



Troubleshooting Hugs Alarms

Alarm Type	When do they occur?	What happens?	How do I Respond? Follow your hospital's procedure and:
Loose Tag	When the tag is too loose on the infant.	<ul style="list-style-type: none"> An alarm message appears in the Hugs software. 	<ul style="list-style-type: none"> Inspect the tag and make sure it is properly attached to the infant. Inform your System Administrator or Security. Check tags every hour and tighten as needed.
Exit	A baby wearing a Tag is removed from safe area without being signed out or discharged or is brought near a doorway when door is open without being signed out or discharged.	<ul style="list-style-type: none"> An alarm message appears in the software. An alarm may sound. 	<ul style="list-style-type: none"> Confirm whether the baby has been taken from safe area. Help locate the baby.
Tamper	The tag has been tampered with.	<ul style="list-style-type: none"> An alarm message appears in the software. An alarm may sound. 	<ul style="list-style-type: none"> Locate the baby and check Tag for tampering. Replace strap or Tag if necessary.
Improperly Applied Strap	The tag is not applied properly.	<ul style="list-style-type: none"> An alarm message appears in the software. An alarm may sound. 	<ul style="list-style-type: none"> Inspect strap and engage Tamper mechanism properly. Replace strap or Tag.
Strap Detached	When a Tamper or Improperly Applied Strap Alarm is cleared, but the tag is still in Tamper mode.	<ul style="list-style-type: none"> An alarm message appears in the software. An alarm may sound. 	<ul style="list-style-type: none"> Inspect strap and engage Tamper mechanism properly. Replace strap or Tag.
Auto Discharge	When a Tamper or Improperly Applied Strap Alarm is cleared, and the tag has gone into Strap Detached Alarm. If the strap has not engaged the Tag will auto discharge.	<ul style="list-style-type: none"> An alarm message appears in the software. The tag will appear in the Census – Greyed Out! 	<ul style="list-style-type: none"> Replace the infant's tag as a new admission.
Supervision	Tag's Heartbeat has not been seen by software for a set time. System hardware is not being seen by network devices.	<ul style="list-style-type: none"> An alarm message appears in the software. An alarm will sound. 	<ul style="list-style-type: none"> Report the event to security. Provide notes for follow-up. Help locate the baby. Remove the Tag and set aside for evaluation.
Transport Time Expired	When a Tag has been gone from the system for longer than the Sign Out time.	<ul style="list-style-type: none"> An alarm message appears in the software. An alarm may sound. 	<ul style="list-style-type: none"> If the baby has been returned to the safe area, sign him/her in. If the baby has not been returned to the safe area, verify his/her location and then extend the Sign Out period.
Duplicate Tag ID	When the system detects a Tag with the same ID number as a Tag already admitted.	<ul style="list-style-type: none"> An alarm message appears in the software. An alarm may sound. 	<ul style="list-style-type: none"> Locate both babies. Discharge the Tag and remove the Tags from <i>both</i> babies. Attach a new Tag to <i>both</i> babies. Set aside the duplicate Tag and inform your System Administrator.
Low Battery	When the battery level becomes low.	<ul style="list-style-type: none"> An alarm message appears in the software. 	<ul style="list-style-type: none"> When the Tag is removed, separate it from Tags to be reused. Inform Security or your System Administrator.

*Very rarely you may see an alarm for a system device, such as a Patient Security Receiver or Exciter. Contact your System Administrator or Security for guidance.