

# **iSITE USER'S GUIDE**

**for  
ARMOR® Digital Truck Scales  
and  
SmartCan Digital Conversion Systems**



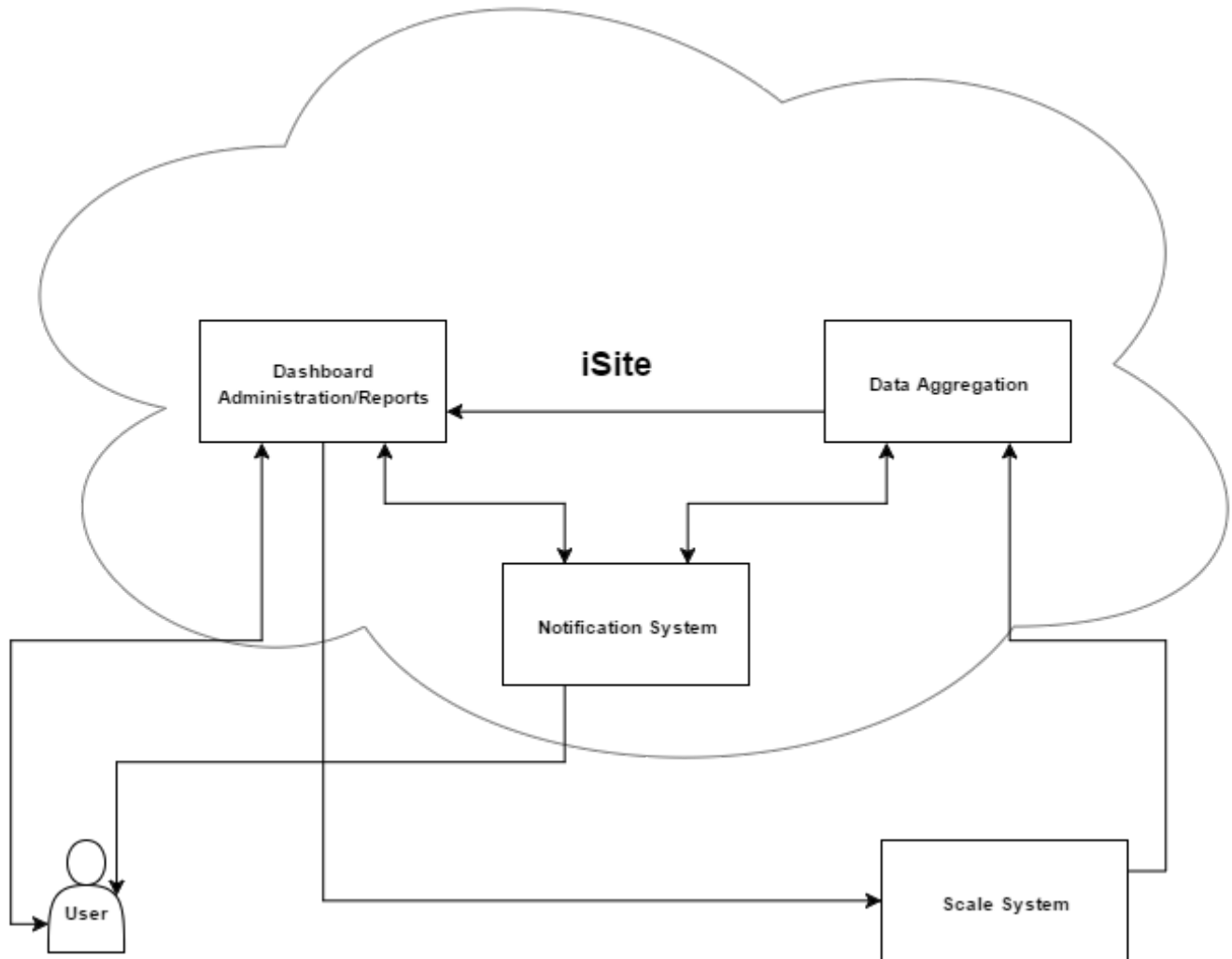
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# INTRODUCTION

iSite is Cardinal Scale's cloud-based remote monitoring of the digital load cells, SmartCan digital conversion boxes, and other system components used in the ARMOR Digital Truck Scale sites and SmartCan Digital Conversion System sites. The iSite website facilitates communications from dealer and support personnel locations (or anyone associated with the scale) and provides the ability to view scale sites, check the status of the scale, and identify problems before they interrupt weighing.



## How iSite Cloud-Based Remote Monitoring Software Works

iSite can automatically send email and/or text messages alerts for warnings and error events when subscribed. The email messages are a full diagnostic message that will provide a "Probable Cause" and "Items to Check" to aid in troubleshooting. This is a free service for authorized dealers.

Note that due to the limitations of text messaging, the full diagnostic message is not sent, only the error message.

## INTRODUCTION, CONT.

iSite receives information from the DLC (digital load cell controller) card within the 225D or 825D indicator. It scans the data for indicator, homerun cable, load cells, and load cell cables for errors. The indicator connects to the cloud via Ethernet, cellular modem, or via Wi-Fi Bridge.

### **The following are events that will generate errors:**

- Broken or disconnected homerun cable
- Loss of communication between cells
- Unresponsive cells
- Irreparable internal damage to the load cell
- High/low voltage errors
- More/less load cells on the bus than expected
- Cells not addressed

### **iSite Connectivity Requirements**

1. The indicator must have an internet connection (via Wi-Fi or Ethernet) to relay the data to the cloud.
2. The DLC (Digital Load Cell) card has an Ethernet port.
3. Port 80 is used for all communications.
4. Network security is not an issue. The only external commands required by iSite are to set the interval that data is being transmitted and the mode (diagnostic or normal).

# ISITE SIGN IN

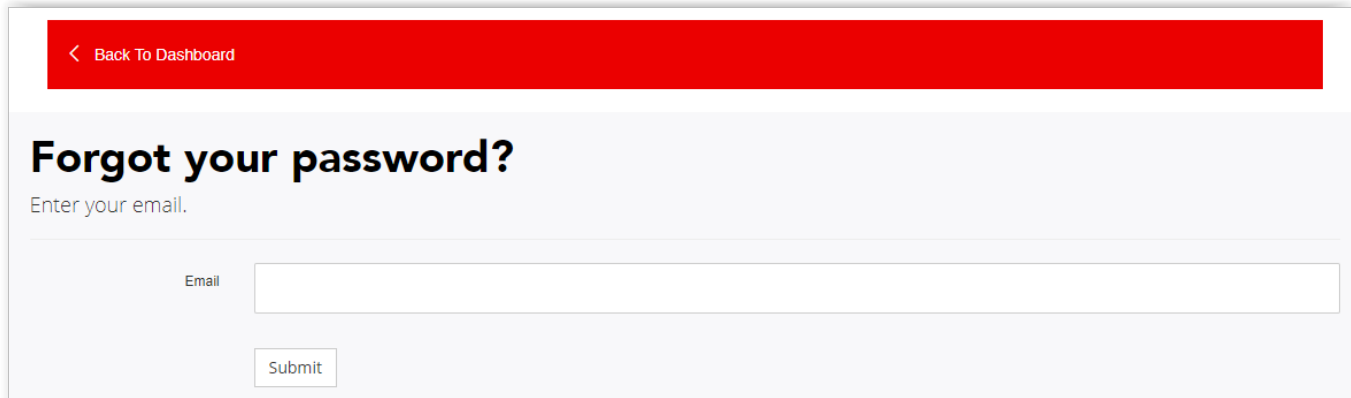
Access to iSite is available on the Dealer Dashboard after you login to your account on the Cardinal Scale web site.

1. From the "[CardinalScale.com](http://CardinalScale.com)" web site, login into your account. The screen will change to show your Dealer Dashboard.
2. Scroll down the page until you can see the Technical, iSite Remote Monitoring section on the left side of the screen and click on it.
3. The screen will change to the iSite Sign In page.
4. Enter your Dealer Dashboard email address.
5. Enter your Dealer Dashboard password.
6. If desired, check the "Remember me" box to avoid entering your email the next time you log in to iSite.
7. Click on the "Sign In" button.
8. The screen will change to the iSite dashboard and you will be logged in.

# PASSWORD RESET

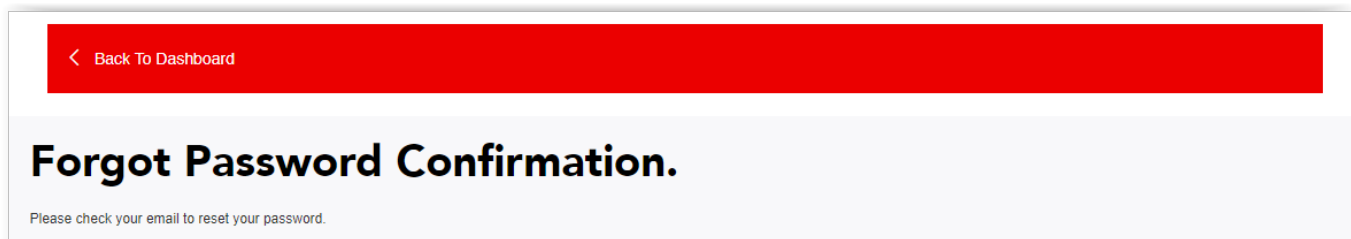
If you forget your password, it is easy to reset it. Simply click on the word “here” in the sentence below “Forgot your password?” on the iSite Sign In page, and follow the onscreen instructions. You will be directed to a new screen to reset your password.

