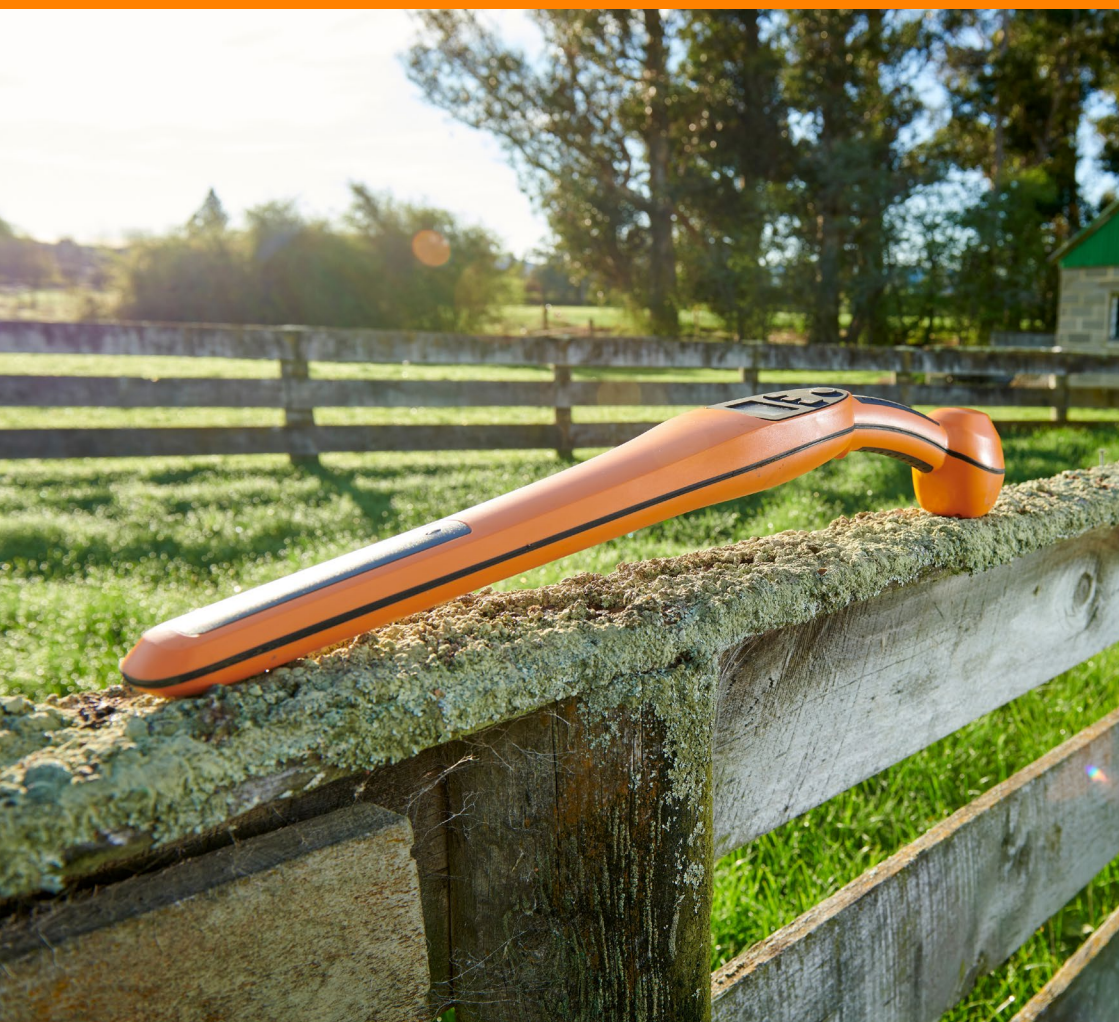




# HRO Hand Held EID Tag Reader

USER MANUAL



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# 1

## About the HRO

### ! IMPORTANT

The HRO Hand Held EID Tag Reader has no internal memory and does not store scanned EID tags.

The Gallagher HRO Hand Held EID Tag Reader with Bluetooth® wireless technology enables you to read animal Electronic Identification (EID) tags either individually or continuously.

