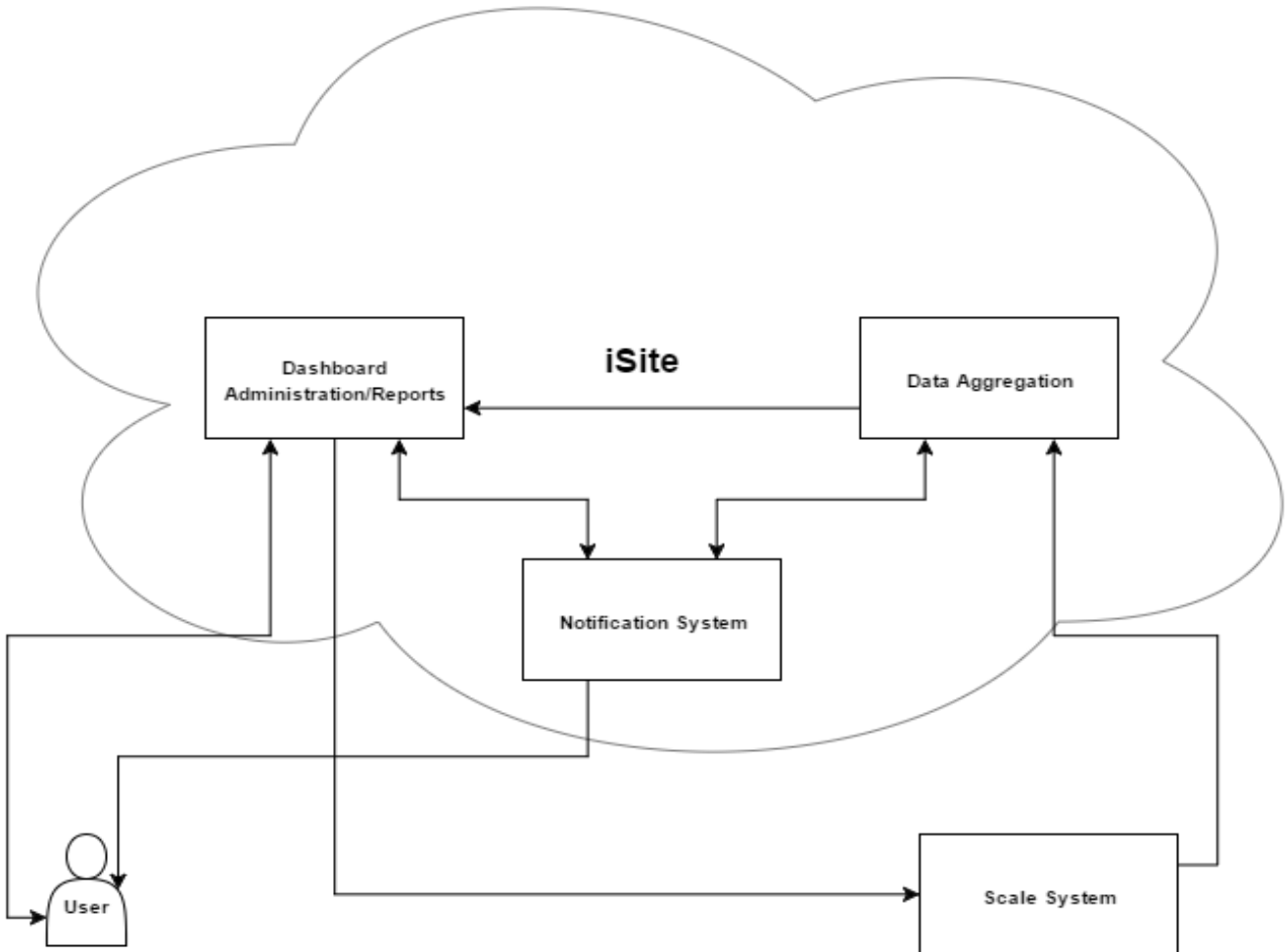


<https://isite.cardinalscale.com>

USER'S GUIDE

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How iSite Cloud-Based Remote Monitoring Software Works

INTRODUCTION

The iSite website facilitates communications from dealer or support personnel locations to ARMOR Digital Truck Scale sites. The communications allows cloud-based remote monitoring of the digital load cells and other system components used in the scale. It provides the ability to view customer sites, check the status of the scale, and identify problems before they interrupt weighing. It automatically sends text and/or email messages for error events when subscribed. The email messages will provide “Probable Causes” and “Items to Check” to aid in troubleshooting. This is a free service for authorized dealers.

Events that will generate errors are:

- 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

The system receives information from the digital load cell card within the 225 indicator. The system 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.

