

eTag User Manual

version [1.0.14]



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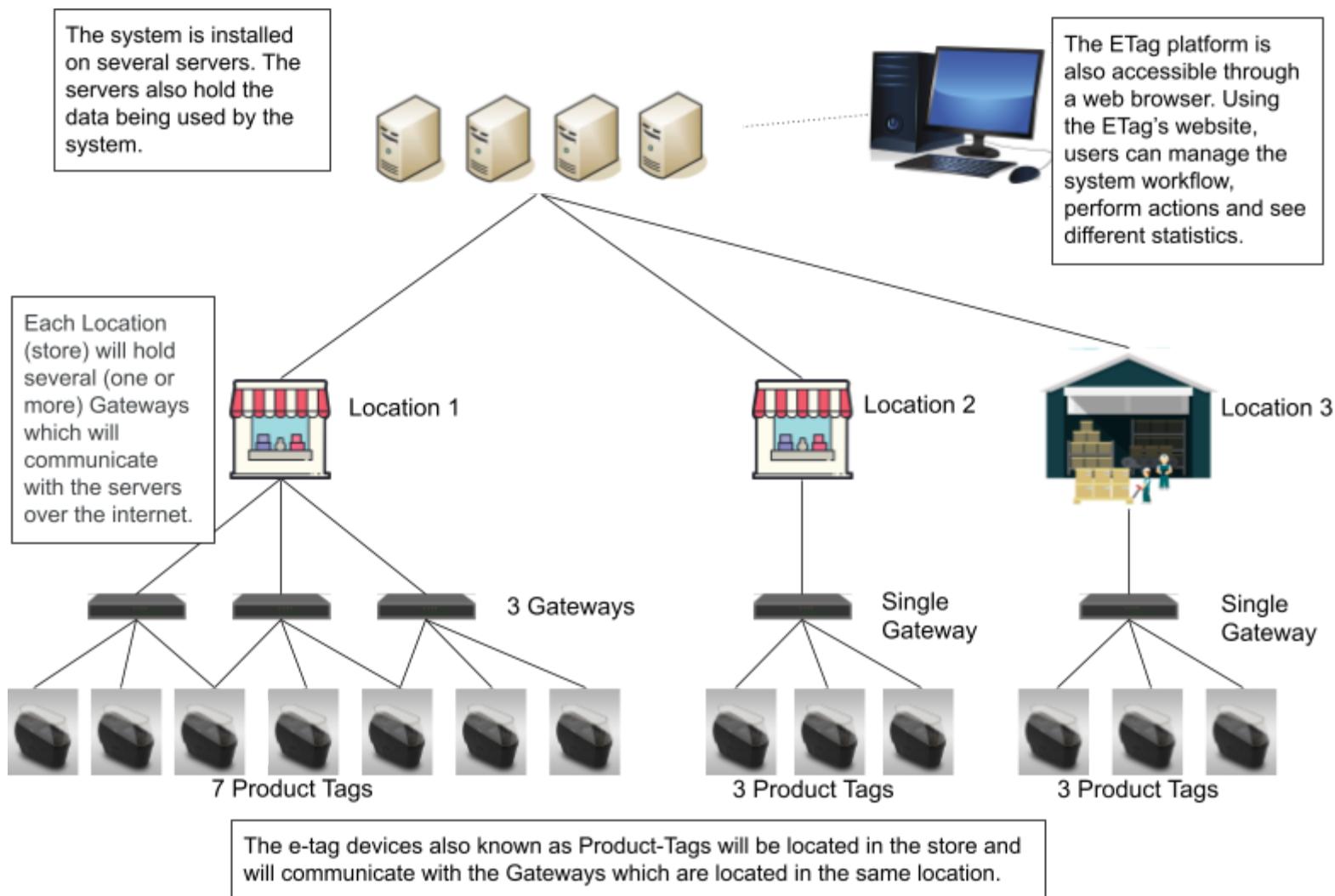
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General workflow

The e-tag device was developed to serve as an automatically updating electronic display. It displays multiple images to the customer, each holding information about the product attached to the device.

The eTag platform relies both on hardware and software services to add, update and view information. The system is installed on several servers and the data is transmitted from the gateways to the servers over the internet. Here is a flow chart to help you understand the big picture.



Login Page

When first visiting the site you are greeted with the login page. Here you are required to enter your login credentials, meaning your email and password in order to gain access to the site.

The image shows a screenshot of the ETag login page. The page has a light gray background with a white central form. At the top center, the text "ETag" is displayed in a large, bold, red font. Below it, the text "Sign In to your account" is in a smaller, gray font. The form contains two input fields: "Login" (email) and "Password", both with placeholder text "Enter your email" and "Enter your password" respectively. Below these fields is a large red button with the word "LOGIN" in white capital letters. At the bottom left of the form, there is a link "I forgot my password".

Enter the email address that was used to register to the site.

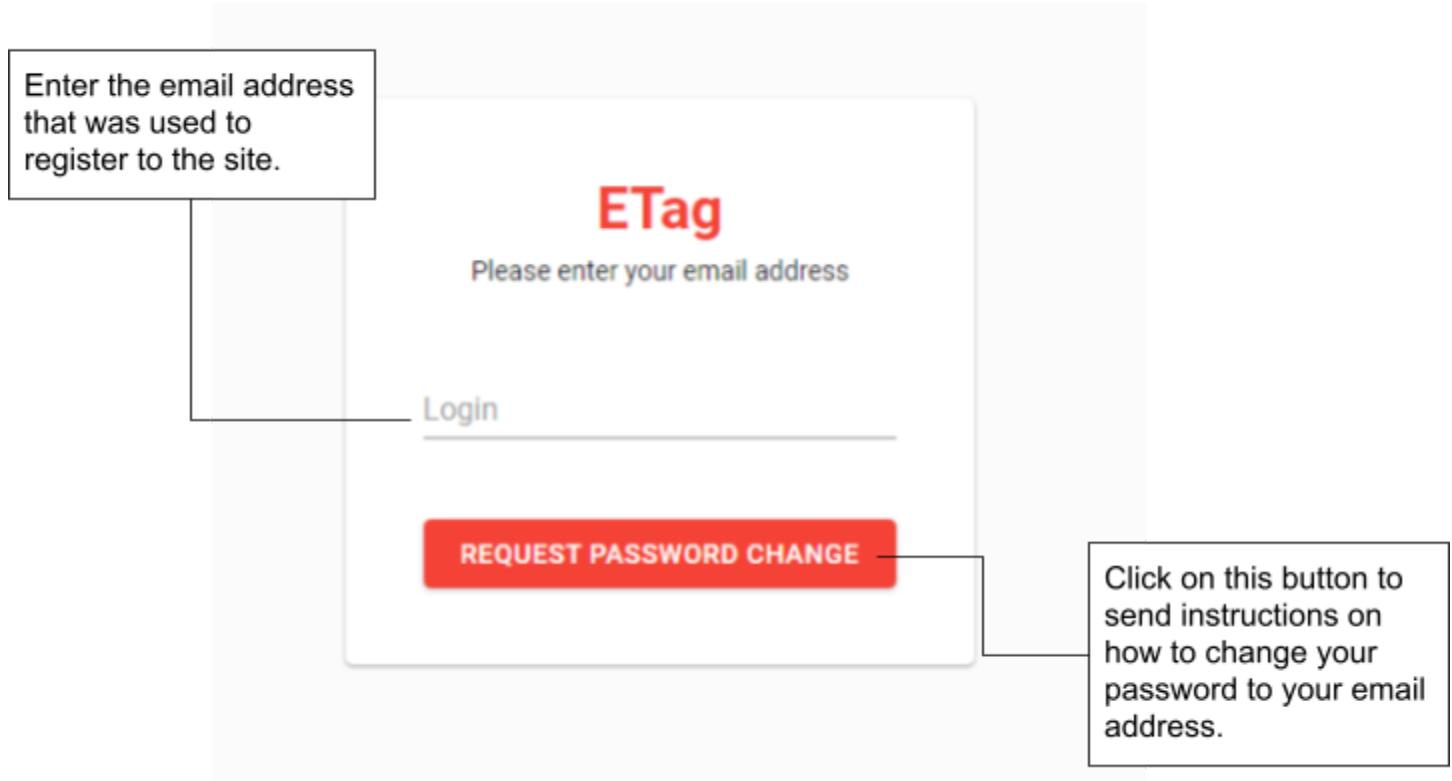
Enter the password that was used to register to the site.

Click on the login button after entering a valid email and password to access the site.

If you forgot your password press here to set a new one.

Forgot my password

Clicking on the “I forgot my password” link in the previous page will lead you to this page where you can enter your email address and receive instructions on how to change your password.



The diagram shows a user interface for requesting a password change. It features a large input field labeled "Please enter your email address" with a placeholder "Email Address". Below the input field is a "Login" button. At the bottom is a red "REQUEST PASSWORD CHANGE" button. Annotations with callout boxes point to the input field and the red button. The input field is annotated with the text: "Enter the email address that was used to register to the site." The red button is annotated with the text: "Click on this button to send instructions on how to change your password to your email address."

Enter the email address that was used to register to the site.

ETag

Please enter your email address

Login

REQUEST PASSWORD CHANGE

Click on this button to send instructions on how to change your password to your email address.

Enter a new password

After requesting a password change an email with a link will be sent to you. Clicking the link will lead you to this page where you can change your password.

The diagram shows a user interface for changing a password. At the top left, a box contains the instruction: "Enter a new password consisting of 8 characters and containing at least 1 digit, 1 uppercase letter and 1 lowercase letter." Below this is a large rectangular form area with a header "ETag" and a sub-header "Enter a new password". Inside the form are two input fields: "New Password" and "Confirm New Password". Below these is a red button labeled "UPDATE PASSWORD". Three callout boxes point to these elements: one to the "New Password" field, one to the "UPDATE PASSWORD" button, and one to the "Confirm New Password" field.

Enter a new password consisting of 8 characters and containing at least 1 digit, 1 uppercase letter and 1 lowercase letter.

