identium®
Creating identities for all

USER GUIDE

ID-BLE Tags

Choose, Fit and Configure

All 17 Identium Bluetooth tags, work cards and wearables — choosing a model, battery life, mounting, configuration, the SOS button, the find-me buzzer and troubleshooting



THIS MANUAL COVERS	VERSION	PLATFORM
Identium BLE tags, 17 models	—	ID-BGW-02 · ID-AOA-GW25 · phones
Identium Atlas (view, check and ring tags)	1.2.1 or newer	Android

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Creating identities for all

Identium BLE tags are small battery-powered Bluetooth Low Energy transmitters. Each one broadcasts its identity at the interval you set, from every 100 ms to every 10 s. ID-BGW-02 gateways place a tag in a zone, ID-AOA-GW25 anchors place the AoA-capable models to within a metre, and a phone running Identium Atlas shows the tags around you. This guide covers all 17 models on the India RFID Store: how to choose one, how battery life depends on the interval and the transmit power, how to fix each form factor, how tags are configured, the SOS button on the ID-BLE-B50, the find-me buzzer on the ID-BLE-X11, storage and batteries, and what to do when a tag does not show up. Planning and installing the gateways and anchors is covered in the Identium RTLS Planning and Installation Guide.

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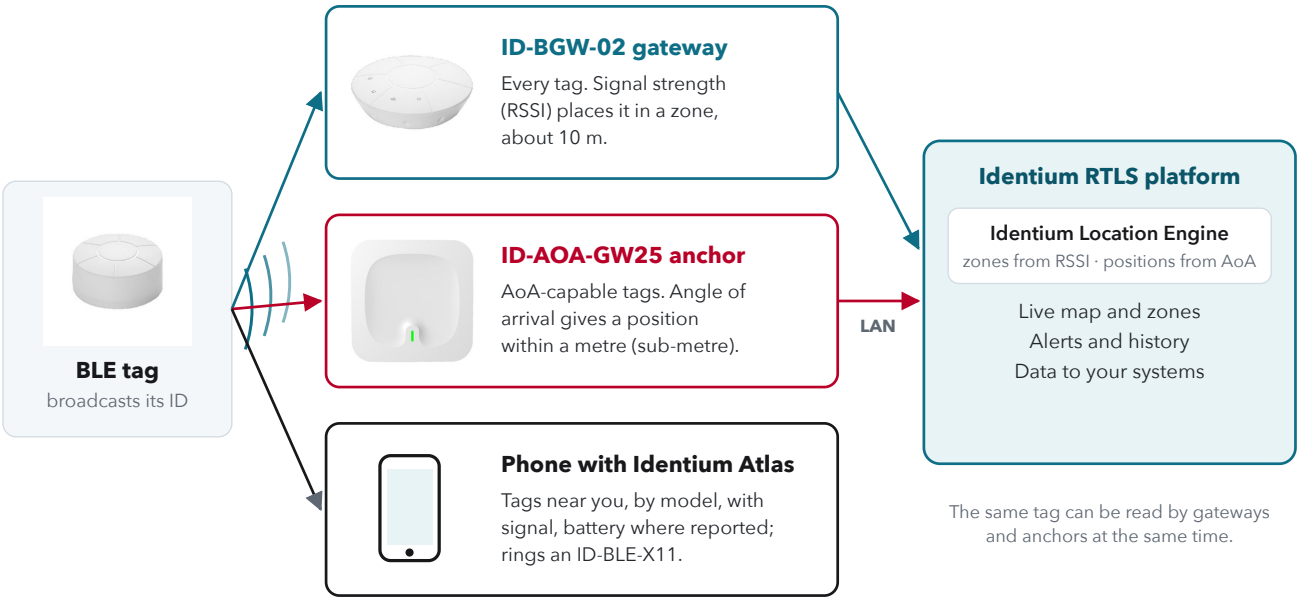
01/ How Tags Are Read



One broadcast, three kinds of receiver.

- **ID-BGW-02 gateways** hear every Identium tag and forward each broadcast to your server over Ethernet, Wi-Fi or 4G. Comparing the signal strength (RSSI) at several gateways places the tag in a zone, to about 10 m. Tags reach 70 m or 100 m in open space depending on the model; walls, metal racking and people shorten that indoors.

- **ID-AOA-GW25 anchors** measure the angle at which a broadcast from an AoA-capable tag arrives. The Identium Location Engine turns the angles into a position, specified at 0.1–1 m inside each anchor's coverage.
- **Phones** read the standard iBeacon and Eddystone broadcasts. **Identium Atlas** (Android, on the Resource Hub) lists every Identium tag in range by model, shows its signal and, where the tag reports it, its battery, and rings an ID-BLE-X11.

> **NOTE**
> The Identium RTLS platform identifies each tag by its **MAC address**. Many tags carry it on the label as text or a QR code. Write it down against the asset or person before you fit the tag.

