New System Owner Orientation Notebook

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- Application 6 IT Requirements and Checklist
- Latency Requirements

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System Overview

MyChild6 One-Sheet

M
Tra

Customized, Flexible and Scalable	Applicatio McRobert or an on-p
Alarms can be emailed and/or sent via SMS	Easy-to-Us
Proven Technology	Choose Tu Sensing Ta

MyChild6 at-a-Gland

• Tags applied to patients emit a radio
active tag supervision. The FCC-comp
interfere with hospital equipment. Ta
receivers which pass along tag status
over any standard Wi-Fi network. If ta

MyChild_One_Sheet_V44_10_04_2023_JRO.pdf

MyChild6 Overview

![McRoberts Technologies logo]

The MyChild6 Patient Protecti

About McRoberts Technologies

- McTech was founded in 1992 for the
  healthcare industry. It was a subsidia
  company in America.

- McTech is a certified Woman-Owned
  and Woman Business Enterprise.

- McTech is innovative. Its solutions ar
  use case combined with customized

About the MyChild6 Patient Protection S

- **Created by security and nursing prof**
  - MyChild meets the specific ri
    abduction while integrating
  - Designed to required standar

- **Benefits of the MyChild RTLS archite**
  - Continuous Tag Supervision -
    every 16 seconds (or about 5
    seconds. These messages inc
    misses a signal(s) from a tag
    appears in the MyChild softw
  - Precise location – MyChild sl
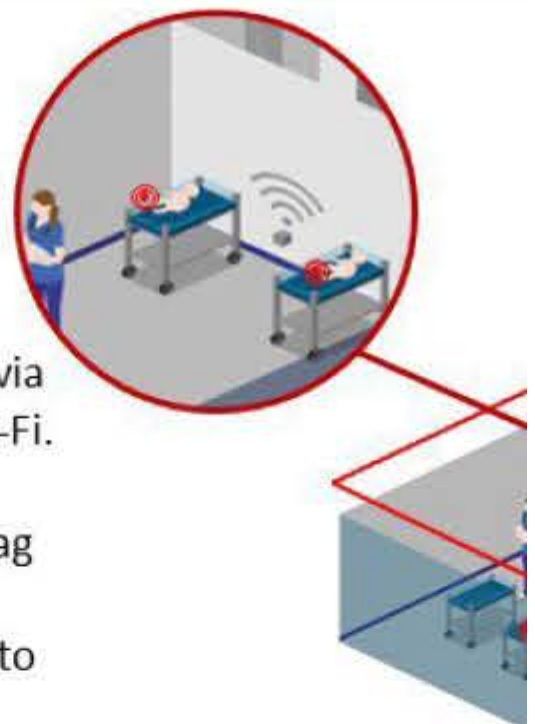   graphically on the floorplan o

MyChild System Functiona

Supervised Tags
Wireless Receivers
receive tag information
via RFID and transmit that
information to the server via
the hospital's standard Wi-Fi.

Wired Receivers receive tag
information via RFID and
transmit that information to
the server via RS-485.

The Dashboard

Tag inventory calculates how many tags you need

Patien shows of all

Quick links to Help Desk

Patient Directory

Patient Directory in list view

Patient Locate

Tags

All tags auto-enroll. There is no manual entry
inventory and can be selected for assignment
not rechargeable. They must be replaced wh
Program and never buy a tag. Tags are warra

The Tags Are Dual Frequency

- o **Ultra-High Frequency (UHF) tag**
  minimal interference and throug
  infrastructure. The frequency 43.
  systems in the US and Internatio
  directional and is pulsed out in v
  infrastructure. The tags transmit
  transmission received can be ass
  transmission reception.

- o **Low Frequency (LF) tag transmis**
  doorways and/or elevators. The
  for that signal and then validate
  exchange is known as the "hand

- **Sensing Tag:** The sensing tag sen
  triggered when the tag loses con
  that fit in the tag slots.

- **Bracelet Tag**: For use when no ta
  tags can be used with most stanc

Simple Tag Exchange Program

Never buy a tag! Let McRoberts manage you
tag inventory, testing and disinfecting and pr
system. You use tags once then return them
integrates seamlessly with clinical practices a
inventory, and the purchasing process when

Installation – What To Expect

- From client-provided floor plans and
- MyChild installation is quick and cost
- McRoberts is a turn-key solution prov
  management office to manage syster
  - Client should make available
  - Client should make available

MyChild6_Summary_V34_09.25.2024_MJM.pdf

Reporting and Analytics Capabilities

Reporting and Analytic Capabilities o

Reporting and analytics are key features
sorted to your preference and/or export
emailed to you at a frequency of your ch

Reports are accessed through the main n

Reports include:

Tag Reports

- Inventory: Shows all the tags you
  tag number, type, status, and las
- Activity: Select a specific tag from
  includes when the tag was auto-

MyChild6 FAQs

Alarms in MyChild6

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.

