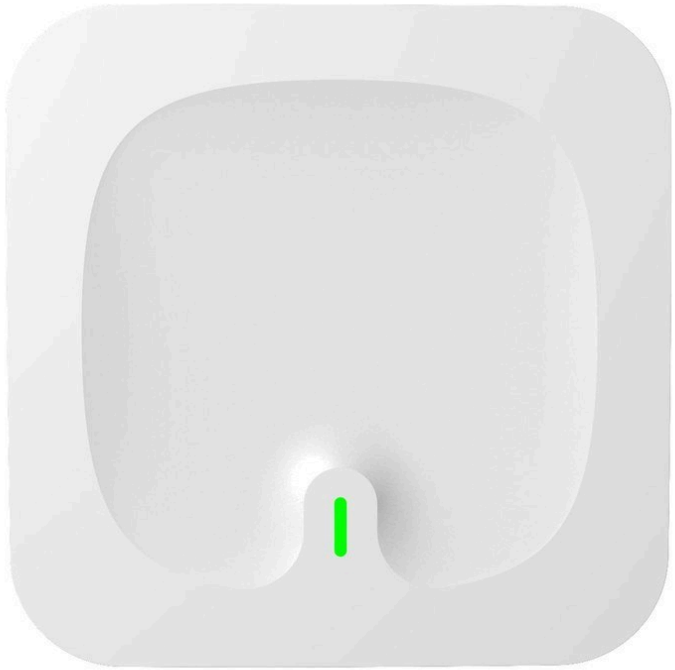
identium®
Creating identities for all

USER MANUAL

ID-AOA-GW25

Bluetooth AoA Positioning Anchor

Power, network, mounting and anchor layout, the AoA tags, registering anchors in the Identium RTLS platform, calibration, accuracy and troubleshooting



THIS MANUAL COVERS	VERSION	PLATFORM
ID-AOA-GW25 Bluetooth AoA anchor	–	PoE or DC 12–30 V
Identium RTLS platform (anchor set-up)	4.19	Web browser
Identium Location Engine	–	Server, on site or hosted

Document version 1.0.1 · November 2026

Identium Tech Solutions Pvt. Ltd.
Plot No. 5, First Floor, Raja Dhirsain Marg, Garhi, Sant Nagar, East of Kailash, New Delhi 110065, India
+91 97181 99516 · 011-4714 7839 · WhatsApp +91 82877 32647 · info@identium.in

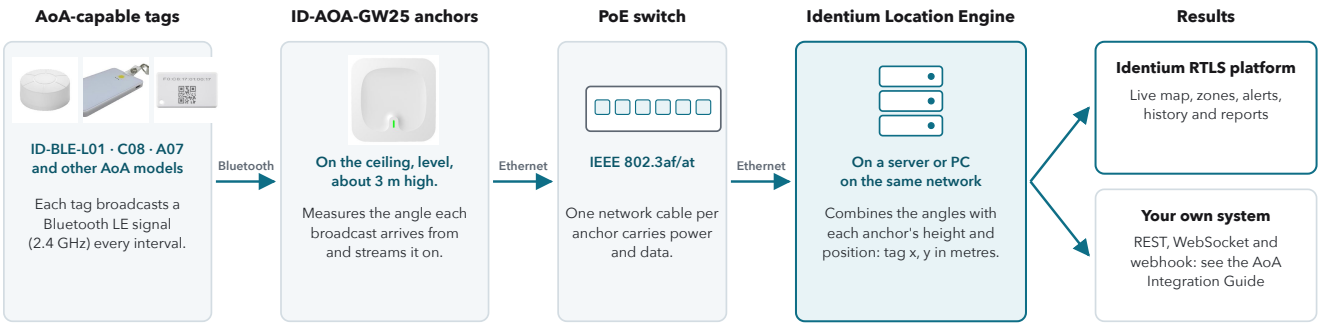
www.identiumone.com · www.indiarfidstore.com
Creating identities for all

The ID-AOA-GW25 is a ceiling-mounted Bluetooth Angle-of-Arrival (AoA) anchor. It measures the direction each broadcast from an AoA-capable Identium tag arrives from, and the Identium Location Engine turns those directions into tag positions on your floor plan. This manual is for the installer and the site engineer: what is in the box, how to power, mount and lay out the anchors, which tags to use, how to register the anchors in the Identium RTLS platform, how to check positions at a measured point, and what accuracy to expect.

CONTENTS

01/ How AoA Positioning Works
02/ Packing List
03/ Equipment Diagram
04/ Power and Network
05/ Mounting
06/ Planning the Anchor Layout
07/ Tags That Work With the Anchor
08/ Configure the Anchor
09/ Register Anchors in the Identium RTLS Platform
10/ Map Coordinates and Calibration
11/ Expected Accuracy
12/ LED Indicators
13/ Precautions
14/ Parameters
15/ Troubleshooting
16/ Support

01/ How AoA Positioning Works



From tag to map. The anchors measure angles; the Identium Location Engine turns them into positions on your floor plan.

Behind the front face of the ID-AOA-GW25 is an antenna array. Each time an AoA-capable tag broadcasts, the anchor measures the direction the signal arrived from and streams that measurement over Ethernet to the **Identium Location Engine**. The engine knows where every anchor is, how high it is and which way it faces, so it can turn each direction into a point on the floor: the tag's **x, y in metres** on your floor plan. With one anchor overhead it uses the tag height set for the site to fix the point; where two or more anchors hear a tag, it combines them.

The positions appear on the live map of the **Identium RTLS platform**, with zones, alerts and history, and are available to your own software through the platform's API (see the *Identium AoA Location Engine Integration Guide*).

Recommended kit

Item	Identium model	How many
AoA anchor	**ID-AOA-GW25**	From the layout plan in section 06
AoA-capable tags	**ID-BLE-B22, A07, A20, L01, C08, S25, X11** (section 07)	One per asset or person
PoE switch	Any IEEE 802.3af or 802.3at switch	One port per anchor, or per chain of anchors
Network cable	Cat5e or Cat6	One run from the switch to each anchor or chain
Server	Identium Location Engine with the Identium RTLS platform	On site on the same network, or hosted by Identium

TIP
The same AoA-capable tags also work with **ID-BGW-02** gateways for room- and zone-level tracking. A site can start with gateways and add anchors where it needs sub-metre positions, without re-tagging.

02/ Packing List

Check the box against this list before you start the installation.