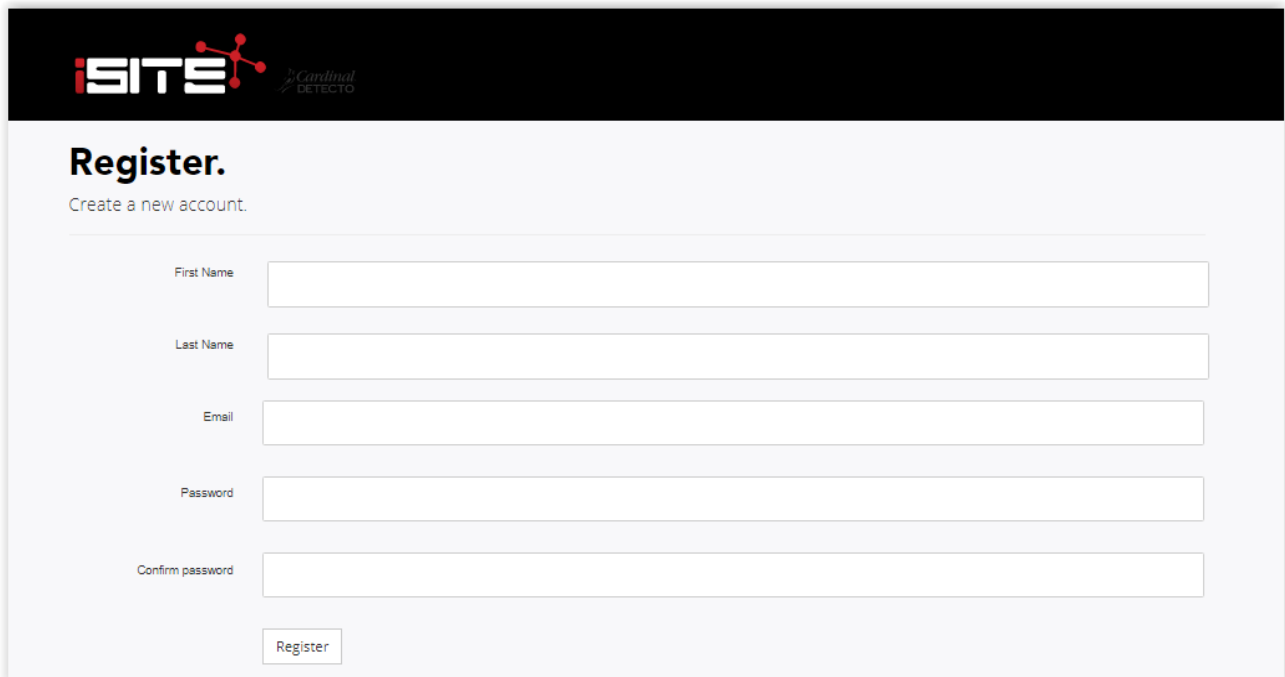
iSite Connectivity Requirements

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).

DEALER REGISTRATION AND SETUP

1. You will need to go to the following URL and fill out the form.

<https://isite.cardinalscales.com/Account/register>



The screenshot shows the iSite registration page. At the top left, there is the iSITE logo and the Cardinal DETECTO logo. Below the logos, the heading "Register." is displayed in a bold font, followed by the subtext "Create a new account." The form consists of five input fields: "First Name", "Last Name", "Email", "Password", and "Confirm password". Each field is a simple white rectangle with a thin border. At the bottom of the form, there is a "Register" button.

2. Next, you will need to confirm your email address by clicking the link in the email that iSite sent you.

Welcome to iSite! Your account registration is almost complete. Please verify your account by clicking the link below.

[Confirm your account](#)

Cardinal Scale Manufacturing Co.

[203 E Daugherty St.](#)

[Webb City, MO 64870](#)

