



Follow these simple steps to attach a tag to an asset:

- ① Remove the tag from the storage container or new box of tags. If using a brand new tag from box, ensure you are within proper range of the gateway so that tag messages are "heard" by the system.
- ② Use the Cognosos Logistics Mobile App to attach the tag to the asset. Inside the mobile app, select the Trackers icon then Attach Tracker.
- ③ Scan the unique tag barcode using your mobile device's camera or a hand scanner. Alternatively, manually enter the tag ID. The full tag ID is found on the Cognosos sticker underneath the barcode.
- ④ Scan the unique asset barcode using your mobile device's camera or a hand scanner. Alternatively, manually enter the asset ID. Input the asset details as prompted in the mobile app. Save the tag/asset association.
- ⑤ Secure the tag on or with the asset according to your company guidelines.

Once the steps are complete, check the Cognosos system (mobile app or portal) to ensure the asset has a status of Attached.



Use these tips if a tag (tracker) fails during the attach process.

Message

Check or Confirm

Asset ID contains invalid characters

Asset ID field may only contain numbers and letters; ensure the Asset ID is correct; if scanning ensure the Cognosos sticker is being scanned

Incorrect scan or input (Gen4)

Invalid tag ID (older gen)

Tag ID field may only contain numbers; ensure the Tag ID is correct. If scanning, ensure the Cognosos sticker is being scanned; if using a phone camera to scan make sure you are not too close; if using a high distance scanner ensure you are not too far away to accurately scan proper barcode



Tag is not functioning properly

Tag has not been identified as available for use; get a new tag and return old tag to Cognosos

Tag isn't associated with this site

Tag is assigned to a different location; get a new tag and contact your Cognosos representative

Tag offline (Gen4)

Tag not located (older gen)

Gen4: Tag is unresponsive. Ensure tag is within proper range of gateway

Gen 3: Ensure tag ID input is accurate; numbers only

Tag battery is too low

Tag does not hold sufficient battery to attach; get a different tag and return old tag to Cognosos

Tag is unresponsive

Tag is experiencing a hardware malfunction; place in RMA bin and get a new tag

System Administrators should also take advantage of the Status App to regularly check for tags that are no longer responsive.