

eTag User Manual version [1.0.14]



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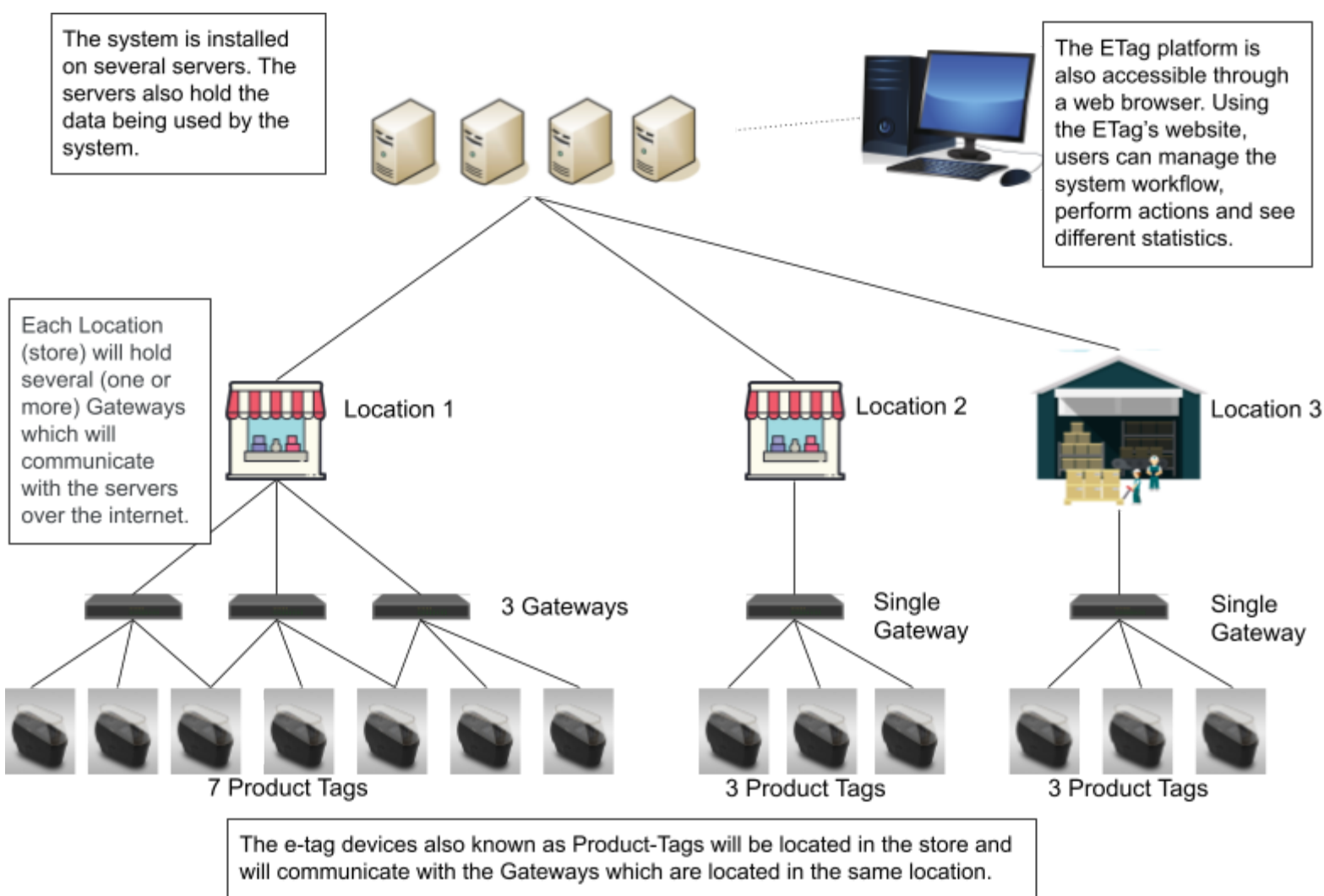
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General workflow

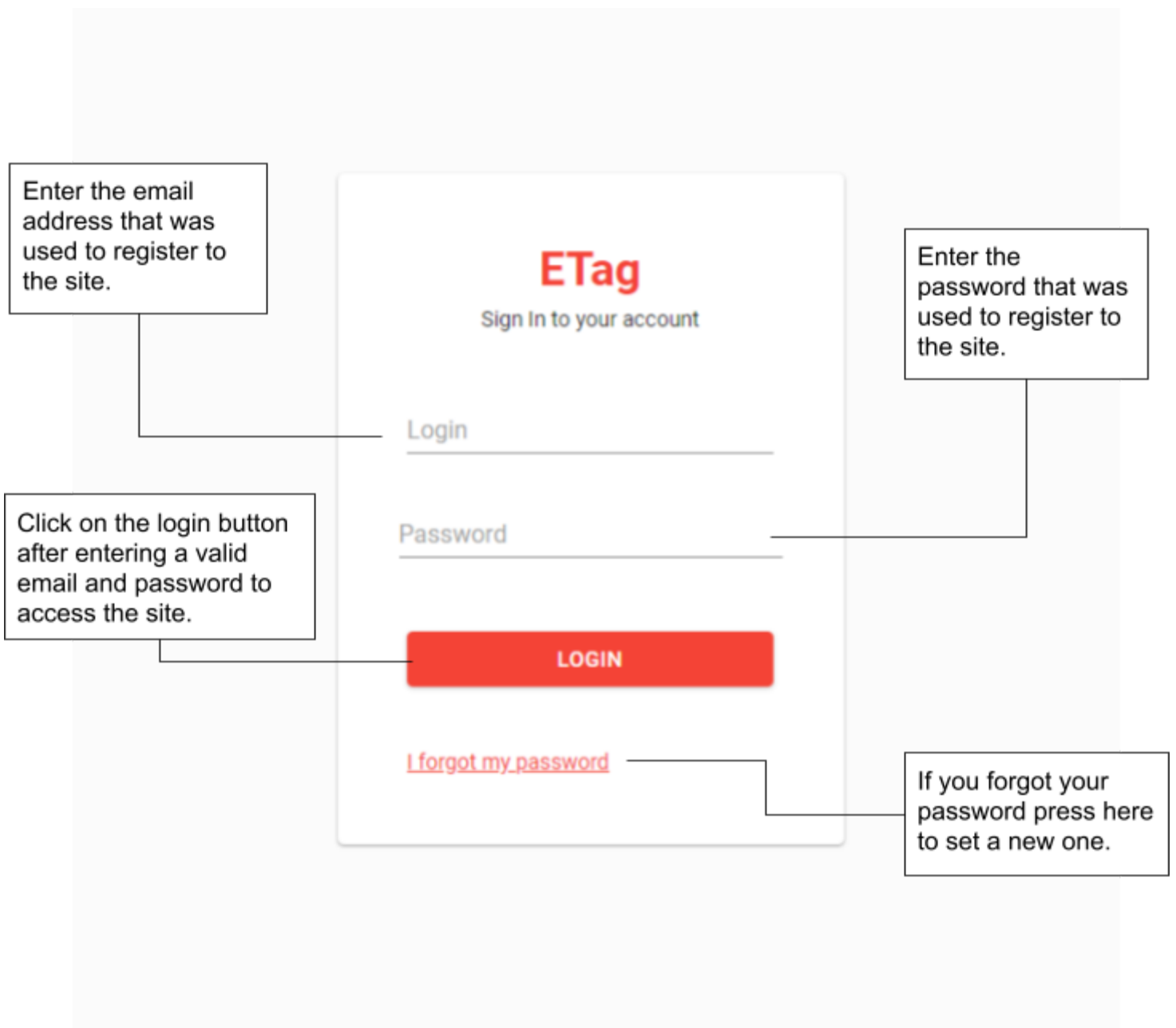
The e-tag device was developed to serve as an automatically updating electronic display. It displays multiple images to the customer, each holding information about the product attached to the device.

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.