ETag

Enter a new password

New Password

Confirm New Password

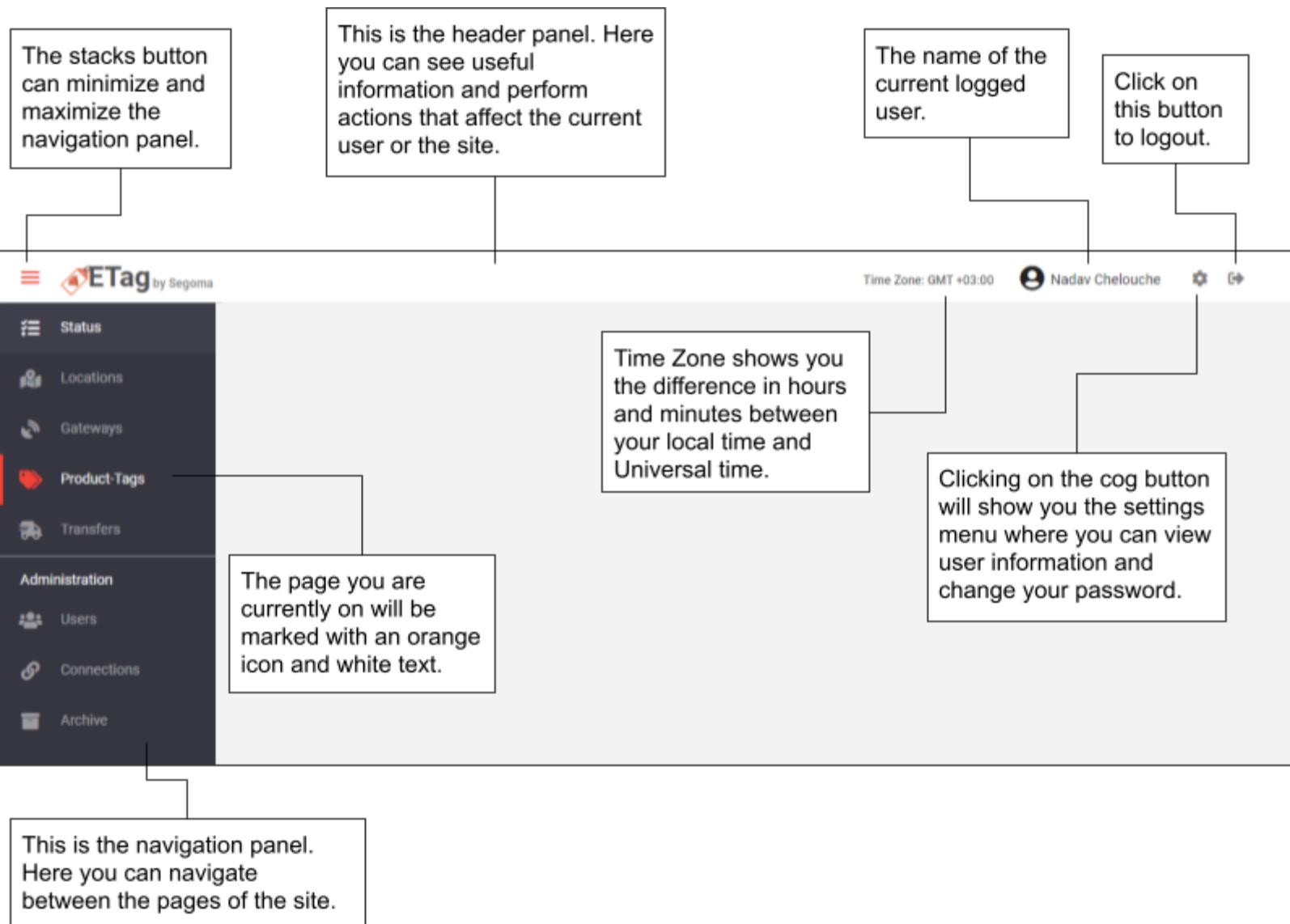
UPDATE PASSWORD

Click on this button to save the new password.

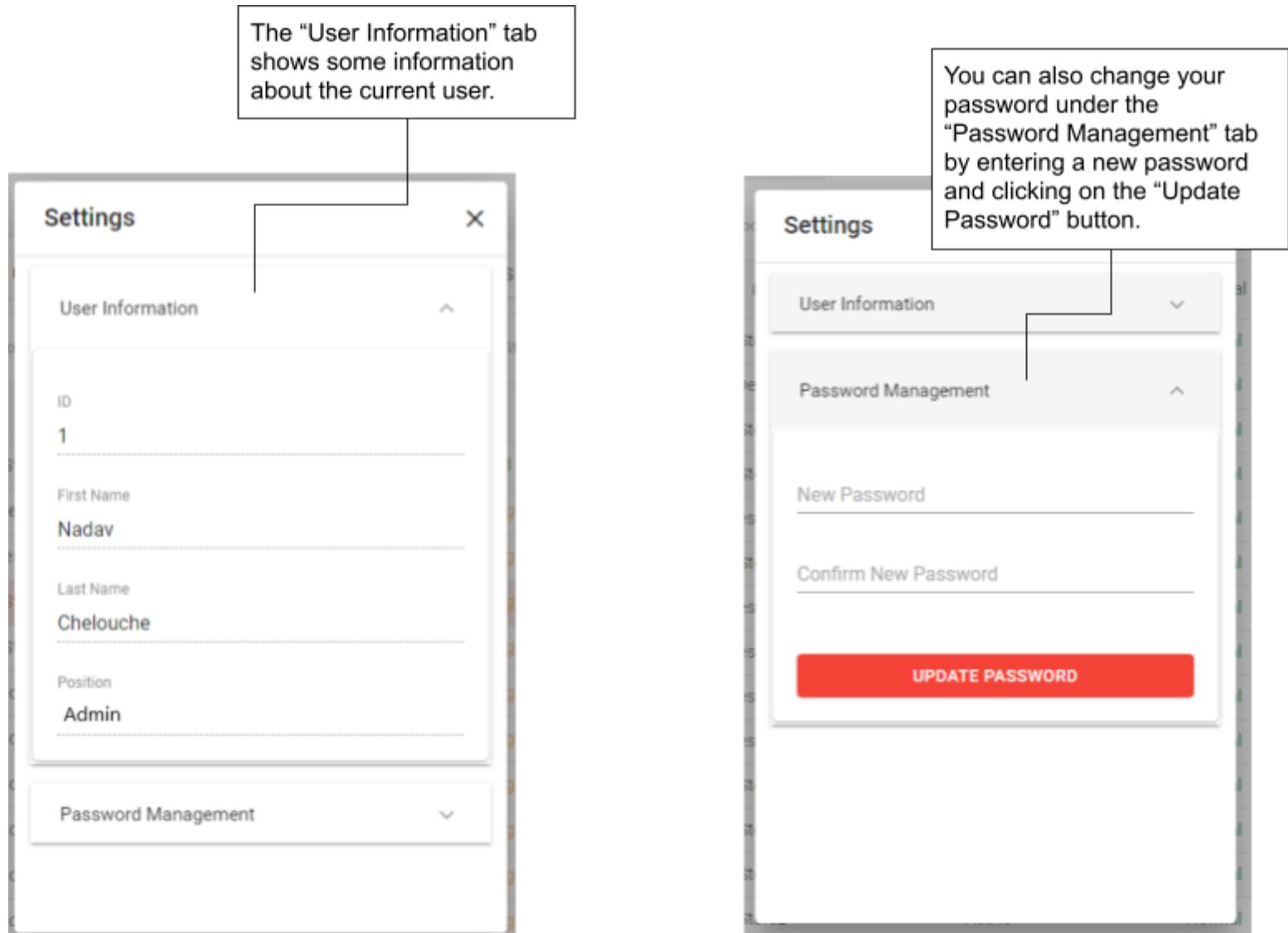
Re-enter your password for confirmation.

*You can also change your password in the “Users” page.

Website Layout



Settings Menu



The "User Information" tab shows some information about the current user.

Settings

User Information

ID
1

First Name
Nadav

Last Name
Chelouche

Position
Admin

Password Management

You can also change your password under the "Password Management" tab by entering a new password and clicking on the "Update Password" button.

Settings

User Information

Password Management

New Password

Confirm New Password

UPDATE PASSWORD

The Grid

Gateways						
This is the “Refresh” button, each time you click on it the grid will update with the latest information.				This is the “Add” button, click on it to open a form where you can add a new object to the grid (in this case a new gateway).		
Serial Nu...	Location	Date Created	Date Manufacturing	Battery Replacement Date	Activity	Status
D86E250	TestAsaf	09/09/2020 09:33:18	01/09/2020 05:33:00			
846A4BV	TestAsaf	08/09/2020 18:02:23				
		24/08/2020 13:31:55				
		20/08/2020 16:45:58				
		12/08/2020 16:41:22	09/08/2020 17:34:00	11/08/2020		
		28/07/2020 17:00:23				
400	Store1	28/07/2020 16:51:27			Active	Error
116	DevRoi	26/07/2020 14:41:58			Active	Error
333	TestShachar	05/07/2020 17:10:49	05/07/2020		Active	Error
311	TestRoi	30/06/2020 11:39:48			Active	Error
666	TestShachar	27/04/2020 14:49:19			Active	Error
555	TestShachar	27/04/2020 14:43:15	27/04/2020		Active	Warning
444	TestShachar	17/04/2020 14:44:21	27/04/2020 14:39:22		Active	Error
111	TestAsaf	03/03/2020		03/03/2020 17:38:00	Inactive	Error
115	DevLitaf	17/04/2020			Active	Error

On some grids you can select rows to perform certain actions on them.

Transfers

Multiple rows can be selected/deselected at once.