Technical Support

(866) 354-8261

tech@cardet.com

Customer Service

(800) 441-4237

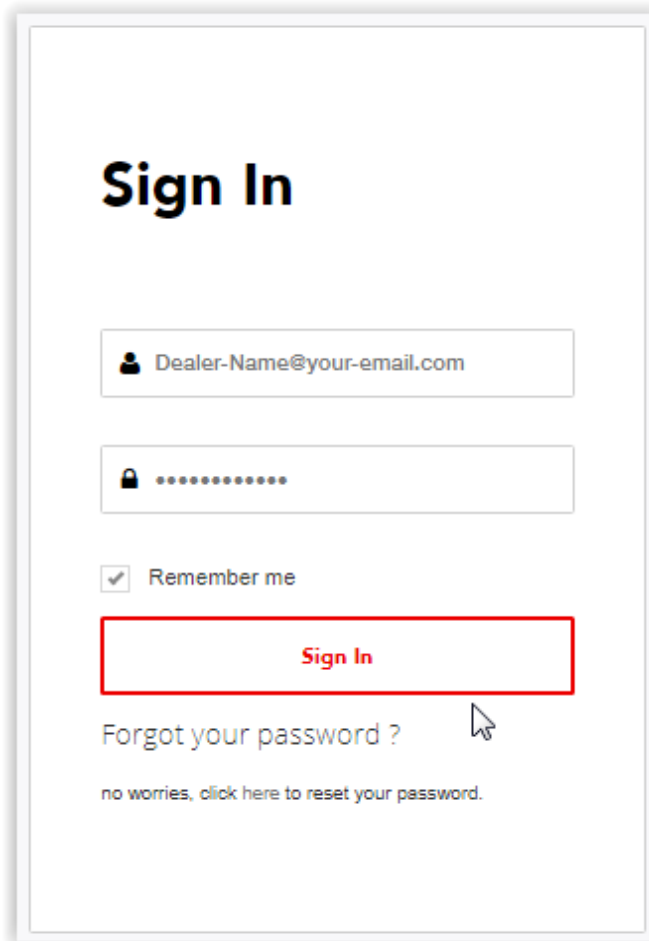
cardinal@cardet.com

3. After confirming your email, you will be able to login, but will not be able to see any scales until your account is tied to a dealer. This will need to be done by Cardinal Scale personnel.

SIGN IN

The iSite website uses a standard web login:

1. Enter the email address you registered.
2. Enter the password you created.
3. If desired, check the “Remember me” box to avoid entering your email the next time you log in to iSite.
4. Click on “Sign In”.
5. The screen will change and you will be logged into the iSite dashboard.



The screenshot shows a web form titled "Sign In". It contains the following elements:

- A text input field for an email address, containing the placeholder text "Dealer-Name@your-email.com".
- A password input field with a lock icon and a series of dots representing the password.
- A checkbox labeled "Remember me" which is checked.
- A red-bordered button labeled "Sign In".
- A link labeled "Forgot your password?" with a mouse cursor pointing to it.
- A small text note below the link: "no worries, click here to reset your password."

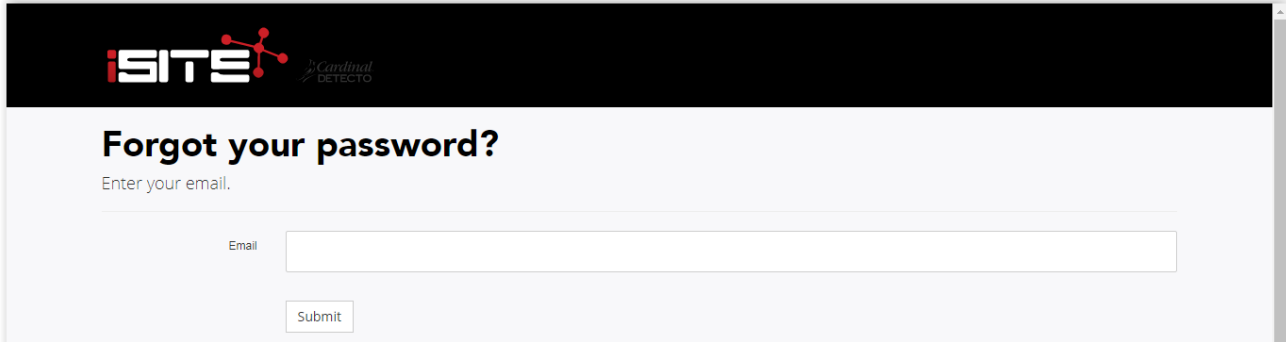
PASSWORD RESET

If you forget your password, it is easy to reset it. Simply click on the word “here” in the sentence below:

Forgot your password?
no worries, click [here](#) to reset your password.

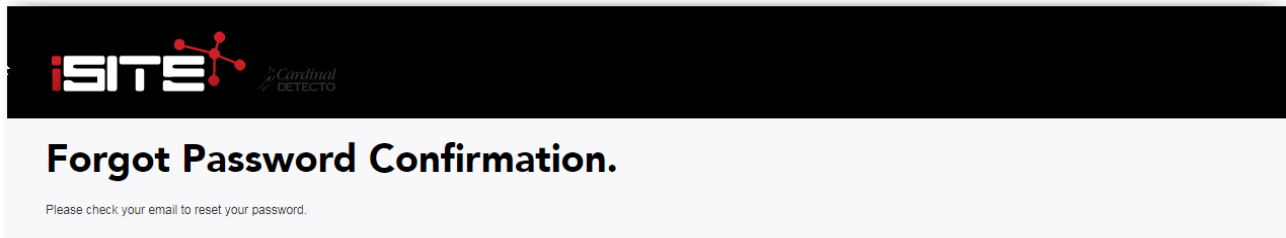
You will be directed to a new screen to reset your password.