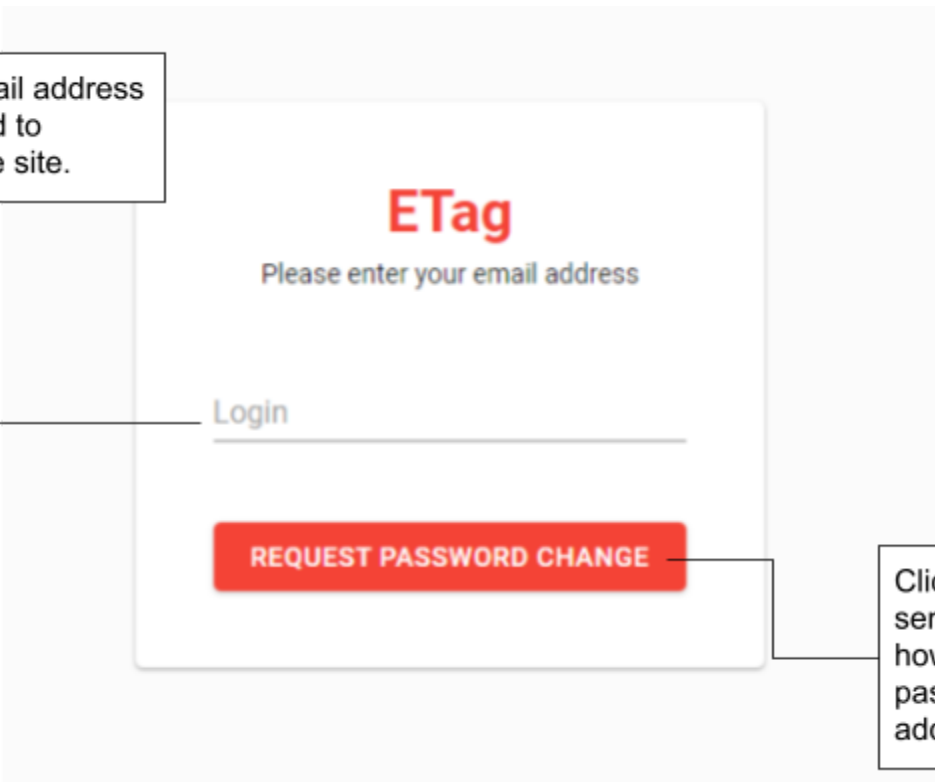
Login Page

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.



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 image shows a web form for password recovery. At the top, the word "ETag" is displayed in red. Below it, the text "Please enter your email address" is centered. A text input field with the placeholder "Login" is positioned below the text. A red button with the text "REQUEST PASSWORD CHANGE" is located at the bottom of the form. Two callout boxes are present: one on the left pointing to the input field, and one on the right pointing to the red button.

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 image shows a web form for changing a password. At the top, the logo 'ETag' is displayed in red. Below it, the text 'Enter a new password' is centered. There are two input fields: 'New Password' and 'Confirm New Password'. A red button labeled 'UPDATE PASSWORD' is positioned below the second field. Three callout boxes provide instructions: one for the 'New Password' field, one for the 'UPDATE PASSWORD' button, and one for 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

Re-enter your password for confirmation.

Click on this button to save the new password.

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

Website Layout

The stacks button can minimize and maximize the navigation panel.


This is the header panel. Here you can see useful information and perform actions that affect the current user or the site.

The name of the current logged user.









Click on this button to logout.

 ETag by Segoma

Time Zone: GMT +03:00

 Nadav Chelouche



-  Status
-  Locations
-  Gateways
-  Product-Tags
-  Transfers
- Administration**
-  Users
-  Connections
-  Archive

Time Zone shows you the difference in hours and minutes between your local time and Universal time.

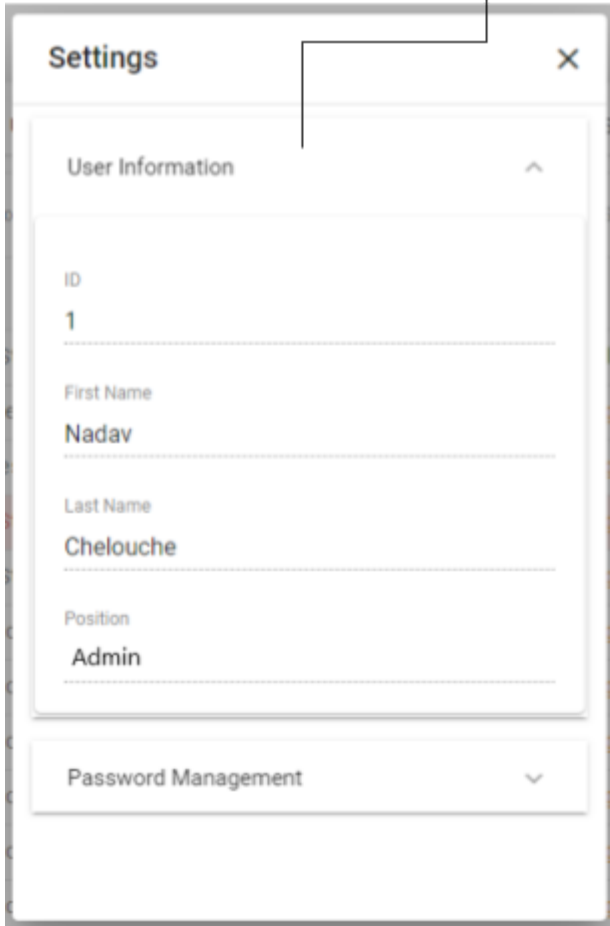
Clicking on the cog button will show you the settings menu where you can view user information and change your password.

The page you are currently on will be marked with an orange icon and white text.

This is the navigation panel. Here you can navigate between the pages of the site.

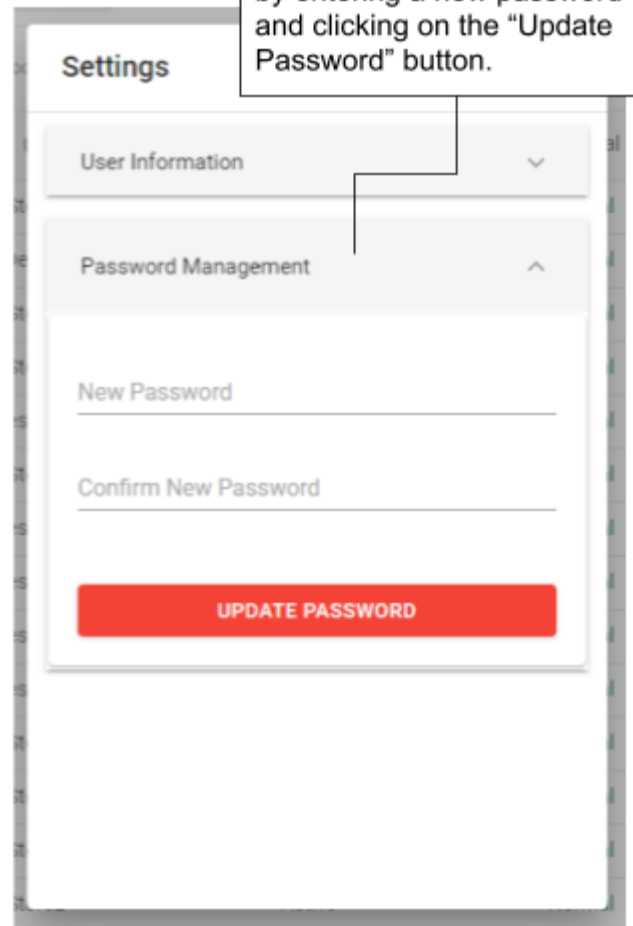
Settings Menu

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



The screenshot shows a mobile application interface for the Settings menu. At the top, the word "Settings" is displayed in a bold, dark font, followed by a close button (an 'X' icon). Below this, there are two expandable tabs. The first tab, "User Information", is currently expanded and shows a list of user details: ID (1), First Name (Nadav), Last Name (Chelouche), and Position (Admin). The second tab, "Password Management", is collapsed and only its label and a downward arrow are visible.

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



The screenshot shows the same Settings menu interface, but with the "Password Management" tab expanded. The "User Information" tab is now collapsed. The "Password Management" section contains two input fields: "New Password" and "Confirm New Password". Below these fields is a prominent red button with the text "UPDATE PASSWORD" in white, uppercase letters.

The Grid

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).

This is the column filter, here you can filter the grid and search it by entering text or by choosing a value from a drop down menu.