1. Enter your email address and click on the “Submit” button.



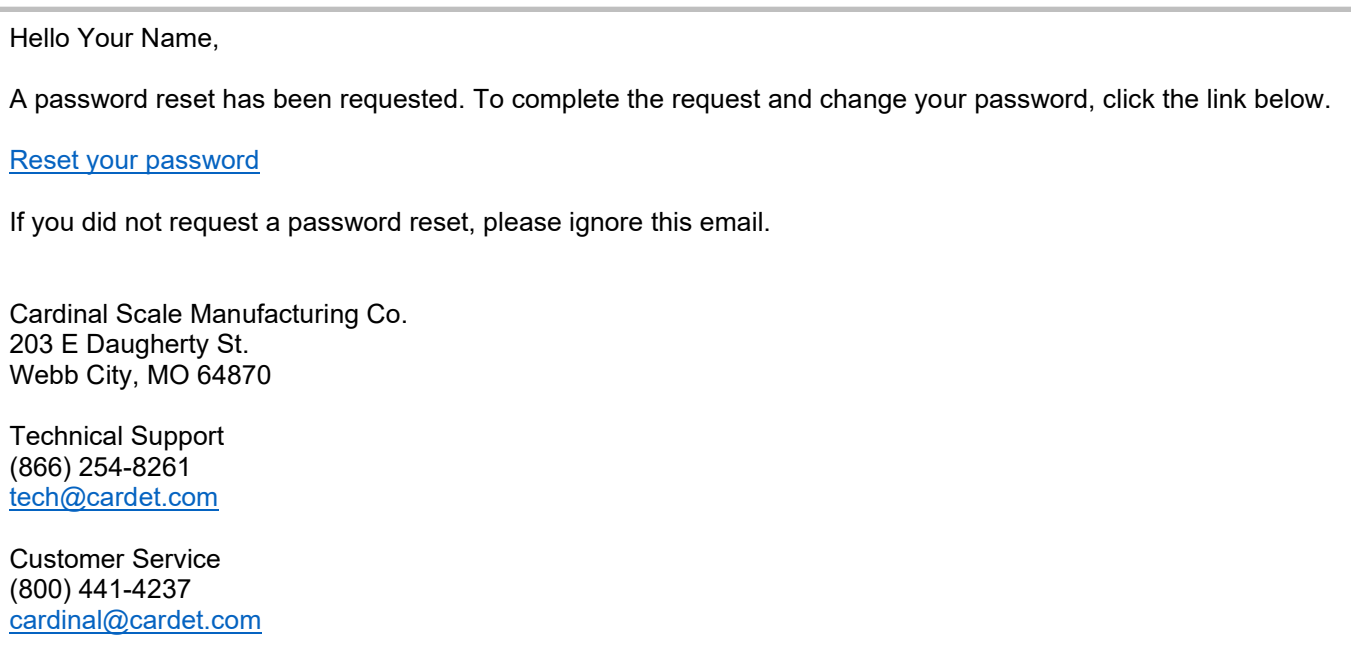
The screenshot shows a web form with a red header bar containing a back arrow and the text 'Back To Dashboard'. Below the header, the heading 'Forgot your password?' is displayed in bold. Underneath, the instruction 'Enter your email.' is followed by a text input field labeled 'Email'. A 'Submit' button is located below the input field.

2. Next, you will need check the email that iSite sends you, to reset your password.



The screenshot shows a web form with a red header bar containing a back arrow and the text 'Back To Dashboard'. Below the header, the heading 'Forgot Password Confirmation.' is displayed in bold. Underneath, the instruction 'Please check your email to reset your password.' is shown.

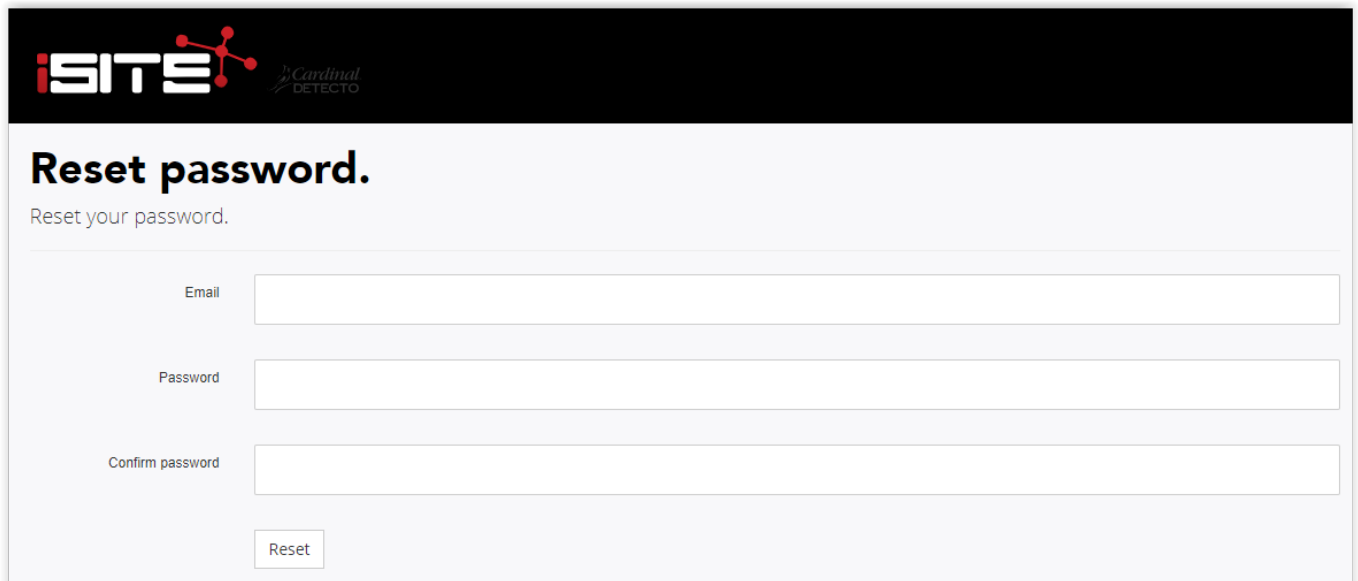
3. Click on “Reset your password” in the email sent by iSite to reset your password.



The screenshot shows the body of an email. It starts with 'Hello Your Name,' followed by the text 'A password reset has been requested. To complete the request and change your password, click the link below.' Below this is a blue hyperlink 'Reset your password'. The email continues with 'If you did not request a password reset, please ignore this email.' At the bottom, contact information for Cardinal Scale Manufacturing Co. is provided, including the address '203 E Daugherty St. Webb City, MO 64870', technical support details '(866) 254-8261' and 'tech@cardet.com', and customer service details '(800) 441-4237' and 'cardinal@cardet.com'.

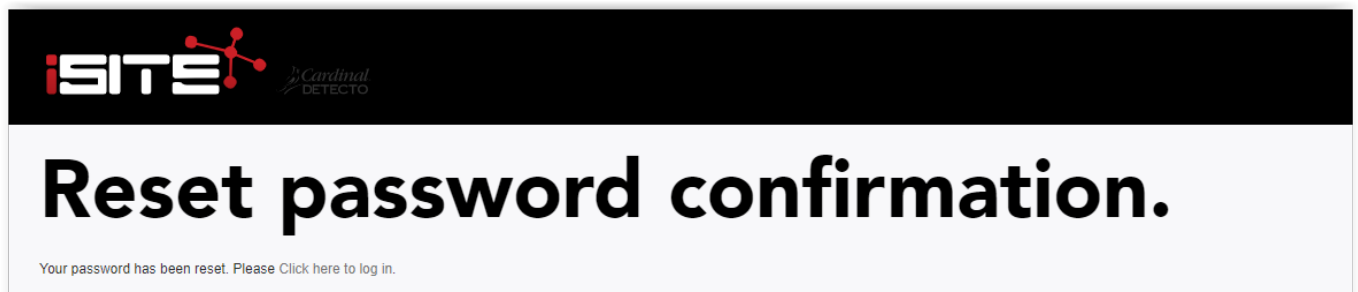


## PASSWORD RESET, CONT.



The screenshot shows the iSITE password reset interface. At the top left, there is a logo for iSITE and Cardinal DETECTO. Below the logo, the heading "Reset password." is displayed in a large, bold font. Underneath the heading, the text "Reset your password." is shown in a smaller font. The form consists of three input fields: "Email", "Password", and "Confirm password". Each field is a simple white box with a light gray border. Below the "Confirm password" field, there is a "Reset" button with a light gray background and a thin border.

4. Enter your email address.
5. Enter your new password.
6. Enter your new password a second time to confirm it.
7. Click on the "Reset" button.



The screenshot shows the iSITE password reset confirmation screen. At the top left, there is a logo for iSITE and Cardinal DETECTO. Below the logo, the heading "Reset password confirmation." is displayed in a large, bold font. Underneath the heading, the text "Your password has been reset. Please Click here to log in." is shown in a smaller font.

8. The screen will change to show that your password has been reset.
9. Click on "Please Click here to log in" to return to the Sign In screen.

# ISITE DASHBOARD

After you have successfully signed in, the first screen you will see is the iSite Dashboard. The dashboard displays the number of Sites you have, the number of sites that have lost communications with the indicator (Warning Count), and the number of sites with an error (Error Count). The dashboard also allows you access to view and change your Account Details, and to Log out when you have finished viewing your scale sites.

**NOTE:** Clicking on the Warning Count or Error Count once will change the site selection view to only show the sites with warnings or errors. Clicking on them a second time will remove the filtering and return to the overall site selection view.