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



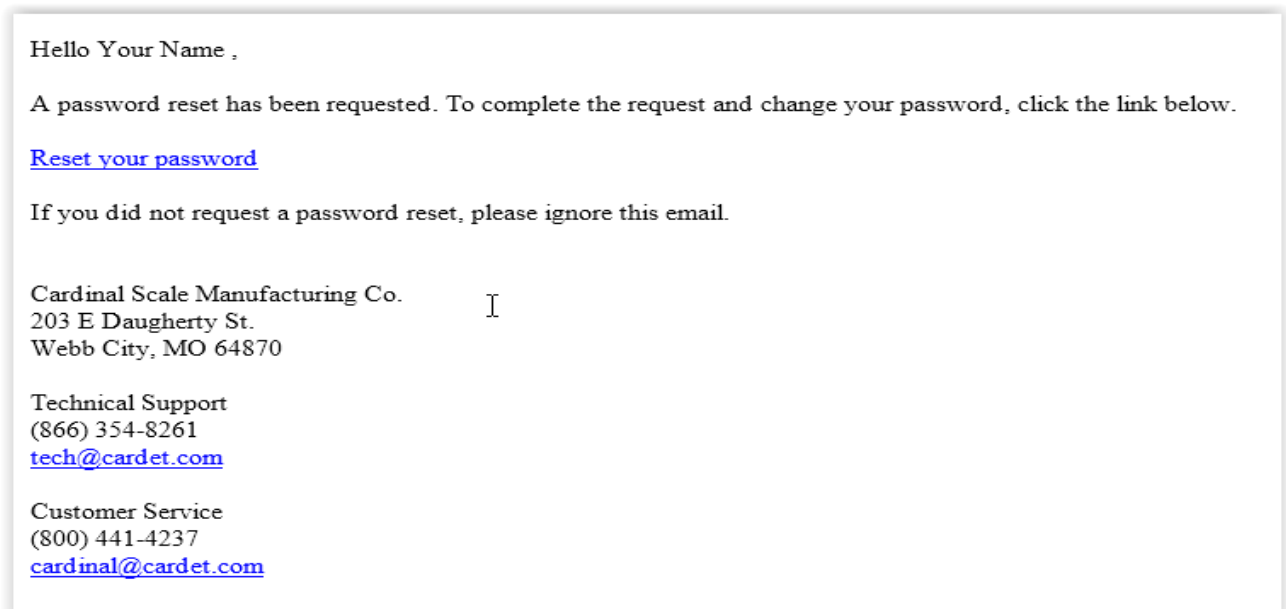
The screenshot shows a web browser window with a black header containing the iSITE logo and the Cardinal DETECTO logo. Below the header, the main content area has a white background with the heading "Forgot your password?". Underneath, it says "Enter your email." followed by a text input field labeled "Email" and a "Submit" button.

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



The screenshot shows an email interface with a black header containing the iSITE logo and the Cardinal DETECTO logo. Below the header, the main content area has a white background with the heading "Forgot Password Confirmation." and a sub-heading "Please check your email to reset your password."

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



The screenshot shows the body of an email with the following text:

Hello Your Name ,

A password reset has been requested. To complete the request and change your password, click the link below.

[Reset your password](#)

If you did not request a password reset, please ignore this email.

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tech@cardet.com

Customer Service
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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 thin border. Below the "Confirm password" field, there is a "Reset" button with a light gray background and a thin border. A mouse cursor is visible over the "Email" field.

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.

Clicking here will change the Site Selections shown to only those with Warnings.

Clicking here will change the Site Selection to show only the sites with Errors.

Click here, and then select "My Profile" to access your account details. Select "Log out" when finished viewing scale sites.

The screenshot shows the iSite Dashboard interface. At the top left is the iSITE logo with the tagline "My Cardinal SITES". At the top right, a user profile icon is labeled "Hello Your Name" with a dropdown arrow. Below the header, the main section is titled "My Cardinal Sites" and contains three summary cards: "21 Sites", "8 Warning Count", and "1 Error Count". To the right of these cards is a search box labeled "Search". Below the summary cards, there are two main sections: "Site Selection" and "Recent Activity". The "Site Selection" section displays a table with columns for "Test Customer", "Test Site", and "Jarod Test". It shows two rows: one with a yellow "W" icon (Warning) and one with a red "E" icon (Error). The "Recent Activity" section has columns for "Date" and "Message".

