

**Trouble Shooting Guide for Electronic Tagging System**

The following checks should be completed and ticked off before a service engineer is called to site as in many cases these can rectify problems and in the event of a Service Engineer being required can aid with onsite fault diagnostic. Please complete by highlighting **YES or NO**, sign and then fax to **Insight (UK) Ltd on 01324 832909 for engineer assistance**

**Please note the person who signs this form MUST be the person who completes the checks required on this form.**

**TAGGING SYSTEM - NOT ALARMING**

- 1. **Check Main Fuse.**
- 2. **Locate Power Supply**
- 3. Is the **Power Supply Unit** switched **ON** Yes / No  
The Power Supply will either have two LED lights (one red, one green) or only one green LED.

If no Lights on complete the following Checks:-

- 1. Check the **Unit Power Cable is Plugged in to a Mains Socket and the Unit Power Supply**  
**There are 2 leads**  
The Grey Cable connects the system to PC.  
The Power Cable can be either a Kettle Lead or a Two Pin Power Lead. Yes / No
- 2. Check the **Power Socket is switched on.** Yes / No
- 3. Check **Main Fuse is ok** Yes / No
- 4. Check the **System** is switched **ON – what light is showing** .....

**TAGGING SYSTEM - FALSE ALARMING**      **Please check for the following:-**

- 1. Are there any Halide, Spot, Strip or General Lighting that need changing Yes / No  
**Note:** Blown light bulbs still give of electronic noise which can interfere with the System and a halide bulb turns a blue/purple colour when it requires change of bulb.  
Please change then re-set the system by turning key in silver box or pulling plug from mains adaptor
- 2. Are there any **TAGGED ITEMS** within 1.5 metre of the antennae. Yes / No
- 3. Are there any **METAL ITEMS** within 1.5 metres of the antennae. Yes / No
- 4. Are there any **DISPLAY RAILS** within 1.5 metres of the antennae. Yes / No
- 5. Are there any **BASKETS** within 1.5 metres of the antennae. Yes / No
- 6. Are there any **TROLLEYS** or **TABLES WITH METAL LEGS** within 1 metre of the antennae. Yes / No

If any of the above applies please move items away and re-set the system by switching of the system at the power supply (maybe a silver box with key or black box with power lead) allow 30-60 seconds then switch on and allow the system to reset.

When testing system with Label, you **MUST** ensure the Label is not attached to either a finger or a metal object Yes / No

**Note:** When testing the system place the label onto a piece of paper or envelope.

Have you been able to pin point a particular item that is setting the system off Yes / No  
i.e. tags from another store

Have you checked **ALL** deactivation units to ensure that all are operational Yes / No  
**Note:** A faulty deactivation unit will result in purchased goods still having live tags which can be setting of the system causing what may appear to be false alarming

**Brief Description of Fault:**

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Print Name .....

Branch ..... Position ..... Date .....

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**DEACTIVATION UNITS**

Is the Deactivation Unit switched **ON** **Yes / No**  
The Green LED on the front of the unit should be on.

**If No: -**

- 1. Are the all the Cables attached, to both rear of unit and power supply. **Yes / No**
- 2. Are there ANY broken, loose, damaged or detached wires from the **Yes / No**  
Deactivation Unit or Power Supply
- 3. Deactivation Unit or Power Supply
- 4. Is the Mains Power lead connected to a 240v supply. **Yes / No**
- 5. Is the Power Supply switched ON **Yes / No**
- 6. If the Deactivator is constantly false alarming / beeping **Yes / No**  
Are there any loose tags or tagged items within the vicinity of the unit,  
(check till drawer and underneath counter)

**If the above question is YES please remove the item causing the problem and re-set the system / deactivation unit and re-test the system / unit**

**DEACTIVATION WANDS**

- 1. Are all the cables attached to the unit **Yes / No**  
(check both wand and chassis unit for loose or broken cables)
- 2. Is the LED light on, on the wand **Yes / No**
- 3. Is the LED Light on, the chassis unit **Yes / No**
- 4. Is the Wand, in one complete piece (has the wand been dropped, broken or damaged) **Yes / No**

Please advise Till Number of Unit/s that are malfunctioning: -

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**Brief Description of Fault:** .....

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**Print Name** .....

**Store Name**..... **Position** ..... **Date** .....