Item	Qty
ID-AOA-GW25 anchor, with cable tails (2 × RJ45, DC input, reset)	1
Mounting bracket	1
Pass label	1
KA4 × 30 mounting screw with wall plug	4
Waterproof connector set for the RJ45 tails	2

NOTE
Network cables, the PoE switch, the server and the tags are ordered separately.

03/ Equipment Diagram



Top view: the face that points at the floor

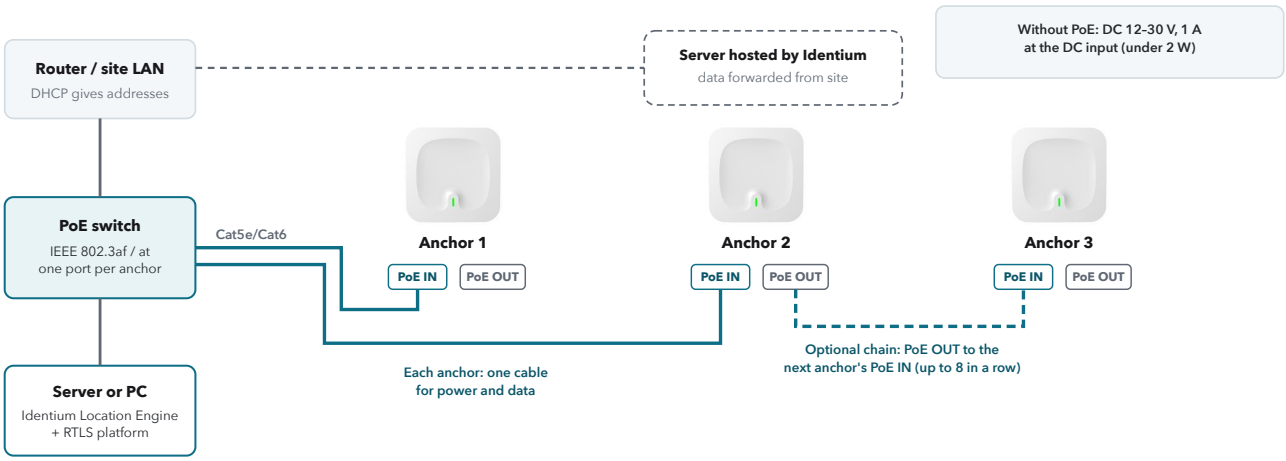
Side view: status LED and cable tails

ID-AOA-GW25, front face and cable tails. The status LED and the cable tails are on the same side of the anchor.

1. Status LED – shows power, network and engine connection (section 12)
2. Front face – the antenna array is behind it; it faces the floor
3. LED / network-port side – the side the cables leave from; its direction on the plan sets the azimuth (section 05)
4. RJ45 tails – PoE IN from the switch; PoE OUT to the next anchor in a chain
5. DC power input – 12 to 30 V, for sites without PoE
6. Reset button – under the rubber cap (section 08)

Size	180.7 × 180.7 × 39.4 mm
Housing	IP66, −20 °C to +60 °C
Fixing	Mounting bracket with 4 × KA4 × 30 screws; the fixing point must hold **2 kg or more**

04/ Power and Network



One cable per anchor carries power and data. Anchors can also be chained: PoE OUT of one anchor to PoE IN of the next.

- **PoE (recommended):** connect **PoE IN** to a standard IEEE 802.3af or 802.3at PoE switch or injector. The anchor draws under 2 W.
- **DC:** where there is no PoE, feed 12–30 V, 1 A into the DC input. The network cable is still needed for data.
- **Chains:** PoE OUT powers and connects the next anchor's PoE IN. Keep a chain to **8 anchors or fewer**.
- **Address:** the anchor takes its IP address from your DHCP server. A DHCP reservation for each anchor's MAC address keeps the address the same after a restart.
- **Engine:** the server running the Identium Location Engine must be on the same network as the anchors, or reached through the forwarding Identium sets up for a hosted server.

Network ports the anchors use

Port	Direction	Purpose
UDP 55554	anchor → engine	Angle data, one message for every tag broadcast the anchor hears
UDP 8256	engine → anchor	Keep-alive poll every 2 s; the anchor streams only while it is polled
UDP 44443	engine → network (broadcast)	Discovery of anchors on the local network

CAUTION

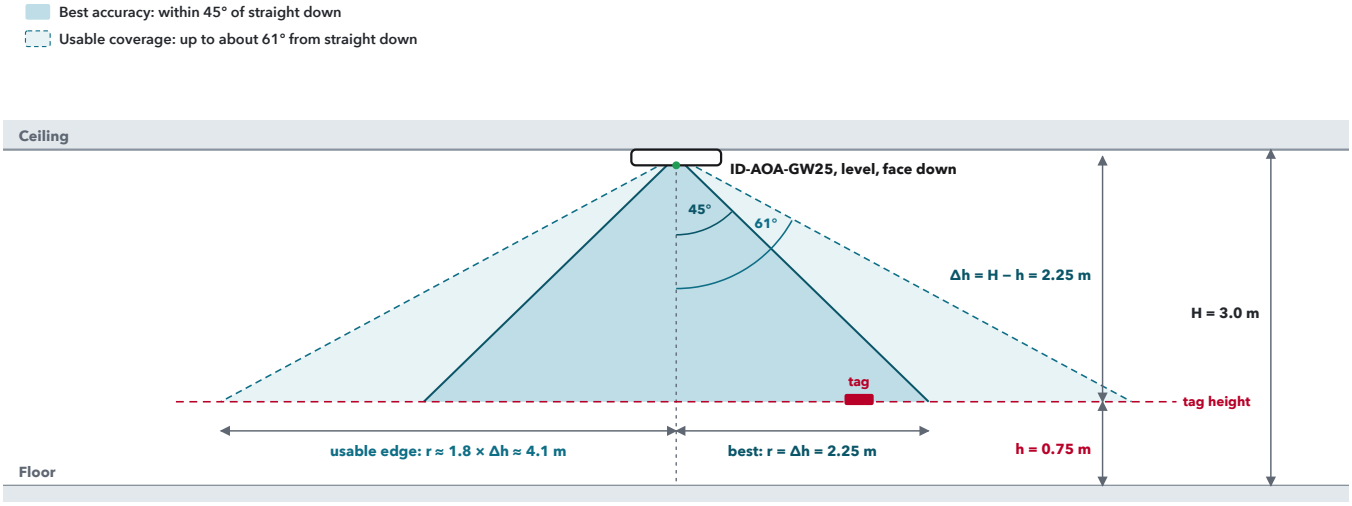
Run **one** Identium Location Engine for a group of anchors. Two engines polling the same anchors compete for the stream, and one of them receives nothing. If the server has a firewall, allow inbound **UDP 55554** from the anchors.