	Origin	Destination	Created By...	Status	Date...	Comments	Date Pick...	Date Arrived	Actions
<input type="checkbox"/>	TestAsaf	TestLitaf	Nadav C...	In Transit	09/09/2...	uu			 
<input checked="" type="checkbox"/>	TestAsaf	TestLitaf	Nadav C...	In Transit	09/09/2...	ty			 
<input type="checkbox"/>	TestAsaf	TestLitaf	Nadav C...	Arrived At Destin...	09/09/2...	ty	09/09/2...		 
<input type="checkbox"/>	TestAsaf	TestLitaf	Nadav C...	Arrived At Destin...	26/08/2...	jk	25/08/2...		 
<input type="checkbox"/>	Store1	Store2		Destin...	23/08/2...	rer	26/08/2...	26/08/2...	 

Click on the box to select or deselect the row.

Status Page

The status page shows store locations and their current status , each location row also contains the Product-tags and Gateways Grids belonging to that respective location.

Status

Status		
Location Name	Status	
TestAsaf	Critical	
TestShachar	Critical	
NotAllocatedSerials	Critical	
Store1	Critical	
OldSerials	Critical	
Store2	Warning	
TestLitaf	Warning	
DevRoi	Warning	
TestRoi	Warning	
JARED 2561	OK	
JARED 2562	OK	
JARED 3207	OK	
JARED 2507	OK	
JARED VAULT 4204	OK	
JARED 445	OK	
JARED 466	OK	

An arrow on the left side of the row suggests this row can be clicked to reveal more information.

The status column shows the status of the location, it can show either "Critical", "Warning" or "OK". The grid is ordered by the status column and shows locations that are critical or have warnings first. The location status is determined by the status of the Product-Tags and Gateways belonging to it.

Status



Location Name

Status ↓



(All)

▼ TestLitaf

Warning

Each row represents a single location and can be opened by clicking on it to reveal the Product-Tags and Gateways belonging to it.

By clicking either on "Product-Tags" or "Gateways" a grid with the relevant information will be shown.

Product Tags

Serial Number

Activity Status

Product Tag Status

Assigned Client Lot

Last Synced Date

Date Modified



(All) ▾

(All) ▾

▼

F3427CD2

Active

Warning

26/08/2020 17:02:29

1DE693B5

Active

In Transit

100731600526

16/08/2020 21:08:49

20/08/2020 14:05:14

FE3F3AAW

Active

Warning

17/08/2020 15:08:45

D5F313FY

Active

Warning

BPH-249412

24/08/2020 14:29:29

24/08/2020 14:09:22

2422B80H

Active

Normal

7113-2242

24/08/2020 06:05:38

17/08/2020 15:40:49

953A0C42

Active

Warning

564-072

12/08/2020 08:37:09

17/08/2020 15:15:09

1144578702

Active

Warning

JAG24888

12/07/2020 16:55:24

17/06/2020 13:46:18

Gateways

Product-Tags Page

The Product-Tags page is where you can manage, edit and view information about Product-Tags.

The screenshot shows a table of Product-Tags with the following columns: Serial Number, Location, Activity Status, Product Tag Status, Assigned Client Lot, and Last Synced Date. There are also buttons for UPDATE IMAGES, TRANSFER, ATTACH IMAGE, UNASSIGN ITEM, and ASSIGN ITEM.

Serial Number	Location	Activity Status	Product Tag Status	Assigned Client Lot	Last Synced Date
6CF650EZ	Store1	Active	Warning	AKR003465	03/09/2020 16:04:45
BF38033Y	Store1	Active	Warning	AKR000633	12/09/2020 16:01:42
92412FFM	Store1	Active	Warning	AKR000633	09/09/2020 16:16:23
	Store1	Active	Warning	AKR000633	03/09/2020 14:01:10

Annotations:

- UPDATE IMAGES**: After selecting at least one row the “Update Images” button will update the selected Product-Tags images with the latest information.
- TRANSFER**: The “Transfer” button will open a form where the rows you selected will be listed. There you can add more Product-Tags and choose what location to transfer them to.
- ATTACH IMAGE**: The “Attach Image” button will open a form where you can upload your own images into the Product-Tag display.
- UNASSIGN ITEM**: The “Unassign Item” button will remove the product assigned to the Product-Tag you've selected.
- ASSIGN ITEM**: The “Assign Item” button will open a form where you can select which product you want to assign to a selected Product-Tag.
- Multiple Update**: The “Multiple Update” button will open a form where you can upload a .CSV file to update many Product-Tags at once.
- Chart icon**: The chart icon will open a tabbed form where you can edit certain attributes of the corresponding Product-Tag or view information and charts related to it.

How to...

How to edit a Location (a.k.a store, warehouse, etc...)

Locations

Location Name	R2net Location Id	Attached User Email
JARED 2561	2872	(All)
JARED 2562		
JARED 3207		
JARED 2507		
JARED VAULT 4204		
JARED 445		
JARED 466		
JARED 2530		
JARED 2429		
JARED 2594	4187	
JARED 448	671	
JARED 472	694	
JARED 2441	1009	

Clicking on the pencil icon will open the edit form where you can change certain information regarding the selected row. Some fields might not be editable.

Edit Location

Segoma Location Id: 233

R2net Location Id *: 2872

Location Name *: JARED 2561

Attached User Email: Select...

test2@signet.com

test1@signet.com

golan1@segoma.com

store@segoma.com

Some fields will have a drop down selection and some will be free text input.

2872

Edit Location

Segoma Location Id: 233

R2net Location Id *: 2872

Location Name *: JARED 2561

Attached User Email: store@segoma.com

SAVE **CANCEL**

Clicking on “Save” will apply the changes you made to the row. Clicking on “Cancel” will exit the form and will not apply changes.

How to add a User

Users

Click on the "+" button.

Add User

Date Created: 09/15/2020 19:02:10

First Name *: (empty)

Last Name: (empty)

Email *: (empty)

Status: Active

Type *: Select...

Location *: TestAsaf

Role: Select...

Phone: (empty)

Here some of the required fields have default values but they can be changed by clicking on the dropdown menus and selecting a value.

SAVE CANCEL

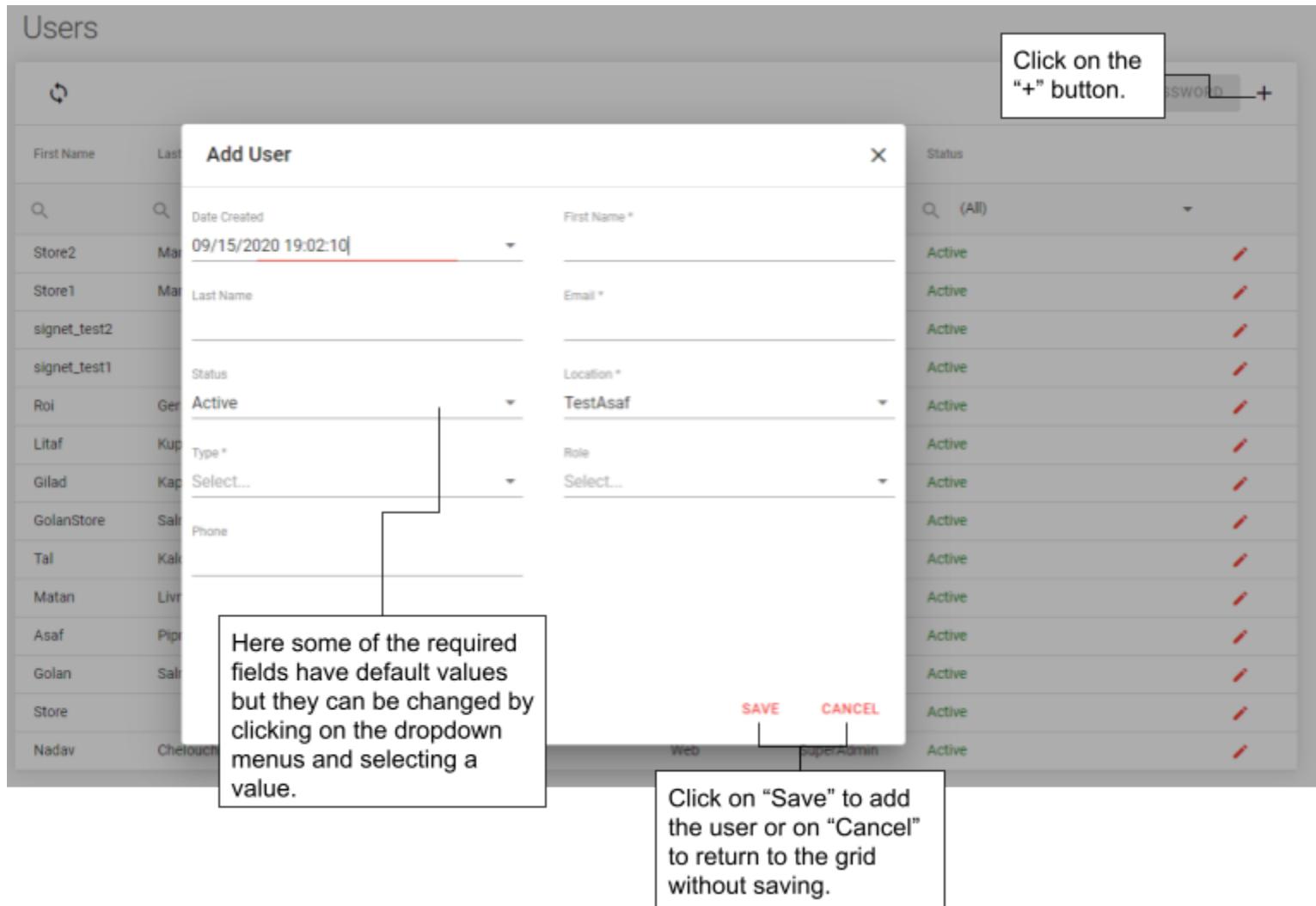
Web SuperAdmin

Status: (All)

Active (14)

Status	Count
Active	14

Click on "Save" to add the user or on "Cancel" to return to the grid without saving.