The screenshot shows the iSite Dashboard interface with several callout boxes providing instructions:

- Account Details:** Click here to access your account details. Select "Log out" when finished viewing scale sites. (Points to the gear icon)
- Search:** Enter a customer site in the search box to quickly select and view it. (Points to the search box)
- My Cardinal Sites:** This is the count of your sites. (Points to the '5 Sites' card)
- Warning Count:** Clicking here will change the Site Selection to show only the sites with Errors. (Points to the '0 Warning Count' card)
- Error Count:** Clicking here to "Show All" sites in Site Selection. (Points to the '0 Error Count' card)
- Warning Filter:** Clicking here will change the Site Selections shown to only those with Warnings. (Points to the 'Warning Count' card)
- Add Site:** Click here to "Add new site". (Points to the '+Add' button)
- Map:** Click here to see a map of your sites. (Points to the location pin icon)

The dashboard includes a 'My Cardinal Sites' section with three cards: '5 Sites', '0 Warning Count', and '0 Error Count'. Below this is the 'Site Selection' table with columns for Status, Customer, Scale, PO, City, State, Date, and Message. A 'Recent Activity' section shows a notification: '12/17/19 10:10AM iSite lost communication with the indicator.'

Your customer sites and the status of the site are displayed here.

Click on a site to view the details about it.

The screen will change to display an overview of the site (address, sales and purchase order numbers), the equipment, any errors that have occurred, and to read and/or enter notes about the site. In addition, a diagram representation of the scale will be shown, along with its status.

# ISITE DASHBOARD, CONT.

Click on “Show All” to view a complete list of your sites in Site Selection.

The screenshot shows the iSite dashboard with two main sections: "Site Selection" and "Recent Activity".

**Site Selection Table:**

Status	Customer	Scale	PO	City	State
I	Smith Coop Scale #1	Smith Grain Co-op	12345	Webb City	Missouri
I	Smart Industries	SmartCan Scale 7		Joplin	MO
I	Smith Grain Coop	SmartCan #5	7819230	Webb City	Missouri
I	Smith Grain Coop	SmartCan #5	7819230	Webb City	Missouri
N	Cardinal Scale	Cardinal Shipping Scale		Webb City	Missouri


**Recent Activity Log:**

Date	Message
12/17/19 10:10AM	iSite lost communication with the indicator.
12/17/19 9:10AM	iSite lost communication with the indicator.
12/17/19 5:10AM	iSite lost communication with the indicator.
12/17/19 4:20AM	Analog error on load cell 3.
12/17/19 4:09AM	Analog error on load cells 2, 3.

Click on the “map pointer” to view a map of your site locations. Click on the **+** to zoom in to view more details. Click on the **-** to zoom out for less details. Click on the list symbol to return to the view site list.

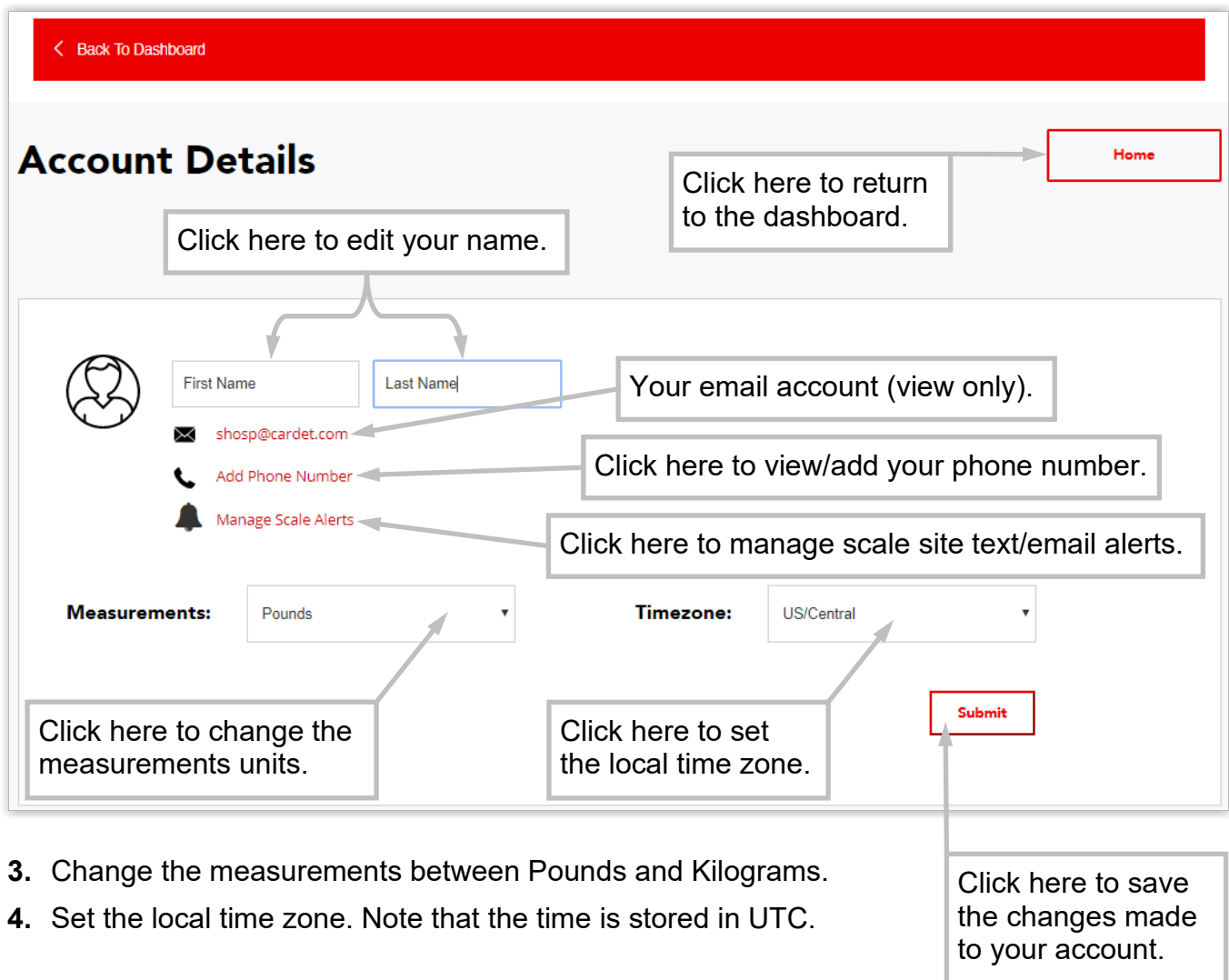
The screenshot shows the iSite dashboard with a map view of the United States. A green circle on the map indicates the location of Webb City, Missouri. A zoomed-in map on the right shows the area around Webb City, including Airport Drive, Prosperity, and Oakland Park. The "Recent Activity" log is also visible, showing an analog error on load cells 2, 3 at 4:09AM on 12/17/19.

# ACCOUNT DETAILS

The dashboard also allows you access to view and change your Account Details. Click on the  “Gears” icon to access details about your account.

After selecting, you can:

1. Edit the name on the account.
2. View the email address you registered when creating the account.



The screenshot shows the 'Account Details' page with a red header bar containing a 'Back To Dashboard' link. The main content area is titled 'Account Details' and includes a 'Home' button. A callout box points to the 'Home' button with the text 'Click here to return to the dashboard.' Below the title, there are two input fields for 'First Name' and 'Last Name'. A callout box points to these fields with the text 'Click here to edit your name.' To the right of the name fields is a callout box with the text 'Your email account (view only)' pointing to the email address 'shosp@cardet.com'. Below the email address is a callout box with the text 'Click here to view/add your phone number.' pointing to the 'Add Phone Number' link. Below that is a callout box with the text 'Click here to manage scale site text/email alerts.' pointing to the 'Manage Scale Alerts' link. At the bottom, there are two dropdown menus: 'Measurements' (set to 'Pounds') and 'Timezone' (set to 'US/Central'). Callout boxes point to these dropdowns with the text 'Click here to change the measurements units.' and 'Click here to set the local time zone.' respectively. A red 'Submit' button is located at the bottom right, with a callout box pointing to it that says 'Click here to save the changes made to your account.'

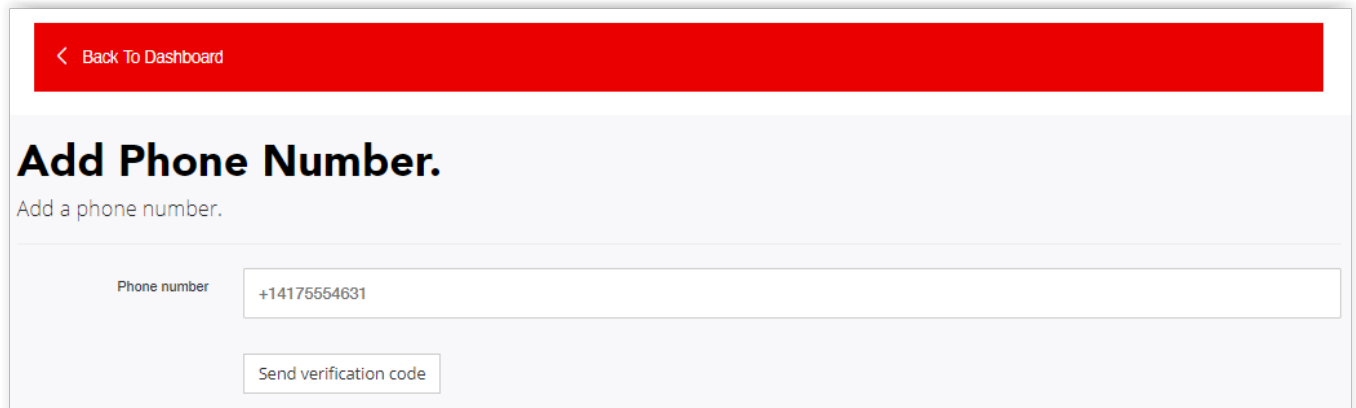
3. Change the measurements between Pounds and Kilograms.
4. Set the local time zone. Note that the time is stored in UTC.

## ACCOUNT DETAILS, CONT.

5. Add a phone number (if one is not set), or view the phone number for the account.
  - A. Click on “Add Phone Number” to change or add a phone number to the account.