NOTE

Server hosted by Identium: the anchors' data reaches the hosted engine through a small relay on your network, or by pointing the anchors at the server's address. Identium sets this up and tells you which ports to open on your router.

05/ Mounting

Mount each anchor on the ceiling, level, with its front face pointing straight down, at about 3 m. Write down its height and which way its LED / network-port side points: the platform needs both.

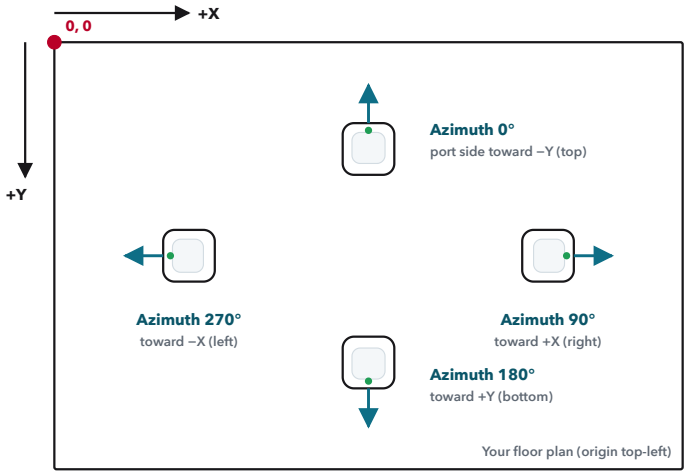


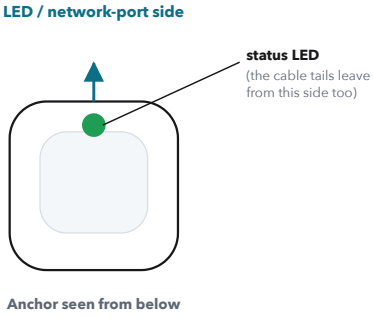
Side view, 3.0 m ceiling, tags at desk height. Δh is the height of the anchor above the tags: it sets the coverage (section 06).

Height

- Mount at **about 3 m** above the floor for sub-metre work. The maximum mounting height is 10 m; plan any ceiling above 4 m with Identium, because each degree of angle error becomes more distance on the floor.
- Measure from the floor to the anchor's front face, to the nearest centimetre. This is the anchor's **Z** in the platform.
- The fixing point must hold **2 kg or more**: concrete, a joist or a rated false-ceiling support.

Orientation and level





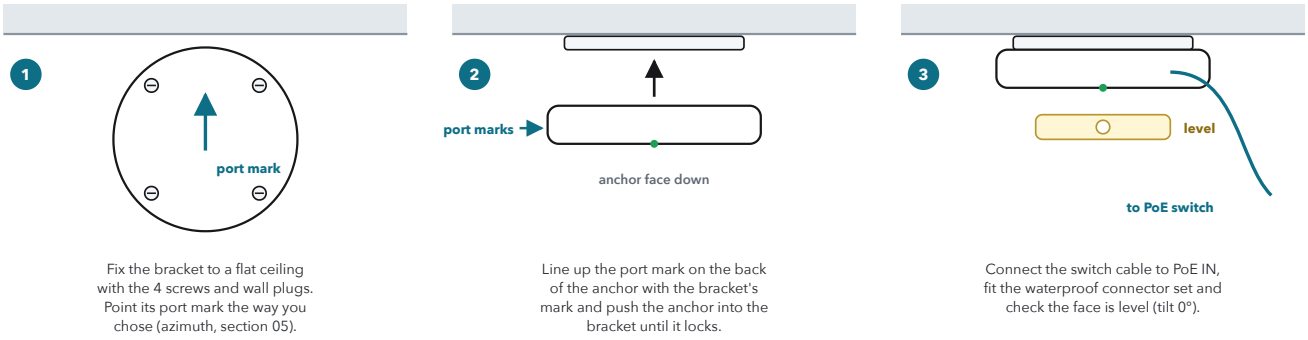
Azimuth = the direction the LED / network-port side points on your floor plan, measured clockwise from −Y. Ceiling mount: elevation 0, rotation 0.

Azimuth is the direction the LED / network-port side points on your floor plan. On a standard floor (origin top-left) 0° points to the top of the plan.

- Keep the front face **horizontal** (tilt 0°). Put a spirit level on the face after fitting. In the platform this is **Elevation 0** and **Rotation 0**.
- Decide the LED / network-port direction **before** you fix the bracket. Point every anchor the same way where you can, so that they all share one azimuth.
- Record the direction in plan terms (top, right, bottom or left of the plan). It becomes the anchor's **Azimuth**: 0°, 90°, 180° or 270°.

> **NOTE**
> This manual covers ceiling mounting. For a side (wall) mount, ask Identium for the layout and settings before you install.

Fit the anchor



Fix the bracket to a flat ceiling with the 4 screws and wall plugs. Point its port mark the way you chose (azimuth, section 05).

Line up the port mark on the back of the anchor with the bracket's mark and push the anchor into the bracket until it locks.

Connect the switch cable to PoE IN, fit the waterproof connector set and check the face is level (tilt 0°).

Bracket first, then the anchor, then the cable and level checks.

1. Check that the ceiling is flat at the fixing point and can hold 2 kg or more.
2. Hold the bracket in place with its network-port mark pointing in the direction you chose. Mark the four holes, drill, fit the wall plugs and fix the bracket with the four **KA4 × 30** screws.
3. Bring the network cable to the bracket and leave a short service loop.
4. Connect the cable to the **PoE IN** tail and fit a waterproof connector set over the connection. If the next anchor in a chain is fed from this one, connect its cable to **PoE OUT** the same way.
5. Line up the network-port mark on the back of the anchor with the mark on the bracket and push the anchor into the bracket's bayonet.
6. Check that the front face is level and watch the LED: it flashes red while the anchor gets an IP address, then green (section 12).
7. Write down the anchor's **MAC address** (from its label), the name you give it, its height and its port direction. You will enter them in section 09.