Clicking on the columns headline will sort the grid in ascending/descending order.

Click on the pencil icon to open the edit form for the corresponding row.

Click on the trash can icon to delete the corresponding row.

To navigate through the pages of the grid just click on the page number you wish to navigate to.

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			Active	Error
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.

The screenshot shows a web application interface titled "Transfers" with a data grid. The grid has columns for Origin, Destination, Created By..., Status, Date..., Comments, Date Picked, and Date Arrived. Two rows are highlighted in red, indicating they are selected. A callout box points to the selection checkboxes of these two rows, stating "Multiple rows can be selected/deselected at once." Another callout box points to a checkbox in the first row of the unselected section, stating "Click on the box to select or deselect the row." The grid also includes search filters and edit/delete icons for each row.

	Origin	Destination	Created By...	Status	Date...	Comments	Date Picked	Date Arrived
<input checked="" 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...

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

The screenshot shows a table with the following columns: Location Name, Status, and a status indicator (X or checkmark). The table is sorted by status, with Critical and Warning rows at the top and OK rows at the bottom. Each row has a chevron icon on the left side, indicating it is expandable. Two callout boxes provide additional information: one pointing to the chevron icon and another pointing to the status column.

Location Name	Status	Indicator
> 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
<input type="text"/>	(All) ▼	<input type="text"/>	(All) ▼	<input type="text"/>	<input type="text"/>
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.

After selecting at least one row the "Update Images" button will update the selected Product-Tag images with the latest information.

The "Attach Image" button will open a form where you can upload your own images into the Product-Tag display.

The "Assign Item" button will open a form where you can select which product you want to assign to a selected Product-Tag.

The screenshot shows the 'Product-Tags' page interface. At the top, there are several action buttons: 'UPDATE IMAGES', 'TRANSFER', 'ATTACH IMAGE', 'UNASSIGN ITEM', 'ASSIGN ITEM', and a plus sign. Below these is a table with columns: 'Serial Number', 'Location', 'Activity Status', 'Product Tag Status', 'Assigned Client Lot', and 'Last Synced Date'. The table contains several rows of data, including serial numbers like '6CF650EZ', 'BF3B033Y', and '92412FEM', and statuses like 'Active' and 'Warning'. Callout boxes provide detailed instructions for each major button and the table's search and chart icons.

The "Multiple Update" button will open a form where you can upload a .CSV file to update many Product-Tags at once.

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.

The "Unassign Item" button will remove the product assigned to the Product-Tag you've selected.

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...)

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.

Location Name	R2net Location Id	Attached User Email
JARED 2561	2872	
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	

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

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

Click on the "+" button.

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

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

First Name	Last Name	Status
Store2	Matan	Active
Store1	Matan	Active
signet_test2		Active
signet_test1		Active
Roi	Ger	Active
Litaf	Kup	Active
Gilad	Kap	Active
GolanStore	Sal	Active
Tal	Kal	Active
Matan	Liv	Active
Asaf	Pip	Active
Golan	Sal	Active
Store		Active
Nadav	Chelouch	Active

How to edit a User

The screenshot displays a user management interface with a grid of users and an 'Edit User' modal form. The modal form contains the following fields:

- Date Created: 08/16/2020 12:51:44 (with a dropdown arrow)
- Last Name: Manager
- Status: Active (with a dropdown arrow)
- Type: Web (with a dropdown arrow)
- Phone: (empty text input field)
- First Name: Store2
- Email: store2@segoma.com
- Location: Store2 (with a dropdown arrow)
- Role: StoreManager (with a dropdown arrow)

At the bottom of the modal, there are two buttons: **SAVE** and **CANCEL**.

Callout boxes provide the following instructions:

- 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

Click on the "+" button.

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

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

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

How to edit a Gateway

Gateways

Serial Num... Location Date Created Date Manufacturing Battery Replacement Date Activity Status

(All) 🔍 ⌵

Edit Gateway ✕

Serial Number: D86E250 Activity: Active

Location *: TestAsaf

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

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

SAVE CANCEL

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

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

Click on the pencil icon to open the edit form.

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

How to delete a Gateway

The screenshot shows a table titled "Gateways" with the following columns: Serial Number, Location, Date Created, Date Manufacturing, Battery Replacement Date, Activity, and Status. The table contains several rows of data. A dialog box is overlaid on the row with Serial Number 6565, asking "Are you sure you want to delete this record?" with "YES" and "NO" buttons. A callout box points to the trash can icon in the row with Serial Number D86E250, and another callout box points to the dialog box.

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 16:45:58			Active	Error
6565	JARED 2562	12/08/2020 16:45:58		11/08/2020 19:34:00	Active	Error
500	Store2	28/07/2020 16:51:27			Active	Error
400		07/2020 16:51:27			Active	Error

Click on the trash can icon to delete the row.

Are you sure you want to delete this record?
YES NO

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

How to add a Product-Tag

Product-Tags

UPDATE IMAGES

MULTI

Serial Number

Serial Number *

Location *

Product Tag Status

Normal

Batch

Plastic Version

Manufacturing Date

Sleep Interval

Battery Replacement Date

Activity Status

Active

TX Power

X Flip

Y Flip

SAVE CANCEL

Assigned Client Lot

Last Synced Date

7842100167

31/08/2020 16:08:54

+

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 the "+" button to add a row. A form will appear where you can enter information for the new row.

Some fields will have default values while others will not.

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

How to activate a Product-Tag

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

The screenshot shows the ETag by Segoma web interface. On the left is a navigation sidebar with options like Status, Locations, Gateways, Product-Tags, Transfers, and Administration. The main area displays a 'Product-Tags' table with columns for Serial Number and Location. A modal window titled 'Activate Product Tag' is open, containing a form with the following fields: 'Location Name' (a dropdown menu showing 'JARED 431'), 'PIN Code' (a text input field with the placeholder 'Enter PIN Code...'), and 'MAC Address' (a text input field with a dotted pattern). A 'SUBMIT' button is located at the bottom of the form. The background table lists various serial numbers and their locations, such as 'FF3B0375' at 'Store2' and '6CF650E2' at 'Store1'.

Use a barcode scanner to scan the e-tag for activation details (PIN Code 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-Tag: FF3BD37S | Location: Store2

STATUS **CONFIGURATION** BATTERY PERCENTAGE CONNECTION QUALITY CONNECTIONS

Location * Store2

Firmware Version 2.2.3

Electronic Version 3.0

Sleep Interval 14400

Set Display Image 1

Activity Status Active

Y Flip

Batch

Plastic Version

Manufacturing Date 31/08/2020 15:55:00

Battery Replacement Date 31/08/2020 15:55:00

TX Power 4

X Flip

SAVE CANCEL

Click on the chart icon to open the edit form.

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.