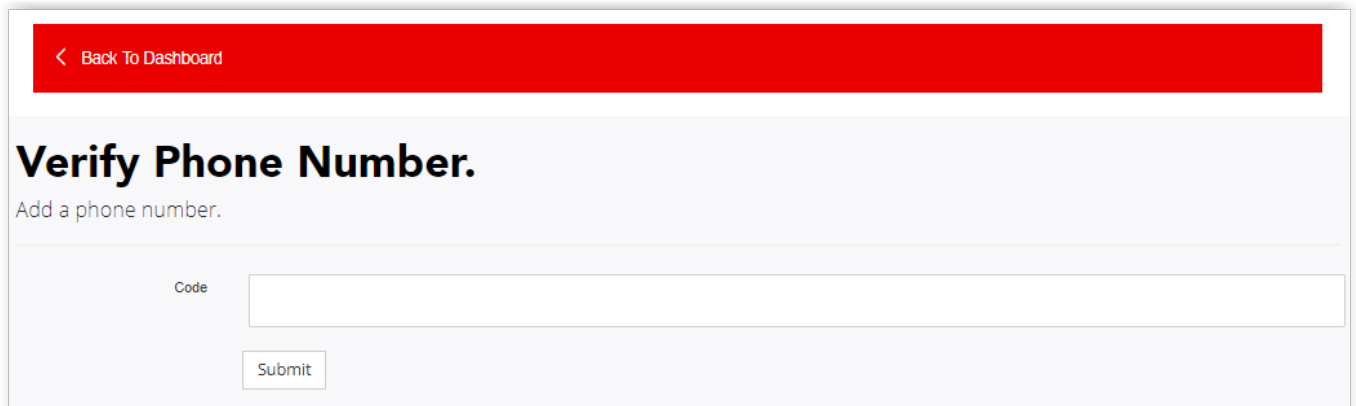
**NOTE:** The account must have a phone number set to receive text alerts.
  - B. Enter the phone number using the ITU-T E.164 format (plus sign, country code, national destination code, and a subscriber number), and then click on the “Send verification code” button.

E.g. +14175554631



The screenshot shows a web interface with a red header bar containing a back arrow and the text "Back To Dashboard". Below the header, the main heading is "Add Phone Number." followed by the instruction "Add a phone number." The form contains a text input field labeled "Phone number" with the value "+14175554631" entered. Below the input field is a button labeled "Send verification code".

- C. A confirmation is required. iSite will send a verification code to the phone number entered when adding a new number.

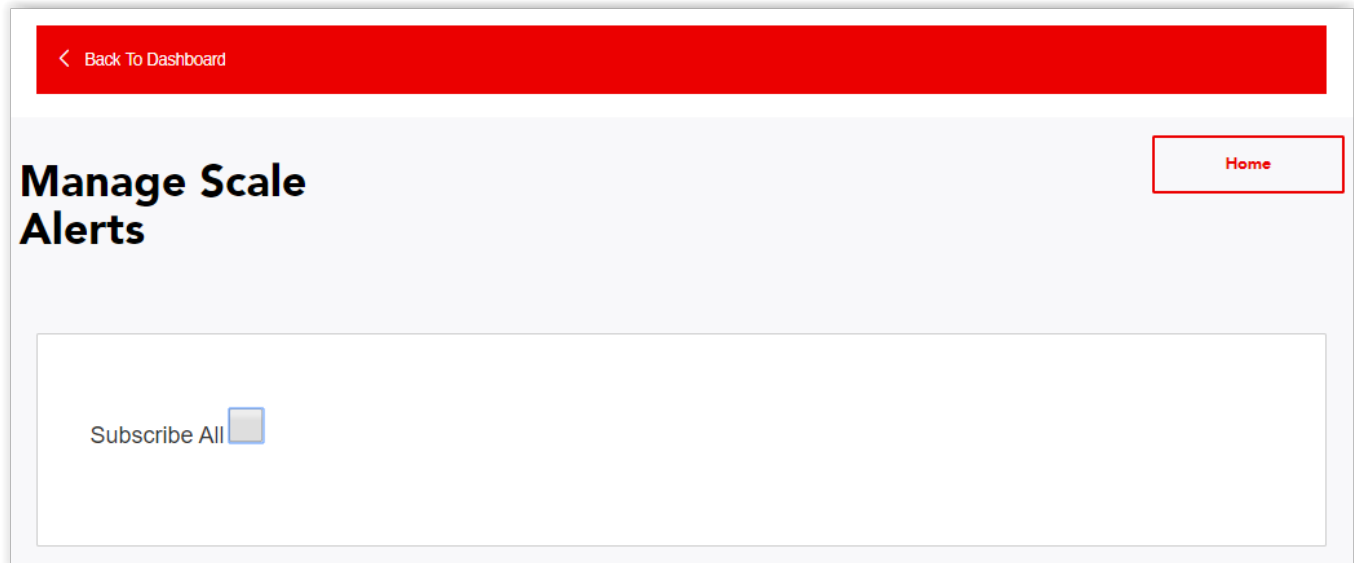


The screenshot shows a web interface with a red header bar containing a back arrow and the text "Back To Dashboard". Below the header, the main heading is "Verify Phone Number." followed by the instruction "Add a phone number." The form contains a text input field labeled "Code" which is currently empty. Below the input field is a button labeled "Submit".

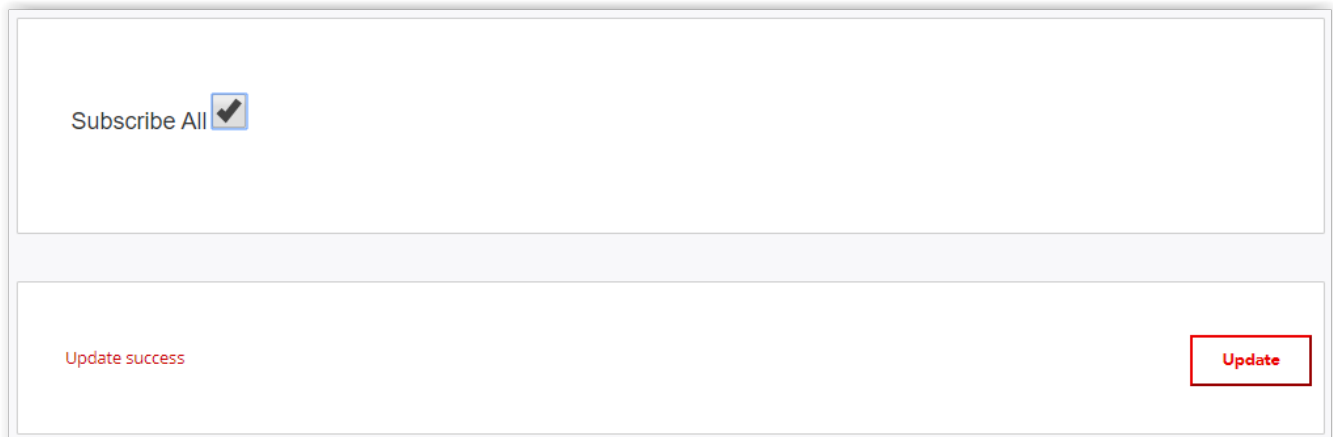
- D. Next, to Verify the Phone Number, enter the verification code sent by iSite and click on the “Submit” button.

## ACCOUNT DETAILS, CONT.

6. Manage Scale Alerts. This selection provides a list of the account scale sites, and allows you to subscribe to text or email alerts at varying levels of importance.
  - A. Click on the “Subscribe All” box to select to receive alerts from all your sites, and then click on the “Update” button.

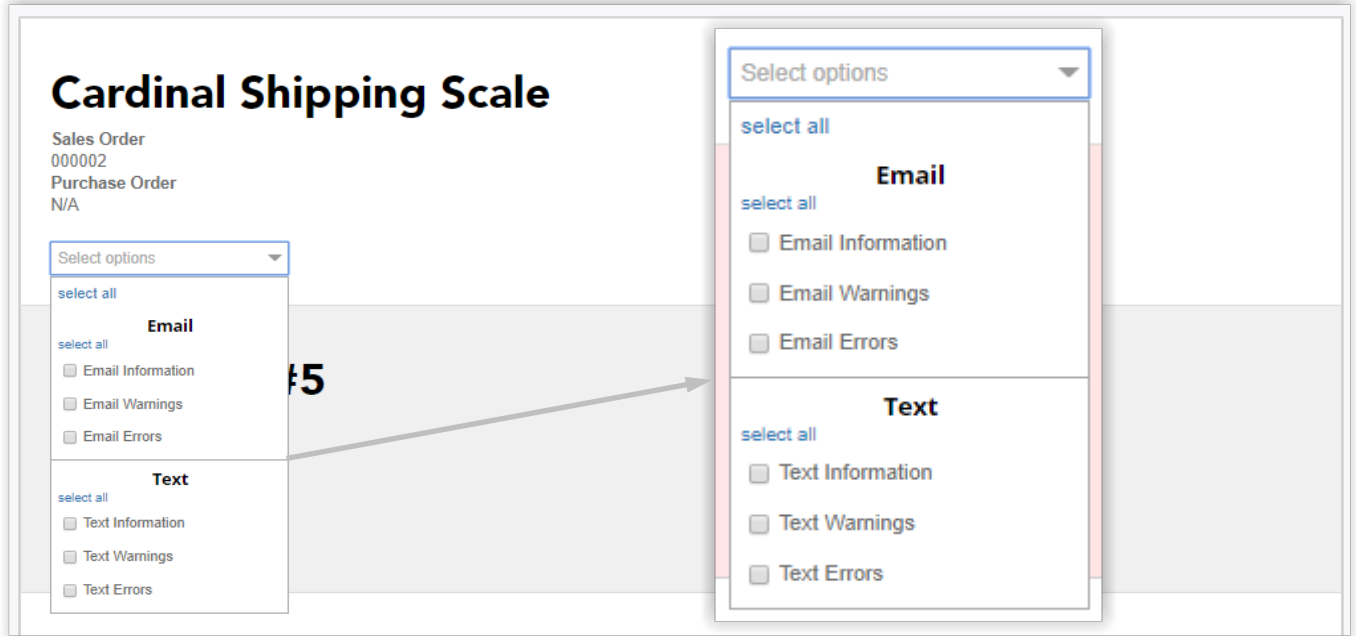


- B. A message will appear to the left of the button to indicate the update was successful.



