | This notification is logged when the suspend tamper is complete. The patient status goes back to "Active."   |
| DEVICE BUFFER OVERFLOW                        | 0     | This notification is triggered by the devices when their internal buffer becomes full. This is self-healing and no user action is required.  |
| PIN ENTRY ACCEPTED                            | 0     | This notification is triggered anytime a valid PIN code is typed into a PIN pad, typically this is logged as an informational message.   |
| DEVICE PIN CHECKSUM FAILURE                   | 0     | This notification is triggered when the door controllers are unable to verify their internal PIN database. This is normally a self-healing issue. There are some instances where power cycling the device and/or restarting the network may be required. |
| CONTROLLER / RECIEVVER /ELEVATOR / IO8 ONLINE | 0     | These notifications are normally triggered immediately after starting services. Each device will transmit an "Online" message letting us know that communication is working. These messages are logged as informational.                                 |

**McRoberts Technical Support 800-776-7328, option 2.**

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