

FOXTAG

# Auto Detacher

## Designed for the future.

The FoxTag power detacher removes the Foxtag hard tag from protected merchandise at the point-of-sale. It offers a **quick and efficient operation while enhancing throughput.**

The FoxTag detacher is designed with additional security features to help reduce shrink and increase store profitability.



## FoxTag iButton

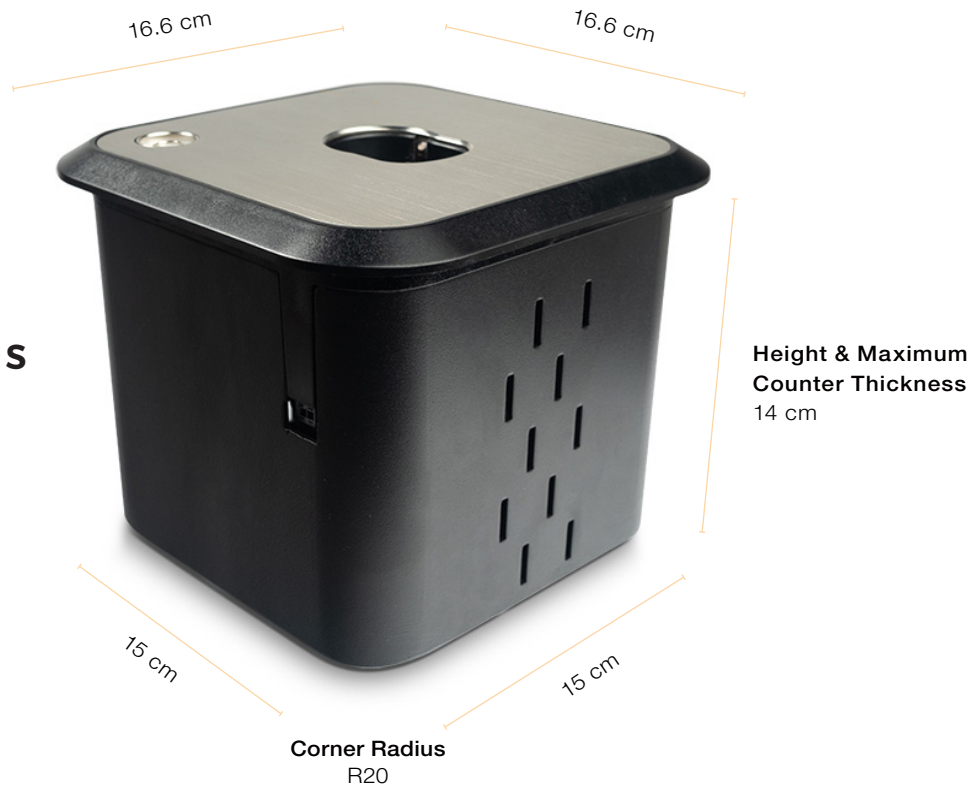
FoxTag iButton allows team members to **lock or unlock** unused operational detachers.

## Features

- |           |                      |                         |              |
|-----------|----------------------|-------------------------|--------------|
| • Housing | Stainless Steel, ABS | • Power input           | 24 V   2.5 A |
| • Weight  | 5 kg                 | • Operating Temperature | 0-40° C      |
|           |                      | • Storage Temperature   | 20-50°C      |



## Dimensions



## Detacher LEDs



### No Lights

Device is turned-off or not functioning.



### Green LED

Tag is unlocked and ready to remove from merchandise.



### Light Blue LED

Device is turned-on and functioning normally.



### Red LED

Indicating malfunction, wait until white LED. If red LED is on for more than 1-minute, check troubleshooting checklist on page 6.



### Red blinking LED

The tag is stuck in the detacher and needs to be pushed down. The rescue mode will start immediately after the interaction.




FoxTag  
iButton Key

## Detacher Key


### SHORT Touch (<5 sec)

iButton Key	On	Off
Light feedbacks	White	No light
Sound feedbacks	1 short beep	1 short beep
Actions	Turning On	Turning Off
Pre-requisites	Turned On, paired key	Turned Off, paired key

 Unpaired keys and unsuccessful readings indicated by very long beep.

### LONG Touch (>5 sec)

iButton Key	On	Off
Light feedbacks	Purple	Purple & Red
Sound feedbacks	1 short and 1 long beep	1 short and 1 long beep
Actions	Pin sweep / Rescue mode	Pin sweep / Rescue mode
Pre-requisites	Turned On, paired key	Turned Off, paired key

 Unpaired keys and unsuccessful readings indicated by very long beep.