The screenshot shows a 'Users' grid on the left and an 'Add User' dialog box on the right. The dialog box contains fields for First Name, Last Name, Email, Status, Type, Location, Role, and Phone. A note in the dialog says: 'Here some of the required fields have default values but they can be changed by clicking on the dropdown menus and selecting a value.' A callout box points to the 'Status' dropdown with the text: 'Click on the "+" button.' Another callout box points to the 'SAVE' and 'CANCEL' buttons with the text: 'Click on "Save" to add the user or on "Cancel" to return to the grid without saving.' The status column in the grid shows 14 Active users.

How to edit a User

The screenshot shows a user editing interface. On the left, there is a list of users with columns for First Name, Last Name, and Status. A specific user, 'Store2 Manager', is selected and shown in a detailed edit form on the right. The edit form has fields for First Name, Last Name, Email, Location, and Role. The 'First Name' field is populated with 'Store2'. The 'Email' field is populated with 'store2@segoma.com'. The 'Location' field is populated with 'Store2'. The 'Role' field is populated with 'StoreManager'. Below the edit form, there are 'SAVE' and 'CANCEL' buttons. A tooltip on the 'Edit' icon in the grid header says: 'Click on the pencil icon to open the edit form.' A tooltip on the 'Role' field in the edit form says: 'Here some fields will have a drop down selection and some free text input, click on them to choose from the possible options or to enter a value.' A tooltip on the 'SAVE' and 'CANCEL' buttons says: 'Click on "Save" to apply changes or on "Cancel" to return to the grid without applying changes.'

Users

First Name Last Name Status

Store2 Manager Active

Store1 Manager Active

signet_test2 Manager Active

signet_test1 Manager Active

Roi Ger Active

Litaf Kup Type

Gilad Kap Web

GolanStore Salim

Tal Kalk Phone

Matan Livni

Asaf Pipi

Golan Salim

Store Chelouche nadav@segoma.com

Edit User

Date Created: 08/16/2020 12:51:44

First Name *: Store2

Email *: store2@segoma.com

Location *: Store2

Role: StoreManager

SAVE CANCEL

Click on the pencil icon to open the edit form.

Here some fields will have a drop down selection and some free text input, click on them to choose from the possible options or to enter a value.

Click on "Save" to apply changes or on "Cancel" to return to the grid without applying changes.

How to add a Gateway

Gateways

Click on the "+" button.

Serial Num...	Location	Date Created	Date Manufacturing	Battery Replacement Date	Activity	Status
D86E250	TestAsaf	15/09/2020 16:46:40			Active	Normal
846A4BV	TestAsaf	15/09/2020 16:46:40			Active	Normal
456	TestAsaf	15/09/2020 16:46:40			Active	Error
345	TestAsaf	15/09/2020 16:46:40			Active	Error
6565	TestAsaf	15/09/2020 16:46:40			Active	Error
500	TestAsaf	15/09/2020 16:46:40			Active	Error
400	TestAsaf	15/09/2020 16:46:40			Active	Error
116	TestAsaf	15/09/2020 16:46:40			Active	Error
333	TestAsaf	15/09/2020 16:46:40			Active	Error
311	TestAsaf	15/09/2020 16:46:40			Active	Error
666	TestAsaf	15/09/2020 16:46:40			Active	Error
555	TestAsaf	15/09/2020 16:46:40			Active	Warning
444	TestShachar	17/04/2020 14:44:21	27/04/2020 14:39:22		Active	Error

Add Gateway

Activity: Active

Date Created: 15/09/2020 16:46:40

Location: TestAsaf

Status: Normal

Date Manufacturing: (dropdown menu)

Battery Replacement Date: (dropdown menu)

Here all the required fields have default values but they can be changed by clicking on the dropdown menus and selecting a value.

SAVE CANCEL

Click on "Save" to add the gateway or on "Cancel" to return to the grid without saving.

How to edit a Gateway

Gateways

Serial Num...	Location	Date Created	Date Manufacturing	Battery Replacement Date	Activity	Status
D86E250					Active	Normal
846A4BV					Active	Normal
456					Active	Error
345					Active	Error
6565					Active	Error
500					Active	Error
400					Active	Error
116					Active	Error
333					Active	Error
311					Active	Error
666					Active	Error
555					Active	Warning
444					Active	Error
111					Inactive	Error
115					Active	Error

Click on the pencil icon to open the edit form.

Edit Gateway

Serial Number: D86E250

Activity: Active

Date Created: 09/09/2020 09:33:18

Date Manufacturing: 01/09/2020 05:33:00

Here all fields will have a drop down selection, click on them to choose from the possible options.

SAVE CANCEL

Click on "Save" to apply changes or on "Cancel" to return to the grid without applying changes.

1 2

How to delete a Gateway

Gateways						
Serial Number	Location	Date Created	Date Manufacturing	Battery Replacement Date	Activity	Status
D86E250	TestAsaf	09/09/2020 09:33:18	01/09/2020 05:33:00		Active	Normal
846A4BV	TestAsaf	08/09/2020 18:02:23			Active	Normal
456	Store2	24/08/2020 13:31:55			Active	Error
345	Store2	20/08/2020 14:46:08			Active	Error
6565	JARED 2562	12/08/2020 14:46:08		11/08/2020 19:34:00	Active	Error
500	Store2	28/07/2020 16:51:27			Active	Error
400					Active	Error

Click on the trash can icon to delete the row.

A dialog form will appear to confirm deletion. Click on "Yes" to delete or on "No" to cancel.

Are you sure you want to delete this record?

YES NO

How to add a Product-Tag

The screenshot shows a 'Product-Tags' application interface. A modal window titled 'Add Product-Tag' is open, containing various input fields for product tag information. The fields include:

- Serial Number * (with a red exclamation mark icon)
- Location * (set to 'stAsaf')
- Software Version
- Hardware Version
- Manufacturing Date
- Sleep Interval (set to 'Select...')
- Battery Replacement Date
- Set Display Image (set to '1')
- Activity Status (set to 'Active')
- TX Power
- X Flip (checkbox checked)
- Y Flip (checkbox checked)

At the bottom of the modal are 'SAVE' and 'CANCEL' buttons. The background shows a list of existing product tags with columns for 'Assigned Client Lot' and 'Last Synced Date'.

Click on the “+” button to add a row.
A form will appear where you can enter information for the new row.

If a red exclamation mark appears it means this field is required in order to create a new row or that the value entered is invalid.

Click on “Save” to add the new row to the grid or on “Cancel” to exit the form without adding a new row.

Some fields will have default values while others will not.

How to activate a Product-Tag

The screenshot shows the ETag by Segoma software interface. On the left, a sidebar lists navigation options: Status, Locations, Gateways, Product-Tags (which is selected and highlighted in red), Transfers, Administration, Users, Connections, and Archive. The main area is titled "Product-Tags" and displays a list of serial numbers and their locations. A specific row, "F3427C02", is selected and highlighted with a red box. A callout box with the text "Use a barcode scanner to scan the e-tag for activation details (PINCode and Mac address). Note that text can also be entered manually if a barcode scanner is not available." points to this row. In the top right, there are buttons for "UPDATE IMAGES", "MULTIPLE UPDATE", "GENERATE S/N", "ACTIVATE PRODUCT TAG", "TRANSFER", and "ATTACH IMAGE". A callout box with the text "Click on 'Activate Product Tag' to open the form." points to the "ACTIVATE PRODUCT TAG" button. A modal dialog box titled "Activate Product Tag" is open. It contains fields for "Location Name" (set to "JARED 431"), "PIN Code" (with the placeholder "Enter PIN Code..."), and "MAC Address" (with the placeholder "Enter MAC Address..."). A "SUBMIT" button is at the bottom of the dialog. A callout box with the text "Clicking on 'Submit' will activate the Product-Tag." points to the "SUBMIT" button. The background shows a list of other product tags with their serial numbers, locations, and status (Active or Warning).

Click on "Activate Product Tag" to open the form.

Use a barcode scanner to scan the e-tag for activation details (PINCode and Mac address). Note that text can also be entered manually if a barcode scanner is not available.

Clicking on "Submit" will activate the Product-Tag.

How to edit a Product-Tag

Product-Tags

Product-Tag: FF3BD37S | Location: Store2

STATUS	CONFIGURATION	BATTERY PERCENTAGE	CONNECTION QUALITY	CONNECTIONS
Location *	Store2	Batch		
Firmware Version	2.2.3	Plastic Version		08:54
Electronic Version	3.0	Manufacturing Date	31/08/2020 15:55:00	
Sleep Interval	14400	Battery Replacement Date	31/08/2020 15:55:00	
Set Display Image	1	TX Power	4	
Activity Status	Active	X Flip	<input checked="" type="checkbox"/>	
Y Flip	<input checked="" type="checkbox"/>			

Click on the configuration tab.

Here some fields have a drop down selection, some are free text input and some are checkboxes. Click on them to choose from the possible options or to enter a value.

Click on the chart icon to open the edit form.