## ACCOUNT DETAILS, CONT.

- C. To set alerts for each individual site, select a site, click on “Select options”, and then scroll through the list and change the settings in the drop-down list for. Refer to the description below for the Types of Alerts.



- D. When finished, click the “Update” button at the bottom of the screen. A message will appear to the left of the button to indicate the update status.



### TYPES OF ALERTS USED BY BOTH EMAIL AND TEXT:

- Information – For future use.
- Warnings – Warnings indicate the indicator is not communicating with iSite. This could simply mean the indicator was turned off or that communications with the indicator has actually failed.
- Errors – Errors indicate the scale is operating but not weighing. These are the same messages that are displayed on the indicator.

Note that alerts are not real time. iSite processes data records from the indicator at the site and sends it once every hour. The alert will remain on iSite until the indicator sends an updated data record indicating the site is operating correctly.

After making any changes, click on the “Submit” button to save. Otherwise, click on the “Home” button to return to the dashboard.

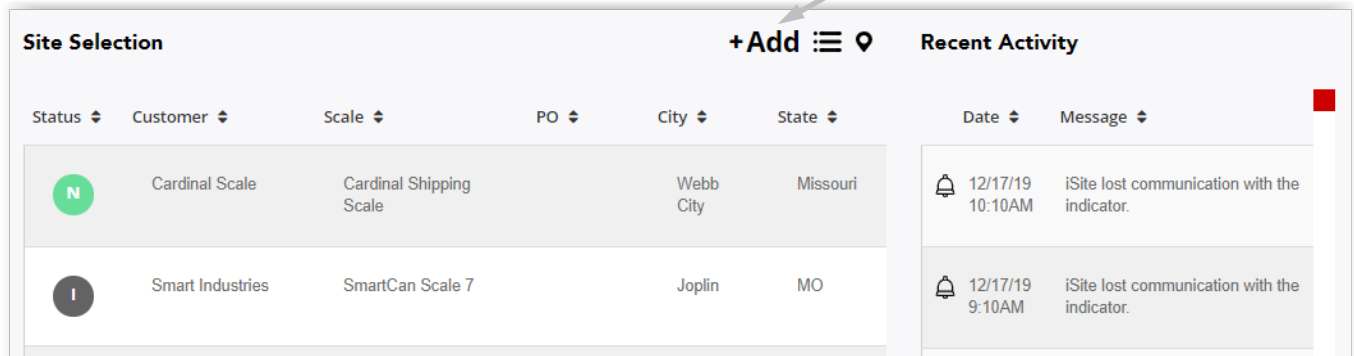
# ADDING A NEW SITE

After you have successfully signed in, the first screen you will see is the iSite Dashboard. The dashboard displays the number of Sites you currently have (with information about those sites) and allows you to manually add new scale sites, for example SmartCan installations.

## Adding a New Scale Site

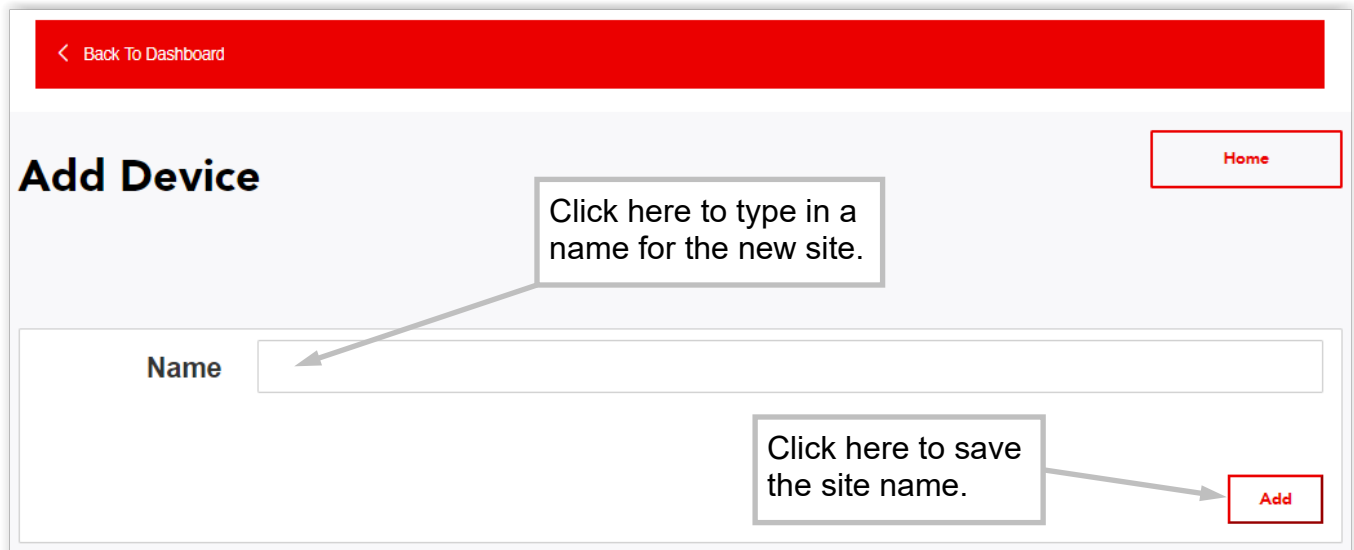
1. Click on **+Add** near the middle of the screen.

Click here to "Add new site".



2. The screen will change to show **Add Device** with an area to enter a name.

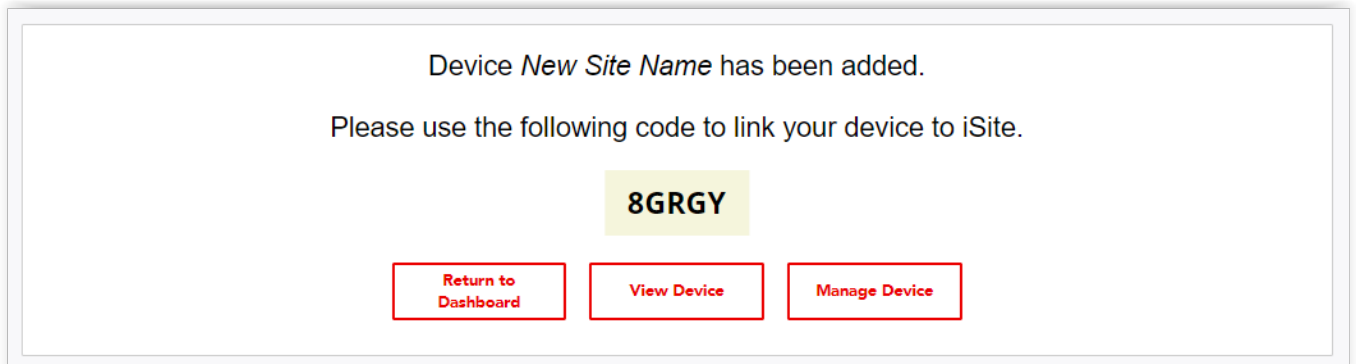
3. Click on the blank area next to Name, type in the name for the scale site, and then click on the "Add" button to save it.





## ADDING A NEW SITE, CONT.

- The screen will change to show Device “name of your new site” has been added, and generate a random five-character number or code that is unique to the new site.



**NOTE:** The five-character number or code “8GRGY” shown is an example. iSite will generate a random five-character code that is unique to each new site added.

*(This five-character number or code is entered into the indicator ISITE IP CONFIG menu where you enter the SO# if adding an Armor Digital Truck Scale)*

- Click on “Return to Dashboard” to return to the “My Cardinal Sites” screen.
- Click on “View Device” to view the Site Selection screen to verify the new scale site.
- Click on “Manage Device” to change general settings, add customer setup, add contacts and select alert notifications, and perform various other functions for the site.

**NOTE:** Clicking on “Manage Device” on this screen and clicking on the “Manage” button in numerous other screens, will allow you to perform the same functions.

# ADDING A NEW SITE, CONT.

## View Device

Click on the “View Device” button to go to the My Cardinal Sites screen to view data on the new scale site.

- **Overview**

This tab shows an overview of the site, such as the Address, Sales Order or Reference ID, and Purchase Order. Note that if an address has been entered for the site, a map will display in the overview tab.

The screenshot displays the 'My Cardinal Sites' interface. At the top left is the title 'My Cardinal Sites' with a gear icon. A search bar is located at the top right. Below the title are three large cards showing statistics: '0 Sites', '0 Warning Count', and '0 Error Count', each with a green arrow icon. Underneath these cards is a 'Site Selection' section with tabs for 'Overview', 'Equipment', 'Notes', 'Errors', and 'Reports'. The 'Overview' tab is active, showing 'No address data found' and site details: 'Sales Order or Reference ID: 8GRGY' and 'Purchase Order: N/A'. To the right of the 'Site Selection' section is a 'Scale Status' section with 'Manage' and 'X Close Site' buttons. Below these buttons is a box containing the text 'Waiting on indicator data'.

# ADDING A NEW SITE, CONT.

## View Device, Cont.

- **Equipment**

This tab will list and show an image of the equipment installed at the site.

