

# Troubleshooting Guide

## Topic: Unable to Assign a Tag to a Patient in MyChild6

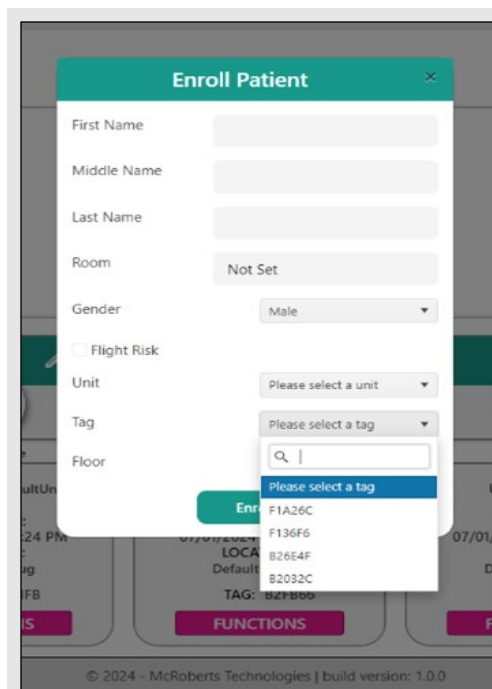


**Note:** Tags auto-enroll when taken out of their RF shielding pouches. Either controllers or receivers serve to auto-enroll tags. You must select an available tag as part of the process of enrolling a patient. A patient cannot be enrolled without a tag being assigned. If you do not see the tag you wish to use in the drop-down list of available tags, follow this guide.

**Step 1: After clicking “Enroll Patient” under the Patients Tab, check to see if the tag you want to use is on the drop-down list.**

- The tags are always active. Tags should be stored in RF shielding pouches when not in use to block their signal. As soon as a tag is removed from a pouch, door controllers and/or receivers pick up that tag’s signal. It’s important to give the system enough time to recognize the tag once it’s outside the pouch. This can take up to a minute.
- Once seen by the system, that tag should have a status of available, and therefore, appear on the drop-down list.

If the tag is not on the drop-down list, proceed to Step 2.



**Step 2: Open the Tag Inventory.**

- To access Tag Inventory, click on the “Tag” tab.

**Step 3: Check the Tag status**

Available | In-Use | Low-Battery\*

*\*Low battery tags offer no protection to patients; therefore, MyChild does not allow low-battery tags to be assigned to patients. Low-battery tags do not show on the drop-down list. If the tag you want to assign shows low battery, do not use the tag. Select another tag. Return the low-battery tag to McRoberts for warranty or buy-back credit.*

**Available:** The status "Available" is assigned to all tags when they are first seen by the system. It indicates that the tag was already enrolled. The status "Available" remains for a time period that is configurable.



Check the tag's last-seen date and time. That information is included in the Tag Inventory.

If the time is not within the last minute, then the system is not seeing the tag.

Proceed to Steps 4 and 5 to determine the reason that the system is not seeing the tag.

**In-Use:** The status "In-Use" means the tag is assigned to another patient. If that patient has been discharged from the hospital, unenroll that patient in MyChild. Then refresh the Tag Inventory. The tag status should change to "Available" or "Low Battery."

If the tag status changes to "Available," check the last-seen date and time. If the last-seen date and time is current (within the last minute), the system is seeing the tag and the tag will now appear on the drop-down list.

If the last-seen date and time is not current, the system is not seeing the tag.

Proceed to Steps 4 and 5 to determine the reason that the system is not seeing the tag.

#### **Step 4: Test Tag Battery with Pocket Tag Tester**

To turn the pocket tester on, press and hold ON/ACCEPT button for 4 to 5 seconds. Once the device is turned on, follow these steps:

##### **Step 1**

When you see User Menu – press the UP arrow one time.

##### **Step 2**

The prompt will read Tag Test Mode.

##### **Step 3**

Press the ON/ACCEPT button.

##### **Step 4**

The prompt will read Place Tag Near Tester. Place the tag approximately 12 inches from the tester.

##### **Test Results**

The tag test results will be displayed on the screen.

There are three possible results:

- If the tag has enough battery: "Tag OK."
- If the tag has low battery: "Low Battery."
- If the tag battery is dead: "No Tag Found."

If the tag has low or dead battery, do not use the tag. Select another tag.

If the tag reads "Tag OK," the problem is not the battery.

Proceed to Step 5.

### Step 5: Check to see if Tag Locating Message (TLM) Mode is on with Pocket Tag Tester

The tag must have TLM enabled to be seen by the system. Use the pocket tag tester to enable TLM. To turn the pocket tester on, press and hold ON/ACCEPT button for 4 to 5 seconds. Once the device is turned on, follow these steps:

#### Step 1

Once on, you will see Tech Menu displayed on the screen. Press the DOWN arrow one time.

*Note: If you see the User Menu, turn the device off and try again, making sure you are pressing both the UP button and the ON button at the same time.*

#### Step 2

The prompt will read TLM Mode.

#### Step 3

Press the ON/ACCEPT button. This will bring you to the TLM Menu.

Select TLM Query to see if TLM is enabled.

If TLM is not enabled

#### Step 4

Press the UP or DOWN button until TLM ENABLE is displayed.

#### Step 5

Press the Accept button once and RATE MENU will be displayed.

#### Step 6

Press the Down button until TLM RATE is displayed.

#### Step 7

Press Accept button.

#### Step 8

The tag tester displays Querying TAG.

#### Step 9

Hold the tag next to the tag tester until you see the tag number and TLM enabled displayed on the screen. If you wish to enable TLM on multiple tags, press accept and repeat the last step.

If and when TLM is enabled, you will see the tag number and TLM rate displayed on the screen. If TLM is enabled, the battery is OK, and the tag is not in use, but the tag is still not showing in the drop-down list,

**Call McRoberts Tech Support at 800-776-7328 and press 2 to speak with a Technician.**