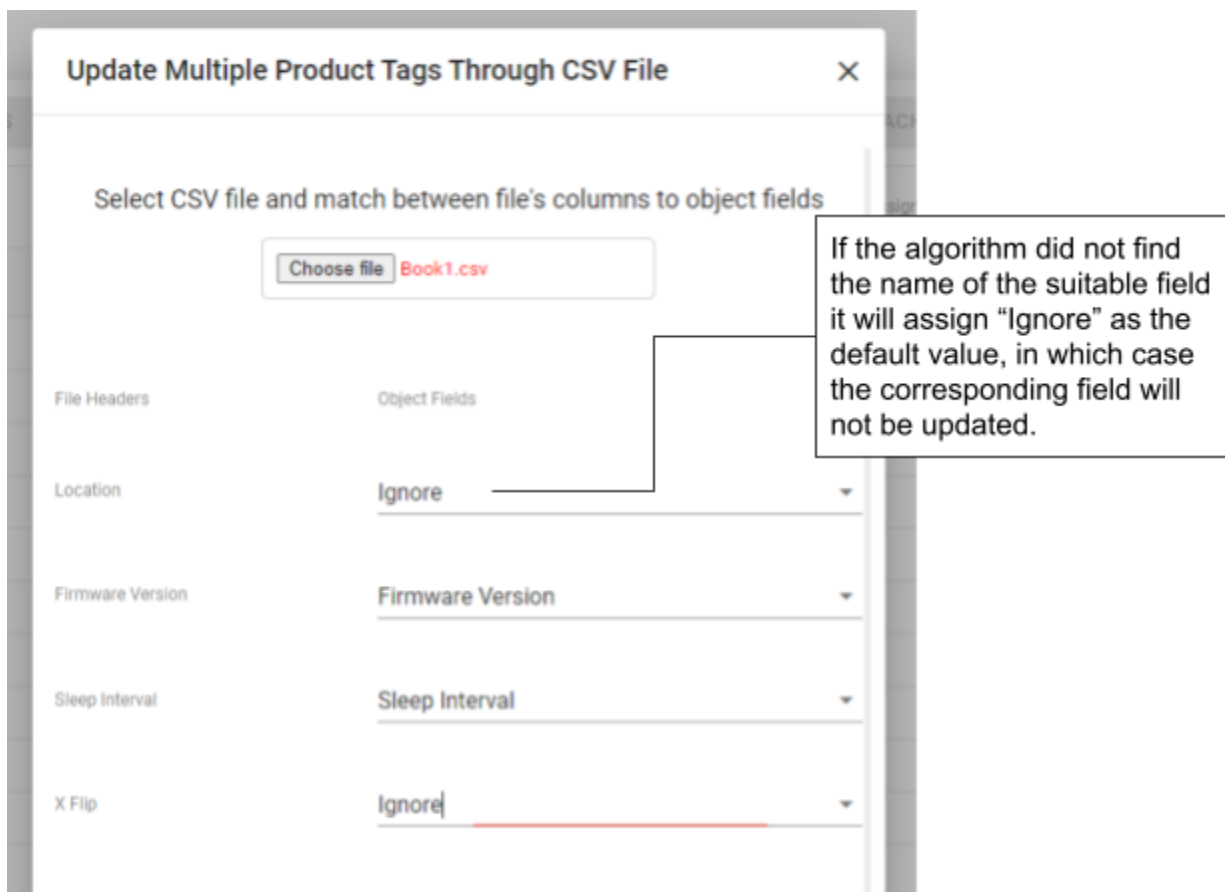
Click on "Save" to apply changes or on "Cancel" to return to the grid without applying changes.

How to edit multiple Product-Tags

In some cases you might want to update more than 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

Location: Ignore

Firmware Version: Firmware Version

Sleep Interval

X Flip

Ignore

Id

Serial Number

Sleep Interval

Batch

Is Active

TX Power

Firmware Version

Electronic Version

Plastic Version

UPDATE

Must select id or serial number

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".

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

How to delete a Product-Tag

The screenshot displays the 'Product-Tags' management interface. At the top, there are buttons for 'UPDATE IMAGES', 'TRANSFER', 'ATTACH IMAGE', 'UNASSIGN ITEM', and 'ASSIGN ITEM'. Below these is a table with columns: Serial Number, Location, Activity Status, Product Tag Status, Assigned Client Lot, and Last Synced Date. A confirmation dialog box is overlaid on the table, asking 'Do you really want to delete the record with serial number: 6CF650EZ' with 'YES' and 'NO' buttons. A trash can icon is visible in the right-hand column of the table, with a callout box pointing to it. Another callout box points to the 'YES' button in the confirmation dialog.

Product-Tags

UPDATE IMAGES TRANSFER ATTACH IMAGE UNASSIGN ITEM ASSIGN ITEM +

Serial Number	Location	Activity Status	Product Tag Status	Assigned Client Lot	Last Synced Date
6CF650EZ	Store1	Active	Missing		
BF3B033Y				AKR000633	
92412EEM				AKR005610	03/09/2020 16:04:45
76D89A2B				AKR005186	12/09/2020 16:01:42
				LD4356004	09/09/2020 16:16:23
	Store1	Active	Normal	NH1223319	03/09/2020 16:01:10

Click on the trash can icon.

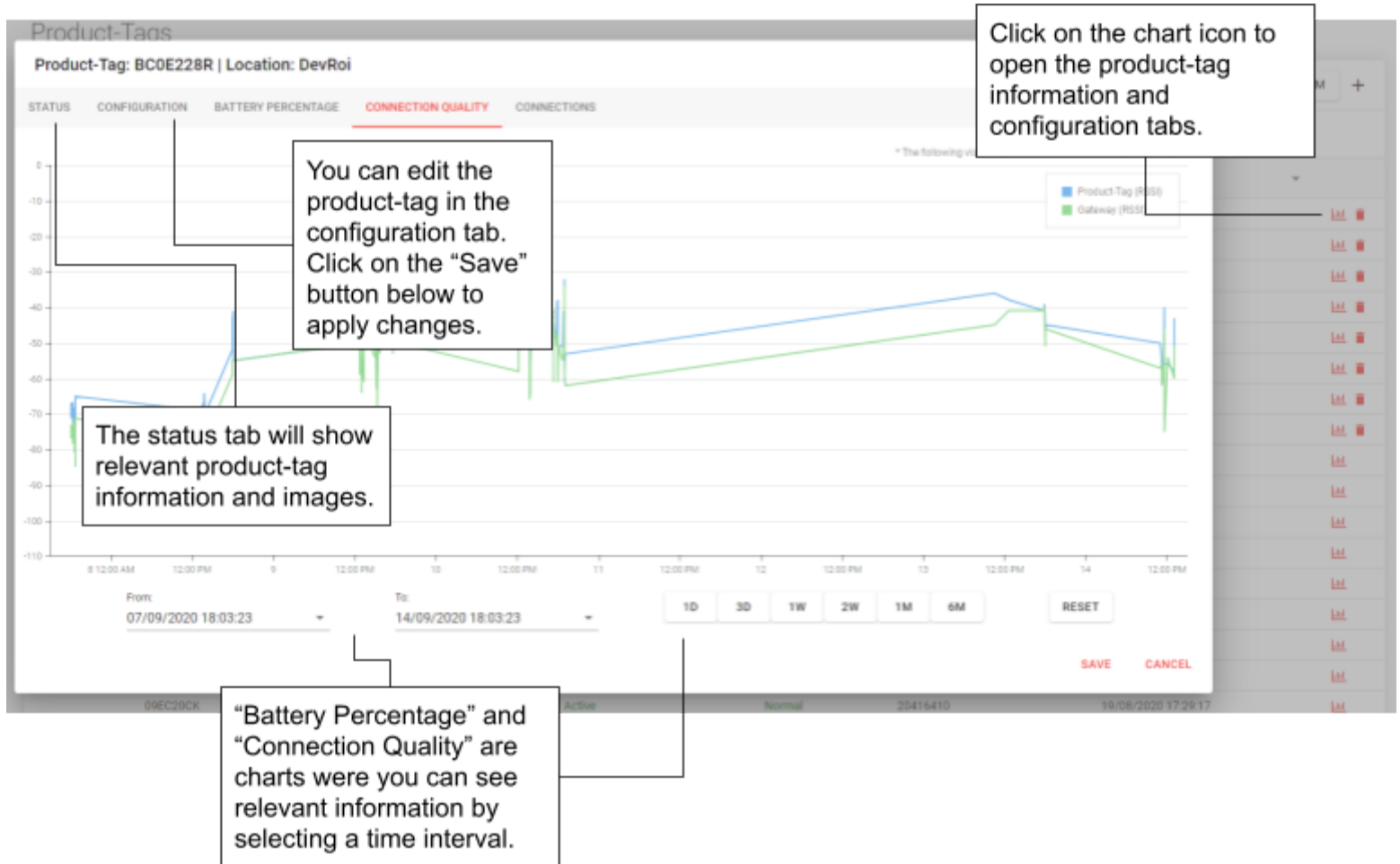
Confirm
Do you really want to delete the record with serial number: 6CF650EZ

YES NO

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

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.

