

## ***INSTRUCTION BOOKLET***

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How to use the iTAG battery tracking system

*A technician's guide to maintaining deep cycle, lead-acid traction batteries, using the Philadelphia Scientific iTAG system.*

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## How does the system work?

This booklet is designed to assist you in how to best use the iTAG system to schedule, manage and record the maintenance of the fork lift truck batteries.

1. Each battery is assigned a unique asset tag called the iTAG. This tag is attached permanently to the battery. This identifies and is always associated to this one battery.



2. The service technician carries a key chain sized barcode scanner and an "Activity code book" which contains barcodes for different possible activities and observations.



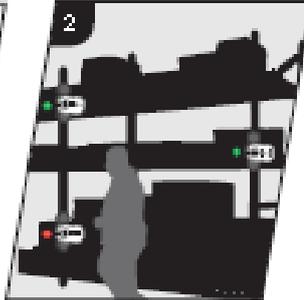
3. When performing a service, making an observation or repairing a battery the technician **scans the battery tag**, and then **scans the activity** contained in the activity code book (i.e. if you top a battery, scan "battery topped")

You will mainly be tracking maintenance activities (topping a battery / cleaning etc.) but you can also make observations of damage, and record repair activities with the scanner.

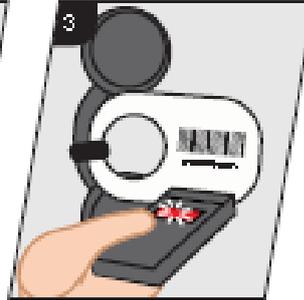
### What to do when topping up batteries



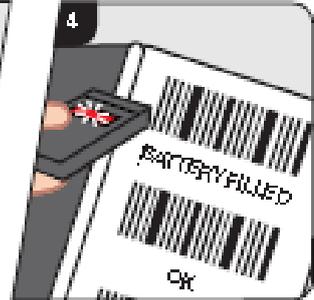
Check which batteries are scheduled for topping on [www.itagworld.com](http://www.itagworld.com)



Locate the batteries that need topping.



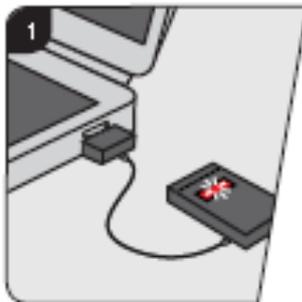
After topping up, scan the iTAG on the battery.



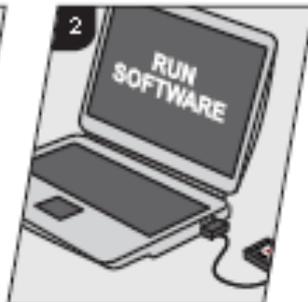
Then scan the activity, in this case "Battery Topped"

Repeat steps 1 to 4 for any other observations or repairs to the battery

### How to upload scans to iTAGWorld



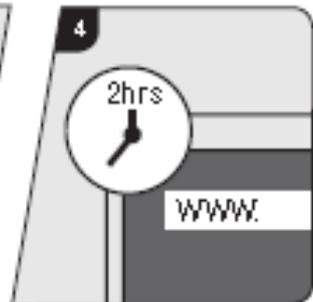
Connect the scanner to the USB of your PC.



Open the iTAG uploader software, it is called the ITU.



After logging in, click on the download button, and then click on the upload button.



The records will be updated after 2 hours on [www.itagworld.com](http://www.itagworld.com)

### How to view service records in iTAGWorld



Log into [www.itagworld.com](http://www.itagworld.com). Contact your ASM for username and password.



Click on the site you want to view and a sheet will appear with a map and a list of the batteries.



You can see how many days since the last service. You can use this as a guide for which batteries are scheduled for topping.



You can print this list as a reference if you wish.

### How to use the website [www.itagworld.com](http://www.itagworld.com)

Log on to [www.itagworld.com](http://www.itagworld.com) with the username and password that has been provided to you. This will be your email address and the password will be the site reference.

On the screen you will see the site(s) you are responsible for.

Click on to the site you wish to view.