SAVE CANCEL

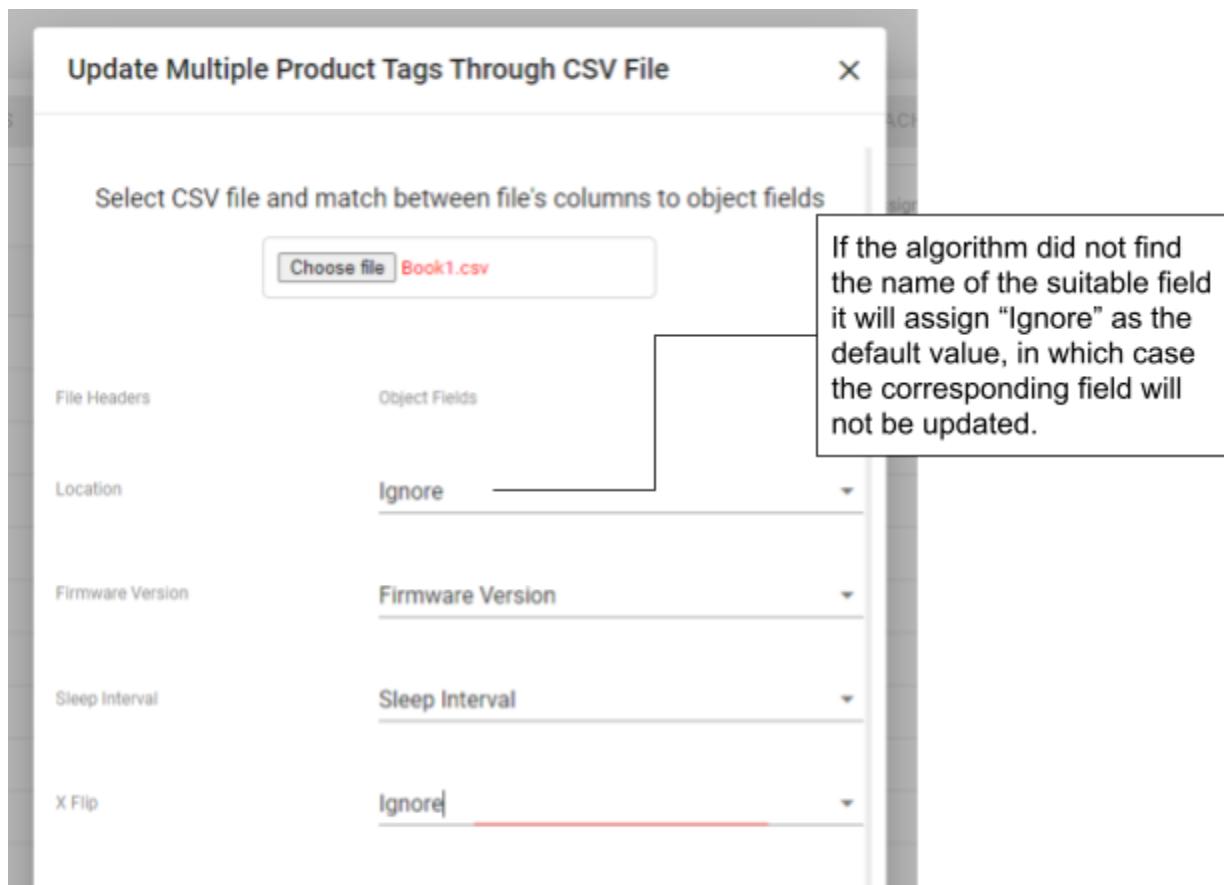
Click on “Save” to apply changes or on “Cancel” to return to the grid without applying changes.

How to edit multiple Product-Tags

In some cases you might want to update more then one product-tag at a time and to do so you can use the “Multiple Update” form.



After selecting your .CSV file two columns will be displayed, the left column are the names of the columns in your .CSV file and the right column are the product-tags field you want to update. You will need to match the two columns to successfully update your product-tags.



Update Multiple Product Tags Through CSV File X

Location	Ignore
Firmware Version	<input type="text" value="Firmware Version"/> ▼
Sleep Interval	<input type="text" value="Ignore"/> ▼
X Flip	<input type="text" value="Serial Number"/> <input type="text" value="Sleep Interval"/> <input type="text" value="Batch"/> <input type="text" value="Is Active"/> <input type="text" value="TX Power"/> <input style="background-color: #cccccc;" type="text" value="Firmware Version"/> <input type="text" value="Electronic Version"/> <input type="text" value="Plastic Version"/>

To apply the changes click on the "Update" button below. If the button is grayed out it means a required field is missing. In this instance you must add Ids or serial numbers to your .CSV file

UPDATE
Must select id or serial number

Active Warnings

You can match between the columns by selecting the right field from the drop down menu. If you don't want to update a value select "Ignore".

How to delete a Product-Tag

Product-Tags

The screenshot shows a product tags grid with the following columns: Serial Number, Location, Activity Status, Product Tag Status, Assigned Client Lot, and Last Synced Date. A confirmation dialog box is overlaid on the grid, asking 'Do you really want to delete the record with serial number: 6CF650EZ?' with 'YES' and 'NO' buttons. A tooltip 'Click on the trash can icon.' points to the delete icon in the grid header. A callout box on the left says 'A confirmation message will appear. Click on "Yes" to delete or on "No" to cancel and return to the grid.'

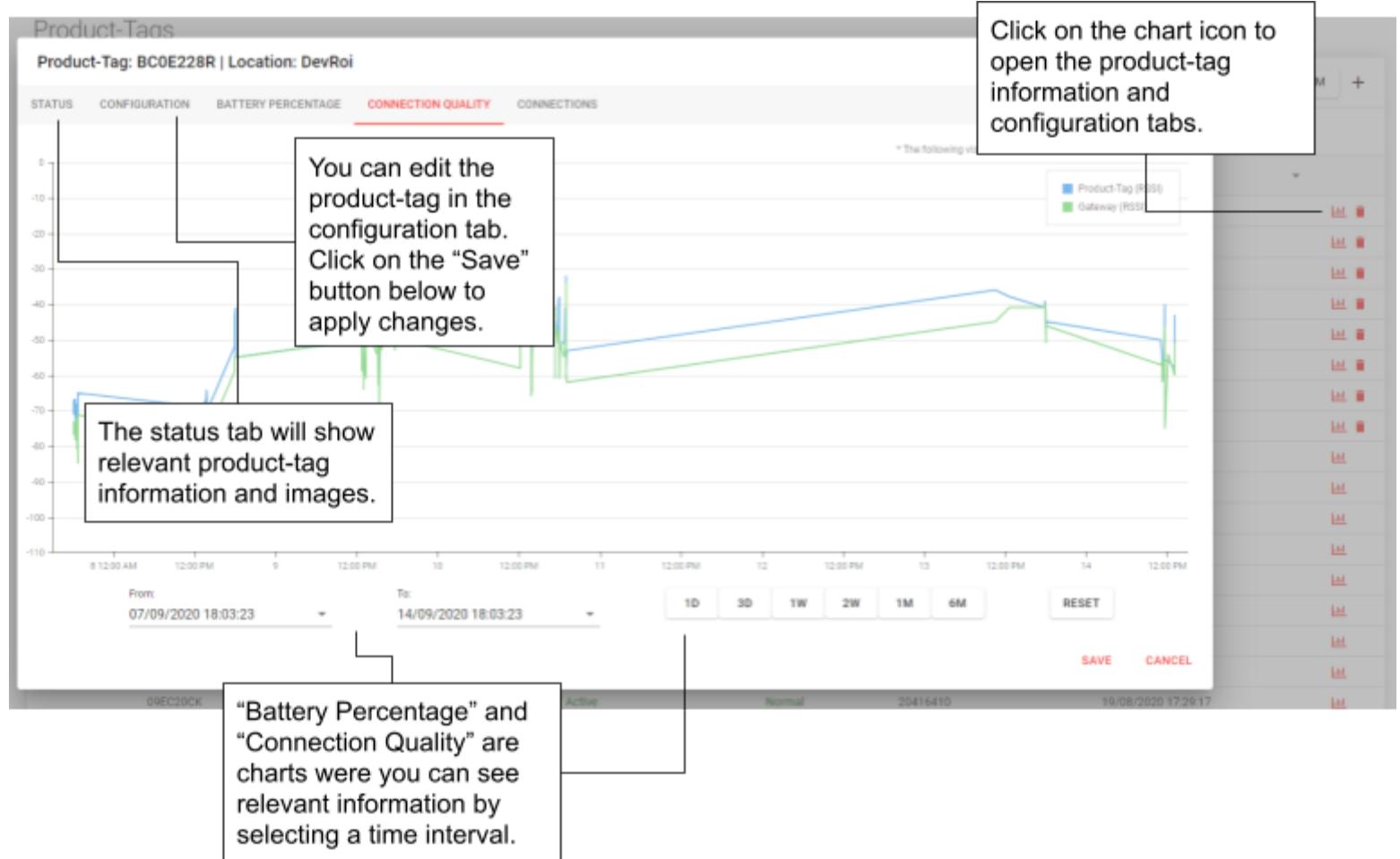
Serial Number	Location	Activity Status	Product Tag Status	Assigned Client Lot	Last Synced Date
6CF650EZ	Store1	Active	Normal	AKR000633	03/09/2020 16:04:45
BF3B033Y				AKR005610	12/09/2020 16:01:42
92412EEM				AKR005186	09/09/2020 16:16:23
76D89A2B				LD4356004	03/09/2020 16:01:10

A confirmation message will appear. Click on "Yes" to delete or on "No" to cancel and return to the grid.

Click on the trash can icon.

How to view Product-Tag's statistics

The chart icon on the right side of every product-tag row can be clicked to show a lot of useful and necessary information and to enable you to edit some of that information.



How to assign a diamond to a Product-Tag

Here is how to assign an item such as a diamond to the Product-Tag device.

Assign Item to Product Tag

Product Tag	Item	Item Image	
Store1	AKR001916		ASSIGN ITEM
Select Serial Number...	Type Diamond		Click on the "Assign Item" button.
New Template	Price 12340 \$		
	Carat 2.01		9/2020 16:04:45
	Clarity SI1		9/2020 16:01:42
	Shape Round		9/2020 16:16:23
	Color G		9/2020 16:01:10
			9/2020 16:09:12
			9/2020 15:17:42
			9/2020 15:59:18
			9/2020 16:04:01
			9/2020 18:32:19
			9/2020 16:14:23
			9/2020 16:15:13
			9/2020 16:05:25
			9/2020 16:04:12
			9/2020 16:04:38
FF4R902C	Store1	KR100734863124	03/09/2020 15:58:12

Select a location, Product-Tag serial number and a template from the drop down menus.

Select the item Client-Lot you wish to assign to the selected Product-Tag.

If the item information is correct click on the "Assign" button to assign the item to the Product-Tag.

ASSIGN

How to unassign a diamond from a Product-Tag

Items such as diamonds need to be assigned and unassigned to Product-Tag devices. Here is how to unassign an item from a Product-Tag.