You can connect the HRO using Bluetooth® wireless technology or Bluetooth® Low Energy, to a recording device, for example:

- the Gallagher Animal Performance app
- a Gallagher TW-x Weigh Scale
- a third party weigh scale,

These devices record animal information and store scanned HDX (Half Duplex) and FDX (Full Duplex) EID tags.

# 2

## Box Contents

The Gallagher HRO box contains:

- Gallagher HRO Hand Held EID Reader - (with Bluetooth® wireless technology)
- 110V - 230V Mains AC adapter
- HRO Quick Start Guide



### ! IMPORTANT

For optimum performance of the HRO Hand Held EID Tag Reader, the internal battery must be fully charged before using.

## Charging the battery



When fully charged, the HRO is expected to operate continuously for 6-8 hours in typical yard applications.

- 1 Insert the power adapter into the charging port on the HRO and plug into a power outlet.
- 2 The battery icon in top right of screen will fill left to right while the reader is charging.  
The battery icon will appear solid when fully charged.

### ! IMPORTANT

Gallagher recommend the 110V - 230V Mains AC adapter supplied with your HRO reader, is always used when charging.

The power adaptor is intended for indoor use only. Do not expose to rain or dampness.

### Notes for charging the battery:

- **You cannot read tags while the Reader is connected to mains power.**
- Charge the battery only between +10 °C to +40 °C (50 °F to 104 °F).
- **Always charge the battery indoors.**
- Charging outside this temperature range reduces charging performance. At temperatures above 40°C, charging will take longer.
- It takes approximately 8 hours to fully charge the battery from mains power.
- Firmware updates do not install when the battery has less than 5% charge remaining or when the battery is charging.

# Battery Icon Status

## Operation

During operation, the battery icon indicates the actual amount of charge left in the battery.



Fully charged

The battery icon displays as full bar.



Partially charged

The battery icon displays a graduated indication of the remaining charge.



Almost flat

The battery icon will flash while displaying one bar of the battery.  
About 5 minutes of read time remains before the HRO shuts down.

When the charge level becomes critical, the HRO sounds three beeps and then shuts down.

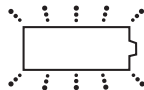
## Charging

When the Reader is connected to a charger, the battery icon displays a charging status as follows:



Charging

The battery icon shows the battery constantly filling from the point of the remaining charge.



Charging Error

One or more conditions prevent charging.  
For example: under-temperature, over-temperature or excessive supply voltage.

**Check all connections.**

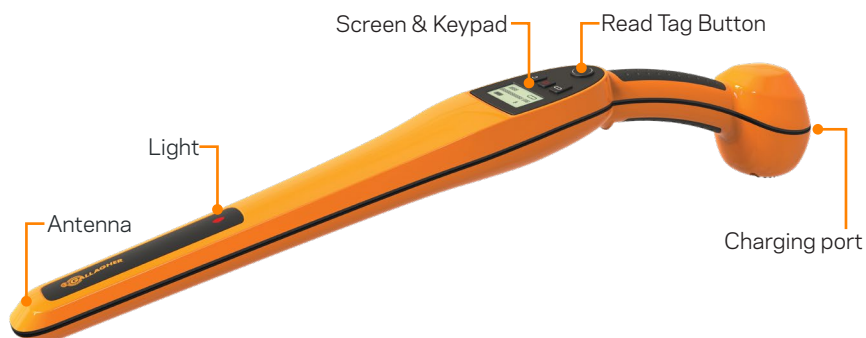
Refer to "Battery Error" on page 6.

# Battery Error

- Charging will pause if the temperature exceeds the safe range and will resume once the unit cools. The charge indicator will turn off during this time.
- If a battery error occurs the battery indicator flashes. Refer to "Troubleshooting" on page 16 for Error Code information.
- If the error cannot be resolved, return the Reader to a Gallagher Authorised Service Centre for battery replacement. The lithium battery must be replaced by a trained professional using a Gallagher approved battery.