Next, you will see this screen:

The screenshot shows the 'Service Worksheet' page for a site. The site details include: ASDA Washington CDC, Stallnes Rd, Pattison Industrial Estate, District 8, Washington, Tyne and Wear, NE38 8NW, Site Contact: Gordon Mcardle (01138268373), and Site Notes. A map shows the location in Washington. A barcode is labeled '\*SITE 81298\*'. Below the map is a table of battery assets.

**Callout 1:** This is the address of the site with a location map on the right.

**Callout 2:** This is the iTAG number - each number is a different battery

**Callout 3:** This is the number of days since the last recorded maintenance. Longest appears at the top

**Callout 4:** You can add your own ID numbers - this information appears here. *instructions on page 4*

Work Done	Asset Number	Asset Type	Voltage	Description	Pool	Days Since Last Activity	Links
<input type="checkbox"/>	020957700045	Battery	24V	5 Tray Wash		21	
<input type="checkbox"/>	020609140042	Battery	24V	12 Tray Wash		21	
<input type="checkbox"/>	023536820170	Battery	24V	1 Tray Wash		21	
<input type="checkbox"/>	020957700045	Battery	24V	6 Tray Wash		21	
<input type="checkbox"/>	023611700043	Battery	24V	9 Tray Wash		21	
<input type="checkbox"/>	021317940175	Battery	24V	7 Tray Wash		21	
<input type="checkbox"/>	021973300174	Battery	24V	3 Tray Wash		21	
<input type="checkbox"/>	021970740175	Battery	24V	10 Tray Wash		21	
<input type="checkbox"/>	020990260047	Battery	24V	4 Tray Wash		21	
<input type="checkbox"/>	021643060047	Battery	24V	NB Tray Wash		21	
<input type="checkbox"/>	024589620168	Battery	24V	2 Tray Wash		21	
<input type="checkbox"/>	023939380171	Battery	24V	8 Tray Wash		21	
<input type="checkbox"/>	021645620046	Battery	24V	11 Tray Wash		21	
<input type="checkbox"/>	024264500043	Battery	24V	NB Tray Wash		21	
<input type="checkbox"/>	027863220230	Battery	24V	FLEXI 2		10	
<input type="checkbox"/>	026225460006	Battery	24V	7122B		10	
<input type="checkbox"/>	026719540229	Battery	24V	7921A		10	

You can print this list off as a checklist during your battery maintenance.

**Prioritise those batteries that have not been topped for the longest time**

## How to add battery ID numbers to the description in iTAGWorld.

Log on to [www.iTAGWorld.com](http://www.iTAGWorld.com) with the username and password that has been provided to you.

Hover over the site with your cursor and select using the left hand mouse button.

1. Select site

	Over due	Due now	Due soon
ASDA Bedford CDC			
ASDA Bristol CDC			
ASDA Bristol CDC NEW SITE			
ASDA Chepstow ADC			

	Next visit	Last update	Service region	Batteries	Chargers	eGO!
ASDA Bedford CDC		2014-03-14		170	67	0
ASDA Bristol CDC				0	0	0
ASDA Bristol CDC NEW SITE		2014-03-18		100	0	6
ASDA Chepstow ADC		2014-03-14		123	108	0

You will see the following screen:

Service Worksheet
Service Transactions
Service Summary
eGO! Fleet Summary

Serviced Asset Worksheet [Print](#)

ASDA Bristol CDC NEW SITE

KINGS WESTON LANE

AVONMOUTH

BRISTOL

BS11 9FG

Site Contact

Mike Collingwood

0117 980 7647

07736202394

Site Notes:

Activity Group: ALL Activity: ALL

Work Done	iTag/eGO! Number	Asset Type	Voltage	Description	Pool	Days Since Last Activity	Links
<input type="checkbox"/>	027966410164	Battery	24V	71		26	
<input type="checkbox"/>	031143230163	Battery	24V	45		26	
<input type="checkbox"/>	028363050103	Battery	24V	16		26	
<input type="checkbox"/>	030487870162	Battery	24V	39		26	
<input type="checkbox"/>	028685610229	Battery	24V	83		26	
<input type="checkbox"/>	027868990165	Battery	24V	60		26	
<input type="checkbox"/>	030160190034	Battery	24V	40		26	

2. Select iTAG number

Use the cursor to hover over the iTAG number that you wish to edit. The cursor arrow changes to a hand. Select the itag number by pressing the left hand button on your mouse.