Product-Tags

	Serial Number	Location	Activity Status	Product Tag Status	Assigned Client Lot	Last Synced Date	
<input type="checkbox"/>	6CF650EZ	Store1	Active	Warning	AKR003465	03/09/2020 16:04:45	
<input type="checkbox"/>	BF3B033Y	Store1	Active	Warning	AKR00633		
<input type="checkbox"/>	92412EEM	Store1	Active	Normal	AKR005610	03/09/2020 16:04:45	
<input type="checkbox"/>	76D89A2B	Store1	Active	Normal		03:42	

Click on the “Unassign Item” button to remove the diamond from the Product-Tag.

A row must be selected and an item assigned for the “Unassign Item” button to be enabled, otherwise it's grayed out.

How to transfer a Product-Tag from one location to another

In the Product-Tags grid you can also transfer Product-Tags from one store to another.

Click on the “Transfer” button to transfer the selected rows to a different location.

Transfers are possible only from one origin to one destination. You must select rows that have the same location otherwise the “Transfer” button will be grayed out and disabled.

Selecting Product-Tags that are already in transit will also disable the “Transfer” button.

Serial Number	Location	Activity Status	Product Tag Status	Assigned Client Lot	Last Synced Date
6CF650EZ	Store1	Active	Warning	AKR003465	12/09/2020 16:01:42
BF3B033Y	Store1	Active	In Transit	AKR000633	12/09/2020 16:01:42
92412EEM	Store1	Active	Normal	AKR005610	12/09/2020 16:01:42
76D89A2B	Store1	Active	Normal	AKR005186	12/09/2020 16:01:42
3EEC49DU	Store1	Active	Normal	D4356004	09/09/2020 16:16:23
F12EC15D	Store1	Active	Normal	IH1223319	03/09/2020 16:01:10

Transfer Request

Use this drop down menu to select the origin location. If Product-Tags have been selected prior to clicking the "Transfer" button a location will be set automatically.

Store1

Use this drop down menu to select the destination location.

Store2

Serial Number Assigned Client Lot Carat Color Shape Clarity Price

6CF650EZ

BF3B033Y

Enter a comment...

If you want you can also enter a free text comment to accompany this transfer request.

You can delete Product-Tags from the transfer request by clicking on the trash can icon.

Click on the "Save" button to submit the transfer request.

SAVE

Transfer Request

Store1

Store2

Serial Number Assigned Client Lot Carat Color Shape Clarity Price

Select...

BC6912CE

D831734V

A53381EI

EE926FBM

6A8B067S

Select a Product-Tag from the drop down menu to add it to the list.
Typing the serial number will filter the list.

You can also add new Product-Tags to the transfer request inside the form by clicking on the "+" button.

SAVE

How to attach a custom image

The images displayed on the Product-Tag device are usually automatically generated, but you can also add images of your own.

The screenshot shows the 'Product-Tags' software interface. At the top, there is a toolbar with buttons for 'UPDATE IMAGES', 'TRANSFER', 'ATTACH IMAGE', 'UNASSIGN ITEM', 'ASSIGN ITEM', and a plus sign. Below the toolbar is a table with columns: Serial Number, Location, Activity Status, Product Tag Status, Assigned Client Lot, and Last Synced Date. A search bar is located above the table. Two modal windows are open: 'Attach Image to Product Tag 6CF...' and 'Attach Image to Product Tag FF3...'. The first modal shows a dropdown menu labeled 'Select Image Type...' with the following instructions: 'Allowed file extensions: .png, .bmp. Maximum file size: 45 kb. Recomended dimention is 80 X 128. Image type must be selected before saving the file.' The second modal shows a file selection area with a 'SELECT FILE' button and a 'or Drop file here' placeholder. It also displays an error message: 'X etag3 (1).ico 113 kb File type is not allowed File is too large'. Both modals have a close button (X) in the top right corner. Callouts with arrows point to specific elements: one points to the 'ATTACH IMAGE' button with the text 'Click on the "Attach Image" button to select an image.', another points to the dropdown menu with 'Click on the drop down menu to select an image type.', another points to the 'SELECT FILE' button with 'After selecting an image type you can drag and drop an image or click on the "Select File" button to select an image from a browser.', and one points to the error message with 'Make sure the image is valid by complying to the rules or you won't be able to attach the image.'

Click on the "Attach Image" button to select an image.

Click on the drop down menu to select an image type.

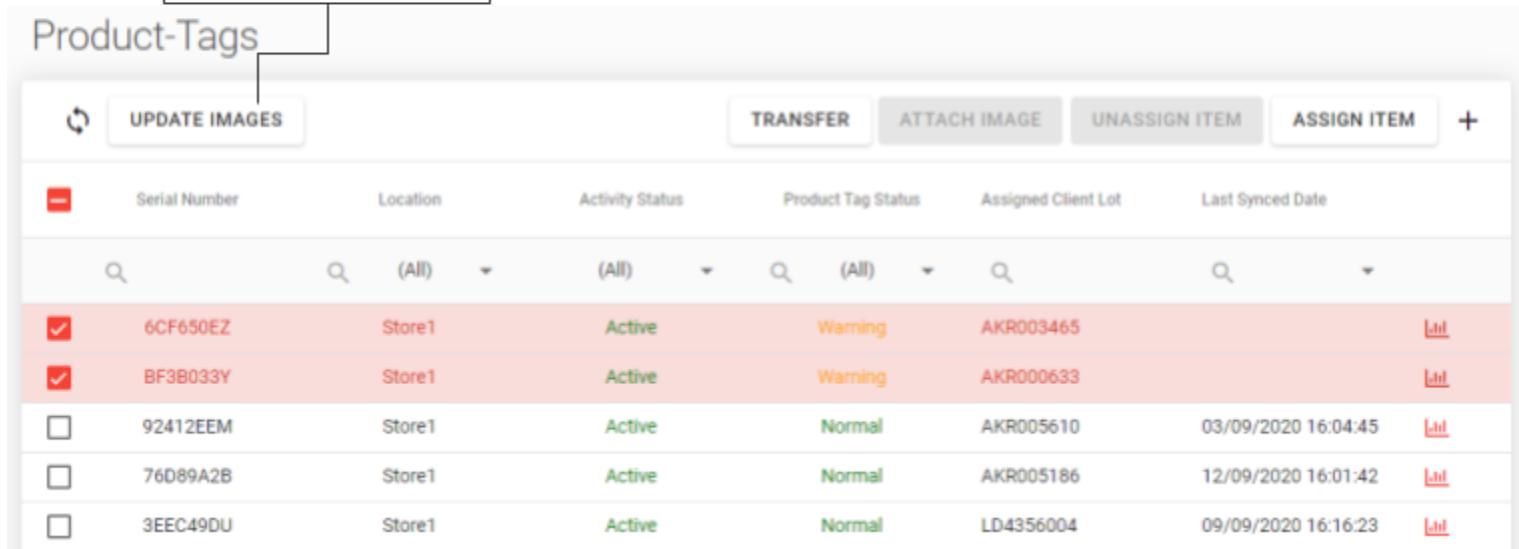
After selecting an image type you can drag and drop an image or click on the "Select File" button to select an image from a browser.

Make sure the image is valid by complying to the rules or you won't be able to attach the image.

How to force an images update

The data displayed on the e-tag device is periodically updated. In some cases you might want to speed up the update by manually forcing it. to do that follow the instructions below.

Click on “Update Images” to update the selected Product-Tags images with the latest information.



The screenshot shows a software interface for managing 'Product-Tags'. At the top, there is a header with the title 'Product-Tags'. Below the header, there is a toolbar with several buttons: 'UPDATE IMAGES' (highlighted with a red box and a line pointing to it), 'TRANSFER', 'ATTACH IMAGE', 'UNASSIGN ITEM', 'ASSIGN ITEM', and a '+' button. The main area is a table with the following columns: 'Serial Number', 'Location', 'Activity Status', 'Product Tag Status', 'Assigned Client Lot', and 'Last Synced Date'. There are five rows of data, each with a checkbox in the first column. The first two rows have a red background and a checked checkbox, while the other three have a white background and an unchecked checkbox. The data in the table is as follows:

	Serial Number	Location	Activity Status	Product Tag Status	Assigned Client Lot	Last Synced Date
<input checked="" type="checkbox"/>	6CF650EZ	Store1	Active	Warning	AKR003465	Edit
<input checked="" type="checkbox"/>	BF3B033Y	Store1	Active	Warning	AKR000633	Edit
<input type="checkbox"/>	92412EEM	Store1	Active	Normal	AKR005610	03/09/2020 16:04:45 Edit
<input type="checkbox"/>	76D89A2B	Store1	Active	Normal	AKR005186	12/09/2020 16:01:42 Edit
<input type="checkbox"/>	3EEC49DU	Store1	Active	Normal	LD4356004	09/09/2020 16:16:23 Edit

Gateways (Centrals)

The Gateway is the point against which all peripheral communication is established. In BLE terminology, it is called a Central. We implemented the central on Intel NUCs running bluetooth capabilities via a USB dongle. The central must have a valid internet connection to be able to receive updates from the server.

A few things to make sure

- Sleep is disabled for the Central PC.
- The central APP is on the 'startup Apps' list.
- A default user is configured to log in after every boot.
- Windows updates have been performed.
- A reboot has been scheduled for early morning hours each day.
- You have downloaded and installed the .net Core version specified in [Latest software/firmware versions](#).
- You have downloaded and installed the teamviewer version specified in [Latest software/firmware versions](#) (or other remote access software agreed upon)
- If using an external BLE dongle, disable the onboard Bluetooth adapter available on your machine, if one exists, **BEFORE** connecting the BLE dongle.
- One of the approved Bluetooth dongles is inserted into the central and is identified properly in your device manager. This should be automatic as the drivers should automatically be installed when input into the system.
- The bluetooth dongle should be inserted as far away from other dongles as possible, on a USB3 port.
- Under the Device Manager, right click the Generic Bluetooth Adapter. Open the Power Management tab and disable the 'Allow the computer to turn off this device to save power' option.
- The local time for the NUC has been set up properly and will be updated automatically when needed.
- Bluetooth is enabled on this PC.
- WIFI or Ethernet is on and an internet connection is available and working.
- The power point is one which does not shut off at any point of the day.
- The BIOS definitions are such that the NUC will wake up after power loss. This should mean setting the 'After power failure' option to 'Last stable' in the BIOS.