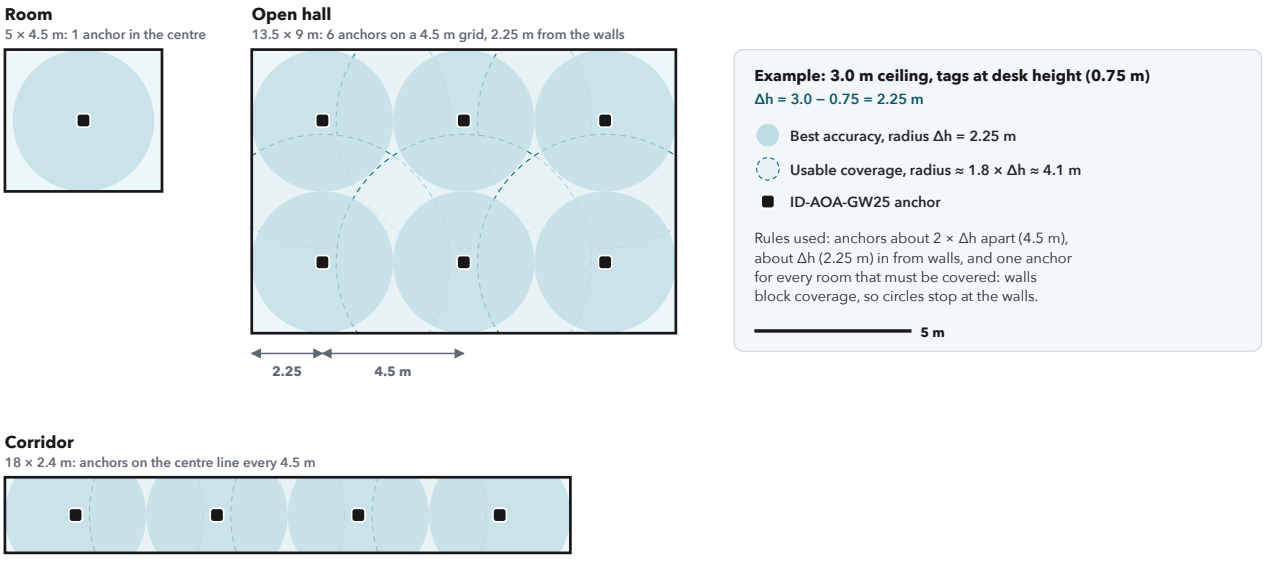
06/ Planning the Anchor Layout

Each anchor covers a circle on the floor. The circle grows with the height of the anchor above the tags (Δh). Draw the circles on your floor plan before you run cables.

Δh	Anchor height − tag height. Tags are at about **0.75 m** on desks and equipment and about **1.1 m** on a worn badge.
Best accuracy	Inside a circle of radius **Δh** below the anchor (within 45° of straight down).
Usable coverage	Radius ≈ **1.8 × Δh** (61° from straight down). A tag further out is shown on the edge of this circle, not where it is.
Spacing	About **2 × Δh** between neighbouring anchors, and about **Δh** from the walls.
Walls	Walls stop coverage. Every room that must be covered needs its own anchor.

Anchor height	Tags at 0.75 m (desk, equipment)	Tags at 1.1 m (worn badge)
2.5 m	Δh 1.75 m · best 1.8 m · usable 3.2 m · spacing 3.5 m	Δh 1.40 m · best 1.4 m · usable 2.5 m · spacing 2.8 m
3.0 m	Δh 2.25 m · best 2.2 m · usable 4.1 m · spacing 4.5 m	Δh 1.90 m · best 1.9 m · usable 3.4 m · spacing 3.8 m
3.5 m	Δh 2.75 m · best 2.8 m · usable 5.0 m · spacing 5.5 m	Δh 2.40 m · best 2.4 m · usable 4.3 m · spacing 4.8 m
4.0 m	Δh 3.25 m · best 3.2 m · usable 5.9 m · spacing 6.5 m	Δh 2.90 m · best 2.9 m · usable 5.2 m · spacing 5.8 m

Planning figures per anchor: Δh, best-accuracy radius, usable radius and spacing between anchors.



Example layouts for a 3.0 m ceiling with tags at desk height: a room, an open hall and a corridor, drawn to scale.

- **Room** up to about 2 × Δh square (4.5 × 4.5 m at a 3 m ceiling): one anchor in the centre.
- **Corridor:** anchors on the centre line, about 2 × Δh apart, the first and last about Δh from the ends.
- **Open hall:** a square grid, about 2 × Δh apart, the outer row about Δh in from the walls. Most of the floor is then seen by two or more anchors, which the engine combines.
- **Mixed tags:** plan for the highest tags (the smallest Δh). A layout drawn for desk tags leaves gaps for worn badges.

TIP

In the platform, **AoA Anchors › Coverage settings** draws the same circles around your real anchors: set **Tag height** to your tag height and keep **FOV** at 61°. Identium plans the final layout with you from your floor plan and ceiling height.

07/ Tags That Work With the Anchor



ID-BLE-B22 Compact beacon · **ID-BLE-A07** Anti-tamper asset tag · **ID-BLE-A20** Large anti-tamper tag · **ID-BLE-L01** Industrial beacon · **ID-BLE-C08** Work card + RFID · **ID-BLE-S25** Slim work card · **ID-BLE-X11** Buzzer + light beacon

AoA-capable Identium tags. Details, variants and prices are on www.indiarfidstore.com.

Model	Type	Battery	Notes
ID-BLE-B22	Compact round beacon, IP68	CR2477, replaceable	Variants with mounting ears (B22-E) or accelerometer (B22-A)
ID-BLE-A07	Anti-tamper asset tag	CR2032, replaceable	A07-K tamper alarm; A07-KA tamper alarm + accelerometer
ID-BLE-A20	Large anti-tamper asset tag	CR2450, replaceable	Fixed with 3M adhesive; A20-K and A20-KA versions
ID-BLE-L01	Industrial beacon, IP68	ER14250, 2400 mAh	Versions with ears, accelerometer or temperature + humidity sensor
ID-BLE-C08	Work card with RFID tag support	Li-Po 1500 mAh, rechargeable	Worn on a lanyard
ID-BLE-S25	Slim work card, IP67	Li-Po 850 mAh, rechargeable	Worn on a lanyard
ID-BLE-X11	Buzzer and light beacon	CR2477, replaceable	Beeps and lights up on a find-me alert

Each of these tags is listed as AoA-capable on its store page, is set up with the **Identium Connect** app, and also works with ID-BGW-02 gateways for zone-level tracking.