02/ The Range at a Glance



ID-BLE-T01
Slim asset tag



ID-BLE-A07
Anti-tamper asset tag
AoA



ID-BLE-A20
Large anti-tamper tag
AoA



ID-BLE-X62
Large asset tag



ID-BLE-T03
Round beacon, IP68



ID-BLE-B22
Compact beacon, IP68
AoA



ID-BLE-L01
Industrial beacon, IP68
AoA



ID-BLE-L02
Industrial beacon, IP68



ID-BLE-T08
Pallet tag, IP68 IK08



ID-BLE-X11
Buzzer + light finder
AoA



ID-BLE-R09
Road stud, IP67



ID-BLE-E59
Livestock ear tag



ID-BLE-B50
SOS button fob



ID-BLE-W16
Lanyard tag, IP67



ID-BLE-W61
Wristband, IP66



ID-BLE-S25
Slim work card, IP67
AoA



ID-BLE-C08
Work card + RFID
AoA

AoA

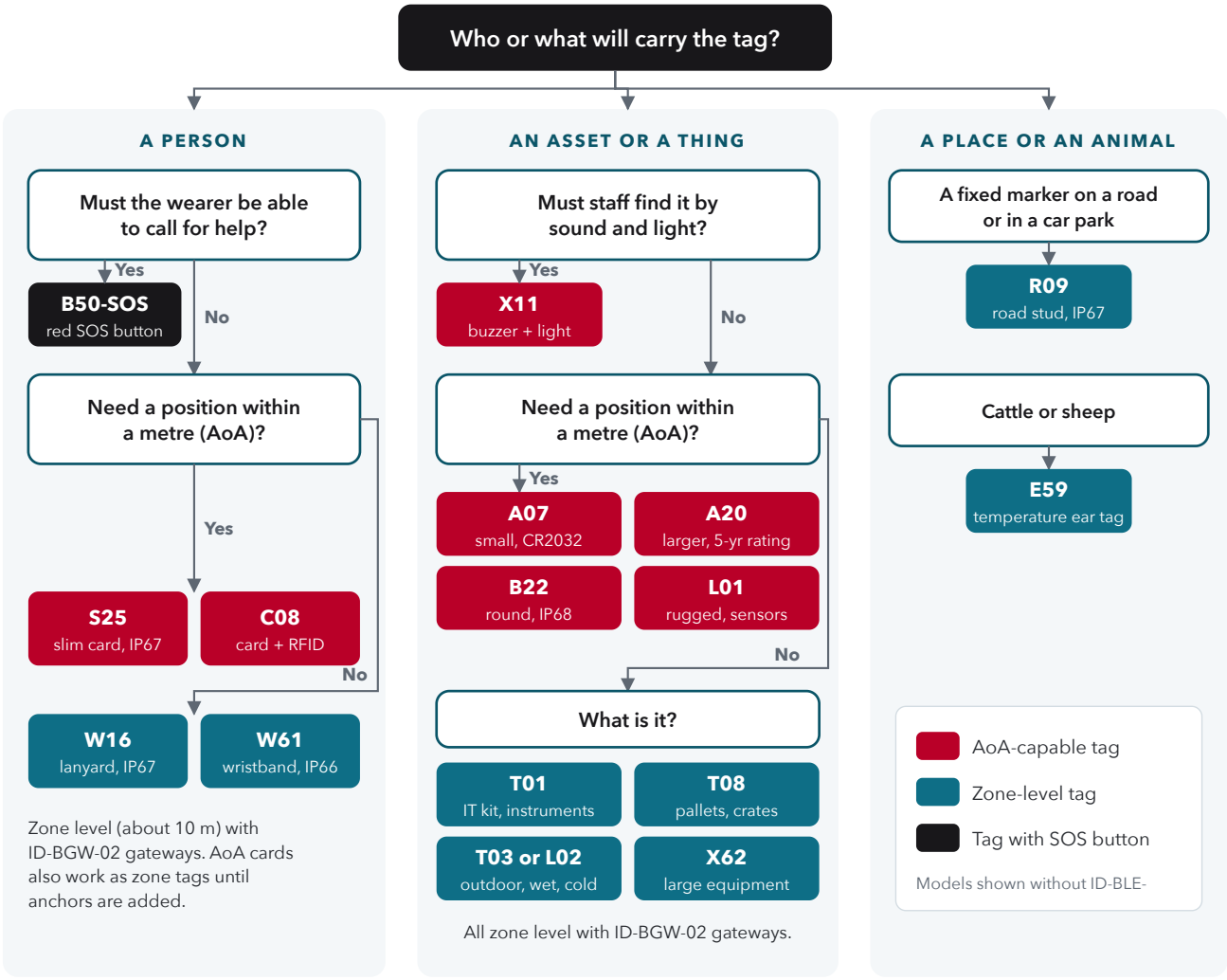
AoA-capable: sub-metre with ID-AOA-GW25 anchors. Every tag also works with ID-BGW-02 gateways.

The 17 Identium BLE tags. Photos are from the India RFID Store; colours and labels on delivered tags may differ.

Every model broadcasts iBeacon and Eddystone and is read by ID-BGW-02 gateways and by phones. The seven models marked AoA are also positioned to within a metre by ID-AOA-GW25 anchors. Section 03 helps you choose; section 04 compares battery life.

03/ Choose a Tag

Three questions pick the model: who or what carries the tag, how precisely you need to locate it, and where it has to live. Start with the chart, then check the details in the tables.



Which tag? Red boxes are AoA-capable models (sub-metre with ID-AOA-GW25 anchors); teal boxes are located by zone with ID-BGW-02 gateways.

