

Alarms

- [Alarm Overview](#)
- [Patient Alarms](#)
- [Device Alarms](#)
- [System Alarms](#)
- [Alarm Chart](#)

Alarm Overview

There are three categories of alarms; Patient, Device, and System. The alarm level indicates the severity of 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 “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.

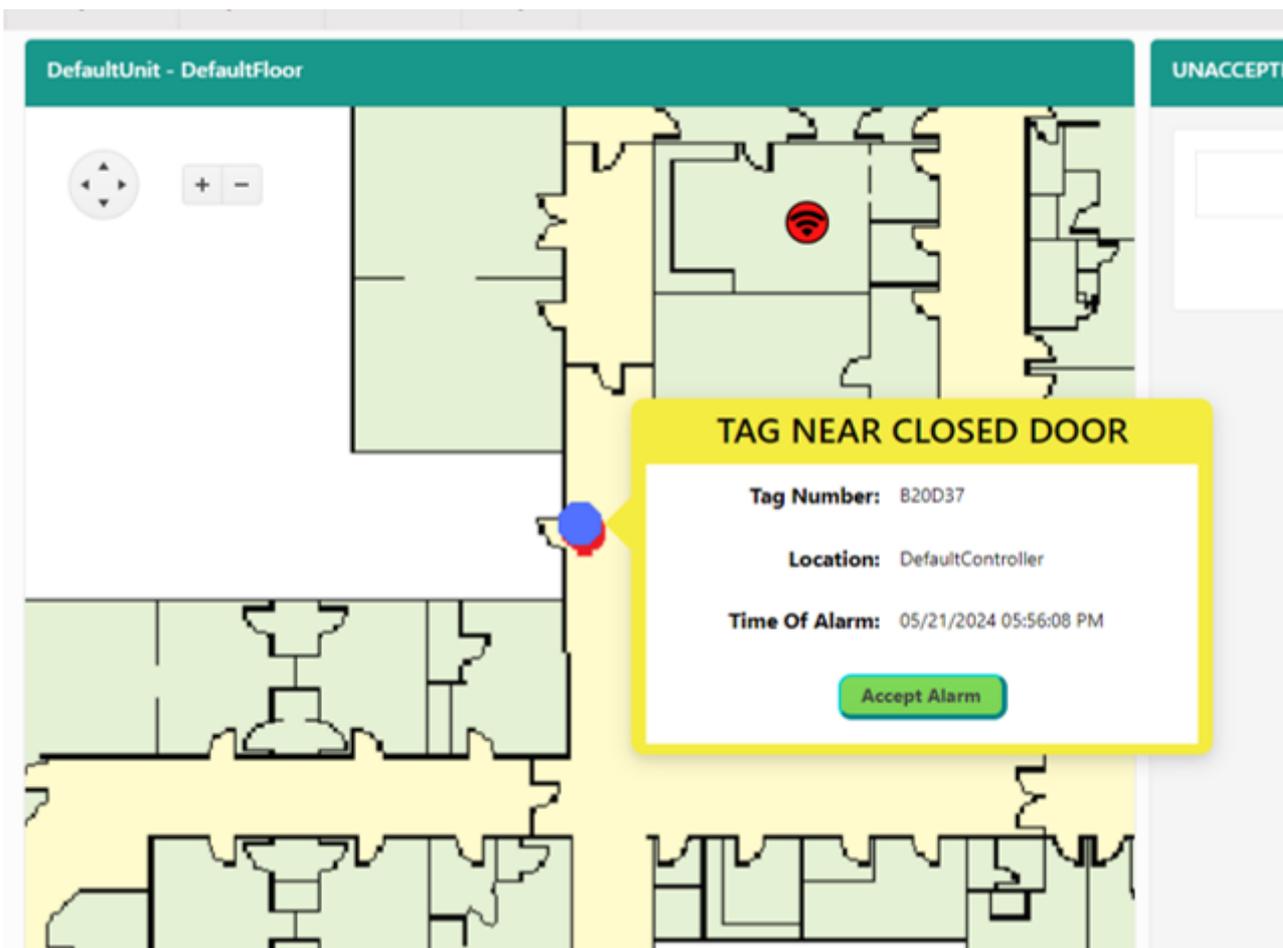
[Click here to download the MyChild6 Alarm Chart](#)

Patient Alarms

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 One Patient Alarms:

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.



TAG NEAR CLOSED DOOR

Level Two Patient Alarms

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.

TAG LOITERING NEAR DOOR: 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.

LOW BATTERY TAG ON PATIENT: This alarm occurs when the system receives a low battery message from a tag that is assigned to a patient.

MyChild

Home Patients Tags Floorplans Reports Admin Help Logout

LABOR AND DELIVERY

McRoberts HOSPITAL

LOW BATTERY TAG ON PATIENT

Change Tag

Device Name: East Hall Nurses Stati

Patient Name: Olt, Alex

Assigned Room:

Tag Number: F1E753

Time of Alarm: 03/28/2022 14:03:57

ACCEPT

tag changed

First, click "ACCEPT" button.