The screenshot shows the 'Equipment' tab selected in the 'Cardinal Scale' site. The interface includes a navigation bar with 'Overview', 'Equipment', 'Notes', 'Errors', and 'Reports'. Below the navigation bar, there is an image of a handheld device and the text 'Model: 225'. To the right, the 'Scale Status' section features a diagram of a scale with eight numbered points (1-8) and a central '1'. A 'Manage' button and an 'X Close Site' button are located in the top right corner.

- **Notes**

This tab allows your technicians to keep track of the service history of the site, and/or leave helpful notes for other technicians.

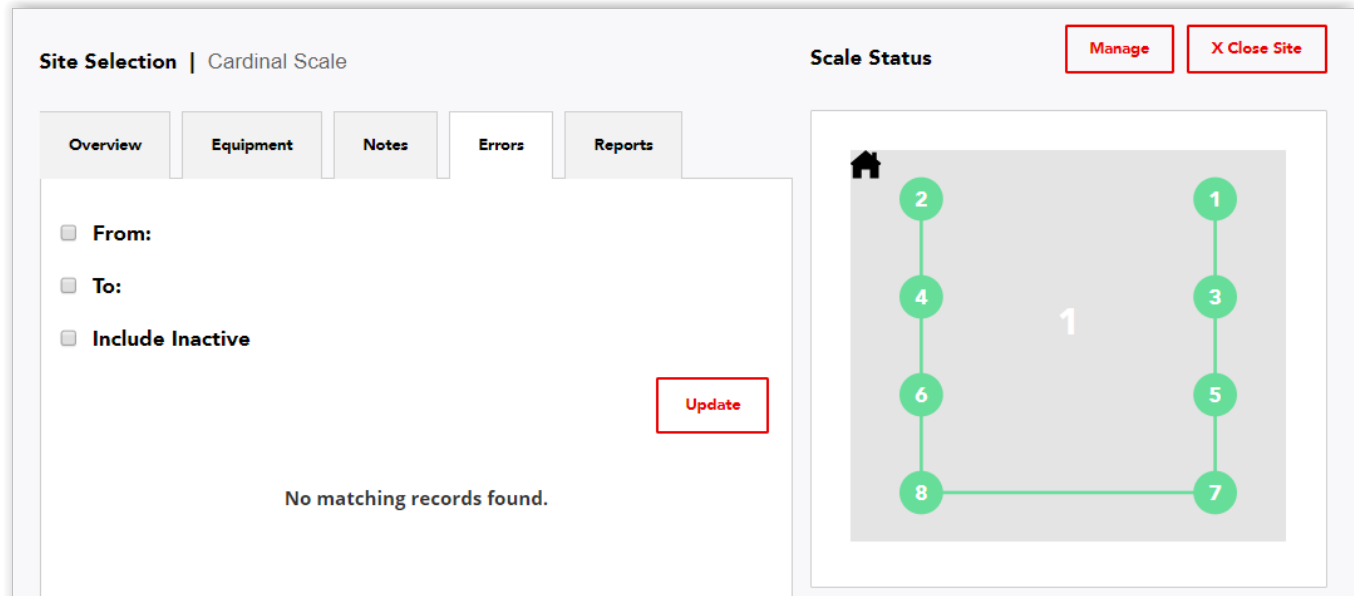
The screenshot shows the 'Notes' tab selected in the 'Cardinal Scale' site. The interface includes a navigation bar with 'Overview', 'Equipment', 'Notes', 'Errors', and 'Reports'. Below the navigation bar, there is a large text input field with the heading 'Add Note' and a red 'Add Note' button. To the right, the 'Scale Status' section features a diagram of a scale with eight numbered points (1-8) and a central '1'. A 'Manage' button and an 'X Close Site' button are located in the top right corner.

# ADDING A NEW SITE, CONT.

## View Device, Cont.

- **Errors**

This tab will be used to show any errors that have occurred at the site.



- **Reports**

This is the Factory Truck Scale Final Inspection and Test Record Report that is printed and sent out with the Sales Order for the truck scale. The report lists important details of the scale and the other items included with the order. It also includes pictures of the scale taken at the factory before it is shipped, the serial numbers for each of the individual load cells, and the serial numbers of the other items include in the order.

To view the report, click on "Inspection Report". This will open a window with a PDF of the report. Close the window to return the iSite screen.

- Click on the "Manage" button to proceed to the Manage Device screen.
- Click on the "X Close Site" button to close the site, and return to the Dashboard, "My Cardinal Sites" screen.

# ADDING A NEW SITE, CONT.

## Manage Device

Click on the “Manage” button to manage data on the new scale site.

The screenshot shows the 'Manage Device' interface. At the top left is the title 'Manage Device' and at the top right is a 'Home' button. Below the title are six panels arranged in a 3x2 grid:

- General Settings:** Contains 'Name' (with value 'New Site Name') and 'Purchase Order'.
- Customer Setup:** Contains 'Customer', 'Customer Address', 'Site', and 'Site Address'.
- Release Lock:** Contains 'Lock Status' (with value 'Unlocked').
- Notifications Setup:** Contains 'Subscribers' (with value '0').
- Remove Device:** A red button.
- View Device:** A button.

- **General Settings**

Click on General Settings to change the site name if desired and to enter a Purchase Order number to help identify the scale site.

The screenshot shows the 'General Device Settings' form. At the top left is the title 'General Device Settings' and at the top right is a 'Home' button. The form contains two input fields:

- Name:** A text box with the value 'New Site Name'.
- PO:** An empty text box.

At the bottom right of the form are two buttons: 'Cancel' and 'Save'.

- Click on the “Save” button after making any changes or entering a PO number.
- Click on the “Cancel” button to return to the Manage Device screen.
- Click on the “Home” button to return to the Dashboard, “My Cardinal Sites” screen.

# ADDING A NEW SITE, CONT.

## Manage Device, Cont.

- **Customer Setup**

Click on Customer Setup and then on the “Create” button to create a new customer. Enter the customer’s name, address, city, state, zip code, and country. Ensure the Auto update coordinates box is checked to generate a map on the Overview screen showing the location of the scale.

### Add Customer

[Home](#)

Name

Address 1

Address 2

City

State

Zip

Country

Auto update coordinates

[Cancel](#) [Save](#)



**NOTE:** If the scale is in a very remote location, it may be necessary to uncheck the Auto update coordinates box and manually enter the Latitude and Longitude coordinates of the scale site. Use the map APP on your smartphone or tablet to obtain the coordinates for the scale site. For example, the coordinates for Cardinal Scale’s address is 37.14792317, -94.46089267.

# ADDING A NEW SITE, CONT.

## Manage Device, Cont.

- Customer Setup, Cont.

Auto update coordinates

Latitude

Longitude

[Cancel](#) [Save](#)

Note that if the new site is an additional site for an existing customer, you can click on "--select an option --", and choose the customer from the drop-down list displayed.

**Customer Setup** [Home](#)

**Device *New Site Name***

**Customer**

-- select an option --

- Cardinal Scale
- Smart Industries
- Smith Coop Scale #1
- Smith Coop Scale #3
- Smith Farms
- Smith Grain Coop

- Click on the “Save” button when you have finished entering the customer information.
- Click on the “Cancel” button to return to the Manage Device screen.
- Click on the “Home” button to return to the Dashboard, “My Cardinal Sites” screen.

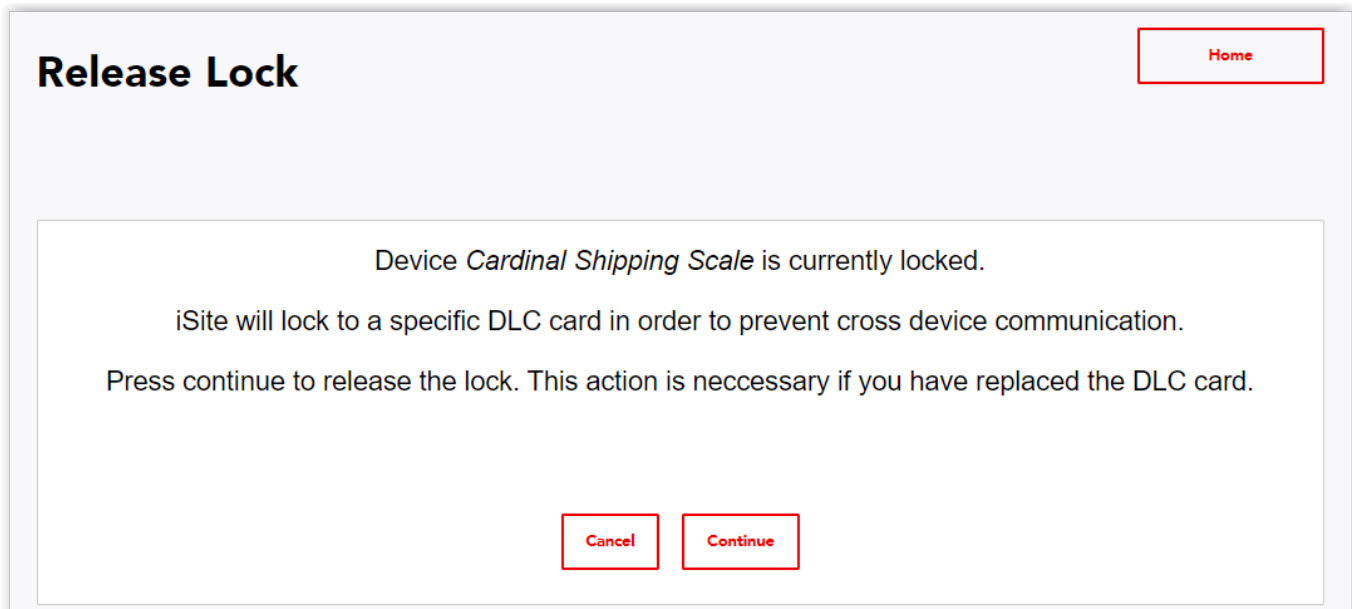
## ADDING A NEW SITE, CONT.