Add the new Gateway to the store

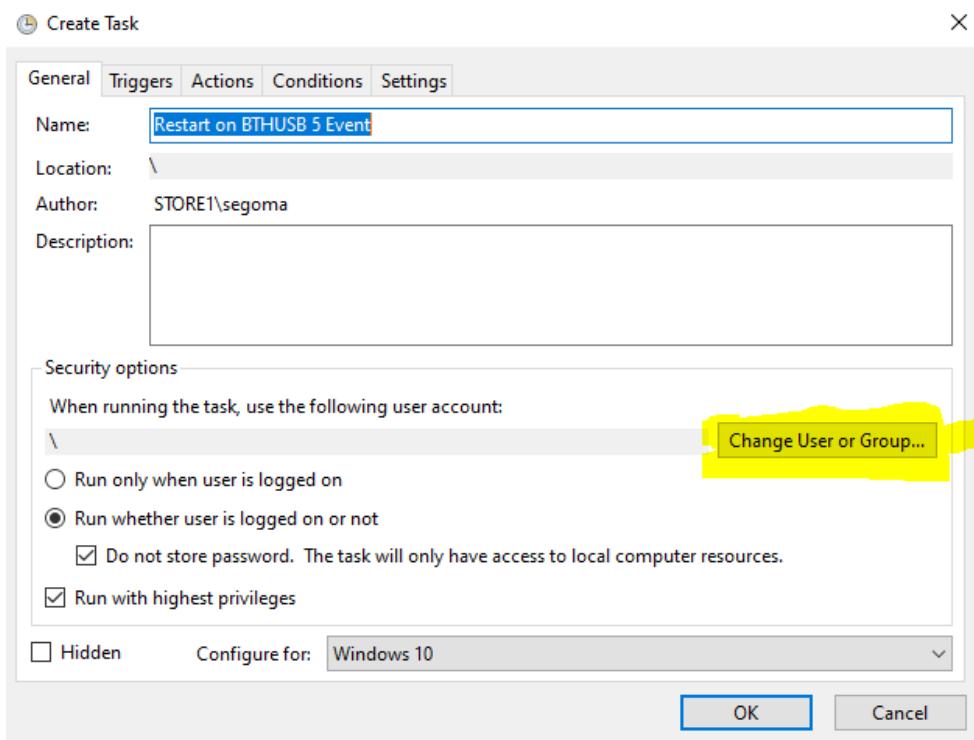
- The Gateway needs to be added to your store before it can perform its tasks. To do this, follow the web portion [How to add a gateway](#) of the guide.
- **Important:** make note of the serial number allocated to your new gateway. You will need to insert it into the gateway settings file when setting up the eTag service.

Install the eTag Central Service

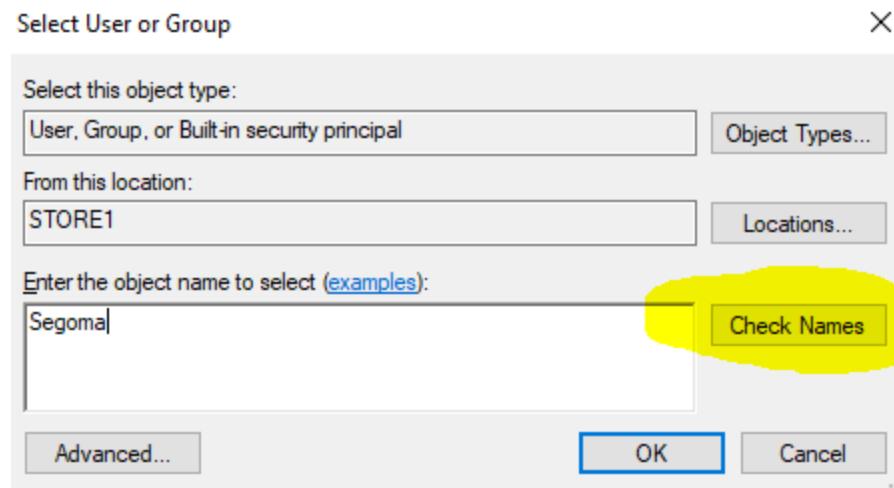
- Install the eTag Central Service latest version as specified in the [Latest software/firmware versions](#).

Open the installation path, and search for a file named “CentralSettings.json” under C:\Program Files (x86)\eTag Central Service.

 1. After "CentralID": Delete the number written there and write the gateway serial you were allocated when you added a new gateway to your store. Your central ID should be placed between quotation marks.
 2. After "User_Name": delete the username written there and write the user name allocated to this **location** (store).
 3. After "Password": delete the username written there and write the user name allocated to this **location** (store).
 4. Restart the windows service named “eTag Central Service”.
- Add ‘restart’ windows tasks.
 1. Copy the ‘Tasks’ folder to C:/ so that you’ll have a ‘tasks’ folder under C:/ with two tasks and a restart.bat file in it.
 2. Open your Task Scheduler and import the tasks to the task scheduler.
 3. Press ‘Change user or Group’.



4. Change to match the username and click 'Check Names'



5. The name should now be underlined and found in the Active Directory. Press OK. The task should now appear in the Task Scheduler

eTag

The unit attached to each product is called an eTag. The units functions are automatic, but some functions which were found to be useful towards controlling a specific eTag.

How to add a new product-tag (eTag)

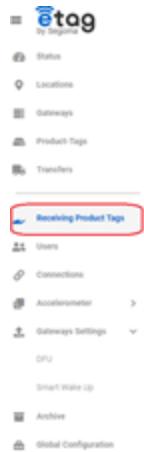
The eTag should arrive at your store in 'System off' operating status. The screen will show three 'Z' signs along with some additional information - serial number, firmware and hardware version. In the example below, the eTag serial number is 8DEC3284, the Firmware version is 4.7.14 and the hardware version is 4.0.



Add the eTag to your store

The eTag needs to be assigned to your store before it can perform its tasks.

1. Locate the "Segoma" app on your iPad's home screen, or enter the website from any workstation.
2. Log into the website using your store's login credentials.
3. Select the 'Receive Product Tags' page on the left-hand side

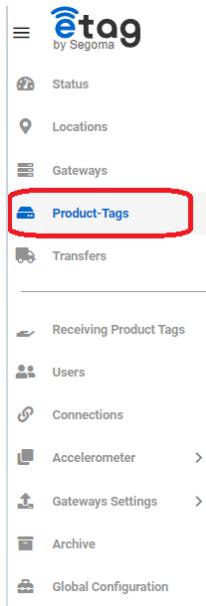


4. Make sure the location matches the store you wish to assign the eTag into.
5. Select an eTag and scan the QR code on the ZZZ screen. If the camera is not working for any reason, manually type the serial shown on the ZZZ screen into the web page. The eTag serial number can also be found on the bottom of the eTag. Its F870322X in the example image.



Assign a product to an eTag

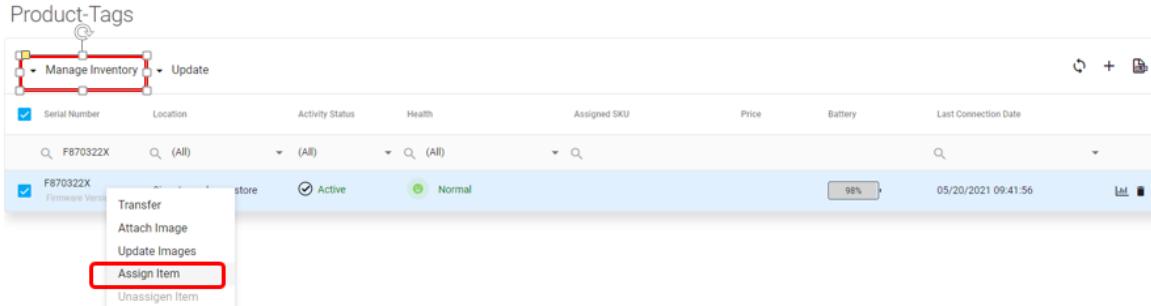
1. Locate the “Segoma” app on your iPad’s home screen, or enter the website from any workstation.
2. Log into the website using your store’s login credentials:
3. Select the ‘Product Tags’ page on the left-hand side.



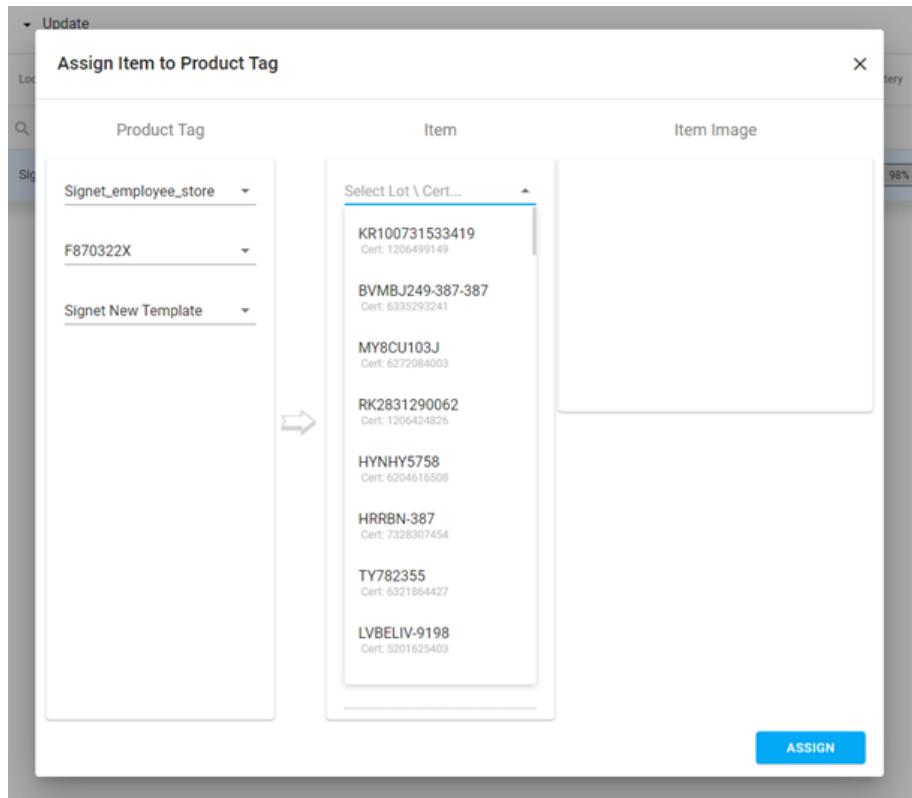
4. Assign an eTag. You need to locate/populate the serial number in the Product Tags page. There are two ways to do this:
 - a. Open the camera feature and scan the QR code on the bottom of the eTag. Or,
 - b. Manually enter the eTag's serial number (located on the bottom of the eTag or in the info screen) in the Serial Number search bar

