

New System Owner Orientation Notebook

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System Overview

MyChild6 One-Sheet



**My
Tra**

Customized, Flexible and Scalable	Application 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-Glanc

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

MyChild6 Overview



McRoberts
TECHNOLOGIES

The MyChild6 Patient Protection

About McRoberts Technologies

- McTech was founded in 1992 for the healthcare industry. It was a subsidiary company in America.
- McTech is a certified Woman-Owned and Woman Business Enterprise.
- McTech is innovative. Its solutions are use case combined with customized

About the MyChild6 Patient Protection S

- **Created by security and nursing professionals**
 - MyChild meets the specific requirements for patient abduction while integrating with existing systems
 - Designed to required standards

- **Benefits of the MyChild RTLS architecture**
 - Continuous Tag Supervision - every 16 seconds (or about 5 seconds. These messages include misses a signal(s) from a tag appears in the MyChild software
 - Precise location – MyChild software displays graphically on the floorplan

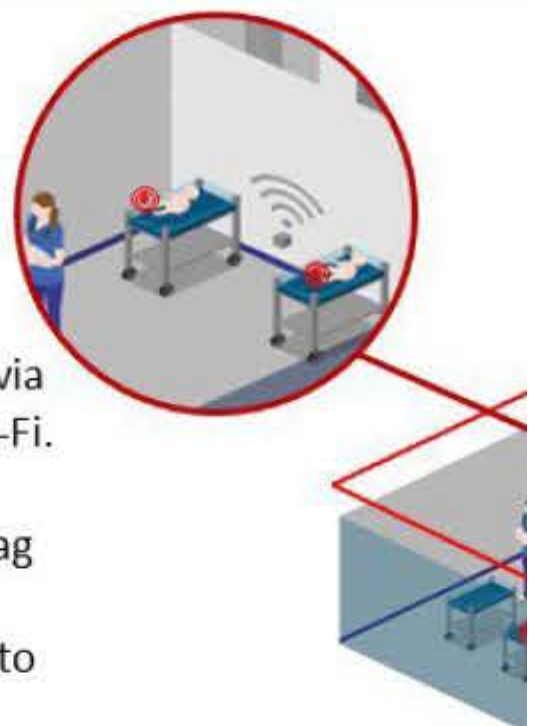
MyChild System Functionality

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

Patient shows of all

Quick links to Help Desk



The screenshot shows the MyChild dashboard interface. At the top, there is a navigation bar with the MyChild logo and links for Home, Patients, Tags, Floorplans, and Reports. Below the navigation bar, the 'TAG SUMMARY' section displays a table with tag status and counts. The table has two columns: 'Status' and 'Count'. The rows are 'Available' (5), 'LowBattery' (15), and 'InUse' (6). Below the table, it shows 'Inventory Target: N/A' and 'Inventory Total: 26'. The 'CONTACT US' section provides links for tech support, purchasing tags, training, and general customer service.

Status	Count
Available	5
LowBattery	15
InUse	6


Inventory Target: N/A Inventory Total: 26

CONTACT US
For Tech Support, [Click Here](#)
To purchase tags and/or other consumables, [Click Here](#)
To get additional training or for access to the online MyChild, [Click Here](#)
For general customer service, [Click Here](#)
For information about other McRoberts Technologies products, [Click Here](#)

Patient Directory

MyChild

localhost:4983/PatientsDirectory/

MyChild

HomePatientsTagsFloorplansReportsAdminHelpLogout

Patient Directory

+ Enroll Patient

First Name	Middle Name	Last Name	Status	Flight Risk	Tag	Last Seen Location
Adam	Jackson	Tarpy	Active	<input type="checkbox"/>	F1194A	DefaultController
Jake	From	State-arm	Active	<input type="checkbox"/>	E11BA6	DefaultController
David	Joe	Johnson	Active	<input type="checkbox"/>	E1BAF9	DefaultController
Amanda	Mitchell	IAmALongLast...	Active	<input type="checkbox"/>	E12FFE	DefaultController

1

Enroll Patient

© 2023

54°F

locally some

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 when Program and never buy a tag. Tags are warra

The Tags Are Dual Frequency

- **Ultra-High Frequency (UHF) tag** minimal interference and through infrastructure. The frequency 433 MHz systems in the US and International directional and is pulsed out in various infrastructure. The tags transmit transmission received can be assigned transmission reception.
- **Low Frequency (LF) tag transmits** doorways and/or elevators. The for that signal and then validate exchange is known as the “hand

- **Sensing Tag:** The sensing tag sensor is triggered when the tag loses contact with the tag slots.
- **Bracelet Tag:** For use when no tag slots can be used with most stanchions.

Simple Tag Exchange Program

Never buy a tag! Let McRoberts manage your tag inventory, testing and disinfecting and program your system. You use tags once then return them to the system. The system integrates seamlessly with clinical practices and 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 provided by a management office to manage system
 - Client should make available
 - Client should make available

Reporting and Analytics Capabilities



Reporting and Analytic Capabilities of

Reporting and analytics are key features sorted to your preference and/or exported emailed to you at a frequency of your choice.