1

Labor and Delivery

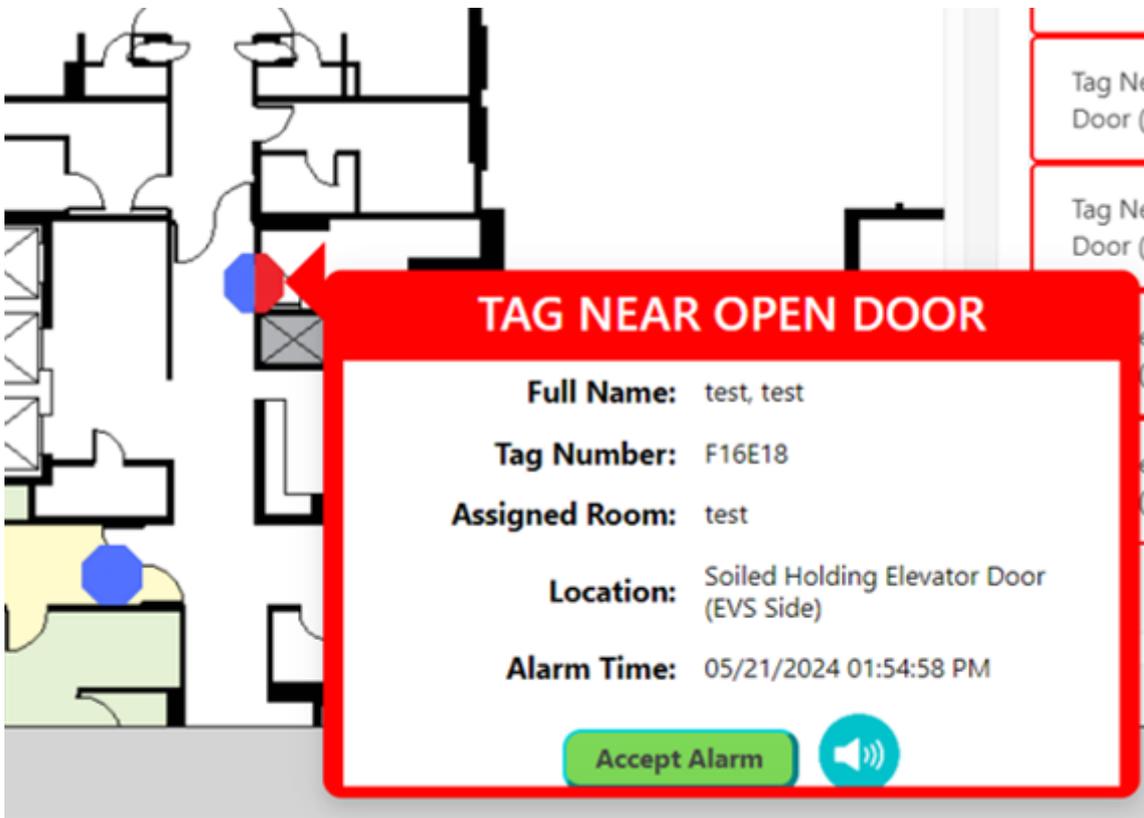
© 2022 - McRoberts Technologies | build version: 8122

PATIENT UNAUTHORIZED BY MYCHILD

Level Three Patient Alarms:

TAG TAMPER

TAG NEAR OPEN DOOR



TAG NEAR ELEVATORS DOORS CLOSED

TAG NEAR ELEVATORS DOOR OPEN

TAG IN ELEVATOR

TAG OUT OF PROTECTED AREA

Device Alarms

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.

System Alarms

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 Chart



Alarms in MyChild6

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

Level 1 alarms notify you about events that could lead to a security breach. They appear as pop-up notifications that disappear after 30 seconds unless you click "View Alarm" in the floorplan view. The floorplan view has priority over all other pages in the system; whatever you are working on before clicking on "View Alarm" because you are viewing the alarm.

Level 2 alarms also notify you about events that could lead to a security breach. They appear as pop-up notifications that disappear after 30 seconds unless you click "View Alarm" in the floorplan view. The floorplan view with the alarm automatically has priority over all other pages in the system; therefore, whatever you are working on will not be saved. Audio is included with this alarm.

Level 3 alarms notify you about events that could be security breaches. They appear as pop-up notifications that disappear after 30 seconds unless you click "View Alarm" in the floorplan view. The floorplan view with the alarm automatically has priority over all other pages in the system; therefore, whatever you are working on will not be saved. Audio is included with this alarm. Specific protocols be followed.

Alarm Name	Level	Alarm Description	Setting Configuration
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 enable or disable this alarm at individual doors.



