



August 18, 2026

Important Update: Recommended Firmware Upgrade for T12sb Asset Tag and Staff Badges

Dear Valued Client,

At Securitas Healthcare, we are committed to ensuring the reliability and performance of your RTLS platform. As part of that commitment, we want to make you aware of an issue we have identified that may cause accelerated battery drainage in certain **T12sb Asset Tags** and **T12sb Staff Badges**.

While only a small percentage of devices have been impacted, we recommend proactively updating the firmware on all T12sb tags and badges to help prevent potential issues and ensure continued optimal performance of your Asset Management and/or Staff Protection solutions.

Issue description

We discovered a condition that can cause the battery in some T12sb tags and badges to drain faster than expected. In affected devices, an internal ultrasound component (URM) may become stuck in a continuous loop. When this occurs, battery life can be significantly reduced, and the device may display a low-battery indication in MobileView within a few weeks.

Affected versions

The issue may affect devices running the following firmware versions:

- **T12sb Asset Tag** – version 1.12.12 and below
- **T12sb Staff Badge** – version 1.12.12 and below

Potential impact

Affected devices may experience:

- Faster-than-expected battery depletion
- Increased low-battery alerts
- More frequent battery replacements

Resolution

A firmware update is available that addresses this issue.

- **Recommended Action:** Upgrade T12sb Asset Tags and T12sb Staff Badges to firmware version 1.12.14 or later. We recommend updating tags and badges to the latest available firmware version for the best performance and reliability.
- **Important Note:** Replacing the battery alone is not a permanent solution and will not prevent the issue from reoccurring. To fully address the issue, T12sb tags and badges should be upgraded to firmware version 1.12.14 or later.

What you need to do

We recommend you proactively upgrade your T12sb tag and badge firmware to avoid any potential disruptions. Our Technical Support team is available to assist you in scheduling and performing these upgrades at your earliest convenience.



Contact Our Support Team:

- Phone: 1-800-380-8883 or 1-402-475-4002
- Community Portal: community.securitashealthcare.com

Thank you for your attention to this matter and for your continued trust in Securitas Healthcare's Asset Management and/or Staff Protection solution. We value your partnership and are committed to ensuring that your operations run smoothly.

Regards,

Josh Plantz
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Securitas Healthcare