Asset tags, beacons, wearables and work cards

Model	Form and fixing	Battery	IP	AoA	Options	Typical use
ID-BLE-T01	Slim tag 44 × 25 mm, under 6 mm; 3M pad	CR2032, replaceable	–	–	T01-K anti-tamper; T01-KA + accelerometer	IT equipment, instruments, returnable items, patrol points
ID-BLE-A07	Flat tag 44 × 25 × 5.7 mm, 8.5 g; adhesive pad	CR2032, replaceable	–	Yes	A07-K tamper alarm; A07-KA + accelerometer	Laptops, portable instruments and medical devices
ID-BLE-A20	Tag 59 × 34 × 11 mm, 20 g; 3M pad	CR2450, replaceable	–	Yes	A20-K tamper-proof; A20-KA + accelerometer	Fixed assets, machines, racks, hospital equipment
ID-BLE-X62	Large tag 66 × 50 × 27.9 mm, 50 g	2700 mAh, 3 V	–	–	Black or white	Large equipment, plant, trolleys
ID-BLE-T03	Round Ø 48 × 17 mm, 26 g; pad (T03) or screw ears (T03-E)	CR2477, replaceable	IP68	–	−40 to +85 °C; broadcast-only firmware option	Asset tracking, navigation points, proximity
ID-BLE-B22	Round Ø 48 × 17 mm; screw ears on B22-E	CR2477, replaceable	IP68	Yes	B22-A accelerometer; −40 to +85 °C	Instruments, tools, hospital equipment
ID-BLE-L01	Round Ø 54 × 25 mm, 48.5 g; pad or screw ears (L01-E)	ER14250, 2400 mAh	IP68	Yes	L01-A accelerometer; L01-T temperature + humidity; −40 to +85 °C	Factory equipment, forklifts, condition monitoring
ID-BLE-L02	Round Ø 54 × 25 mm, 48.5 g; screw ears on L02-E	ER14250, 2400 mAh	IP68	–	L02-A accelerometer; white or black; −40 to +85 °C	Fixed assets, check-in points, car-park markers
ID-BLE-T08	Bar 116 × 25.1 × 9.1 mm; screw ears and/or 3M base	2 × CR2032, replaceable	IP68, IK08	–	−40 to +85 °C; accidental-shutdown protection	Pallets, crates, cold chain
ID-BLE-X11	Transparent tag 65 × 30 × 11 mm, 20.2 g; hung or worn	CR2477, replaceable	–	Yes	Buzzer and light for find-me	Finding one item or person fast
ID-BLE-R09	Road stud 100 × 100 × 21 mm, 128 g; AB glue or screws	ER14250, 2400 mAh	IP67	–	Yellow PC housing; −40 to +85 °C	Road and car-park markers, fixed reference points

Model	Form and fixing	Battery	IP	AoA	Options	Typical use
ID-BLE-E59	Livestock ear tag; standard applicator	Wide-temperature CR2032	IP68	–	Ear-surface temperature; step count optional; laser serial + QR	Cattle and sheep
Wearables and work cards						
ID-BLE-B50	Fob 59.3 × 34.3 × 12 mm, 10 g	Li-Po 220 mAh, rechargeable	–	–	B50-SOS red SOS button; B50 on/off button	Staff duress, lone workers, elderly care
ID-BLE-W16	Round lanyard tag Ø 40 × 10 mm, 9 g	Li-Po 1500 mAh, rechargeable	IP67	–	Accelerometer	Staff, visitor and contractor zoning
ID-BLE-W61	Wristband 38 × 11.2 × 243.9 mm, 40 g	Li-Po 220 mAh, rechargeable	IP66	–	Accelerometer optional	Patients, site workers
ID-BLE-S25	Slim card 85.55 × 53.95 × 4.3 mm, 20 g; lanyard	Li-Po 850 mAh, rechargeable	IP67	Yes	Accelerometer optional	Staff positioning, sub-metre ready
ID-BLE-C08	Card 89 × 58 × 7 mm, 42 g; lanyard	Li-Po 1500 mAh, rechargeable	–	Yes	RFID tag support; scan + broadcast mode; accelerometer	Staff ID card and location in one

IP: ingress rating where one is published (– = none published). AoA: Yes = can be positioned to within a metre by ID-AOA-GW25 anchors. Every model also works with ID-BGW-02 gateways and phone apps.

TIP

Not sure you will need sub-metre positions? Choose an AoA-capable model (A07, A20, B22, L01, X11, S25 or C08). It works as a zone tag with gateways today, and the same tag is positioned to within a metre once you add anchors – no re-tagging.