Placing tags for good fixes

- **Face the tag towards the ceiling.** The anchor hears a tag best from its front. In Identium's test the same tag at the same spot was 0.24 m out face up and 0.87 m out face down.
- Fix asset tags on the top, or the upward-facing side, of the asset, with a clear view of the ceiling.
- Wear badges on the outside of clothing, on a lanyard, not in a pocket or pressed against the body.
- **Broadcast interval:** each broadcast gives the anchor a chance to measure. The engine keeps a tag on the map while it has heard it in the last 15 seconds, and in Identium's tests about one broadcast in three gave a usable angle. Set AoA tags to broadcast **every second or faster** in the Identium Connect app. A faster interval uses more battery than the store's rated figures, which are quoted at slower intervals.
- The engine uses **one tag height** for the site, set at commissioning: about 0.75 m for desk and equipment tags, about 1.1 m for worn badges. Tell Identium which tags you use.

08/ Configure the Anchor

The ID-AOA-GW25 has no screen or set-up buttons. **Identium pre-configures each anchor before dispatch**; the anchor configuration tool is supplied by Identium on request. Everything that affects positions (where the anchor is, how high, which way it points) is entered in the Identium RTLS platform, not in the anchor (section 09).

Setting	As supplied	Notes
IP address	DHCP	Reserve an address per anchor in your DHCP server. A fixed address can be set by Identium on request.
Location engine	Found on the same network	The Identium Location Engine discovers and polls the anchors. For an Identium-hosted server, Identium sets up the forwarding (section 04).

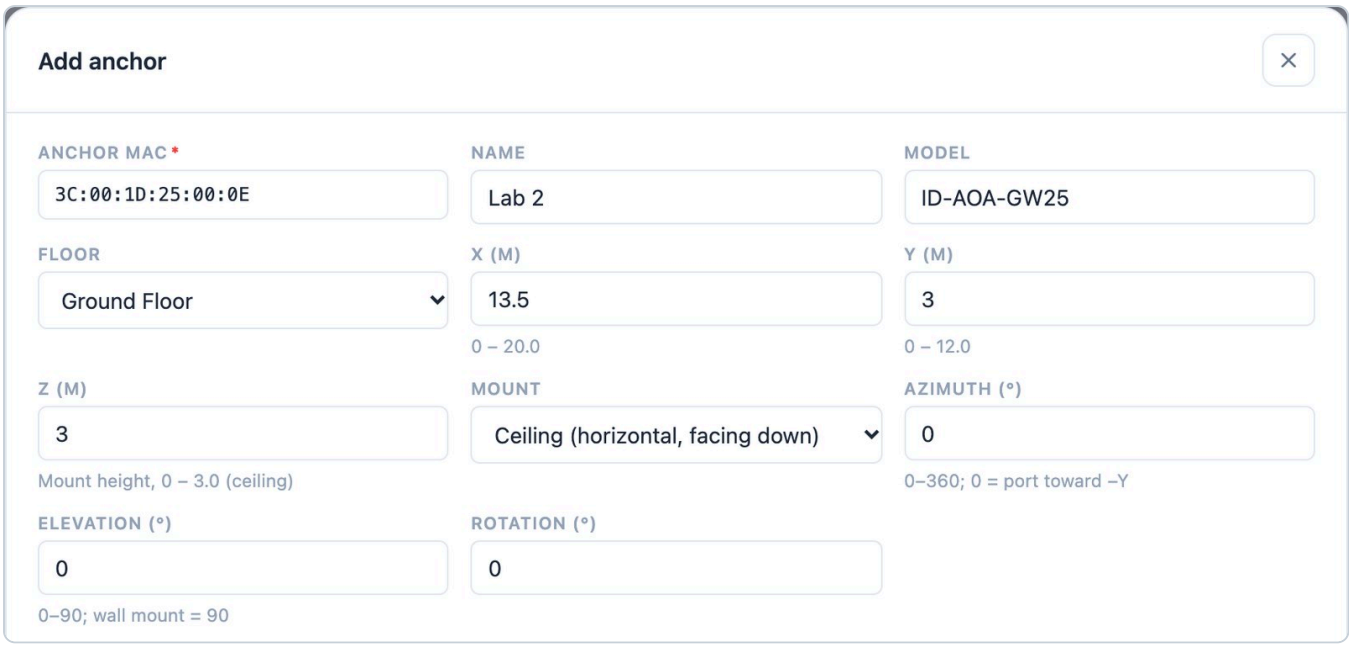
Reset to defaults

1. Take the rubber cap off the reset tail.
2. Press and hold the reset button for **3 seconds**.
3. The green LED flashes quickly for 5 seconds and the anchor restarts with its default settings.

> **CAUTION**
> Reset only when Identium support asks you to: it clears any settings made for your site, such as a fixed IP address.