Enter a customer site here in the search box to quickly select and view it.

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.

ACCOUNT DETAILS

The dashboard also allows you access to view and change your Account Details. Click on the “Hello” icon, and then select “My Profile” 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.

Click on the “Hello” icon to access your account details.

The screenshot shows the 'Account Details' page. At the top right, there is a 'Hello Your Name' dropdown menu. Below it is a 'Home' button. The main content area includes a profile section with fields for 'Your Name' and 'Last Name', an email address 'name@your-email.com', and links for 'Add Phone Number', 'Change Password', 'Enable 2FA', and 'Manage Scale Alerts'. At the bottom, there are dropdown menus for 'Measurements' (set to Pounds) and 'Timezone' (set to US/Central), and a 'Submit' button.

Click here to return to the dashboard.

Click here to edit your name.

Click here to view/add your phone number.

Click here to change your password.

Click here to enable/disable 2 Factor Authentication.

Click here to manage scale site text/email alerts.

Click here to change the measurements units.

Click here to set the local time zone.

Click here to save the changes made to your account.

Account email. (view only)

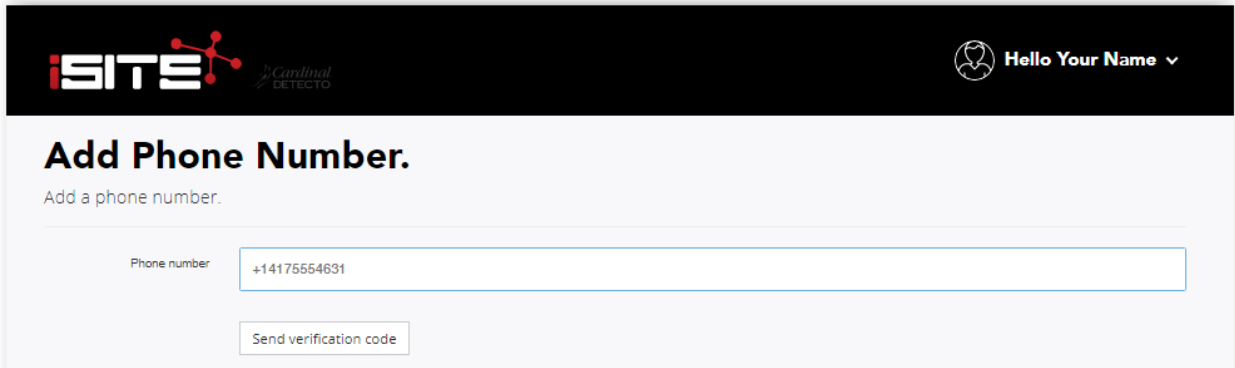
Submit

ACCOUNT DETAILS, CONT.

3. 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.

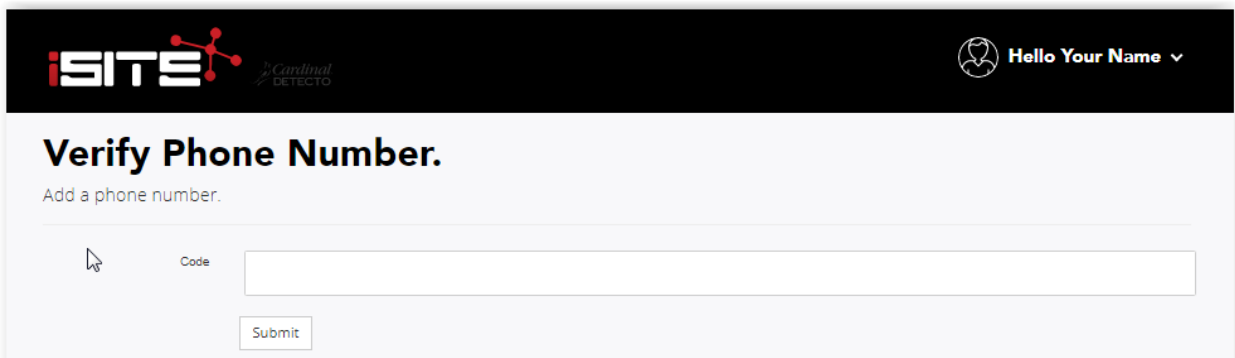
NOTE: The account must have a phone number set to receive text alerts.
 - B. Enter the phone number using the ITU-T E.164 format (plus sign, country code, national destination code, and a subscriber number), and then click on the “Send verification code” button.