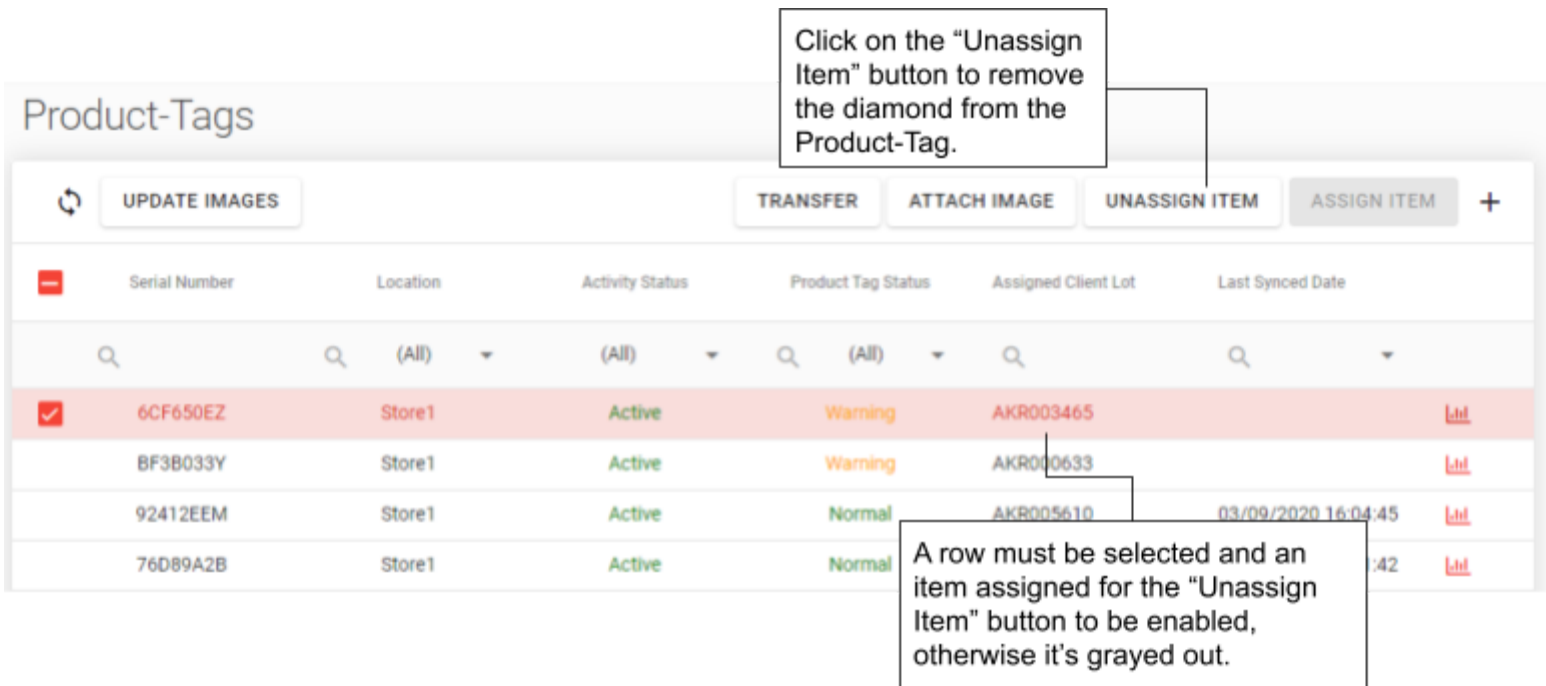
The screenshot shows a dialog box titled "Assign Item to Product Tag" with three main sections: "Product Tag", "Item", and "Item Image".

- Product Tag section:** Contains three dropdown menus: "Store1", "Select Serial Number...", and "New Template". A callout box points to these menus with the text: "Select a location, Product-Tag serial number and a template from the drop down menus."
- Item section:** Displays item details for "AKR001916". Fields include: Type (Diamond), Price (12340 \$), Carat (2.01), Clarity (SI1), Shape (Round), and Color (G). A callout box points to this section with the text: "Select the item Client-Lot you wish to assign to the selected Product-Tag."
- Item Image section:** Shows a photograph of a round-cut diamond. A callout box points to the "ASSIGN ITEM" button in the background with the text: "Click on the 'Assign Item' button."
- ASSIGN button:** A red button labeled "ASSIGN" is located at the bottom right of the dialog. A callout box points to it with the text: "If the item information is correct click on the 'Assign' button to assign the item to the Product-Tag."

The background shows a table with columns for "Synced Date" and "Lot".

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.



The screenshot displays the 'Product-Tag' management interface. At the top, there are several action buttons: 'UPDATE IMAGES', 'TRANSFER', 'ATTACH IMAGE', 'UNASSIGN ITEM', and 'ASSIGN ITEM'. Below these buttons is a table with columns for 'Serial Number', 'Location', 'Activity Status', 'Product Tag Status', 'Assigned Client Lot', and 'Last Synced Date'. The first row of the table is highlighted in red, indicating it is selected. A callout box points to the 'UNASSIGN ITEM' button, stating: 'Click on the "Unassign Item" button to remove the diamond from the Product-Tag.' Another callout box points to the first row of the table, stating: 'A row must be selected and an item assigned for the "Unassign Item" button to be enabled, otherwise it's grayed out.'

Serial Number	Location	Activity Status	Product Tag Status	Assigned Client Lot	Last Synced Date
6CF650EZ	Store1	Active	Warning	AKR003465	
BF3B033Y	Store1	Active	Warning	AKR000633	
92412EEM	Store1	Active	Normal	AKR005610	03/09/2020 16:04:45
76D89A2B	Store1	Active	Normal		:42

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.

Product-Tags

UPDATE IMAGES TRANSFER ATTACH IMAGE UNASSIGN ITEM ASSIGN ITEM +

Serial Number	Location	Activity Status	Product Tag Status	Assigned Client Lot	Last Synced Date
<input checked="" type="checkbox"/>	6CF650EZ	Store1	Active	Warning	AKR003465
<input type="checkbox"/>	BF3B033Y	Store1	Active	In Transit	AKR000633
<input type="checkbox"/>	92412EEM	Store1	Active	Normal	AKR005610
<input type="checkbox"/>	76D89A2B	Store1	Active	Normal	AKR005186
<input type="checkbox"/>	3EEC49DU	Store1	Active	Normal	D4356004
<input type="checkbox"/>	F12EC15D	Store1	Active	Normal	WH1223319

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

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.

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.

Use this drop down menu to select the destination location.

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

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

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

Transfer Request [Close]

Store1 [Dropdown] Store2 [Dropdown]

[+]

Serial Number	Assigned Client Lot	Carat	Color	Shape	Clarity	Price	
6CF650EZ							[Trash]
BF3B033Y							[Trash]

Enter a comment...

[SAVE]

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

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

Transfer Request [Close]

Store1 [Dropdown] Store2 [Dropdown]

[+]

Serial Number	Assigned Client Lot	Carat	Color	Shape	Clarity	Price	
Select...							[Trash] [Refresh]
BC6912CE							[Trash]
D831734V							[Trash]