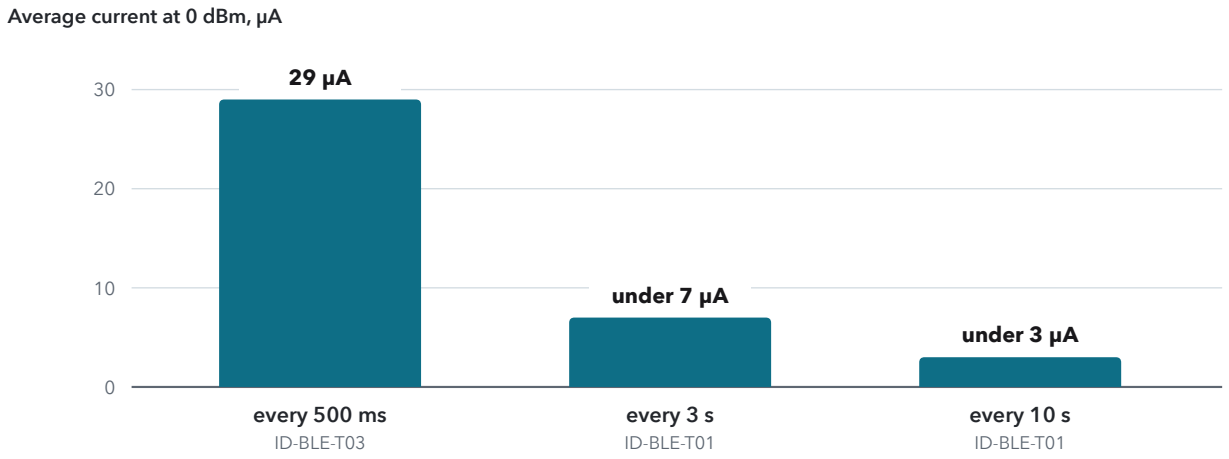
Store links

Model	Product page
ID-BLE-T01	www.indiarfidstore.com/ble-asset-tag-beacon-cr2032-id-ble-t01
ID-BLE-A07	www.indiarfidstore.com/anti-tamper-ble-asset-tag-aoa-id-ble-a07
ID-BLE-A20	www.indiarfidstore.com/large-anti-tamper-ble-tag-aoa-id-ble-a20
ID-BLE-X62	www.indiarfidstore.com/large-ble-asset-tag-2700mah-id-ble-x62
ID-BLE-T03	www.indiarfidstore.com/round-ble-beacon-ip68-cr2477-id-ble-t03
ID-BLE-B22	www.indiarfidstore.com/compact-ble-beacon-aoa-cr2477-id-ble-b22
ID-BLE-L01	www.indiarfidstore.com/industrial-ble-beacon-aoa-er14250-id-ble-l01
ID-BLE-L02	www.indiarfidstore.com/industrial-ble-beacon-er14250-id-ble-l02
ID-BLE-T08	www.indiarfidstore.com/pallet-ble-beacon-ik08-id-ble-t08
ID-BLE-X11	www.indiarfidstore.com/ble-buzzer-light-beacon-asset-finder-id-ble-x11
ID-BLE-R09	www.indiarfidstore.com/ble-road-stud-beacon-id-ble-r09
ID-BLE-E59	www.indiarfidstore.com/ble-temperature-ear-tag-livestock-id-ble-e59
ID-BLE-B50	www.indiarfidstore.com/ble-sos-button-beacon-id-ble-b50
ID-BLE-W16	www.indiarfidstore.com/wearable-ble-beacon-lanyard-id-ble-w16
ID-BLE-W61	www.indiarfidstore.com/ble-beacon-bracelet-wristband-id-ble-w61
ID-BLE-S25	www.indiarfidstore.com/slim-ble-work-card-badge-aoa-id-ble-s25
ID-BLE-C08	www.indiarfidstore.com/ble-work-card-rfid-badge-aoa-id-ble-c08

Each page lists the full specification, versions and current price.

04/ Battery Life, Interval and Transmit Power

Every broadcast uses a little energy. Two settings decide how much: the **broadcast interval** (how often the tag broadcasts) and the **transmit power** (how strongly). Together with temperature, they decide how long the battery lasts.



Published average current at 0 dBm: ID-BLE-T03 at a 500 ms interval, ID-BLE-T01 at 3 s and 10 s. The longer the interval, the lower the average current and the longer the battery lasts.

The trade-off

- **Interval.** A shorter interval means more broadcasts and more energy. It is also the fastest the tag can update the map: a tag that broadcasts every 10 s cannot move on the map more often than every 10 s. Use short intervals only where things move and you need to follow them.
- **Transmit power.** Higher power reaches further, so more gateways hear the tag, but each broadcast costs more energy. Lower power keeps a tag local, which helps when you want to tell neighbouring rooms apart. Most models default to 0 dBm, and every published battery figure is quoted at 0 dBm.
- **Temperature.** Ratings are quoted at room temperature where a temperature is given. Very low temperatures shorten battery life.

Starting points for the interval

What you track	Start with	Why
Fixed assets that rarely move	10 s	Longest battery life; position changes are rare
Equipment, pallets and people tracked by zone	3 s	The default on most models; a zone change shows within seconds
People, forklifts or tools followed by AoA anchors	500 ms	The default on the AoA beacons B22 and L01; a smoother track for a shorter battery life

Confirm the setting on your walk test (see the Identium RTLS Planning and Installation Guide) before you configure the whole batch.

Buzzer, light and scanning cost energy too

- **ID-BLE-X11:** standby 31.4 µA; buzzer 19.8 mA; buzzer with full light 29.3 mA; connected over Bluetooth 2.93 mA. One 10-second ring with buzzer and full light uses as much charge as about 2½ hours of standby, so ring when you need to find the tag.
- **ID-BLE-C08:** about half a year in broadcast-only mode (0 dBm / 500 ms), and about 30 days in scan + broadcast mode.

Published battery life and radio settings (– = not published)

Model	Battery	Rated life	Rated at	Transmit power	Default interval	Open-space range
ID-BLE-T01	CR2032 225 mAh	3 years	0 dBm / 10 s	−30 to +4 dBm	3 s	70 m
ID-BLE-A07	CR2032 225 mAh	3 years	0 dBm / 10 s	−40 to +4 dBm	3 s	70 m
ID-BLE-A20	CR2450 600 mAh	5 years	0 dBm / 10 s	−40 to +4 dBm	10 s	70 m
ID-BLE-X62	2700 mAh	5 years	0 dBm / 10 s	−40 to +4 dBm	10 s	70 m
ID-BLE-T03	CR2477 1000 mAh	2.5 years	0 dBm / 500 ms	−20 to +4 dBm	500 ms	100 m
ID-BLE-B22	CR2477 1000 mAh	up to 5 years	0 dBm / 500 ms	−30 to +4 dBm	500 ms	100 m
ID-BLE-L01	ER14250 2400 mAh	5 years	0 dBm / 500 ms	−40 to +4 dBm	500 ms	100 m
ID-BLE-L02	ER14250 2400 mAh	3 years	0 dBm / 500 ms	−30 to +4 dBm	500 ms	100 m
ID-BLE-T08	2 × CR2032 440 mAh	up to 40 months	by interval, power, temperature	−19.5 to +2.5 dBm	–	100 m
ID-BLE-X11	CR2477 1000 mAh	not published	mostly by how often it rings	–	–	70 m
ID-BLE-R09	ER14250 2400 mAh	5 years	0 dBm / 500 ms	−40 to +4 dBm	500 ms	100 m
ID-BLE-E59	CR2032 wide-temp.	about 2.35 years	sensors 60 s, broadcast 10 s	–	–	70 m
ID-BLE-B50	Li-Po 220 mAh	3 years standby	0 dBm / 10 s	−40 to +4 dBm	3 s	70 m
ID-BLE-W16	Li-Po 1500 mAh	3 years standby	0 dBm / 10 s	−40 to +4 dBm	3 s	70 m
ID-BLE-W61	Li-Po 220 mAh	3 years standby	0 dBm / 500 ms	−40 to +4 dBm	3 s	100 m
ID-BLE-S25	Li-Po 850 mAh	3 years	0 dBm / 500 ms	−40 to +4 dBm	3 s	100 m
ID-BLE-C08	Li-Po 1500 mAh	0.5 year	0 dBm / 500 ms	−40 to +4 dBm	3 s	100 m