## Battery Safety Information

|                                        |                                                                                                                                                                                                                                                                                         |
|----------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Leaking battery</b>                 | <p>If battery fluid comes in contact with:</p> <p><b>Eyes</b> - flush the affected area with water for at least 15 minutes. Ensure adequate flushing by separating the eyelids with fingers. Call a physician.</p> <p><b>Skin</b> - immediately flush with water and/or soap.</p>       |
| <b>Battery replacement or disposal</b> | <p>This reader contains a Lithium battery which is not user replaceable. The lithium battery must be replaced by a trained professional using a Gallagher approved lithium battery. Return the reader to a Gallagher Authorised Service Centre for battery replacement or disposal.</p> |

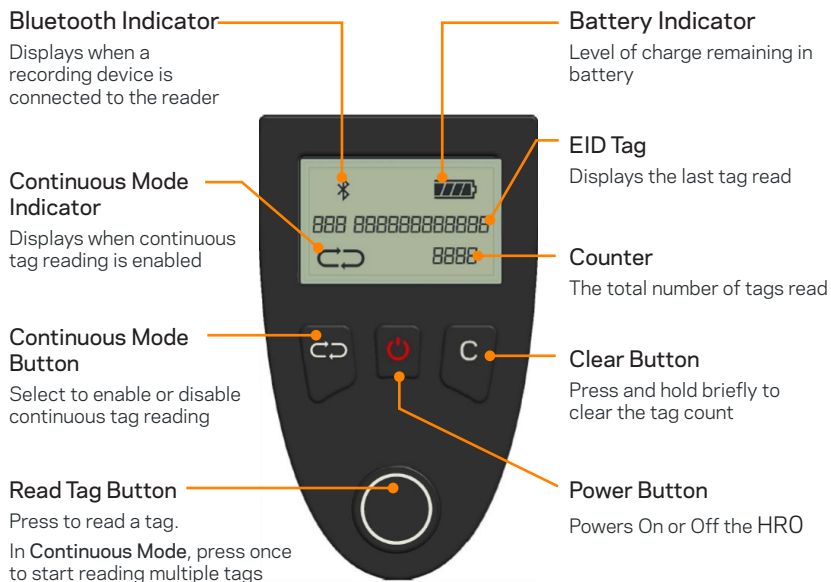


| Feature         | Description                                                                                                                                |
|-----------------|--------------------------------------------------------------------------------------------------------------------------------------------|
| Read Tag Button | Press the <b>Read Tag</b> button to start reading tags either individually or continuously.                                                |
| Light           | The red light flashes when transmitting and illuminates continuously when a tag is read.                                                   |
| Vibration       | A single vibration is felt in the handle with every successful EID tag read.                                                               |
| Antenna         | The HRO antenna has a typical read range of 27-33 cm.<br><b>Note:</b> If there is more than one tag within range, neither tag may be read. |
| Screen & Keypad | Refer to the following section for detailed description of the screen fields and icons.                                                    |

### Auto Power Down

The HRO will power itself down after 30 minutes of inactivity.

## HRO Screen & Keypad



### Tips

#### Counter

The counter will increment each time an EID tag is read, displaying the total number of animals scanned.

Press the **Clear** button at the beginning of a session to reset the number of tags read to zero. For each tag scanned the counter increases, providing a total for the session.

#### Continuous Mode

The reader continues to transmit following the first tag read, allowing multiple tags to be read without having to press the Read Tag button for each tag scanned.

Go to "**Tag Reading**" on page 9 for more information.

## Tag Read button operation

When you press the **Read Tag** button, one of the following may occur:

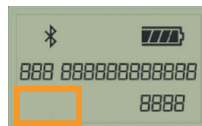
- If the reader is powered off, it powers on and becomes discoverable to Bluetooth®-enabled devices. For example, a TW-x Weigh Scale or the Gallagher Animal Performance app.  
For more information, see [Connecting to the Gallagher Animal Performance app](#) and [Connecting the HRO to Other Devices](#).
- If not paired, the reader operates as a standalone device.
- If powered on and operating in Continuous Mode, the reader searches for tags until the button is pressed again.
- If powered on and in standard mode, the reader starts a timed search for tags. When the **Continuous Mode** icon is not displayed, the reader operates in standard mode.

## Standard (Non-continuous) Tag Reading

When the **Continuous Mode** icon is not displayed, the reader operates in standard mode.