E.g. +14175554631



The screenshot shows the top navigation bar with the iSITE logo, Cardinal DETECTO logo, and a user profile icon labeled "Hello Your Name". Below the navigation bar is a white card with the heading "Add Phone Number." and the subtext "Add a phone number." A text input field labeled "Phone number" contains the value "+14175554631". 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.

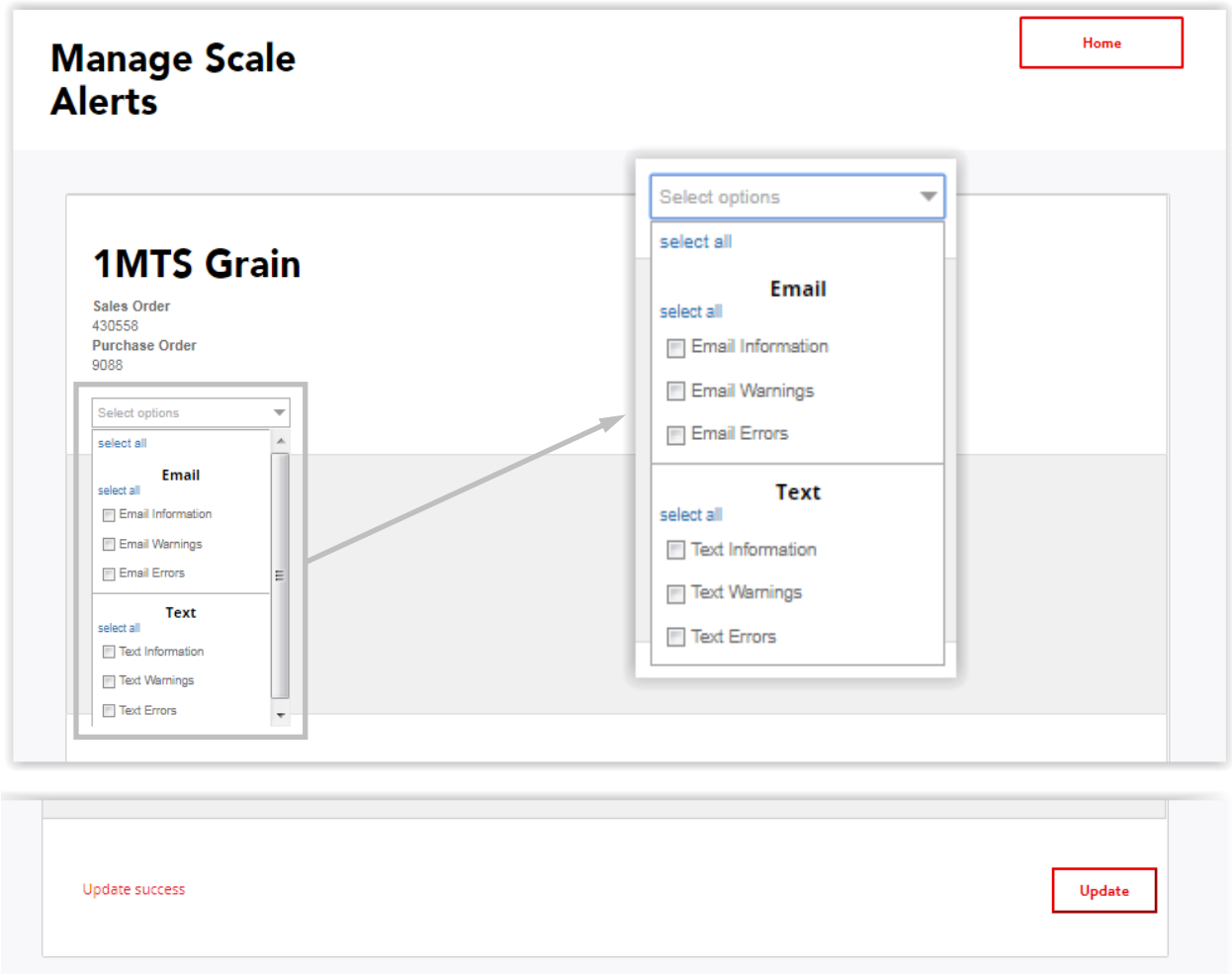


The screenshot shows the top navigation bar with the iSITE logo, Cardinal DETECTO logo, and a user profile icon labeled "Hello Your Name". Below the navigation bar is a white card with the heading "Verify Phone Number." and the subtext "Add a phone number." A text input field labeled "Code" is empty. 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.
4. Change the Password for the account. Refer to the PASSWORD RESET section for details on changing your password.
5. Enable 2FA or Disable 2FA (2 Factor Authentication).

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. Scroll through the list and change the settings in the dropdown for each scale.
 - B. 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 save status.