05/ Mounting



1 Adhesive pad

T01, A07, A20, T03, L01, T08
3M double-sided pad



2 Screw ears

T03-E, B22-E, L01-E, L02-E
T08 (ears and/or pad)



3 Lanyard, clip or keyring

W16, S25, C08, B50
X11 hangs on the item



4 Wrist strap

W61
worn like a watch



5 Road stud

R09
AB glue or screws



6 Ear-tag applicator

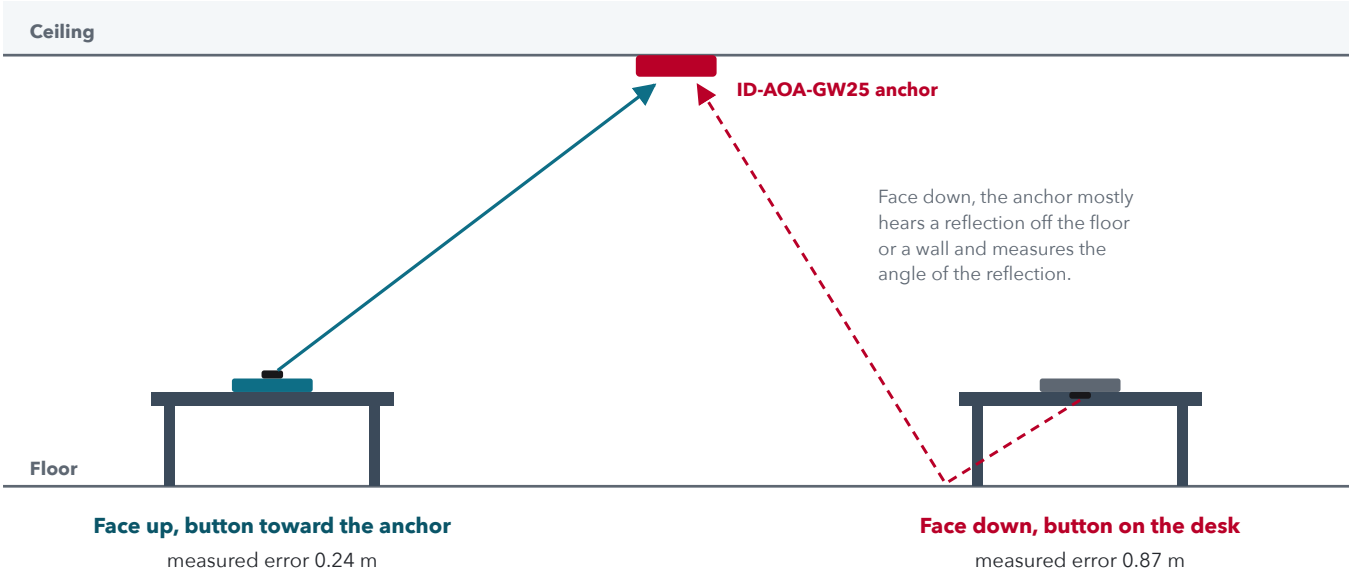
E59
standard applicator

The six ways Identium tags are fixed. Models are shown without the ID-BLE- prefix.

Method	Do	Avoid
1 Adhesive pad	Clean and dry the surface first; stainless steel, aluminium, glass, ceramic, ABS, PC and hard PVC bond well. Apply between 21 °C and 38 °C and press firmly for 2–3 s, several times. In cold areas, warm the surface first.	Dusty, oily, wet, curved or flaking surfaces. Sealing the tag inside a metal box or cabinet: metal blocks the signal.
2 Screw ears	Use both ears. On pallets that are handled roughly, use the ears and the adhesive base of the ID-BLE-T08 together (hole pitch 102.55 mm).	Over-tightening, which can crack an ear. Mounting behind a metal plate.
3 Lanyard, clip or keyring	Wear cards and lanyard tags on the chest, outside clothing. Keep the B50-SOS button where the wearer can reach it. Hang the X11 where its light can be seen.	A trouser pocket or under a jacket: the body blocks the signal. AoA cards pressed flat against the body.

Method	Do	Avoid
4 Wrist strap	Fit the W61 snugly. IP66 handles splashes, rain and washing hands.	Swimming or bathing: IP66 does not cover immersion.
5 Road stud	Fix the R09 with AB glue or screws to a clean, dry surface, then check with Identium Atlas that it is broadcasting.	Lanes used by trucks or forklifts before Identium has confirmed the stud for your traffic and surface.
6 Ear tag	Fit the E59 with a standard ear-tag applicator. Record its laser serial number or QR code against the animal.	Treating the reading as core body temperature: it is ear-surface temperature. Use each animal's trend and confirm with a vet.

