

# 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. Once 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**



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