Tag Types and Acquisition Options

System Diagrams

Communication Diagram Cloud Based

RTLS6 System Communications Diagram for Cloud-Based Applications

Communications Diagram On Premise

RTLS System Communications Diagram for On-Premise Applications

Recommended Testing and Maintenance Guidelines

How To: Store and Test Tags

Tags must have sufficient battery powe

by the MyChild system.

Ho

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

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

Additionally, the tags should be stored
can drain tags' batteries. Some exampl
noise are:
1) Computers: desktops, laptops, and t
2) Flat screen and tube-type monitors a

Tag Battery Testing
Must be done for all MyChild

NOTE: Before using the pocket tag read pocket tag reader/tester is powered wi The battery compartment is on the bac

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

Once the device is turned on, follow th

Step 1
When you see *User Menu* – press the *U*

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 tha
plate (CBP-100 available on our online
plate-for-cut-band-tag-sku-cbp-100/). T
you will time out and have to start agai

Step 1

Place tag on cut-band test plate. Do no
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   CustomerService@McRobertsTech.com

800-776-7328 Option 2   800-776-7328 Option 8

Download How to Store and Test Tags

Disinfection Guidelines

Support

Extended Warranty/Extended Maintenance/Preventive Maintenance/Annual Training

McRoberts Annual Extended Warranty & Maintenance Contract

- Warranty extended on all equipment for the term of the contract.
  - (Excludes servers, computers and tablets not provided by McRoberts.)
  - (Excludes servers, computers and tablets older than three years.)
  - (Excludes tags. Tags have their own warranty.)
- Remote technical support 24/7/365.
- All regular on-site labor during normal business hours. Includes travel expenses.*
- Emergency on-site labor at half-price. Does not include travel expenses.*

Applies to Customers who allow McRoberts remote access only. All other Clients are on a timeand-material basis.

Note: Changes to the system made by the customer that require McRoberts Tech Support (such as new server and/or IT infrastructure changes) are not covered under an Extended Maintenance agreement and will be billed on a Time-and-Materials basis with purchase order from customer.

Cost of Extended Warranty & Maintenance Contract:
16% per annum of the value of installed system components.
(excludes the cost of labor, dust containment, training, commissioning and tags).
Software is not included in pricing for subscription clients. Clients with a software subscription receive software assurance through their Subscription Agreement.

Additional Multi-Year Discounts Available:
2-Year Contract - 5% off total calculated price.
3-Year Contract - 10% off total calculated price.

Terms: *EW/EM/PM/Training contracts must be paid annually, in advance.*

The Preventive Maintenance Program
The McRoberts Preventive Maintenance Program includes remote data collection and analysis, including a perimeter integrity audit; a tag inventory report; a software update if warranted and possible with the controller chipset version onsite; four remote user training classes; and an on-site technician visit that includes system testing, component optimization (if needed), central power supply battery replacement, open ticket resolution (if applicable and possible), troubleshooting (if needed), remediation (if needed); and two reports.

The Data Analysis Report is a summary of findings from the remote data collection and analysis and
perimeter integrity audit. It includes any cases opened as a result of those findings.

The Final Report includes a summary of work done, a system inventory, a list of open cases and recommendations.

Cost of One Annual Preventive Maintenance Visit:
The cost of a Preventive Maintenance Visit is calculated for each site based on the time required to inventory, analyze, test and optimize each installed component of the perimeter, location/tamper infrastructure, workstations and server, plus the cost of four remote training classes. Prices are quoted based on Customer's representations and/or promises regarding allowing McRoberts remote
access to Customer's server and workstations on which MyChild resides.

Additional MyChild Training Offerings:
Need more training? Additional 45-minute remote training classes are available.

The curriculum is customized according to your needs.

The cost of each remote class is $250.00.

Onsite training is also available:
One day $6,000
Two days $8,000
Three days $10,000

Onsite training is also available: One day $6,000 Two days $8,000 Three days $10,000	For more information, contact: kimberly.aleman@McRobertsTech.com 1-800-776-7328, Ext. 2164

Click Here to download the PDF

IT Documents

Application 6 IT and Networking FAQ

Version 6 Applications IT

1.   What is the receiver and door c

Wired receivers and door controllers use

hospital's network via Integrated Network

directly over standard Wi-Fi infrastructure

Wireless Receivers

2.   What are the requirements for

Powered by three-pronged standard outle

with a through-socket for other uses. 15 A

transmits that data to the application serv

TIC: Tags with a tamper detection mechar

been detected. This signal is picked up by

interprets the signal and raises an alarm.