AoA-capable tags: face the anchor



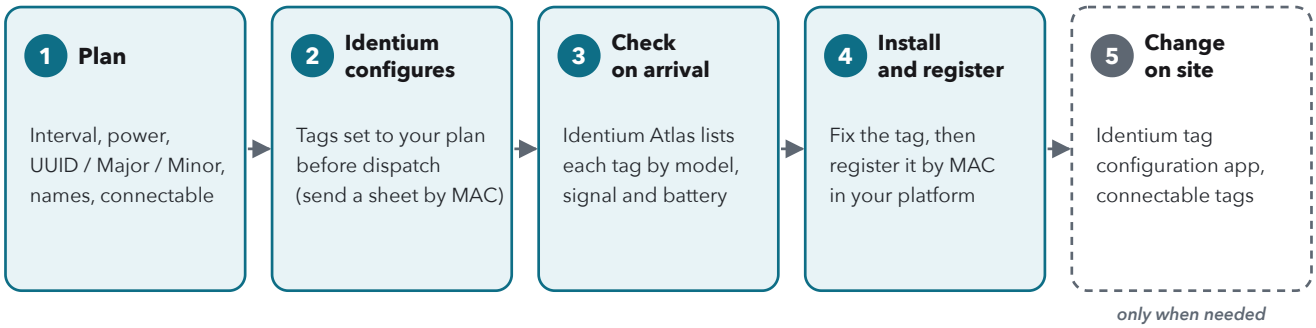
Identium controlled test: same tag, same spot and height, only the tag turned over.

- Fix desk and asset tags **face up**, with the button side toward the ceiling anchor. Orientation is free to get right and changed the error about 3.6 times in our test.
- Wear AoA cards outside clothing, hanging freely, not pressed against the body.
- Tell the installer the height at which tags are carried, for example about 0.75 m on a desk or about 1.1 m when worn. The Identium Location Engine uses it to turn angles into positions.

06/ Configure Your Tags

Tags arrive broadcasting with their default settings. Most sites change only the interval and transmit power, and sometimes the iBeacon identity for phone apps. Identium can do all of it for you before dispatch.

Setting	What it does	Range or default
Broadcast interval	How often the tag broadcasts. Sets battery life and how quickly the map updates.	100 ms – 10 s on most models; defaults 500 ms, 3 s or 10 s by model (section 04)
Transmit power	How strongly it broadcasts. Sets range and battery life.	From −40, −30, −20 or −19.5 dBm up to +2.5 or +4 dBm by model; default 0 dBm
UUID	16-byte iBeacon identifier for your site or app. Phone apps use it to pick out your tags.	Factory default is shared by many beacons: set your own if phone apps will read the tags
Major / Minor	Two 2-byte numbers, for example building and item number.	0–65535 each
Device name	The name shown when a phone scans.	Set per tag or per batch
Format	iBeacon, Eddystone, or custom data on some models.	Set per order
Connectable / broadcast-only	Connectable tags can be changed and updated over the air. Broadcast-only tags cannot be changed in the field.	Connectable by default on the T03; broadcast-only firmware on request
Connection password	Protects the tag against changes by others.	Supplied by Identium. ID-BLE-T01: app connection while the interval is below 1 s



From plan to installed tag. Step 5 is needed only when settings change after delivery.

Option 1 – Identium configures before dispatch (recommended)

1. Decide the settings for each model: interval, transmit power, UUID, Major/Minor scheme and names.
2. Send them to Identium with your order. For large batches, use one spreadsheet row per model or per group of tags.
3. Ask for the list of MAC addresses with your delivery, so you can register the tags in one go.

4. On arrival, check a sample with Identium Atlas (Option 3).

Option 2 – change settings on site

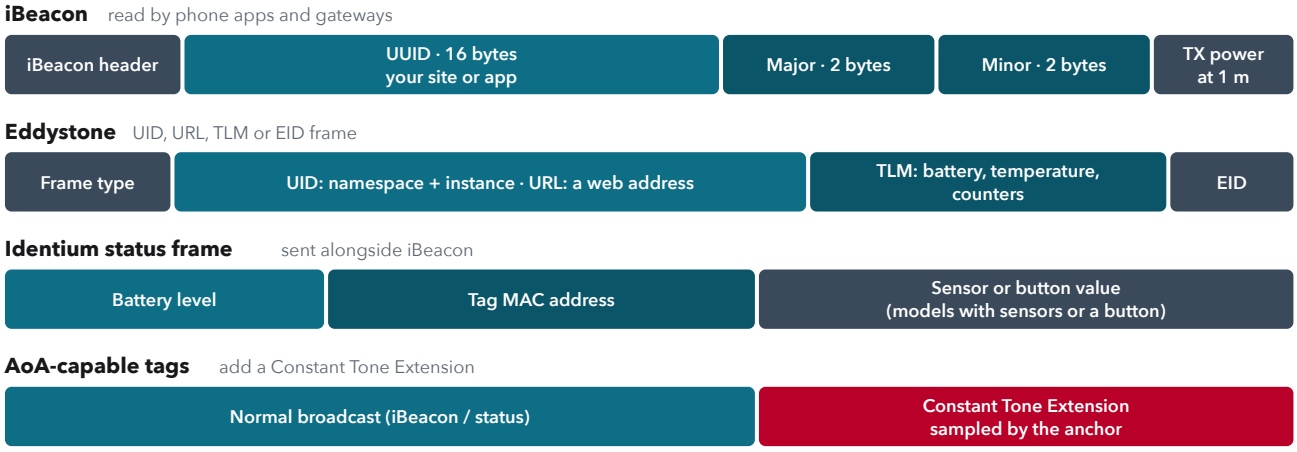
1. Get the Identium tag configuration app (Android) and the connection password from Identium. The store pages call the app Identium Connect.
2. Stand within a metre or two of the tag, away from other tags, and scan.
3. Pick the tag by its MAC address (compare with the label or QR code) and enter the password.
4. Change the interval, power, UUID, Major, Minor or name, and save.
5. Check the new values with Identium Atlas before you fit the tag.