### Manage Device, Cont.

- **Release Lock**

This selection is used when the DLC card in the indicator has been replaced. iSite is locked to a specific DLC card by using the processor ID in the card. This is done in case the same reference ID (the five-character number generated when a new site is added) is used for two sites. If the same reference ID is used for two sites, it can create a conflict between the sites causing numerous error notifications.

Click on “Release Lock” to unlock iSite from the DLC used in the indicator at the site.



- After verifying that unlocking is desired, click on the “Continue” button to unlock iSite from the DLC used in the indicator at the site.
- Click on the “Cancel” button to return to the Manage Device screen.
- Click on the “Home” button to return to the dashboard.



# ADDING A NEW SITE, CONT.

## Manage Device, Cont.

- **Notifications Setup**

Notifications are available for anyone associated with the scale site and are no longer limited to only registered iSite users with access to the Dealer Dashboard.

### Notification Setup

Home  
  

#### Device *New Site Name*

+Add  

Name	Email	Phone Number	Alerts
------	-------	--------------	--------

Click on Notification Setup and then on “+Add” to create a new contact and configure the notification alerts. Enter the contact name, email address, and phone number using the ITU-T E.164 format (plus sign, country code, national destination code, and a subscriber number). For example, +14175554631.

### Add Notification

Home  
  

#### Device *New Site Name*

Name

Email

Phone number

Alerts

Cancel Save

# ADDING A NEW SITE, CONT.

## Manage Device, Cont.

- **Notifications Setup, Cont.**

Next, click on the blank area next to Alerts. A drop-down list will appear showing the available Email alerts, and by scrolling down, the Text alerts. Click on the desired alerts and then click on the blank area next to Alerts to close the drop-down list.

The screenshot shows a web form titled "Device *New Site Name*". It contains four main sections:

- Name:** A text input field.
- Email:** A text input field containing "john.doe@example.com".
- Phone number:** A text input field containing "+12344567891".
- Alerts:** A dropdown menu that is currently open. It shows two sections: "Email" and "Text". Each section has a "select all" link and three checkboxes: "Email Information", "Email Warnings", and "Email Errors" for the Email section; and "Text Information", "Text Warnings", and "Text Errors" for the Text section.

### TYPES OF ALERTS USED BY BOTH EMAIL AND TEXT

- Information – For future use.
- Warnings – Warnings indicate the indicator is not communicating with iSite. This could simply mean the indicator was turned off or that communications with the indicator has actually failed.
- Errors – Errors indicate the scale is operating but not weighing correctly.

Note that alerts are not real time. iSite processes data records from the indicator at the site and sends it once every hour. The alert will remain on iSite until the indicator sends an updated data record indicating the site is operating correctly.

- Click on the "Save" button when you have finished adding the contact information and the desired alerts.
- Click on the "Cancel" button to return to the Manage Device screen.
- Click on the "Home" button to return to the Dashboard, "My Cardinal Sites" screen.

# ADDING A NEW SITE, CONT.

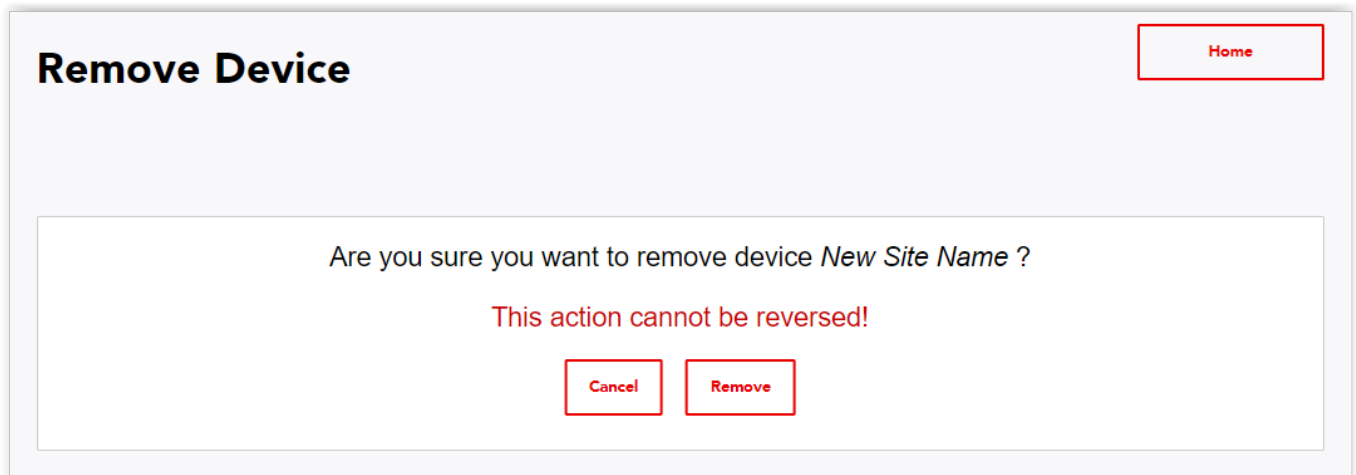
## Manage Device, Cont.

- **Remove Device**

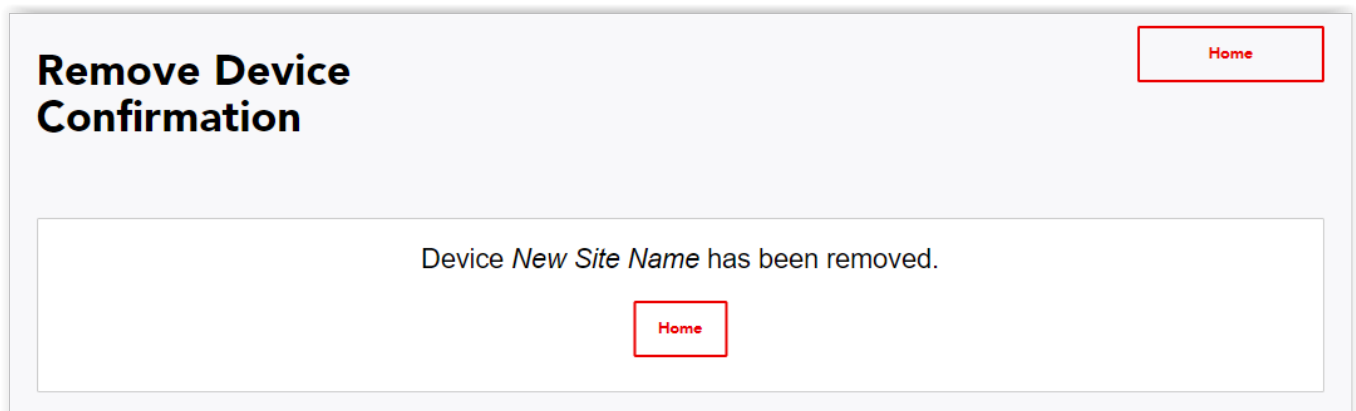
This is used to remove (delete) the device (site) from iSite. A warning screen is displayed confirming you want to remove the device and that *it cannot be reversed*.

Click on Remove Device and then on the “Remove” button to remove the device.

Otherwise, click on the “Cancel” button to return to the Manage Device screen or click on the “Home” button to return to the Dashboard, “My Cardinal Sites” screen.



The screen will change to show the device has been removed.



Click on the “Home” button to return to the Dashboard, “My Cardinal Sites” screen.

- **View Device**

This is used to return to the My Cardinal Sites screen to view data on the scale site.

Click on the “View Device” button to go to the My Cardinal Sites screen. Refer to the previous **View Device** section for details.

## ADDING A NEW SITE, CONT.

### Link the Scale to iSite

Once you have the five-character number or code generated from iSite, it will need to be programmed into the indicator to link the scale to iSite. Perform the following steps to link the scale to iSite:

#### On the 225D Indicator

1. Press the **SHIFT** and **RED SQUARE KEY** to enter the `SETUP/REVIEW MENU`.
2. Press the **ENTER** key once and the **DOWN** key twice to navigate to `SETUP MENU #3`.
3. Press **9** (to select `#9. ISITE IP CONFIG`) and press **ENTER**.
4. The display will change to the `ISITE IP CONFIG` screen.
5. Press **1** (to select `SO# =`) and press **ENTER**. The display will change to a prompt for the `SO# =` of the scale. *This is where you input the unique random five-character number or code generated from the iSite Add Device screen.*
6. Input the number or code from the iSite Add Device screen and press **ENTER**.
7. The other selection displayed on the screen (`2. DHCP = XXX`) is to select whether DHCP is used.  
  
Select YES to use a dynamic IP address assigned by a DHCP server or if the installation requires a static IP address (such as to address firewall issues), select NO and additional prompting will appear to manually set the addresses. Consult with your network administrator for the proper selection.
8. This completes adding the scale to iSITE.
9. Note that it will take a few minutes for the scale information to update the iSite dashboard.

# SITE SELECTION

After selecting a site on the dashboard, the screen will change to display details about the site. The Scale Status is a diagram of the scale site that shows the arrangement of the load cells and their status, the status of the load cell cables, and a homerun cable indicator.

Note that if an address has been entered for the site, a map will display in the overview tab.

Click on the appropriate tab to select an Overview of the site, the Equipment installed, any Errors that have occurred, to read and/or enter Notes about the site, and to view the Factory Truck Scale Final Inspection and Test Record Report.

A diagram of the scale site is shown here, along with its status.

Click here to close the site, and return to the dashboard.