En A53381EI

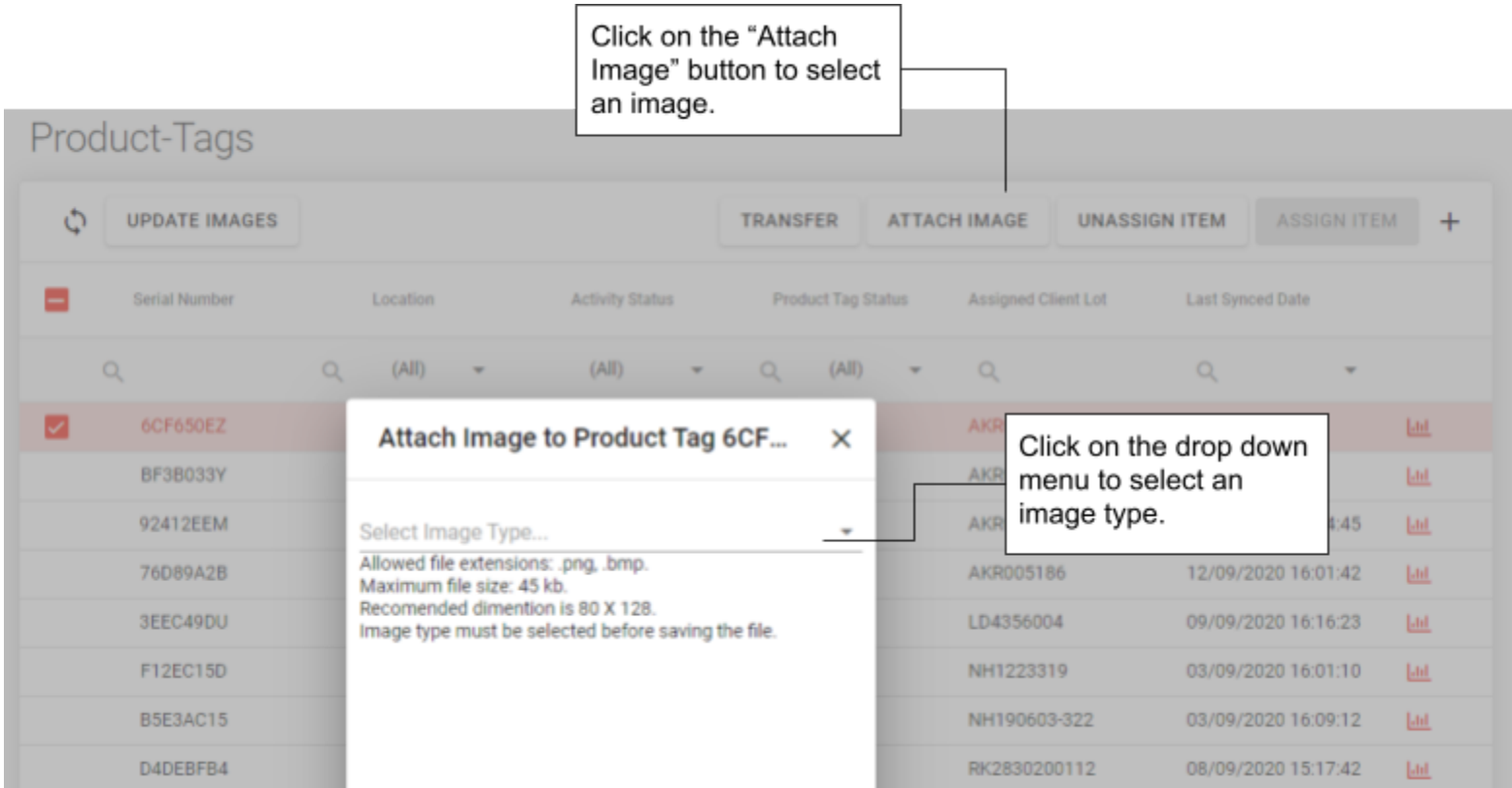
EE926FBM

6A8B067S

[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.



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

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

Product-Tags

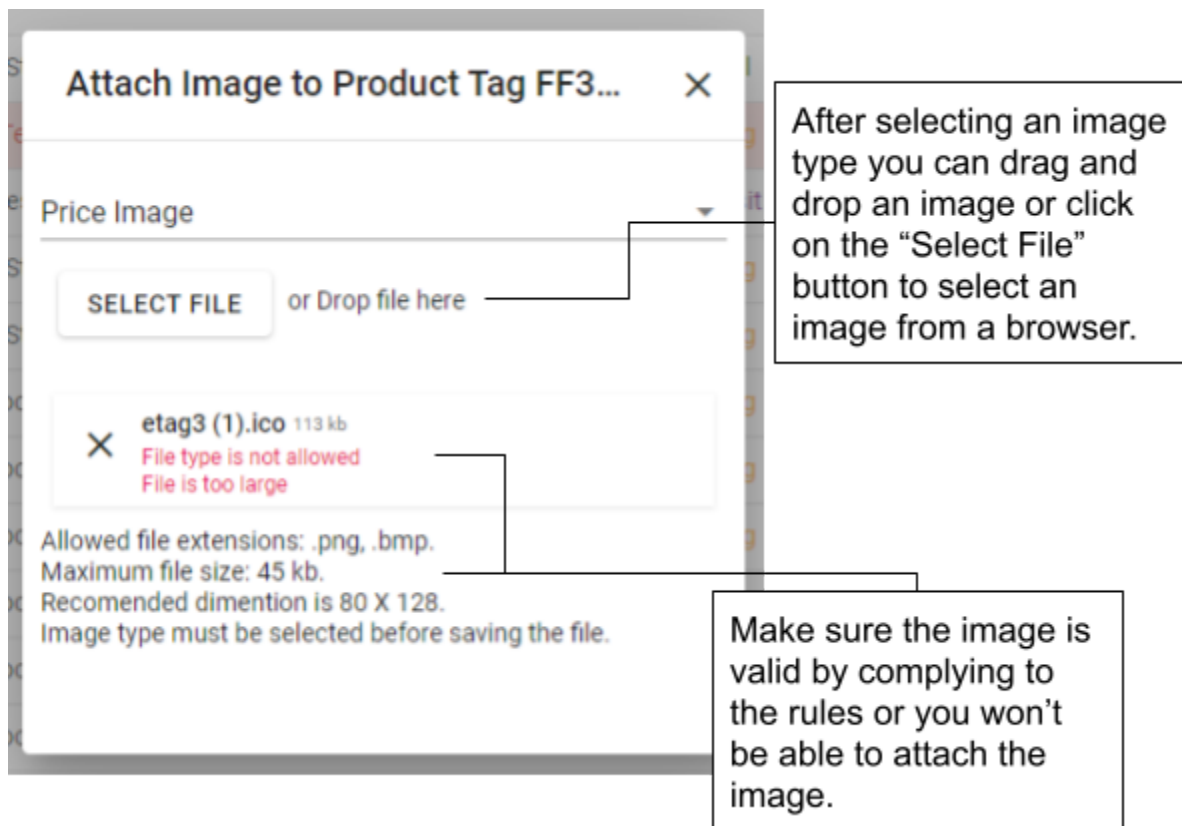
UPDATE IMAGES TRANSFER ATTACH IMAGE UNASSIGN ITEM ASSIGN ITEM +

Serial Number	Location	Activity Status	Product Tag Status	Assigned Client Lot	Last Synced Date
6CF650EZ			AKR		
BF3B033Y			AKR		
92412EEM			AKR		4:45
76D89A2B			AKR005186		12/09/2020 16:01:42
3EEC49DU			LD4356004		09/09/2020 16:16:23
F12EC15D			NH1223319		03/09/2020 16:01:10
B5E3AC15			NH190603-322		03/09/2020 16:09:12
D4DEBFB4			RK2830200112		08/09/2020 15:17:42

Attach Image to Product Tag 6CF... X

Select Image Type...

Allowed file extensions: .png, .bmp.
Maximum file size: 45 kb.
Recommended dimension is 80 X 128.
Image type must be selected before saving the file.



Attach Image to Product Tag FF3... X

Price Image

SELECT FILE or Drop file here

✗ etag3 (1).ico 113 kb
File type is not allowed
File is too large

Allowed file extensions: .png, .bmp.
Maximum file size: 45 kb.
Recommended dimension is 80 X 128.
Image type must be selected before saving the file.