Option 3 – check with Identium Atlas

Identium Atlas names each tag in range by model and shows its signal and, where reported, its battery. A tag's **Packet X-ray** decodes its broadcast – UUID, Major, Minor, transmit power – field by field. The platform tracks tags by MAC address, so changing UUID, Major or Minor changes only what phone apps and other systems see.

07/ Advertising Formats

Each broadcast is a short packet in a standard format, so any Bluetooth Low Energy receiver can read it. Identium tags broadcast on the licence-exempt 2.4 GHz band (2400–2483.5 MHz).



What each kind of broadcast carries (not to scale).

Format	Carries	Read by
iBeacon	UUID, Major, Minor, signal strength at 1 m	Phone apps, gateways, Identium Atlas
Eddystone	UID, URL, TLM (battery voltage, temperature) or EID	Phone apps, gateways
Identium status frame	Battery level, MAC address, sensor or button reading	Identium Atlas, Identium RTLS platform
Constant Tone Extension	A plain tone the anchor samples to measure the angle	ID-AOA-GW25 anchors

08/ SOS Button – ID-BLE-B50

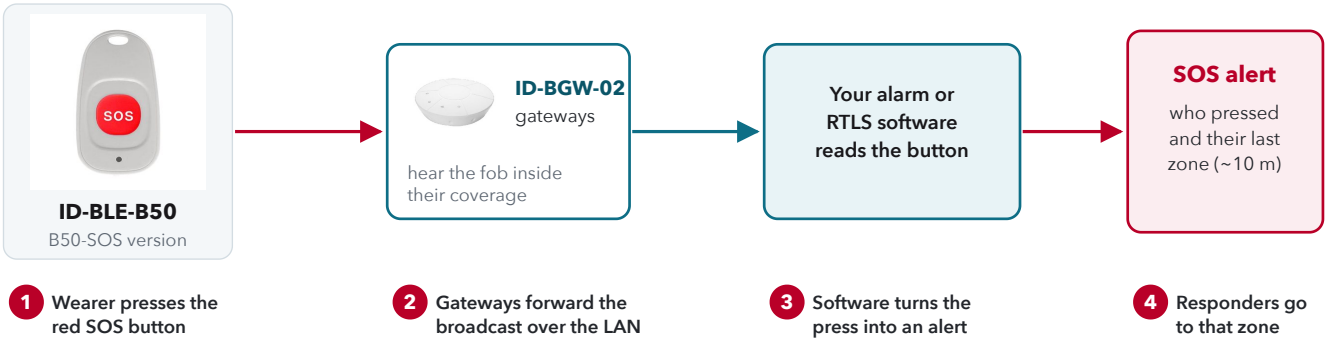


ID-BLE-B50, B50-SOS version

The ID-BLE-B50 is a 10 g wearable fob (59.3 × 34.3 × 12 mm) in two versions:

- **B50-SOS** – a red SOS button, so the wearer can call for help.
- **B50** – an on/off function button.

Both run on a rechargeable 220 mAh Li-Po and broadcast iBeacon and Eddystone up to 70 m in open space. ID-BGW-02 gateways locate the wearer to zone level, about 10 m.



From a press to a response.

Plan for it

- An SOS reaches your team only inside gateway coverage. Plan gateways for every place the wearer works, including stairwells, stores and yards.
- Who is alerted, and how, is set up in your software. Identium confirms the integration with the platform you use before delivery.
- The alert shows the wearer's last zone, which is enough to send someone to the right room or area.
- Use the B50-SOS as a call-for-help button inside your gateway coverage, alongside your site's safety procedures.

Test it in every zone – before go-live and every month

1. Tell the people who receive alerts that a test is running.
2. Stand in the first zone and press the red SOS button once.
3. Check that an alert arrives within seconds, names the right wearer and shows the zone you are standing in.
4. Clear the alert in your software, move to the next zone and repeat.
5. Record zone, time and result. For a zone with no alert, check the gateway coverage there, then contact Identium.

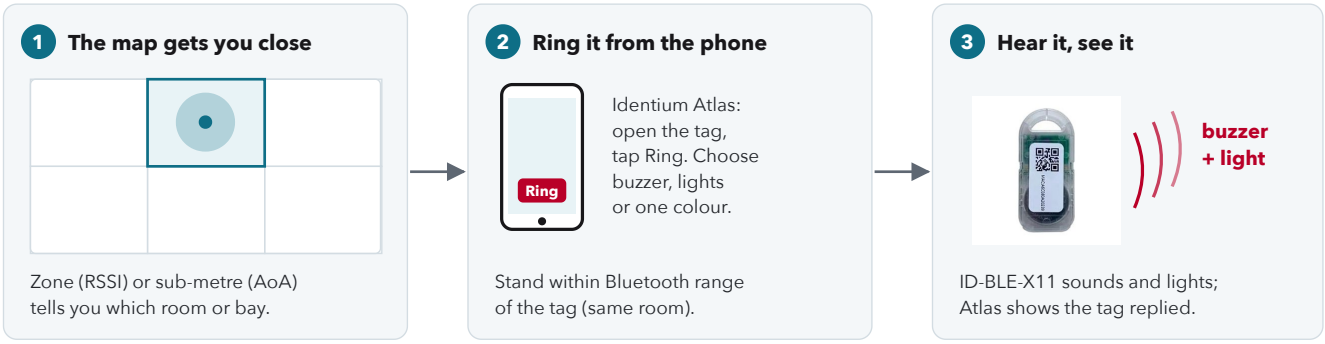
09/ Find-Me Buzzer – ID-BLE-X11



ID-BLE-X11

The ID-BLE-X11 is a beacon you can hear and see. Inside its transparent housing are a buzzer and a light; when a find-me command reaches it, it sounds and lights up, so the searcher walks straight to the trolley, toolbox or instrument case.

