

Unable to Assign a Tag to a Patient - Troubleshooting



Troubleshooting

Topic: Unable

Note: Tags are first “enrolled” in the system and to a patient, the tag must be already enrolled. Tags are added to the system by the user. Select the tag you wish to use in the drop-down list in the Admit Wizard.

Step 1: Check to see if the tag you wish to use is active.

- The tags are always active. Tags should be active as a tag is removed from a foil pouch, the controllers pick up a tag's signal. In a supervised system, the receivers pick up a tag's signal.
- Remove the tag you want to use from its pouch. You will need to close the Admit Wizard window.

In a Basic System

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 but the default is 30 days. It shows the last date and time the tag checked in with the system.

What's Next?

If the time and date does not update upon refresh of the Tag Inventory, it means the system is not seeing the tag. It's time to test the tag battery with the pocket tag tester (Step 4).

In-Use: 1
tag is cur

If the pa
assigned
discharg
software
change t
the Tag I

Go back
and try a
on the d
not appe
time to t
pocket t:

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. 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](#)

Revision #5

Created 13 July 2022 16:01:54 by Anna Olt

Updated 26 September 2022 20:22:52 by Anna Olt