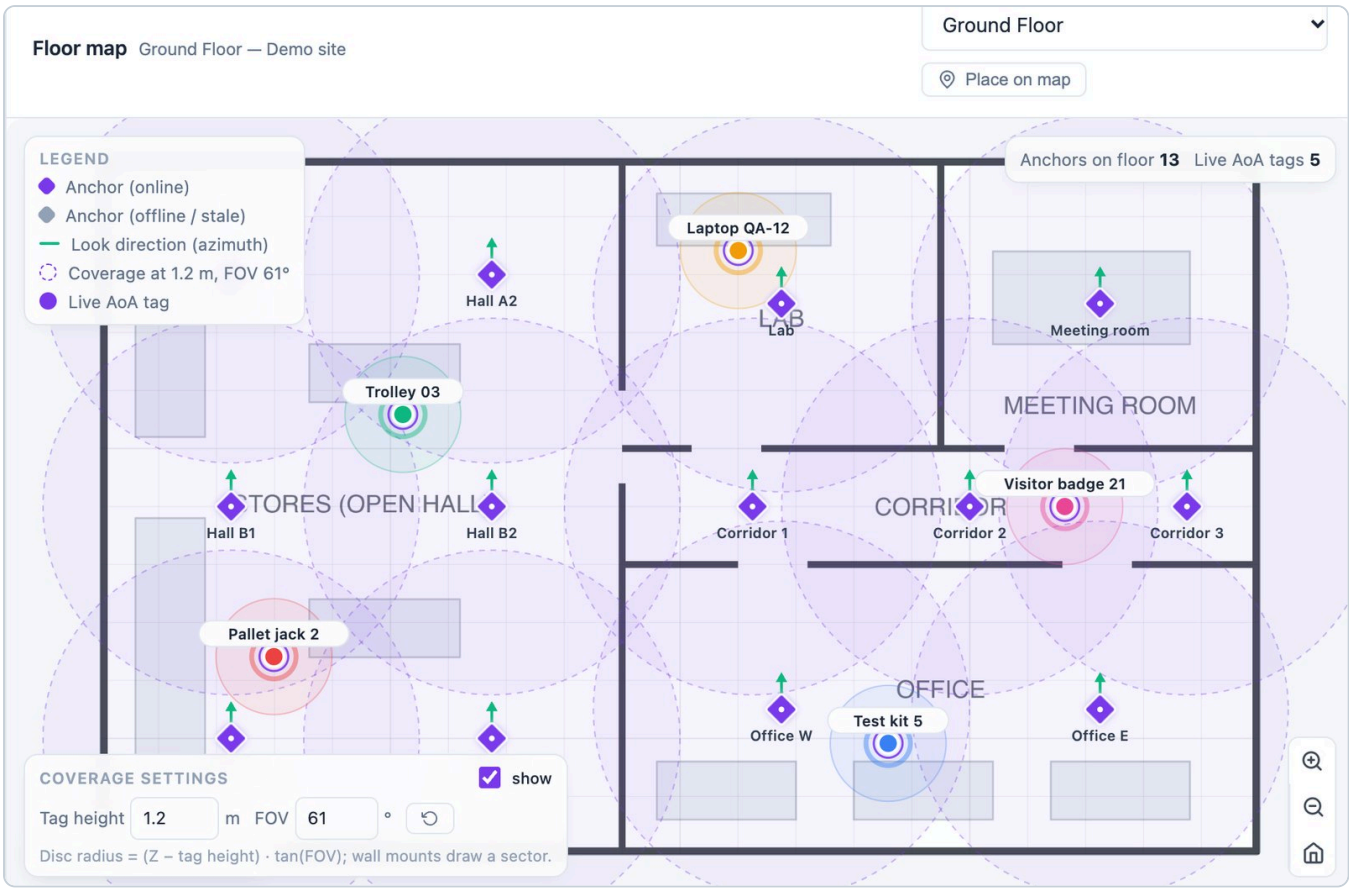
09/ Register Anchors in the Identium RTLS Platform

Anchors are registered in the web app under **BLE 5.0 Indoor › AoA Anchors**. Create the floor first under **BLE 5.0 Indoor › Floor Plans**: give it a name, its real width and depth in metres and its ceiling height, and upload the floor-plan image. The width and depth set the scale of the plan, so measure them.



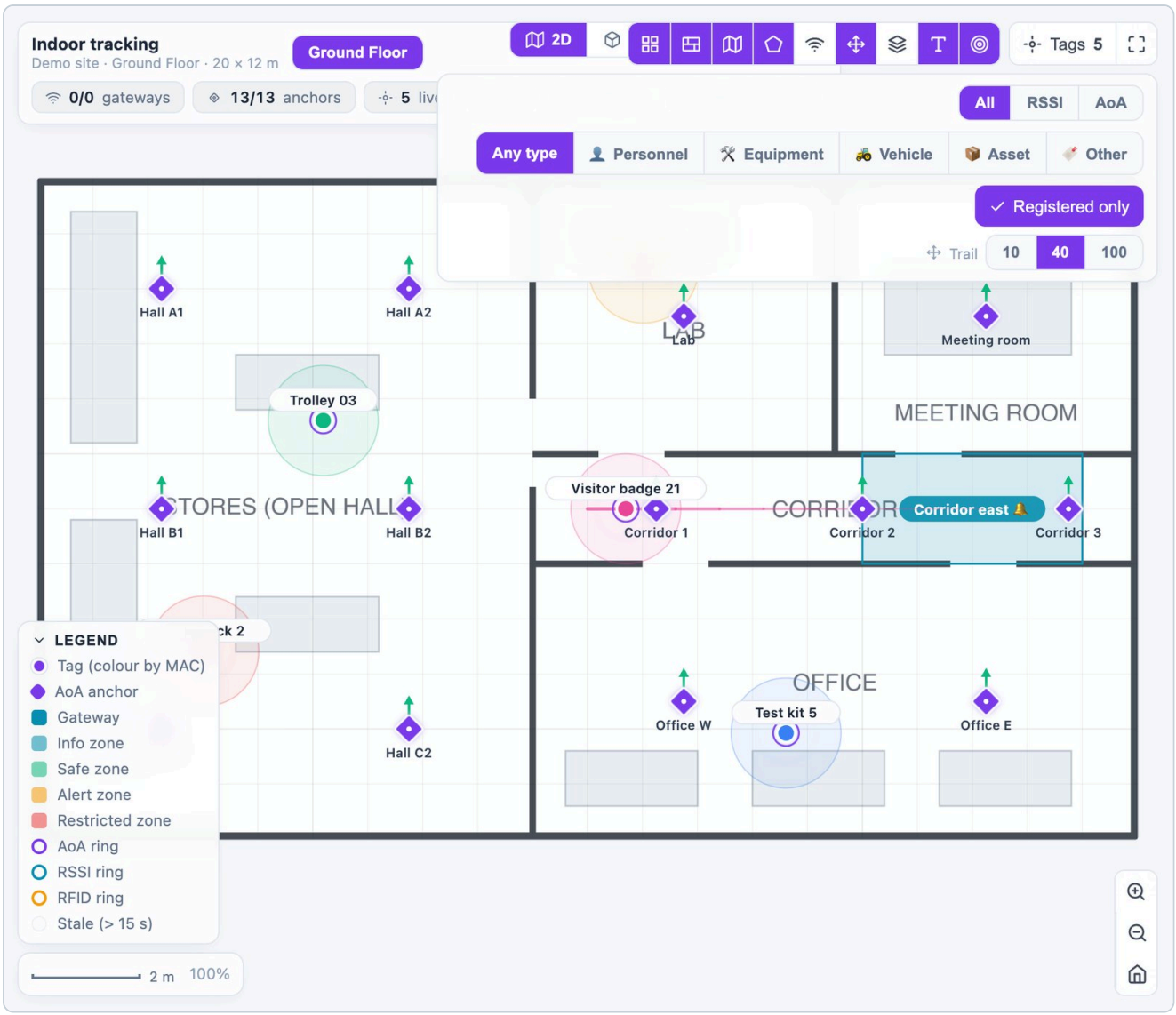
AoA Anchors › Add anchor, filled in for a ceiling anchor 13.5 m from the left wall and 3 m from the top wall of the plan, 3 m high.