Reports are accessed through the main navigation menu.

Reports include:

Tag Reports

- Inventory: Shows all the tags you have in your system, including tag number, type, status, and last activity.
- Activity: Select a specific tag from the inventory list and view its activity history, which includes when the tag was auto-

System Overview

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 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

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
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[Click Here to download the PDF](#)

IT Documents

Application 6 IT and Networking FAQ



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Version 6 Applications IT :

1. **What is the receiver and door c**
Wired receivers and door controllers use a
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 outlet
with a through-socket for other uses. 15 A
transmits that data to the application serv

TIC: Tags with a tamper detection mechanism have been detected. This signal is picked up by the reader, which interprets the signal and raises an alarm.

Tag to Door Controller Interchange: The door controller is used to trigger a tag response when the door is opened. The door controller sends an acknowledgment at Ultra High Frequency, and the tag transmits the required messaging. This ensures that the door can be received. Tag information is then passed to the server.

5. Can the tag-to-device-to-application communication be intercepted?

No. Even if an attacker found (sniffed) the frequency, and the proper message air protocol, the tag ID and status bit(s) are not the destination is the server database where it is stored. The tag is not capable of transmission to any other device. The tag is only capable of transmission from RF to receiver tag transmission.

Integrated Network Managers and Web R

9. When are web relays required?

Dependent on system design.

10. What will be installed in the data closet?

What are the power and space requirements?

- Power supply(s), each one in a 15 AMP circuit
- INM(s) (if applicable), each one in a 15 AMP circuit
- Web Relay(s), each one in a 7" x 8" x 1.75" enclosure

These items must be housed in a custom enclosure. The manufacturer strongly recommends that system components be housed in a data closet (120 V, 15 AMP). Space requirement is dependent on the number of data/IT/electrical closet.

11. What are the network requirements?

One network drop per INM and one per web relay.

Latency Requirements

12. What are the Network Latency Requirements?

Server

13. Where do the applications reside?

The applications can run on a cloud-based server located in a client data center or locally 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 Static

SOFTWARE REQUIREMENTS:

Microsoft Windows Server 2019 or later
Microsoft .NET CORE 8 Runtime

17. Are there any restrictions on running the application during a maintenance event?

There are no restrictions; however, McRo events because restarts can impact the operation of the application. Advance notification of system maintenance events is required. Advance notification of system maintenance events is required during the event to minimize any downtime. The connectivity of devices can be monitored during the event.

18. What other software components are required for the application to run?

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

19. Can we use our existing MS SQL database for the application?

Yes. The applications can run on an existing Microsoft SQL Server. The System Administrator (SA) password to the database is required to create databases, tables, and stored procedures. The application can be installed in Microsoft Management Studio that is relative to the database. The application can exist on the application server.

20. What are the data backup requirements for the application?

24. How are usernames and passwords stored?

Username and passwords are stored in the database. The application verifies the username and password. If the username and password match, it returns the assigned permissions. In systems where the application connects to the LDAP server, if LDAP authenticates the user, the application returns the assigned permissions.

Cloud-Hosted

25. What are the advantages of self-hosted vs. cloud-hosted?

- The cloud server is hosted in an Amazon Web Services (AWS) cloud.
- Amazon Web Services is a trusted provider.
- Application is updated seamlessly.
- Elimination of the burden of maintaining the server.

26. If cloud-hosted, how does McAfee protect the data?
Version 6 applications are configured and managed centrally, and can be scaled across available resources.

27. If cloud-hosted, what will happen if the cloud provider goes down?

Support

30. How is the system supported by McRoberts?

McRoberts uses the Ninja agent to access the system and provides auditing, monitoring, patch management, etc. Remote support can also be provided through the Ninja agent. On-site support is provided by arrangement. You can be reached 24/7/365 at 800-776-7328.

31. Does McRoberts Technologies offer maintenance/preventive maintenance/annual maintenance?

Yes. McRoberts Technologies offer and recommend maintenance/preventive maintenance/annual maintenance.

32. Does McRoberts Technologies offer documentation?

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

[Click Here to Download.pdf](#)

Application 6 IT Requirements and Checklist



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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	



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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 that

Xen (Citrix XenServer & Xen Cloud Platform)
VMware (Player, Workstation & ESXi)
Microsoft Hyper-V



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INMs

If Dynamic Host Configuration Protocol (DHCP) is used, the following information is required:

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

ADDITIONAL REQUIRED INFORMATION

Is client providing Anti-Virus service on server?
Is McRoberts installing NinjaOne to provide endpoint protection?

LOCAL ADMINISTRATOR ACCESS

[Click Here to Download.pdf](#)

Latency Requirements

Software Release Notes