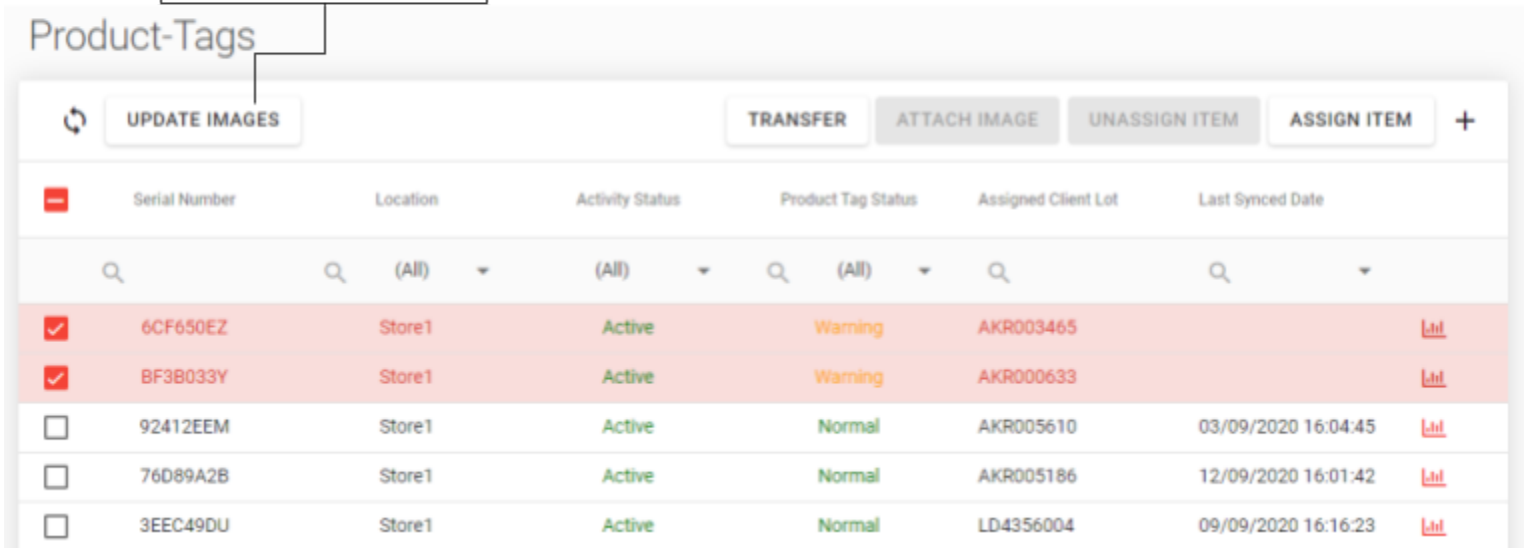
After selecting an image type you can drag and drop an image or click on the "Select File" button to select an image from a browser.

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 the 'Product-Tags' interface. At the top, there is a header with the title 'Product-Tags' and a navigation bar containing buttons for 'UPDATE IMAGES', 'TRANSFER', 'ATTACH IMAGE', 'UNASSIGN ITEM', and 'ASSIGN ITEM'. Below the navigation bar is a table with columns: Serial Number, Location, Activity Status, Product Tag Status, Assigned Client Lot, and Last Synced Date. The table contains five rows of data. The first two rows are highlighted in red, indicating they are selected. The 'UPDATE IMAGES' button is highlighted with a callout box.

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

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

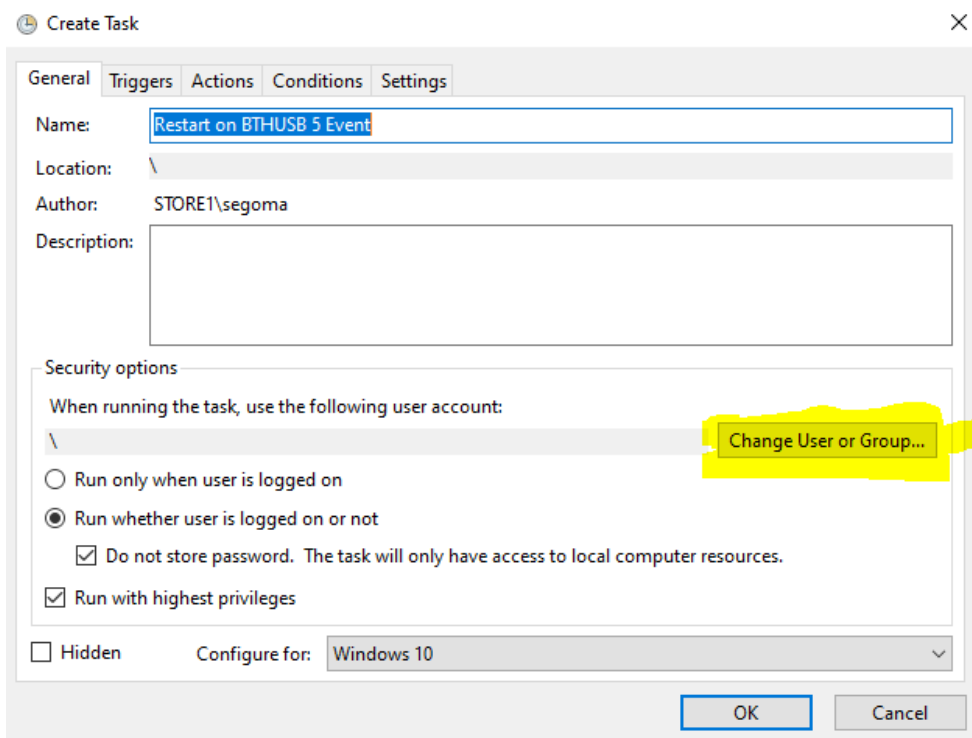
- Sleep is disabled for the Central PC.
- The central APP is on the 'startup Apps' list.
- A default user is configured to log in after every boot.
- Windows updates have been performed.
- A reboot has been scheduled for early morning hours each day.
- You have downloaded and installed the .net Core 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

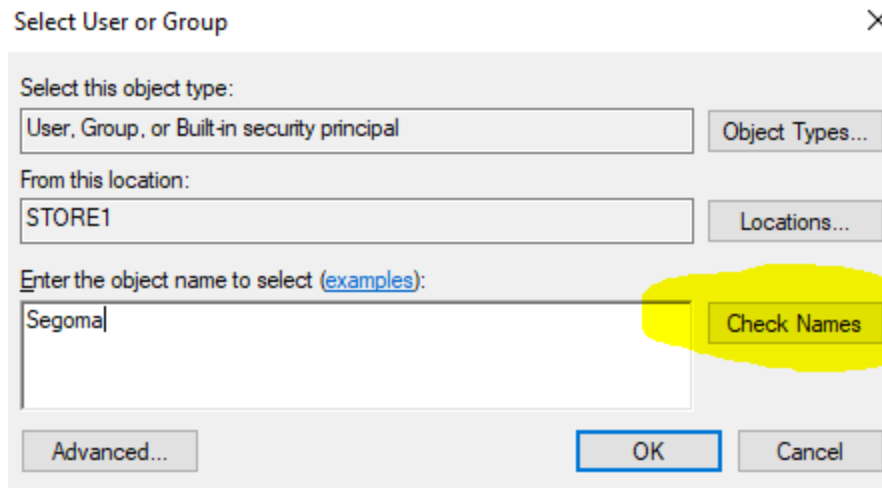
- The Gateway needs to be added to your store before it can perform its tasks. To do this, follow the web portion [How to add a gateway](#) of the guide.
- **Important:** make note of the serial number allocated to your new gateway. You will need to insert it into the gateway settings file when setting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

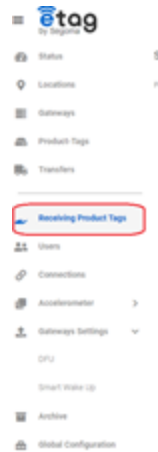
The eTag should arrive at your store in 'System off' operating status. The screen will show three 'Z' signs along with some additional information - serial number, firmware and hardware version. In the example below, the eTag serial number is 8DEC3284, the Firmware version is 4.7.14 and the hardware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

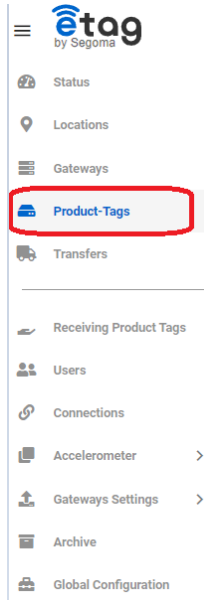


4. Make sure the location matches the store you wish to assign the eTag into.
5. Select an eTag and scan the QR code on the ZZZ screen. If the camera is not working for any reason, manually type the serial shown on the ZZZ screen into the web page. The eTag serial number can also be found on the bottom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