1. Open **AoA Anchors** and click **Add anchor**.
2. Type the **Anchor MAC** from the anchor's label, a **Name** people will recognise (for example *Stores B2*) and **Model** `ID-AOA-GW25`.
3. Choose the **Floor**, then enter **X (m)** and **Y (m)**: the point on the plan directly below the centre of the anchor (section 10).
4. Enter **Z (m)**, the height of the anchor's face above the floor, and set **Mount** to **Ceiling (horizontal, facing down)**.
5. Set **Azimuth** with the **Azimuth quick presets**: **–Y (0°)** if the LED / port side points to the top of the plan, **+X (90°)** right, **+Y (180°)** bottom, **–X (270°)** left. Leave **Elevation** and **Rotation** at 0.
6. Leave **IP address** empty: the platform fills it in when it hears the anchor. Enter it only if the anchor stays silent (section 15).
7. Click **Save**. Repeat for every anchor, or use **Import CSV** with the columns `mac, name, x, y, z, azimuth, elevation, rotation, floor`.



The floor map on the AoA Anchors page: each anchor with its look direction (green arrow) and coverage circle at the tag height set in Coverage settings, and the live AoA tags.

- An anchor shows **online** in the register once the engine hears it. **Indoor Tracking** then shows the tags it locates.
- The MAC cannot be changed after saving. To correct it, delete the anchor and add it again.
- If you move or turn an anchor, update its X, Y, Z and azimuth straight away: the engine uses the stored values for every fix.

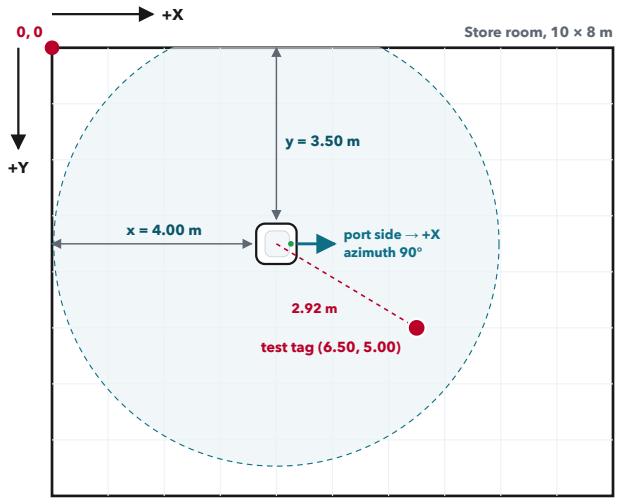


Indoor Tracking with AoA tags on a demo floor: anchors (purple), tags with their names, and the trail of a badge walking the corridor.

10/ Map Coordinates and Calibration

Positions are only as good as the numbers entered for the floor and the anchors. Measure them on site with a tape or laser meter, not from an old drawing.

Measure	How	Enter as
Floor size	Length of two perpendicular walls of the plan area	Floor width and depth (Floor Plans)
Origin and axes	The top-left corner of the plan is 0, 0; X runs right, Y runs down	(fixed by the floor plan)
Anchor position	Drop a plumb line or laser from the centre of the anchor; measure to two walls	X (m), Y (m)
Anchor height	Floor to the anchor's front face	Z (m)
Port direction	Which side of the plan the LED / network-port side faces	Azimuth 0 / 90 / 180 / 270
Tag height	Typical height of the tags above the floor	Tag height (set by Identium) and Coverage settings



Measured	Value	Enter as
Anchor from left wall	4.00 m	**X = 4.00**
Anchor from top wall	3.50 m	**Y = 3.50**
Floor to anchor face	2.95 m	**Z = 2.95**
LED / port side points	toward +X	**Azimuth 90**
Mount	level ceiling	**Elevation 0, Rotation 0**
Tag height (desk)	0.75 m	**tag height 0.75**

Check: Δh = 2.95 − 0.75 = 2.20 m, so the usable radius is about 1.8 × 2.20 ≈ 4.0 m. The test tag is √(2.5² + 1.5²) = 2.92 m from the point below the anchor: inside it. Put the tag there, face up, wait 30 s and compare the platform's x, y with 6.50, 5.00.

Worked example: one anchor in a 10 × 8 m store room, and a test point to check it.

Worked example

1. The store room is 10.0 m wide and 8.0 m deep; the floor is created at 10 × 8 m and its plan uploaded.
2. A plumb line from the centre of the anchor lands 4.00 m from the left wall and 3.50 m from the top wall: **X = 4.00, Y = 3.50**.
3. The laser meter reads 2.95 m from the floor to the anchor's face: **Z = 2.95**.
4. The LED / network-port side points to the right-hand wall of the plan: **Azimuth 90** (+X). The anchor is level: **Elevation 0, Rotation 0**.
5. Tags sit on desks at 0.75 m, so Δh = 2.95 − 0.75 = 2.20 m and the usable radius is about 1.8 × 2.20 ≈ 4.0 m.
6. Test point: a tag face up on a desk at **x = 6.50, y = 5.00**, which is √(2.5² + 1.5²) = 2.92 m from the point below the anchor, inside the usable radius. After 30 seconds the platform should show the tag within about 1 m of 6.50, 5.00.

Check every anchor at a known point

Put a tag face up and still at a point you have measured, inside the anchor's best-accuracy circle, wait 30 seconds and compare the platform's position with your point. Then check a second point. What the difference tells you:

What you see	Likely cause	Fix
Tag on the opposite side of the anchor (mirrored)	Azimuth 180° out	Add or subtract 180 from the azimuth
Tag a quarter-turn round the anchor	Wrong azimuth preset	Re-check the port direction on the plan; correct by 90
Tag in the right direction but too near or too far from the anchor	Z or tag height wrong	Re-measure the anchor height; confirm the tag height with Identium
Tag stays on a ring round the anchor	Tag outside the usable radius	Move the tag inward, or add an anchor nearer the area
Tags of several anchors shifted the same way	Floor size or anchor X, Y measured from the wrong corner	Re-measure the floor and the anchor positions from the top-left corner

> **NOTE**
> If a small, consistent offset remains after the checks, Identium can measure and apply a correction for that anchor from a known point, and confirms it at a second point.