Tag to Door Controller Interchange: The c

is used to trigger a tag response when the

acknowledgment at Ultra High Frequency

transmits the required messaging. This ens

can be received. Tag information is then p

5.   **Can the tag-to-device-to-applic**

No. Even if an attacker found (sniffed) the

frequency, and the proper message air pro

bits resembling the tag ID and status bit(s)

destination is the server database where i

capable of transmission to any other devi

possible from RF to receiver tag transmiss

Integrated Network Managers and Web R

9.   When are web relays required?

Dependent on system design.

10.   What will be installed in the da

What are the power and space

- Power supply(s), each one in a 15.

- INM(s) (if applicable), each one in

- Web Relay(s), each one in a 7" x 8

These items must be housed in a custome

strongly recommends that system compo

(120 V, 15 AMP). Space requirement is de

data/IT/electrical closet.

11.   What are the network requiren

One network drop per INM and one per w

Latency Requirements

12.   What are the Network Latency

<u>Server</u>

13.   Where do the applications resid

The applications can run on a cloud-base

server located in a client data center or lo

using standard HTTP/S Protocol. If cloud-

14.   What are the requirements for

agent?

MINIMUM SERVER SPECIFICATIONS:

CPU: 1 CPU 2 CORES

Ram: 8 GB

Hard Drive: 80 GB

Network: 1 GB Full Duplex

IP Addresses: DHCP Reserved or

SOFTWARE REQUIREMENTS:

Microsoft Windows Server 2019 or later

Microsoft .NET CORE 8 Runtime

17. **Are there any restrictions on runr**

There are no restrictions; however, McRo

events because restarts can impact the op

maintenance event advance notification s

Advance notification of system maintenar

during the event to minimize any downtin

connectivity of devices can be monitored

18. **What other software component**

- .NET 8 for Server
- Microsoft SQL Server 2022 Expres

19. **Can we use our existing MS SQI**

Yes. The applications can run on an existir

System Administrator (SA) password to in

to create databases, tables, and stored pr

Management Studio that is relative to the

database can exist on the application serv

20. **What are the data backup requ**

24.   How are usernames and passw...

Usernames and passwords are stored in t...
application verifies the username and pa:...
the username and password match what...
assigned permissions. In systems where L...
to the LDAP server. If LDAP authenticates...

<u>Cloud-Hosted</u>

25.   What are the advantages of sel...

- The cloud server is hosted in an A...
- Amazon Web Services is a trusted...
- Application is updated seamlessly...
- Elimination of burden of maintain...

26.   If cloud-hosted, how does McR...

Version 6 applications are configured and...
failover, and can be scaled across availab...

27.   If cloud-hosted, what will happ...

<u>Support</u>

30.   How is the system supported b

McRoberts uses the Ninja agent to access

provides auditing, monitoring, patch man

Remote support can also be provided thr

On-site support is provided by arrangeme

be reached 24/7/365 at 800-776-7328.

31.   Does McRoberts Technologies

Yes. McRoberts Technologies offer and re

maintenance/preventive maintenance/an

32.   Does McRoberts Technologies

Yes. Documents can be found on *help.mct*

Application 6 IT Requirements and Checklist

McRoberts Tec
IT Requ

Facility:

IT/Network Contact(s) Info:

Server

If application(s) is/are on-premise, a serv
included with the application(s). If applic

	SERVER
Hostname	
Location	
MAC Address	
IP Address	
IP Subnet	
IP Gateway	

Small systems defined as <= 2 INM loop

Hardware	CPU
Server (Tower or Rack)	
Virtual Server	
Workstation	

Medium to Large systems defined as > 2

Hardware	CPU
Server (Tower or Rack)	
Virtual Server	
Workstation	

Tested virtual environments tha

Xen (Citrix XenServer & Xen Cloud Pl
VMware (Player, Workstation & I
Microsoft Hyper-V

![McRoberts Technologies logo]

INMs

If Dynamic Host Configuration Protocol (I

	INM (1)
Hostname	
Location	
MAC Address	
IP Address	
IP Subnet	
IP Gateway	

ADDITIONAL REQUIRED INFORM

Is client providing Anti-Virus service on s

Is McRoberts installing NinjaOne to prov

LOCAL ADMINISTRATOR ACCESS

Latency Requirements

Software Release Notes