Product-Tags		
<input type="button" value="UPDATE IMAGES"/>		<input type="button" value="MULTIPLE UPDATE"/>
<input type="checkbox"/>	Serial Number	Location
	<input type="text" value="FD2B01DC"/>	<input type="button" value="Store1"/>
	<input type="text" value="FCD6338Y"/>	<input type="button" value="Store1"/>
	<input type="text" value="FF3BD37S"/>	<input type="button" value="Store2"/>

5. The eTag will populate in a row on the page. Make sure that row is highlighted and click the "Assign Item" button by using the "Manage Inventory" menu in the upper left-hand corner.



6. A pop-up window will display.
 - a. Under Product Tag (eTag), your store number should populate.
 - b. The eTag serial number that was entered should populate.
 - c. Leave Signet New Template as-is.
 - d. Under Item, click on the drop-down menu to see a list of all diamond cert numbers, or lot numbers, for your store. Select the first one listed.



7. The diamond's cert number (or lot number) should populate along with the diamond's image and key features. Click the "Assign" button in the lower right-hand corner.

Assign Item to Product Tag

Product Tag	Item	Item Image
Signet_employee_store	MY8CU103J 62720840...	
F870322X	SKU 635755705	
Signet New Template	Type Natural Diamond	
	Price \$3130	
	Carat 1.03	
	Clarity SI1	
	Shape CushionModified	
	Color H	
		ASSIGN

8. It may take a few hours for eTags to show they are assigned to a loose diamond.
9. Once assigned, the eTag will populate the diamond's price, data and the relevant link QR Code. The assigned item can be viewed under the "Assigned SKU" heading in the Product-Tags window.

Product-Tags

Product-Tags							
Manage Inventory		Activity Status		Health		Last Connection Date	
Serial Number	Location	Activity Status	Health	Assigned SKU	Price	Battery	Last Connection Date
F870322X	(All)	(All)	(All)	635755705	\$3,130	98%	05/20/2021 09:41:56
F870322X	Signet_employee_store	Active	Normal	Lot: MY8CU103J			

Pair the eTag with a GateWay

Part of the process an eTag goes through when being assigned to a store is the pairing process. This process requires a pairing code be read from the eTag display and entered into our website. Usually, the pin codes are read and reported to our servers during the eTag production and testing process, but sometimes the data may be incomplete, incorrect or missing, which will require the pairing information to be re-entered.

If you are handling an eTag which has arrived to your store from one of our manufacturing locations, it should arrive in the 'ZZZ' system off screen, and its main 3 images will show the 'welcome' screen, a 'pairing info' screen and an 'info' screen. If this eTag has arrived to you from a different store, or has otherwise been updated with any image, the pairing info can be reached by entering the menu → selecting the pairing info option. The pairing image shows the eTag Bluetooth address and the pin number for this eTag, as well as a QR code holding all of this information for easier input into the web. It will look similar to this:



Now that you have the pairing information in front of you, you need to enter it into the Web. Follow the '[How to activate Product Tag section](#)' of the guide. To complete the pairing process, the eTag will need to start advertising.

Once the pairing process completes between a central and an eTag, a bluetooth connection will be formed and all relevant information will be passed between units. If any update is necessary, it will occur automatically and the display will refresh.

Start Advertising and connect to a central

To wake the eTag from its system off state, press any button.



The eTag will wake up and one of two images will be shown. Either the 'welcome screen', or the last default image which was communicated to the eTag, will be shown. The eTag will then

immediately start its advertising sequence and waits for a response from any functional Central within range¹.

How to change eTag parameters

Changing any of the eTag parameters is done using the web interface, follow the '[How to edit a product-tag](#)' portion of the guide.

Any value you wish to change will be noted, and communicated to the eTag unit upon its next connection. The eTag will report back on its parameter change once it has changed it, and the Web display will be updated once this sequence has completed.

How to monitor the eTags

Monitoring the eTag status can be done using the web interface. To do so, follow the '[How to view product-tag's statistics](#)' portion of the guide.

¹ This Set-up assumes you've already set up an eTag Central station. If not, see the [How To add a Gateway segment](#).

eTag main screens and menu

Main screens

The eTag main screens can be flipped through by pressing any of the 2 outer buttons.

These 3 main screens will show one of two groups of 3 images.

- If the eTag has never received any images over BLE, for example if it is arriving new from the factory, the 3 main images will show information relevant to assigning the eTag into a store.
- If the eTag has ever connected to a central, it will show the last data which was passed on to it. This can be a trio of 'Product not assigned' images, if the eTag was not assigned a product, or a trio of images showing the product data of the product it was assigned.



Welcome screens- eTag has never connected to a central



Info screen- a product was assigned to the eTag

eTag Menu

To enter into the menu, hold any button for 3 seconds or more, then let go. The menu screen will be displayed where you can choose to see or perform actions relevant to the eTag.

Enter a menu option by pressing the middle button.

The menu will automatically exit after 10 minutes without any action.

Menu- info

The menu information image will show you the Etad serial, the firmware and hardware versions, the battery percent last measured on this eTag and the last connection RSSI on this eTag.



Menu -update now

To cause a peripheral to start its advertising sequence, and potentially connect to a central now, choose this option in the menu. Once chosen, the display will revert to one of the main images, and the eTag will begin its advertising sequence. This does not affect the scheduled connection attempt for this eTag, meaning that the scheduled wake up will occur regardless of this.

Menu- Pairing Info

To prevent outside attackers from gaining control over our eTags, we pair them with the centrals which they communicate with. The pairing process should have been done when first entering the eTag into the store, but if you need to repeat it for any reason, the relevant info will be displayed here. MAC address, Pin code, Pairing version and a QR code.



Menu- Erase Bonds

This option should not be selected unless specifically instructed to do so by an IT personnel or a Segoma team member.

Menu- System off

When placing an eTag into storage, or when it is not used for long periods of time, we recommend placing it into System off mode. This will decrease the power consumption to a minimum while allowing the battery to remain within the eTag. When in System off, a 'ZZZ...' image will appear on the screen, an example can be seen to the right. The 'ZZZ...' image contains a ZZZ marking on top, the eTag serial number, the eTag firmware and hardware version, and a QR code with all relevant pairing information for this eTag. Any button press will re-activate the eTag.



Menu- Regulatory info

Regulatory information which must be included with the device can be found here. You will find the eTag Model number and FCC ID matching that model.



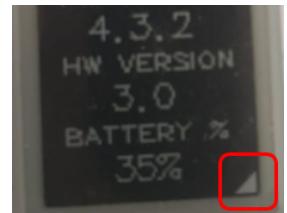
Menu- Exit menu

To exit the menu back to one of the main images, hold any button for three seconds, then let go. Or, select the 'Exit menu' option on the menu.

Icons

No Connection in a while

If an eTag hasn't connected to a gateway in a while, a small triangle icon will appear in the bottom right of the screen. It will disappear when a connection is established. Example image to the right.



Battery Low

If the battery is low, but still enough for the eTag to function, a square icon will appear on the bottom left of the screen. This icon should persist across all screens. The icon will disappear when the battery is changed to a new one. Example image to the right.



Battery Extremely Low

If the battery is extremely low, meaning the screen will not be able to update and the eTag may soon run out of battery, a 3-line frame will appear at the top and bottom of the screen. Button clicks will no longer change the screen - it will be locked as-is until the battery is changed. When the battery is replaced, the frame will disappear. Example image to the right.



Regulatory Information

FCC

- FCC ID: 2A34XETAG4-5
- This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.
- This device complies with section 2.1091 and the limits specified in § 1.1310 of the FCC Rules.

Warnings

- Warning: Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Notes

- NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Accessing Regulatory Information on an eTag device

To access the 'Regulatory info' screen on any etag device follow the following steps:

1. Access the main menu by pressing any of the outer buttons for 3 seconds, then let go.
2. Access the 'Regulatory Info' screen in the main menu.

The device model and FCC ID should be visible on the screen.

Known issues

eTag firmware 4.6.1

eTag QR code is sometimes not readable.

Description: The eTag piring information QR code is sometimes not read correctly by QR scanners.

Solution:

Option A: All piring information is correctly displayed next to the QR code, so manually entering the eTag information from the pairing window will work correctly.

Option B: restarting the QR code regenerates the pairing information screen, which will resolve the problem. To reset the QR code, either force it into 'System off mode' by entering the menu, scrolling to the system off option and setting it to sleep, then press any button to wake the eTag up; or remove its battery and re-insert it.

Auto return to default image does not work on main images

Description: The eTag images should scroll back to the default image every 10 minutes or so, if no input was detected on the eTag. This does happen if the eTag is left on any of the menu images, but not if left on any of the main images.

Solution:

Will be fixed in the upcoming firmware version.

Troubleshooting guide

We have put together a troubleshooting guide which should reference all issues we come across, and their solutions. Please use this link to access it.

 [ETag Troubleshooting guide](#)

Latest software/firmware versions