NOTE:

The Manage Scale Alerts options, Email Information, and Text Information selections are for general messages that do not affect operation of the scale.

For details on the Manage Scale Alerts options, Warnings and Errors Email and Text selections, refer to the WARNING AND ERROR COUNT section of this manual.

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

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

SITE SELECTION

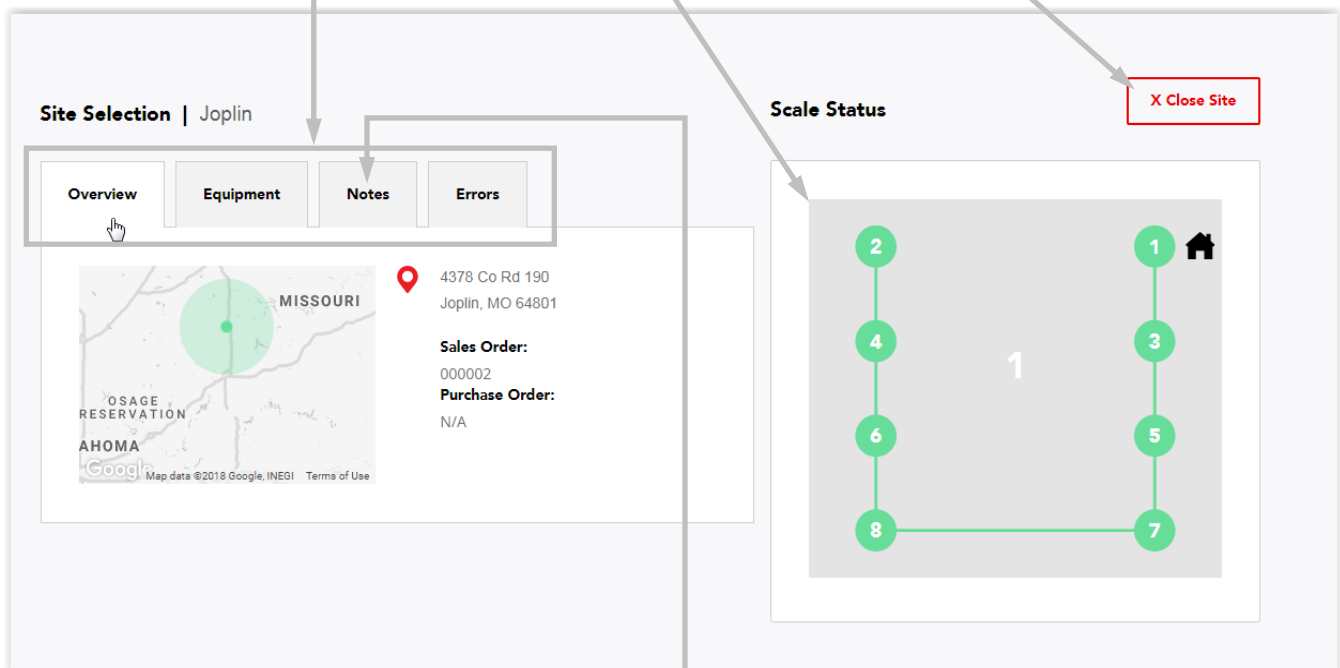
After selecting a site on the dashboard, the screen will change to display details about the site. The Scale Status is a diagram of the scale site that shows the arrangement of the load cells and their status, the status of the load cell cables, and a homerun cable indicator.

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, and to read and/or enter Notes about the site.

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

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



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 the list view and on the scale diagram. Note that in the example below, load cell 4 is red, indicating an error.

Site Selection | Joplin

Overview | Equipment | Notes | **Errors**

Status	Time	Error
❗	12/21/2017 1:42:35 PM	Load cell 4 not responding.
❗	12/21/2017 1:41:42 PM	Load cell 4 not responding.
❗	12/21/2017 1:31:11 PM	Load cell 4 not responding.
❗	12/21/2017 1:25:16 PM	Load cell 4 not responding.

Scale Status X Close Site

A cell displayed in red indicates an error.

Click on a load cell to select it. After selecting, a detailed analysis of the cell's data will be displayed.

Site Selection | Joplin **Scale Status** X Close Site

Load Cell 4 Print Filter By 12/21/2017 Close

Serial #: 1CA0A640
Cell Rev: 0.0.0

Date	Time	Millivolts	Weight	Calibrated Zero	Temperature	Cell Revision	Status
12/21/17	5:18:32 PM	0.775279	-213.70 lb	-413.10 lb	13.2	0.0.0	N
12/21/17	4:18:32 PM	0.773901	-220.90 lb	-413.10 lb	14.7	0.0.0	N
12/21/17	3:18:32 PM	0.770945	-226.80 lb	-413.10 lb	15	0.0.0	N

LOAD CELL SELECTION

Load cell data available includes Date, Time, Millivolts, Weight, Calibrated Zero, Temperature, firmware Revision number and load cell Status. The data can be filtered by date. Click on the Filter By box to select a date from the pop-up calendar or manually enter the date desired.