- 65 × 30 × 11 mm, 20.2 g; hangs on an asset or is worn.
- Replaceable CR2477 coin cell (1000 mAh).
- AoA-capable: sub-metre with ID-AOA-GW25 anchors, zone level with ID-BGW-02 gateways.



The map gets you to the room; the buzzer and light finish the job.

Ring it with Identium Atlas

1. Open Identium Atlas in the room or area the map shows. The X11 appears in the list of nearby tags by model.
2. Open the tag and tap **Ring**.
3. Choose the buzzer, all lights, or one of its six light colours.
4. Atlas shows whether the tag acknowledged the command. Walk toward the sound; the signal in Atlas rises as you get closer.

> **TIP**
> The phone connects to the tag over Bluetooth to ring it, so stand close to the tag (the same room) and make sure no other phone is connected to it at the same time.

Ring it from your own software

Find-me commands travel over a Bluetooth connection, and ID-BGW-02 gateways hold up to 20 simultaneous connections for two-way data. Tell Identium how you want to start a ring – from a gateway, a phone app or your own software – and Identium confirms the set-up for your platform.

10/ Storage, Charging and Batteries

Storage

- Keep tags in their packaging, dry, within their temperature range (for example −20 to +70 °C for the ID-BLE-T01, −40 to +85 °C for the ID-BLE-T03).
- Most tags broadcast all the time once powered, so a box of spares near a gateway shows up in your platform. Keep spare stock away from tracked areas.

Rechargeable models

Model	Battery	Rated
ID-BLE-B50	Li-Po 220 mAh, 3.7 V	3 years standby at 0 dBm / 10 s
ID-BLE-W16	Li-Po 1500 mAh, 3.7 V	3 years standby at 0 dBm / 10 s
ID-BLE-W61	Li-Po 220 mAh, 3.7 V	3 years standby at 0 dBm / 500 ms
ID-BLE-S25	Li-Po 850 mAh, 3.7 V	3 years at 0 dBm / 500 ms
ID-BLE-C08	Li-Po 1500 mAh, 3.7 V	0.5 year broadcast only; 30 days in scan + broadcast

Charge before you issue them and on a routine that suits the settings you use. Ask Identium for the charging accessory for your model when you order.

Replace a coin cell

The ID-BLE-T01 and A07 (CR2032), T08 (2 × CR2032), T03, B22 and X11 (CR2477) and A20 (CR2450) take replaceable cells. For the L01, L02, R09, X62 and E59, ask Identium about battery service.

1. Note the tag's MAC address and where it is fitted.
2. On a clean, dry bench, open the battery cover or housing.
3. Fit a fresh cell of the same type, with its + side matching the mark on the holder.
4. Close the housing fully so any seal sits evenly all round.
5. Check with Identium Atlas that the tag broadcasts again with its settings and a full battery.
6. Refit it and record the date of the change.

> **CAUTION**
> Use only the cell type listed for the model. Hand used lithium cells to an authorised e-waste collector.

11 / Troubleshooting

Problem	Likely cause	What to do
Tag never appears in Identium Atlas	Battery flat or not fitted; B50 switched off; phone too far away	Hold the phone next to the tag. Fit a fresh cell or charge it. On the B50, use the on/off button.
Atlas sees the tag, the platform does not	No gateway in range; gateway offline; tag not registered	Walk the tag to a gateway and watch it. Check the gateway is online. Register the tag by its MAC address.
Tag shows in the wrong room or jumps between rooms	Heard through a wall; gateway positions wrong on the plan; transmit power too high	Check gateway positions on the floor plan. Lower the transmit power. Move the tag away from metal.
AoA position is poor or jumpy	Tag face down or against the body; outside anchor coverage; wrong tag height	Turn the tag face up toward the anchor. Confirm the tag height with the installer. Check coverage in the RTLS guide.
Anchor never positions a tag	The model is not AoA-capable	Use an AoA-capable model: A07, A20, B22, L01, X11, S25 or C08.
Battery runs down early	Short interval, high power, frequent rings, cold	Lengthen the interval, lower the power, ring only when needed.
SOS press gives no alert	Outside gateway coverage; alert integration not set up	Run the SOS test (section 08). Check coverage in that zone, then contact Identium.
X11 does not ring	Phone too far; another phone connected; cell low	Move closer, close other apps connected to the tag, replace the cell.
Cannot connect to change settings	Broadcast-only firmware; wrong password; interval setting on the T01	Check the firmware type and password with Identium, or return the tags for re-configuration.
Adhesive tag falls off	Surface dusty, oily, cold or curved	Clean and warm the surface, press firmly, or use an eared version.

Related manuals on the Resource Hub: **Identium RTLS Planning and Installation Guide**, **ID-BGW-02 BLE Gateway User Manual**, **ID-AOA-GW25 AoA Anchor User Manual**, **Identium RTLS Location Engine User Manual** and the Identium Atlas user manual.

12/ 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.

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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.