

# Tag Management

- [How To: Disinfect Tags](#)
- [STEP Program](#)
- [How To: Store and Test Tags](#)
- [Unable to Assign a Tag to a Patient - Troubleshooting](#)
- [How to: Store Radio Frequency Tags](#)
- [Tag Warranty/Buy-Back](#)

# How To: Disinfect Tags



**McRoberts**  
**TECHNOLOGIES**

## Tag Dis

Step Number	Procedure
Step One	Thoroughly clean tag v wipe.



# McRoberts

## TECHNOLOGIES

<b>Step Four</b>	Wipe dry with a disposable towelette. <i>If cleaning a tag, use caution to avoid damage to the tag. Do not use a cotton-tip applicator to clean the tag.</i>
<b>Step Five</b>	Spray tags with alcohol to remove any remaining chemicals.
<b>Step Six</b>	Wipe dry with a disposable towelette. <i>If cleaning a tag, use caution to avoid damage to the tag. Do not use a cotton-tip applicator to clean the tag.</i>

[Click here to download the Tag Disinfecting Procedures!](#)

# STEP Program

## **STEP - Simple Tag Exchange Program**

Never buy a tag! Let McRoberts manage your tags for you.

STEP is a program in which McRoberts manages your tag inventory, testing and disinfecting and provides tags for per-patient use with the MyChild infant protection system. You use tags once then return them to McRoberts for testing and disinfection on a weekly basis. STEP integrates seamlessly with clinical practices and relieves hospitals from the burden of cleaning tags, managing inventory, and the purchasing process when tags expire.

The birth census of each hospital determines the number of tags that are assigned to a hospital's Total

Tag Population. The initial shipment of tags to the hospital contains a three-week supply. Each week the hospital sends its dirty tags to McRoberts and McRoberts ships back the same number of tested and disinfected tags. The program is designed so that at any time, a third of the tags are in use, a third are in the hospital's inventory and a third are in transit or in cleaning.

The foil pouches that the tags come in should be kept and used to send dirty tags back to McRoberts in order to preserve their battery life and get them off the protected unit without alarming.

Already own your tags? McRoberts will give a \$30 per-tag credit for tags that are not dead or have a low battery. McRoberts will also always take back any dead tag for proper disposal.

Tags are received, tested and disinfected at McRoberts' Fulfillment Center at:

McRoberts Technologies  
409 Joyce Kilmer Avenue  
Suite 111  
New Brunswick, NJ 08901

The STEP contract is for twelve months and invoicing is monthly, based on anticipated birth census. Clients who opt to pay for the entire twelve months in advance enjoy a ten percent discount.

[Click Here](#) to download the PDF

For questions about the STEP Program, contact Tag Fulfillment at 800.776.7328, Extension 2104 or [Fulfillment@McRobertsTech.Com](mailto:Fulfillment@McRobertsTech.Com).

# How To: Store and Test Tags





---

Tags must have sufficient battery power by the MyChild system.

**How**

To prevent premature battery drain, M (FZB-050 available on our online store [needed-for-tag-storage-sku-fzb-050/](#)). frequency) “chatter” between themselves

Because the tags are always active, to a individual foil pouches should be kept in an RF-shielding solution.

Additionally, the tags should be stored can drain tags’ batteries. Some examples noise are:

- 1) Computers: desktops, laptops, and tablets
- 2) Flat screen and tube-type monitors and

## Tag Battery Testing

***Must be done for all MyChild***

**NOTE:** Before using the pocket tag reader, the pocket tag reader/tester is powered with the battery compartment. The battery compartment is on the back of the device.

To turn the pocket tester on, press and hold the power button for 4 to 5 seconds.

Once the device is turned on, follow the prompts on the screen.

### **Step 1**

When you see *User Menu* – press the *U* button.

### **Step 2**

The prompt will read *Tag Test Mode*.

### **Step 3**

Press the *ON/ACCEPT* button.

## **Cut-Band Tag Tamper Testing**

### ***Required for Cut-Band Tags Only***

Cut-band tags require a tamper test that uses a test plate (CBP-100 available on our online store: [plate-for-cut-band-tag-sku-cbp-100/](https://www.mychildcare.com/plate-for-cut-band-tag-sku-cbp-100/)). If you fail the test, you will time out and have to start again.

#### **Step 1**

Place tag on cut-band test plate. Do not touch the tag pins.



**After testing a tag, you can assign the tag to a patient at your workstation.**

# **TLM Testing**

The pocket tag tester can also be used to test and change the TLM mode.

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

## **Step 1**

You will see Tech Menu. Press the *DOWN* arrow one time.

*\*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.*

## **Step 2**

The prompt will read *TLM Mode*.

## **Step 3**

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

## **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 16 SEC 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 to change the TLM mode to be “enabled.”

If successful, the HH will display the Tag’s ID and TLM Enabled

If multiple tags need to be turned on, pressing the Accept button will scan the next tag held close to it.

Make sure there is only one tag at a time near the pocket tag tester while turning on TLM.

## **Contact Us**

For Technical support

For customer service

[TechSupport@McRobertsTech.com](mailto:TechSupport@McRobertsTech.com)

[CustomerService@McRobertsTech.com](mailto:CustomerService@McRobertsTech.com)

800-776-7328 Option 2

800-776-7328 Option 8

[Download How to Store and Test Tags](#)

# Unable to Assign a Tag to a Patient - Troubleshooting





# Troub

## Topic: Unable to A

***Note: Tags auto-enroll when taken out of their RF tags. You must select an available tag as part of the a tag being assigned. If you do not see the tag you***

**Step 1: After clicking “Enroll Patient” under the drop-down list.**

- The tags are always active. Tags should be in pouches when not in use to block their signal. When removed from a pouch, door controllers will receive the tag's signal. It's important to give the system 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

**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.



**What's Next?**

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.

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

To turn the pocket tester on, press and hold ON/AC these steps:



## **Step 5: Check to see if Tag Locating Message**

The tag must have TLM enabled to be seen by the tester on, press and hold ON/ACCEPT button for 4

### **Step 1**

Once on, you will see Tech Menu displayed on the

*Note: If you see the User Menu, turn the device off and press 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

Select TLM Query to see if TLM is enabled.

**If TLM is not enabled**



[Click here to download.pdf](#)

# How to: Store Radio Frequency Tags



**McRoberts**  
**TECHNOLOGIES**

## **How to Store F MyChild, StaffWa**

### *Storing tags*

For maximum battery life, RF tags should be stored in foil pouches. Foil pouches experience RF (radio frequency) interference.

*To order foil pouches, email [Fulfillment](#)*

The tags are always active. To avoid the tags from enrolling when you do not want them to, store them in a secure environment, the pouches should be stored in a secure environment.

*To order a tag storage box, email [Fulfill](#)*

[Download the PDF here.](#)

# Tag Warranty/Buy-Back



## and T

### **1. Tag Ownership**

Tags become the property of Customer with shipment.

### **2. Tag Warranty/Tag Buy-Back Program**

Tags are guaranteed to function for one year. 90 days from date of shipment, the Customer

All tags older than 90 days from date of shipment schedule:

- 91 - 180 days:
- 181 - 270 days:
- 271 - 365 days:

[Download the Tag Warranty\\_and\\_Tag\\_Buy\\_Back\\_Program](#)