Site Selection | Cardinal Scale

Scale Status

Manage X Close Site

Overview Equipment Notes Errors Reports

Webb City

Sales Order or Reference ID:  
000002  
Purchase Order:  
N/A

1

2 1  
4 3  
6 5  
8 7

## Adding Notes

Click on the Notes tab to add a new note or to read the previous notes. The Notes allow your technicians (or Cardinal team members) to keep track of the service history of the site, and/or leave helpful notes for other technicians.

Be aware that only the person that entered the note can delete it.

# SITE ERRORS

Error conditions at the site are shown in a list view and on the scale diagram. The most recent error will be shown. To view a history of errors on the site, click on “From:” to select the start date for the list of errors. Next, click on “To:” to select the end date for the list of errors. If desired, inactive errors can be included in the list. Click on “Include Inactive” to include inactive errors in the list. Click the “Update” button to view the selected date range of errors on the site.

Note that in the example below, load cell 4 is red, indicating an error.

The screenshot displays the iSite interface for a site named "Cardinal Scale". The "Scale Status" section shows a diagram of four load cells (1, 2, 3, 4) connected in a scale. Load cell 4 is highlighted in red, indicating an error, while cells 1, 2, and 3 are green. A callout box points to cell 4 with the text: "A cell displayed in red indicates an error." Below the diagram, a table lists the error details:

Status	Time	Active/Cleared	Error
▼	1/10/2020 1:23:11 PM	Active	Communication error between load cells 3 and 4.

The interface also includes filters for "From:" (01/01/2020), "To:" (01/10/2020), and "Include Inactive" (unchecked), along with an "Update" button. "Manage" and "X Close Site" buttons are visible in the top right.

# LOAD CELL SELECTION

Click on a load cell to select it. After selecting, a detailed analysis of the cell’s data will be displayed. Load cell data available includes a time graph showing millivolt output, Load Cell Serial #, Load Cell firmware Revision, in addition to a list of errors showing Date, Time, Millivolts, Weight, Calibrated Zero, Temperature, and load cell Status.

**NOTE:** To view a history of errors on the load cell (or load cells), click on “Cells:” to select an individual load cell, or to select all load cells in the scale. Click on “From:” to select the start date for the list of errors. Next, click on “To:” to select the end date for the list of errors. If desired, inactive errors can be included in the list. Click the “Update” button to view the selected date range of errors on the load cell(s).

After viewing the details of the load cell(s) error, click on the “X Close Site” button to close the site, and return to the Dashboard, “My Cardinal Sites” screen.

# LOAD CELL SELECTION, CONT.

Site Selection | Cardinal Scale
Scale Status Manage X Close Site

Close ➤

## Filter

**Cells:**

**From:**

**To:**

Update

**Load Cell 4**

Serial #: 1570A86F

Cell Rev: 1.0.14

Date	Time	Millivolts	Weight	Calibrated Zero	Temperature	Status
01/10/2020	1:19:33 pm	0.0000	-0.10	-3.30	-41.0	<span style="color: red; font-weight: bold; border: 1px solid red; border-radius: 50%; padding: 2px;">E</span>
01/10/2020	1:20:23 pm	0.0000	-0.10	-3.30	-41.0	<span style="color: red; font-weight: bold; border: 1px solid red; border-radius: 50%; padding: 2px;">E</span>
01/10/2020	1:23:11 pm	0.0000	-0.10	-3.30	-41.0	<span style="color: red; font-weight: bold; border: 1px solid red; border-radius: 50%; padding: 2px;">E</span>

Select a load cell(s) and a start and end date to view the history of the load cell(s) errors.

Time graph showing Millivolts output of the load cell.

Load Cell Serial # and Firmware Revision.

Detailed analysis of the load cell.

# WARNING AND ERROR COUNT

The dashboard displays the number of sites that have lost communications with the indicator (Warning Count), and the number of sites with a failure (Error Count). Warnings usually indicate the indicator is not communicating with iSite, while Errors indicate the scale is operating but not weighing, and may require immediate attention to correct.

The dashboard, titled "My Cardinal Sites", features a search bar and three summary cards: "6 Sites", "1 Warning Count", and "1 Error Count". Below these is a "Show All" link. The main section is divided into "Site Selection" and "Recent Activity".

**Site Selection**

Status	Customer	Scale	PO	City	State
E	Cardinal Scale	New Site Name		Webb City	Missouri
W	Cardinal Scale	Cardinal Shipping Scale		Webb City	Missouri

**Recent Activity**

Date	Message
01/10/20 1:23PM	Communication error between load cells 3 and 4.
01/10/20 1:20PM	Communication error between load cells 1 and 2.
01/10/20 1:19PM	Communication error between load cells 3 and 4.
01/08/20 11:11AM	iSite lost communication with the indicator.

Annotations: "This is an error message." points to the 1:19PM activity entry. "This is a warning message." points to the 11:11AM activity entry.





# WARNING AND ERROR COUNT, CONT.

## Warnings

Warnings indicate the indicator is not communicating with iSite. This could simply mean the indicator was turned off, power was lost, or that communications with the indicator has actually failed. iSite will send (text and/or email) a warning, e.g. “Lost Communication” when the scale has not sent data for a while.

On the dashboard, click on a site to view the Warning. The screen will change to the Overview screen. Click on the Errors tab, and then click on the “warning” to view details about it. The screen will change to a list showing a PROBABLE CAUSE, along with ITEMS TO CHECK.

Status	Time	Active/Cleared	Error
	 1/8/2020 11:11:32 AM	Active	iSite lost communication with the indicator.
<b>PROBABLE CAUSE:</b> Indicator is off. Power outage. Network error.			
<b>ITEMS TO CHECK:</b> -Confirm that the indicator is powered on. -Ensure that the network is configured correctly and that the indicator has access to the internet.			

After viewing the Warning, click on the “X Close Site” button to close the site, and return to the Dashboard, “My Cardinal Sites” screen.



# WARNING AND ERROR COUNT, CONT.

## Errors

Errors indicate the scale is operating but not weighing. Errors are messages that are displayed directly on the indicator (and sent to iSite). Error messages may require immediate attention to correct.

On the dashboard, click on a site to view the Error. The screen will change to the Overview screen. Click on the Errors tab, and then click on the “error” to view details about it. The screen will change to a list showing a PROBABLE CAUSE, along with ITEMS TO CHECK. This will aid in troubleshooting the error. Note that this is the same message that will be included in the email sent by iSite.

**NOTE:** Due to the limitations of text messaging, the full diagnostic message is not sent, only the error message.

Status	Time	Active/Cleared	Error
 	1/10/2020 1:23:11 PM	Active	Communication error between load cells 3 and 4.
<b>PROBABLE CAUSE:</b> There is a loss of communication between load cells.			
<b>ITEMS TO CHECK:</b> <ul style="list-style-type: none"><li>-Check that cable is connected correctly.</li><li>-Check cable for damage.</li><li>-Verify that connector is clear of debris.</li><li>-Check load cell COM ports on both load cells.</li></ul>			

After viewing the Warning, click on the “X Close Site” button to close the site, and return to the Dashboard, “My Cardinal Sites” screen.

# ISITE INDICATOR CONFIGURATION

## Configuring the 225D

The 225D will periodically send indicator, scale, and cell data to the Cardinal iSite Webserver for diagnostic logging. This information will be used by the server to determine if there are problems with the scale(s) that need to be addressed.

To access the ISITE IP CONFIG menu:

1. Press the **SHIFT** and **RED SQUARE KEY** to enter the `SETUP/REVIEW MENU`.
2. Press the **ENTER** key once and the **DOWN** key twice to navigate to `SETUP MENU #3`.
3. Press **9** (to select `#9. ISITE IP CONFIG`) and press **ENTER**.
4. The display will change to the `ISITE IP CONFIG` screen.
5. Press **1** (to select `SO# =`) and press **ENTER**.
6. The display will change to a prompt for the `SO# =` of the scale.
7. Input the Sales Order number and press **ENTER**.
8. The other selection displayed on the screen (`2. DHCP = XXX`) is to select whether DHCP is used.
  - Select YES to use a dynamic IP address assigned by a DHCP server
  - Select NO if the installation requires a static IP address (such as to address firewall issues), and additional prompting will appear to manually set the addresses.
  - Consult with your network administrator for the proper selection.

If a static IP address has been selected (DHCP = NO), the following additional prompting will appear to manually set addresses:

1. `SO# = XXXXXX`
2. `DHCP = NO`
3. `IP = XXX.XXX.XXX.XXX`
4. `SUBNET = XXX.XXX.XXX.XXX`
5. `GATEWAY = XXX.XXX.XXX.XXX`

# ISITE INDICATOR CONFIGURATION, CONT.

## Configuring the 225D, Cont.

To confirm that iSite is working or to diagnose any errors in the connection, there is an iSite status page in the diagnostics menu. Some of the information is quite technical, but is present in case of a more complicated problem.

## Checking the Status of the iSite Connection

1. From the main weight screen go to the diagnostics menu by pressing **SHIFT + CELL\_DIAG**.
2. Navigate with the **PREVIOUS/NEXT** soft keys to page titled "ISITE STATUS OF LAST CONNECTION".
3. The following information is available:
  - A. IP address (if available).
  - B. Ethernet cable state:  
"ETHERNET DETECTED" or "ETHERNET NOT DETECTED".
  - C. The status of the connection. The following statuses should occur in order while making a connection after boot up:
    - a. WAITING FOR SOCKET INIT
    - b. IP BINDING
    - c. DNS RESOLVING SERVER IP
    - d. COMM ESTABLISHED – OR – PORT CONNECT FAIL
  - D. Once there is a connection to the web server, the previous HTTP response will be displayed:
    - a. A good response is "HTTP RESP = 200 OKAY".
    - b. Any other response means there is a problem. Many issues are caused by the SO# not being entered in the indicator, "HTTP RESP = 404 CHECK SO# IN 225 SETUP".





Printed in USA

0330-0427-0M Rev C 01/20

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