11/ Expected Accuracy

Plan on **sub-metre** positions (within 1 m) for a still tag that faces the anchor with a clear view, inside the usable circle of a correctly measured anchor. The specified range with AoA-capable Identium tags is 0.1–1 m, depending on mounting height and layout.

Condition (measured by Identium)	Position error
Face up, 1.5 m from the point below the anchor	**0.24 m**
Face up, 3.5 m from the point below the anchor (near the usable edge)	**0.25 m**
Face up, almost directly below the anchor	0.59 m
Face down, 1.5 m from the point below the anchor	0.87 m
Face up on a desk, the same spot at other times of day, with people and objects between tag and anchor	0.6–1.9 m

One anchor on the ceiling at 2.75 m, tag still on a desk; each figure is the median of 20–23 fixes over 30–45 seconds.

What makes positions worse

- **Tag orientation:** a tag facing the floor, covered, or worn against the body.
- **Obstruction:** people, furniture or equipment between the tag and the anchor.
- **Outside coverage:** beyond the usable radius the tag is shown on the edge of the circle; add an anchor there.

- **Walls:** a tag in a room without its own anchor is located from reflections and can appear in the wrong room.
- **Wrong set-up values:** X, Y, Z, azimuth, floor size or tag height entered wrongly (section 10).
- **Movement:** the engine holds a resting tag still and moves it once several fixes agree. A carried tag shows up at its new place within about 10 seconds, and moves in steps of 1–2 m while it is being carried.

TIP

For the best results: anchors at about 3 m, every anchor measured and checked at a known point, tags facing the ceiling, and the layout spacing in section 06 so that most places are seen by more than one anchor.

12/ LED Indicators

Status LED	Meaning
Off	No power
Green, flashing quickly for 5 s	Starting up, or reset button held
Red, flashing	Getting an IP address
Green, flashing slowly	IP address obtained; waiting for the location engine
Green, steady	Connected to the location engine
Red, steady, then restarts after 30 s	Fault, or not connected
Red and green alternately	An anchor further down the chain has failed

RJ45 port light	Meaning
On	Network link up
Flashing	Data passing
Off	No network connection

13/ Precautions

- For PoE, use only standard power equipment to IEEE 802.3af or 802.3at.
- Operating range −20 °C to +60 °C and 0–95 % humidity. The IP66 housing can be installed outdoors; fit the waterproof connector sets on every RJ45 connection.
- Keep anchors away from fire and from strong electromagnetic interference.
- Fix the bracket only where the ceiling holds 2 kg or more.
- Keep the front face level and unobstructed. Do not paint it or hide it behind metal ceiling panels.
- After moving, turning or replacing an anchor, update its record in the platform before relying on positions.

14/ Parameters

Model	ID-AOA-GW25
Positioning method	Bluetooth Angle of Arrival (AoA), phased-array direction finding
Positioning accuracy	0.1–1 m with AoA-capable Identium tags, depending on mounting height and layout (section 11)
Frequency	2.401–2.481 GHz (licence-exempt 2.4 GHz band)
Planning coverage	Radius ≈ 1.8 × (anchor height − tag height); best accuracy within radius = anchor height − tag height
Recommended mounting height	About 3 m (maximum 10 m)
Mounting	Ceiling, level, face down; bracket with 4 × KA4 × 30 screws; fixing point ≥ 2 kg
Power	PoE IEEE 802.3af / 802.3at, or DC 12–30 V, 1 A
Power consumption	Under 2 W
Network	2 × RJ45: PoE IN and PoE OUT (chain up to 8 anchors); DHCP
Data output	Angle data to the Identium Location Engine over UDP (port 55554)
Compatible tags	ID-BLE-B22, A07, A20, L01, C08, S25, X11
Dimensions	180.7 × 180.7 × 39.4 mm
Protection	IP66
Operating temperature	−20 °C to +60 °C
Humidity	0–95 %
Software	Identium Location Engine and Identium RTLS platform

15/ Troubleshooting

Symptom	Likely cause	What to do
LED off	No power	Check that the switch port gives IEEE 802.3af/at PoE and the cable is on **PoE IN**; or check the 12–30 V DC supply.
LED flashes red and never turns green	No IP address	Check that the network has a DHCP server and the switch is connected to it; try another cable or switch port.
LED flashes green slowly	The anchor has an address but no engine is talking to it	Check that the Identium Location Engine is running on the same network; allow UDP 55554 on the server's firewall; enter the anchor's IP address in the platform; make sure only one engine polls these anchors.
LED steady red, anchor restarts every 30 s	Fault or no connection	Check the cable and power. If it continues, contact Identium support.
LED alternates red and green	An anchor further down the chain has failed	Check the cable from this anchor's PoE OUT and the next anchor.
Anchor online, but no tags on the map	Tag not AoA-capable, not registered, broadcast interval too slow, or out of coverage	Use a tag from section 07, register it, set its interval to 1 s or faster, and hold it face up below the anchor.
Tags appear on the opposite side of the anchor	Azimuth 180° out	Change the anchor's azimuth by 180 (section 10).
Tags stay on a ring round an anchor	Tags outside the usable radius	Add an anchor nearer the area (section 06).
Tag appears in the next room	No anchor in its room; the anchor hears reflections	Give the room its own anchor.
A still tag drifts during the day	People or objects between the tag and the anchor, or the tag has turned over	Fix the tag facing up; check what stands between it and the anchor.
Tag disappears from the map	Not heard for 15 seconds	Check the tag's battery and interval, its orientation, and that it is inside coverage.
Positions wrong after work on the ceiling	Anchor moved or turned	Re-measure and update X, Y, Z and azimuth; check at a known point.

16/ Support

For help with installation, integration or a fault that the steps above do not clear, contact Identium. Please keep the product model, the software version shown in the app and a short description (or screenshot) of the problem ready.

Company	Identium Tech Solutions Pvt. Ltd.
Address	Plot No. 5, First Floor, Raja Dhirsain Marg, Garhi, Sant Nagar, East of Kailash, New Delhi 110065, India
Phone	+91 97181 99516 · 011-4714 7839
WhatsApp	+91 82877 32647
Email	info@identium.in
Software and documents	www.identiumone.com/resourcehub/
Buy hardware and tags	www.indiarfidstore.com

This product and its software are updated from time to time; screens and specifications may change without notice. Check the Resource Hub for the latest version of this manual.