If desired, a detailed analysis of the cell data can be printed. Click on the Print selection to open a “print preview” window. Note that the system printer will be selected. Click on the Change button to select another printer. Click on the Print button to begin printing or click on the Cancel button to exit the “print preview” window and return to the Load Cell data screen.

Click here to print a detailed analysis of the cell data to the system printer.

Click here to select a date from a pop-up calendar, or enter the desired date.

Close

Load Cell 4

Serial #: 1CA0A640

Cell Rev: 0.0.0

Print

Filter By

12/21/2017

Date	Time	MilliVolts	Weight	Calibrated Zero	Temperature	Cell Revision	Status
12/21/17	5:18:32 PM	0.775279	-213.70 lb	-413.10 lb	13.2	0.0.0	N
12/21/17	4:18:32 PM	0.773901	-220.90 lb	-413.10 lb	14.7	0.0.0	N
12/21/17	3:18:32 PM	0.770945	-226.80 lb	-413.10 lb	15	0.0.0	N
12/21/17	2:18:33 PM	0.771121	-245.90 lb	-413.10 lb	15.1	0.0.0	N

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 an error (Error Count).

The screenshot shows a dashboard for 'Site Selection | Joplin'. It has four tabs: 'Overview', 'Equipment', 'Notes', and 'Errors'. The 'Errors' tab is active, displaying a table with columns for Status, Time, and Error. There are two entries: a warning (yellow arrow) at 5:10:11 PM on 12/21/17 stating 'iSite lost communication with the indicator.', and an error (red exclamation mark) at 4:15:06 PM on 12/21/17 stating 'Load cell 4 not responding.'. Below the table, there is a 'PROBABLE CAUSE' section stating 'There is a loss of communication between load cells.' and an 'ITEMS TO CHECK' section with four bullet points: '-Check that cable is connected correctly.', '-Check cable for damage.', '-Use caution on the amount of insulation stripped for connector. Center wires could short. Must be shorter than the center connector.', and '-Check connector for random strands of wire.'

Status	Time	Error
▼	12/21/17 5:10:11 PM	iSite lost communication with the indicator.
▲	12/21/17 4:15:06 PM	Load cell 4 not responding.

PROBABLE CAUSE:
There is a loss of communication between load cells.

ITEMS TO CHECK:

- Check that cable is connected correctly.
- Check cable for damage.
- Use caution on the amount of insulation stripped for connector. Center wires could short. Must be shorter than the center connector.
- Check connector for random strands of wire.

Warnings

Warnings indicate that there could be a problem with the scale, but it appears to iSite that it is still working correctly. iSite will send (text and/or email) a warning, e.g. “Lost Communication” when the scale has not sent data for a while. This could simply mean the indicator was turned off or that communications with the indicator has actually failed.

On the dashboard, click on a site to view the details about the warning. After selecting a site, the screen will change to display details about the site. Click on the Errors tab to view the date and time of the warning(s).

WARNING AND ERROR COUNT, CONT.

Errors

Errors are messages that are displayed directly on the indicator (and sent to iSite) which should not happen during normal operation of the scale. Error messages may require immediate attention to correct.

On the dashboard, click on an error to select it. After selecting, the screen will change to show a diagnostic message for the error. A PROBABLE CAUSE, along with ITEMS TO CHECK, will be shown to aid in troubleshooting the error. This is the same message that will be included in the email iSite sends.

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

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 **SHIFT + RED_KEY** to enter SETUP/REVIEW.
2. Press **ENTER** once and **DOWN** twice to navigate to SETUP MENU #3.
3. Select **#9. ISITE IP CONFIG**.

The SO# of the scale is used to match up the scale to the correct iSite dealer account. In many cases DHCP may be used, in which case setup is quite simple:

1. SO# = XXXXXX
2. DHCP = YES

If a static IP address is required (such as to address firewall issues), then set DHCP = NO, and 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

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.

To check status of iSite connection:

1. From the main weight screen go to the diagnostics menu by pressing **SHIFT + CELL_DIAG**.
2. Navigate with **PREVIOUS/NEXT** soft keys to page titled "ISITE STATUS OF LAST CONNECTION".

ISITE INDICATOR CONFIGURATION, CONT.

Configuring the 225D, Cont.

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”.



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