To read a tag:

1. Press the **Read Tag** button on the HRO.
2. Move the antenna close to the EID tag.
3. The red light flashes.



A successful tag read is confirmed when all of the following occur:

- You hear a single beep.
- You feel a vibration in the handle.
- The LED stops flashing and glows.
- The screen displays the tag information.
- The tag count increases.

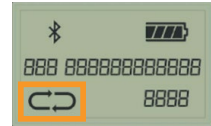
The reader stops transmitting when:

- A valid tag is read.
- No EID tag is read within 5 seconds.
- You press the **Power** button.
- The battery level is low (battery icon flashes).

## Continuous Tag Reading

To start Continuous Mode:

- Press the **Continuous Mode** button.
- The Continuous Mode Indicator displays on the LCD screen to show the mode is active.



To read tags continuously:

1. Press the **Read Tag** button once to start the reader.
  - The reader will transmit continuously.
2. EID tags are read continuously as you move the antenna close to each ear tag.
3. A red light on the antenna turns on each time a tag is read.

A successful tag read is indicated by the following occurring:

- You hear a beep.
- You feel a vibration in the handle.
- The LED briefly stops flashing.
- The screen displays the tag information.
- The tag count increases.

Continuous Tag Reading stops when:

- You press the **Read Tag** button again
- You press the **Power** button
- The battery level is too low — the battery icon is flashing.

### Duplicate EID Tag checking

- The HRO checks for duplicate EID tags during a session.
- If a tag is read a second time in a session, the tag count **does not increase** and a double beep sounds.
- If you have fewer than 100 animals, you must reset the session count to 0 each time you start a new session.

## HID Mode

The HRO supports HID mode, which means it works like a keyboard. When this mode is turned on, any tag you scan will be typed out automatically into the active text field on whatever app or form you have open on a connected device, such as a computer, tablet, or smartphone.

### When to use HID mode:

HID mode is helpful when you want to quickly scan tag numbers into a spreadsheet or form without needing special software. For example, a vet might use HID mode to scan animal tags straight into a health check form on a tablet while out in the field.

### How to Enable HID mode:

1. Press and hold the **Continuous Mode** and the **C** buttons at the same time.
2. Keep holding both buttons for 4 to 5 seconds.
3. You will hear a beep, and the word "HID" will appear on the screen.
  - The reader is now in HID mode and able to send scanned tag numbers as keyboard input, to an open form or spreadsheet on your mobile device.



### How to Exit HID mode:

1. Press and hold the **Continuous Mode** and the **C** buttons for 4-5 seconds until a beep sounds.

### Checking reader mode:

If you're unsure of the reader mode, check the display when the HRO is powered on. 'HID' will appear if the HID mode is active.

### ! IMPORTANT

HID mode does not operate if weigh scales are connected.

The HRO operates as a **standalone EID reader** until it is connected using Bluetooth® wireless technology to other devices, for example:

- A weigh scale (for example: Gallagher W-1, TW-x or TWR-x).
- A mobile device with the Gallagher Animal Performance app installed . Refer to Gallagher Animal Performance app pg. 12.

### ! IMPORTANT

The HRO Hand Held EID Tag Reader has no internal memory and does not store scanned EID tags. To record data it must be connected to a 3rd party device.

## Bluetooth® Connectivity

- **Bluetooth connectivity is always enabled** when the reader is powered on.
- The HRO is always discoverable to other devices if no Bluetooth connection has been established.
- Once a Bluetooth connection is established, the Bluetooth icon appears on the screen.

## Connect the HRO to a W-1, TW-x or TWR-x Weigh Scale

The EID Reader connects wirelessly using the weigh scale's Bluetooth® technology.

1. **Power on** both the HRO EID Reader and the weigh scale.
2. On the weigh scale, tap **Settings > Equipment Connections > EID Reader**.
3. Select **Bluetooth**.
  - The weigh scale will search for available devices within range.
4. Select the HRO from the Available Devices list, then press **Connect**.  
When the reader is connected press **Done**.



### ! IMPORTANT

If you use a W-0 weigh scale, connect both the W-0 and the HRO to the Gallagher Animal Performance app on your mobile device. **These devices do not connect to each other.**

The Gallagher Animal Performance App is a cloud based all-in-one software solution that allows you to view and track livestock performance anywhere at anytime on multiple devices.