## Detacher Installation

- 1** **Preparing the counter.**  
Cut a hole with the following dimensions on the counter:

148 mm

148 mm

R20
- 2** **Fitting the detacher.**  
Fit the detacher into the cut hole.
- 3** **Fitting the detacher.**  
Apply the installation tabs to the appropriate slots on the sides of the detacher.
- 4** **Fix into the counter.**  
Apply the provided screws and tighten the screws with a screwdriver.
- 5** **Plug-in the detacher.**  
Plug-in the power supply into the detacher power socket.  
  
Please ensure the cable is safely secured away to avoid damage.
- 6** **Turning-on.**  
Turn-on the detacher with ON/OFF FoxTag iButton key (black).



FOXTAG

# Security Tag

Security: High

Detection Range: High



Model FG

	Frequency	Weight
<b>RF</b>	8.2 MHz	15 g
<b>AM</b>	58 KHz	16 g
<b>RFID</b>	UHF (All regions)	14 g

## Tag Removal



- Make sure the FoxTag detacher is turned-on and the LED light is light blue.
- Check that nothing is between the tag and the detacher or nothing blocks the detacher slot, especially the protected garment or other product.
- The tag should be positioned as shown in the picture, so it fits into detacher slot.
- Push down the tag and wait for 2 seconds.
- Repeat this step if the unlocking was unsuccessful.



- When the LED is green, gently pull the Foxtag tag's pin head out of the tag.
- The tag remains open for two seconds allowing you to remove the pin from the tag.



- Wait until the LED turns back to light blue, and the tag is pushed out by the detacher.
- Remove the tag from the detacher's slot.
- Remove the tag's pin head from the merchandise.
- Use the pin park hole to keep the tag and pin together for easier reapplication to merchandise.



## Troubleshooting

### Scenario & Symptoms

Detacher won't turn on.

Cannot turn-on the detacher with ON / OFF iButton key.

The detacher does not activate and unlock the tag. Nothing happens or just beeps once when the tag is pushed down into the detacher slot.

Cannot pull out the tag pin head from the tag when the detacher LED is green.

The Tag is stuck into the detacher tag's slot and cannot be removed.

Power loss during the unlocking.

Power loss during the unlocking, red-white LED flashing after power up.

Tag pinhead can be pulled out from the tag when it has been applied on the item.

Tag not triggering EAS antennas

ON / OFF  
iButton Key



### Workarounds

Check the power supply to ensure it is connected to the mains and plugged securely into the detacher. Try another power supply from a known working detacher.

Clean the ON/OFF iButton key and the detacher iButton metal parts. Make sure that you are touching the metal surfaces of the iButton key to both metal rings in the detacher iButton reader. If you hear a long beep, then check if you are using the correct iButton key.

Make sure the detacher is turned-on and the LED is light blue. Clean the detacher tag slot of any dirt or other obstacles. Push and hold down both buttons with two pens or screwdrivers in the detacher slot and check that both sides pins come out. Clean and check for any damage on the side of the tag. Try to open another tag to identify the fault.

Clean the detacher tag slot from dirt or other obstacles. Clean and check for any damage to the tag. Touch the ON / OFF iButton key into the detacher's iButton reader for more than 5 seconds and wait until the LED light turns purple and wait until it finishes its rescue program. Make sure the LED light is light blue and try to open it again. Try to open another tag to identify the fault.

Touch the ON / OFF iButton key into the detacher's iButton reader for more than 5 seconds and wait until the LED light turns purple. In this scenario, the side pins of the detacher remain unlocked, and the detacher starts an automatic process and that when finished should allow you to remove the tag.

Once the detacher gets power, the LED light will turn red. Wait until the automatic rescue process is finished and the tag is released from the detacher tag slot.

The tag is in the wrong position, so it needs manual interaction. Press down the tag and wait until the automatic rescue process is finished and the tag being released from the detacher tag's slot.

Check the thickness of the item, must be less than 5 mm. Check the pin and the tag for any damage. Check if the tag head can be pulled out from the tag even if nothing is between them. If this is the case the tag is faulty. Please, dispose of the tag and pin safely.

Make sure that you are using the matching technology (RF, AM, RFID), check the bottom of the FoxTag tag for the mark. Check the security antennas with another FoxTag tag from various distances from the antennas. Check the antennas with other security tags.