Alarm Name	Level	Alarm Description	Settings Configuration
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 individual doors.
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
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
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
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



Alarm Name	Level	Alarm Description	Setting Configurable
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 for individual doors.
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
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
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 30 seconds.
TAG SIGNAL MISSED 2	2	This alarm is raised after a configurable period of time after a Tag Signal Missed	Yes. You can choose how many seconds should



Bypass Alarms: MyChild provides a ByPass Mode that allows you to take without setting off alarms. You must select a departing unit and a destination patient status changes from “Active” to “Bypass” when a patient is in By

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

Alarm Name	Level	Alarm Description	Setting Configurable
BYPASS STARTED	1	The first bypass-designated door passed by a patient in bypass triggers this alarm and starts the bypass timer.	No
BYPASS EXPIRING	1	This alarm occurs five minutes before a patient in bypass is due to pass the second bypass door (destination). If the patient passes the second bypass door during the five-minute period, this alarm is replaced by a “BYPASS COMPLETE” alarm. 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 timer expires to raise this alarm. The default is five minutes.
BYPASS COMPLETE	1	This alarm occurs when the patient in bypass passes the second bypass door.	No



Suspend Tamper Alarms: MyChild provides a suspend tamper function v or sensing tag temporarily without setting off alarms. When you put a pa patient status changes from “Active” to “Tamper Suspended.”

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

When you click “Complete” to complete a Suspend Tamper, you are ackn patient.

Alarm Name	Level	Alarm Description	Setting Configurab
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. The patient status changes from “Active” to “Tamper Suspended.”	No
SUSPEND TAMPER EXPIRING	1	This alarm appears five minutes before the suspend tamper allotted time is due to expire. 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 ; to raise this alarm.



Device Alarms are alarms that are triggered by door controllers, receiver Input/Output devices (I/Os) under certain conditions. Device alarms show the device that triggered the alarm.

Level 1 alarms notify you about events that could lead to a security breach. Level 1 alarms are shown as pop-up notifications that disappear after 30 seconds unless you click on them. Level 1 alarms are always displayed in the floorplan view. Floorplan view has priority over all other views. Level 1 alarms whatever you are working on before clicking on a level 1 alarm because they are the most important.

Level 2 alarms also notify you about events that could lead to a security breach. Level 2 alarms are shown as pop-up notifications that disappear after 30 seconds unless you click on them. Level 2 alarms are always displayed in the floorplan view. Floorplan view has priority over all other views. Level 2 alarms whatever you are working on before clicking on a level 2 alarm because they are the most important. Audio is included.

Level 3 alarms notify you about events that could be security breaches. Level 3 alarms are shown as pop-up notifications that disappear after 30 seconds unless you click on them. Level 3 alarms are always displayed in the floorplan view. Floorplan view has priority over all other views. Level 3 alarms whatever you are working on before clicking on a level 3 alarm because they are the most important. Audio is included.

Alarm Name	Level	Alarm Description	Setting Configurable
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.
GLOBAL LOCKDOWN OFFLINE	2	This is for I/O devices.	The number of signals missed within a certain time period can be configured.



Alarm Name	Level	Alarm Description	Setting C
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 c number c before tri alarm. Th signals (a seconds).
BYPASS DEVICE OFFLINE	2	This is for doors that are designated Bypass Doors and tag detectors utilized for Bypass.	You can c number c before tri alarm. Th signals (a seconds).
INVALID PIN ENTERED	2	This alarm occurs when too many incorrect bypass PIN codes are entered on a MyChild keypad.	Yes. The attempts which th can be m configure 3 tries in
ANTENNA DISCONNECTED	3	This alarm means that doors will not lock! MyChild software continuously requests status from each door controller. If an antenna is disconnected, this message is included with the status triggering	You can s of exciter disconne within a c period to alarm. Th



Alarm Name	Level	Alarm Description	Setting Configuration
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.
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.



System Alarms appear to those with the relevant credentials in their p can gain access through profile customization. System alarms also gen technical support so that McRoberts technicians can initiate troublesho

Alarm Name	Level	Alarm Description	Setting Configurable?
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
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



Level 0 alarms are notifications that do not indicate a security risk and

Alarm Name	Level	Alarm Description
TAG AUTO-ENROLLED IN SYSTEM	0	This notification is logged when a tag auto-enrolls in the system.
PATIENT ENROLLED	0	This notification is logged when a patient enrolls in the system.
PATIENT UPDATED	0	This notification is logged when patient information is updated.
PATIENT UNENROLLED	0	This notification is logged when a patient is unenrolled from the system.
PATIENT LOCATION DISPLAYED	0	This notification is logged when the LOCATE function is used to display a patient's location.
BYPASS CREATED	0	This notification is logged when a bypass is created or the bypass timer is started; however, the patient is not notified.
DOOR BYPASSED	0	This message occurs as part of the normal bypass process when a door is bypassed. This initiates the bypass timer.
PATIENT BYPASS ENDED	0	This notification is logged when a patient completes the bypass process.
SUSPEND TAMPER COMPLETED	0	This notification is logged when the suspend tamper status goes back to "Active."
DEVICE BUFFER OVERFLOW	0	This notification is triggered by the devices when the buffer is full. This is self-healing and no user action is required.
PIN ENTRY ACCEPTED	0	This notification is triggered anytime a valid PIN is entered. This is logged as an informational message.
DEVICE PIN CHECKSUM FAILURE	0	This notification is triggered when the door controller's internal PIN database fails. This is normally a self-healing issue that can be resolved by power cycling the device and/or restarting the controller.
CONTROLLER /	0	These notifications are normally triggered immediately after a power cycle or restart of the controller.

[Click here to download the Alarms Chart](#)