Because the HRO has no internal memory, it works with the Animal Performance app to record EID tags scanned during a session.

The Animal Performance app is used with other Gallagher Weighing & EID equipment to serve as the main database for all of your animal information.

For example, the mobile app can also be connected to a W-O weigh scale to record weights with the HRO tag reading.

When a session is completed, the recorded session on the mobile app can be synced to the Animal Performance cloud software. It allows you to synchronize your animal data without leaving the yard.

To use the Gallagher Animal Performance app, you will need a Gallagher account.

### To create an account you will need:

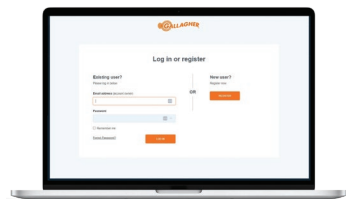
- A mobile phone or tablet, or
- A desktop computer or laptop
- An internet connection.

### ! IMPORTANT

If you already have an Ag Devices account for your fence, or a login for our website please use that.

### Using a PC or laptop:

1. Go to **<https://am.app.gallagher.com/amc/dashboard>**
  - **Log in** to your existing account, or
  - **Register** to create an account by following the on-screen prompts.



### Using a mobile or tablet:

1. Scan the QR code to download the Gallagher Animal Performance App.



2. Log in to your existing Gallagher account or select **Sign Up Now** to create an account on the mobile app by following the on-screen prompts.

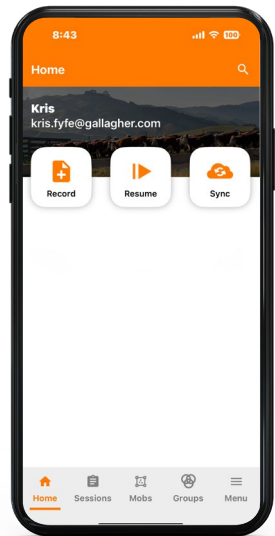
## Connect the HRO to the Gallagher Animal Performance App

### 1. Power on the HRO.

This puts the device in discoverable mode so it can be found by the app or other devices.

### 2. Open the app, press the **Record** button.

- Devices with Bluetooth® connectivity that are powered on and within range will display.  
Note: This could take approximately 60 seconds.
- Devices previously connected to the app will display in a list.



### 3. Select the HRO from the list then press **Connect**.

- Once the HRO is paired with the app, a double beep will sound and the Bluetooth icon will display on the HRO screen.
- Press **Done**. The HRO is ready to start scanning tags in a session.

**Note:** If the HRO shuts down during a session, turning it on again will automatically resume the session.



Device found within range

## Firmware update

From time to time, updates may be available for the HRO firmware. It is important to check periodically for any new updates.

1. Open the app, select **Menu > Device Configuration**.
2. Select the HRO you are connected to and press **Connect**.

The app checks for a firmware update. If an update is detected, you must be connected to WiFi to download it.

The Gallagher HRO Hand Held EID Tag Reader is a tough and reliable product designed for use in typical livestock environments. However, proper care and maintenance can extend the Reader's life.

Listed below are guidelines for keeping the Reader in good condition.

- For optimal battery life, Gallagher recommends that you store the Reader in a cool, dry area (10 to 30 ° Celsius) out of direct sunlight.
- After use, clean the Reader with a damp cloth. Take care not to scratch the display.
- Recharge the batteries after use and before storing for extended periods.

|                                       |                                                        |
|---------------------------------------|--------------------------------------------------------|
| Internal battery type:                | Lithium Ferro Phosphate (LiFePO4)                      |
| Internal battery voltage:             | 3.2 volt                                               |
| Typical charge time on mains charger: | 8 hours                                                |
| IP (Ingress Protection) Rating:       | IP66                                                   |
| Operating temperature range:          | -10°C to +50°C (14°F to 122°F)                         |
| Charging temperature range:           | +10°C to +40°C (50°F to 104°F)                         |
| Storage temperature range:            | -10°C to +30°C (humidity 45% to 85%)<br>(14°F to 86°F) |