You can change as much information as you want apart from the iTAG number.

When you have changed the description, the reference number appears on the front page which makes batteries easily identifiable.

The screenshot shows a software window titled "ion" with various input fields. Callout boxes provide instructions:

- Do not change the iTAG number**: Points to the "iTag Number" field containing "027866410164".
- The information entered here will appear on the front sheet. Put your reference here.**: Points to the "Description" field containing "71".
- Enter any other information as you may require.**: Points to the "Reference Number" field containing "5787683003".
- Remember to click save.**: Points to the "Save" button at the bottom right.

Other visible fields include: Manufacturer (Jungheinrich UK), Images On Server, Site (ASDA Bristol CDC NEW SITE), Voltage (24V), Capacity, Notes, Date of Installation, Approved (Yes), Manufacturer, Date of Manufacture, Filling System (Water Injectors), Blinky Indicator (Yes), Air Mix (No), and Battery Condition (Very Good). There are also five "Information item" fields on the right side.

**Do the same for the Battery Chargers**

## How to approve a new battery into the system

If a new battery or charger appears on site, or maybe a battery doesn't have an iTAG attached to it, you need to do the following:

### 1. Attach an iTAG to the battery:

If the filling system is a **Water Injector** lift out the injector and put it through the iTAG hole and back into the vent.

If the filling system is a BFS or other low pressure filling system, attach the iTAG using a polypropylene (acid resistant) tie wrap. Ensure the iTAG will not get easily damaged.



### 2. Scan the iTAG on the battery, and then scan the registration code in the activity book for the voltage i.e. 24v, 48v, 80v etc. **This must be done.**

### 3. Upload the scans using the ITU software (see instructions on page 3).

Wait 2 hours for the battery to enter the system. Log on to [www.iTAGWorld.com](http://www.iTAGWorld.com) with the username and password that has been provided to you.

Click on administration

You will see the following screen:

Site List > Administration > Manage Assets >

Manage assets   Manage scans   Manage users   Manage eGO! batteries   Manage sites   M

Print activity labels

User information  
Jung UK admin  
Jungheinrich UK

Phone:  
Email:  
User type: PSAdmin

All  
 Require Approval  Migrated

Assets List

Edit	Site	Pool	Asset Type	Itag Number	Organisation
	ASDA Chepstow ADC			074062730232	Jungheinrich UK
	ASDA Chepstow ADC			079305610224	Jungheinrich UK

Sometimes batteries will appear on site with iTAGs attached to them. You may not know that they are new to your site and you will scan them in your normal service.

When you first scan these batteries they will migrate onto the sites asset list where they are currently located.

## How to remove a battery from the system

Sometimes a battery iTAG number will appear at the top of your list and the number of days since last being serviced will keep on increasing.

This could either be because:

- The battery is on site, but hasn't been maintained for a long time
- The battery is no longer on site
- The iTAG has been removed or has been ripped off

To keep your itagworld site tidy, if you are sure that you cannot locate the battery in your routine maintenance, you can remove it from your list.

Follow the instructions on pages 5 and 6

You will see the following screen:

The screenshot shows a web-based form for editing battery information. The form includes fields for Origin (Jungheinrich UK), iTag Number (027866410164), Images On Server, Site (ASDA Bristol CDC NEW SITE), Description (71), Voltage (24V), Capacity, Notes, Reference Number (5787683003), Date of Installation, Approved (Yes), Manufacturer, Date of Manufacture, Filling System (Water Injectors), Blinky Indicator (Yes), Air Mix (No), and Battery Condition (Very Good). There are also five Information item fields. Callout boxes provide instructions: 'Do not change the iTAG number' points to the iTag Number field; 'Click on the drop down list and from this list select "Location Unknown"' points to the Site dropdown; 'In the Notes section write the name of the site where the battery has been removed from and the date that it was removed.' points to the Notes field; and 'Remember to click save.' points to the Save button at the bottom.

The iTAG will now be removed from your list.

If the battery is removed from your site and is scanned on another site, it will automatically move over to that site.

It will still need to be approved onto the new site by the engineer of that site.

If an iTAG has been broken off or has been lost then follow the same instruction as above and then open up the lost iTAG and change its location to "Location Unknown". In the Notes section enter the new iTAG number that you have fitted and the date.