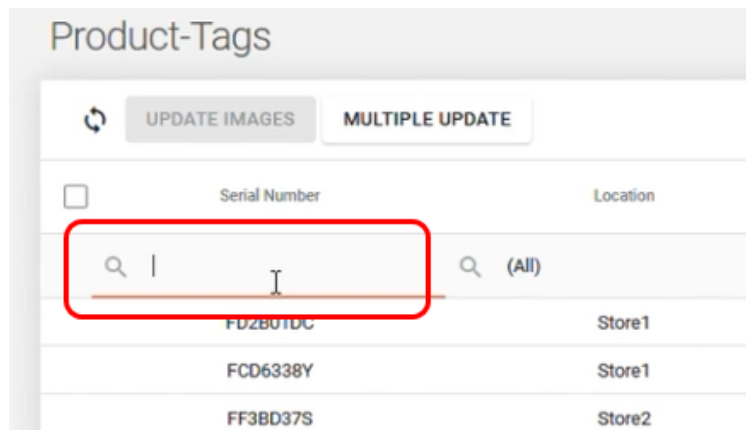


Assign a product to an eTag

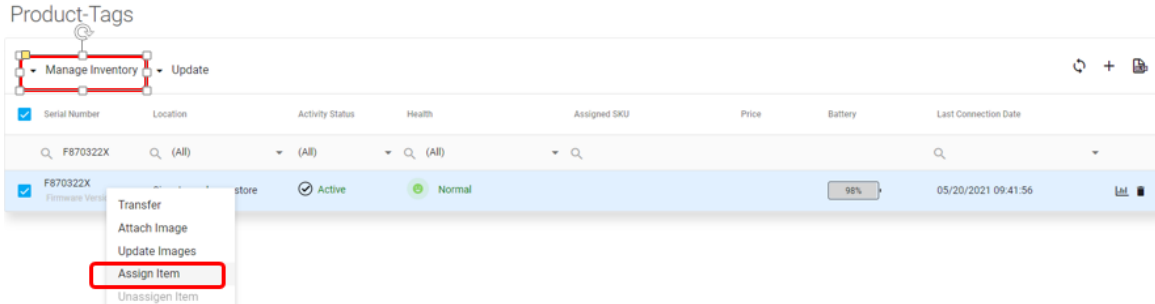
1. Locate the “Segoma” app on your iPad’s home screen, or enter the website from any workstation.
2. Log into the website using your store’s login credentials:
3. Select the ‘Product Tags’ page on the left-hand side.



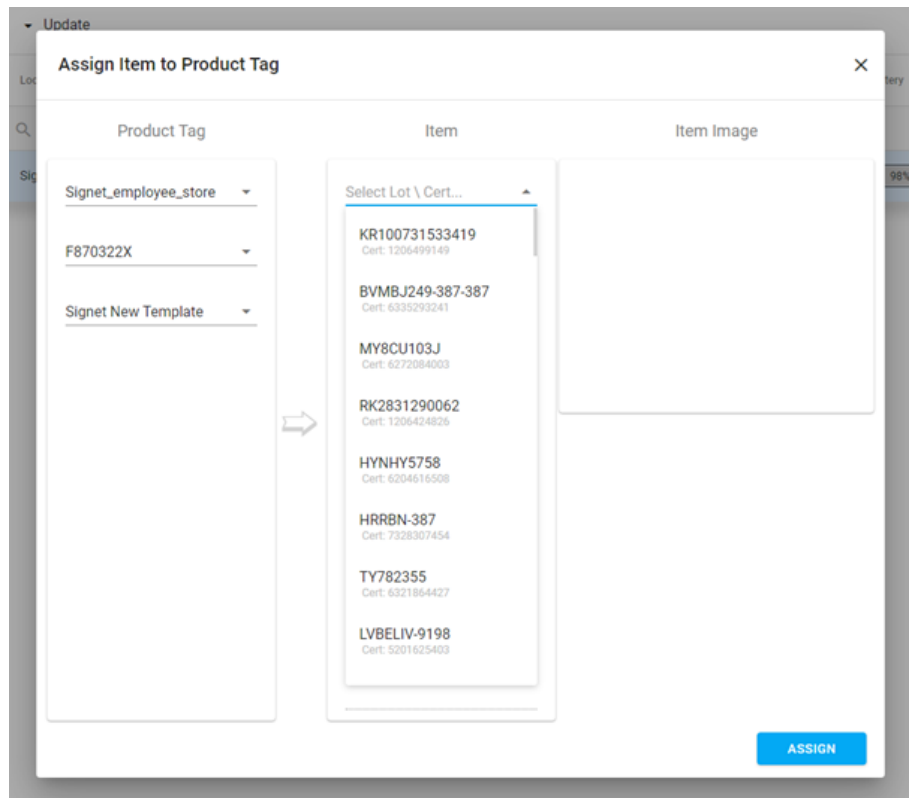
4. Assign an eTag. You need to locate/populate the serial number in the Product Tags page. There are two ways to do this:
 - a. Open the camera feature and scan the QR code on the bottom of the eTag. Or,
 - b. Manually enter the eTag's serial number (located on the bottom of the eTag or in the info screen)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



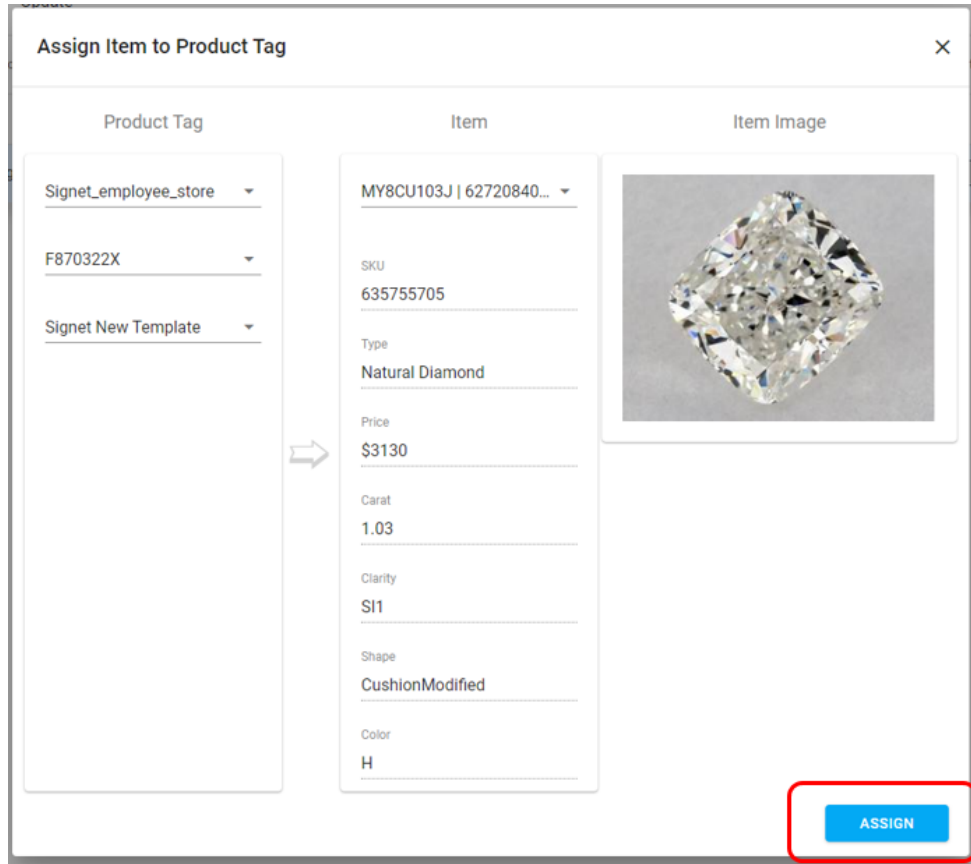
5. The eTag will populate in a row on the page. Make sure that row is highlighted and click the "Assign Item" button by using the "Manage Inventory" menu in the upper left-hand corner.



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.



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

Manage Inventory Update

Serial Number	Location	Activity Status	Health	Assigned SKU	Price	Battery	Last Connection Date
F870322X	(All)	(All)	(All)	635755705 <small>Lot: MY8CU103J</small>	\$3,130	98%	05/20/2021 09:41:56

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 eTag



Info screen- a product was assigned to the

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 exist 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.



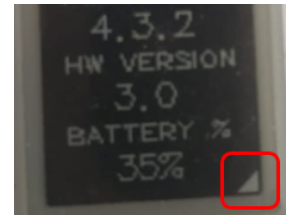
Menu- Exit menu

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 pairing information QR code is sometimes not read correctly by QR scanners.

Solution:

Option A: All pairing 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

Software	Version
.Net core runtime	.Net core 3.1
TeamViewer	Teamviewer 15
eTag Central Service version	2.1.9.3
eTag firmware version	4.6.1