Use this table to identify error codes that the device can display.

|        |                                                                                                                          |
|--------|--------------------------------------------------------------------------------------------------------------------------|
| Err 01 | Battery temperature out of range (no animation on the actual battery symbol, no charging)                                |
| Err 02 | Appears briefly for 1 second after a tag read if the antenna is likely to need servicing to improve read range           |
| Err 03 | Appears permanently after a tag read attempt if the antenna is broken and needs servicing, power off and on to try again |

## Need more help?

For after-sale support, please contact the retailer where you purchased this product. If you need additional assistance, your local Gallagher distributor can help.

For the latest distributor information, please visit:  
<https://am.gallagher.com/en/International-Distributors>

You can also submit an enquiry using the **Contact Us** form on our website at:  
<https://am.gallagher.com/Support/Contact>.



## Waste Electrical and Electronic Equipment

This symbol on the product or its packaging indicates that this product must not be disposed of with other waste. Instead, it is your responsibility to dispose of your waste equipment by handing it over to a designated collection point for the recycling of waste electrical and electronic equipment.

The separate collection and recycling of your waste equipment at the time of disposal will help conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste equipment for recycling, please contact your local city recycling office or the dealer from whom you purchased the product.



## Bluetooth®

The Bluetooth® word mark and logos are registered trademarks owned by the Bluetooth SIG, Inc. and any use of such marks by Gallagher Group Ltd is under license. Other trademarks and trade names are those of their respective owners.



## Regulatory Compliance Statement

This product bears the Regulatory Compliance Mark (RCM) to indicate that it complies with all applicable Australian regulations, including:

- Electrical safety requirements under the Electrical Equipment Safety System (EESS), and
- Electromagnetic compatibility (EMC) and telecommunications standards as required by the Australian Communications and Media Authority (ACMA).

The RCM symbol confirms that the product has been tested and meets the relevant Australian and New Zealand standards. The supplier is registered on the national database and holds a valid Supplier Declaration of Conformity (SDoC) for this product.

For more information, visit: [www.eess.gov.au](http://www.eess.gov.au) or [www.acma.gov.au](http://www.acma.gov.au)



**WARNING:** This product can expose you to chemicals including Styrene, which is known to the State of California to cause cancer and BPA which is known to the State of California to cause birth defects or other reproductive harm. For more information go to [www.P65Warnings.ca.gov](http://www.P65Warnings.ca.gov)



## FCC

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation.

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.

CAUTION: Changes or modifications not expressly approved by Gallagher Group Limited could void the user's authority to operate the equipment.

## ISED

(previously  
IC - Industry  
Canada)

## ISED Canada

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS. Operation is subject to the following two conditions:

- (1) this device may not cause interference, and
- (2) this device must accept any interference, including interference that may cause undesired operation of the device.

## ISED Canada RF Exposure warning

To comply with ISED RF exposure requirements, follow the installation and usage instructions in this user guide. You must maintain a minimum distance of 20cm (8") between the EID antenna and any part of your body.

## Avis de conformité à la réglementation d'ISDE

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

- (1) l'appareil ne doit pas produire de brouillage; et
- (2) l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

## Avertissement concernant l'exposition aux RF d'ISDE

Pour se conformer aux exigences d'exposition RF d'ISED, suivez les instructions d'installation et d'utilisation de ce guide. Vous devez maintenir une distance minimale de 20 cm (8 po) entre l'antenne EID et toute partie de votre corps.



This product complies with all applicable EU legislation.

## Need more help?

Contact our customer service or technical support teams.

|               |                    |
|---------------|--------------------|
| New Zealand   | +64 0800 731 500   |
| Australia     | + 61 1800 425 524  |
| United States | +1 800 531 5908    |
| Canada        | +1 800 531 5908    |
| Chile         | +56 93431 9695     |
| Brazil        | +55 66 9 9660 0496 |
| LATAM         | +56 93920 1844     |
| Rest of World | +64 0800 731 500   |

You can also submit an enquiry using the **Contact Us** form on our website at:  
<https://am.gallagher.com/Support/Contact>.

**am.gallagher.com**

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