The screenshot shows a 'Battery information' form with the following fields and values:

- Organisation: Jungheinrich UK
- iTag Number: 027866410164
- Images On Server: [Empty]
- Site: ASDA Bristol CDC NEW SITE
- Description: 71
- Voltage: 24V
- Capacity: [Empty]
- Notes: [Empty]
- Reference Number: 5787683003
- Date of Installation: [Empty]
- Approved: Yes
- Manufacturer: [Empty]
- Date of Manufacture: [Empty]
- Filling System: Water Injectors
- Blinky Indicator: Yes
- Air Mix: No
- Battery Condition: Very Good

Information items 1 through 5 are also present as empty text boxes.

Two callout boxes provide instructions:

- Callout 1: Click on the drop down list and from this list select "Location Unknown".
- Callout 2: Enter the new iTAG number and the date and the site reference i.e. ASDA Bristol CDC New Site.

Buttons at the bottom: Save, Print, OK.

When you have scanned the new replacement iTAG, follow the above instructions but in the notes put in the old iTAG number and the date. This will help to maintain the history on this battery.

## How to get the best topping schedule

The iTAG system can help you to get the optimum frequency for topping batteries. Achieving optimum topping intervals is important for several reasons:

- You can avoid wasting time by only topping up batteries that require water, when they need it.
- You can avoid battery damage by ensuring electrolyte levels never get low enough to cause damage.

Follow these steps to ensure the correct topping frequency is achieved.

- Instead of topping up all batteries on a specific day, only top up those batteries with a blinky flashing red or with float indicator low **after charge** has finished.
- Always disconnect the battery from the charger before topping up. Charging gases will interfere with the topping system and cause over topping of the battery.
- Regularly check the battery room for batteries that require water.

## Tips on using the iTAG system

- If you see damage, scan it! There are a lot of 'observation' scans in the activity book provided to you. They are there to be used and are a good record of site damage that you can refer to and report on if required.
- Upload your scans frequently – this way, the system stays updated.
- Keep your scanner charged up by using the lead provided to connect it to your PC and leave it connected until the LED turns green.
- It is good practice, before you use your scanner, to connect it to your PC and open up the ITU software and log in to configure the time and date. If the scanner loses charge completely it not only stops working, but also forgets the date and time.
- If the scanner does run out of battery, when you connect to the PC, remember to open up the ITU software and log in to configure the time.
- If you press and hold the large button on the scanner it turns off the sound (the bleep) which makes it difficult to operate. This can happen by accident in normal use. If this does happen then press and hold the button for 10 seconds and this will turn the sound (the bleep) back on.

## Frequently asked questions

**Q. I can't scan the battery because it doesn't have an iTAG attached?**

A. Attach an iTAG and follow the steps on page 7

**Q. I don't have any iTAGs left – how can I get some more?**

A. Make a note of how many you require, then contact your ASM who will be able to organise more iTAGs to be sent to you.

**Q. I can't remember my username!**

A. Your username is always your email address. If you have forgotten your password, there is a link on the log in page of iTAGWorld.com. Click on this and enter your email address. A new password will be emailed to you.

**Q. My scanner is not working.**

A. Your scanner may have run out of battery. Charge it up by attaching it to a PC with the lead supplied. It should be fully charged within 3 hours. If the scanner still doesn't work after this, please contact your ASM who will arrange for it to be replaced.

**Q. I have lost the activity book!**

A. All activity scans can be downloaded from iTAGWorld.com. Log in with your normal username and click on 'administration'. Then click on 'print activity labels and select which ones you require temporarily. Contact your ASM for a replacement.

**Q. There's a battery at the top of my list that I can't find to scan!**

A. This battery may have moved off site or the iTAG may have been removed or ripped off. If you are certain it is no longer on site, you can remove it by following the steps on page 9.

**Q. I've got a new PC / my ITU Software doesn't work.**

A. If you've got a new computer you will need to have the ITU software reinstalled.

Contact your ASM who will be able to obtain this and get it installed.

If the ITU software isn't working - check your internet connection. If the internet is connected ok, shut down your PC and restart. If you continue to experience problems, contact your ASM who will be able to assist.

## Service Method for iTAG

