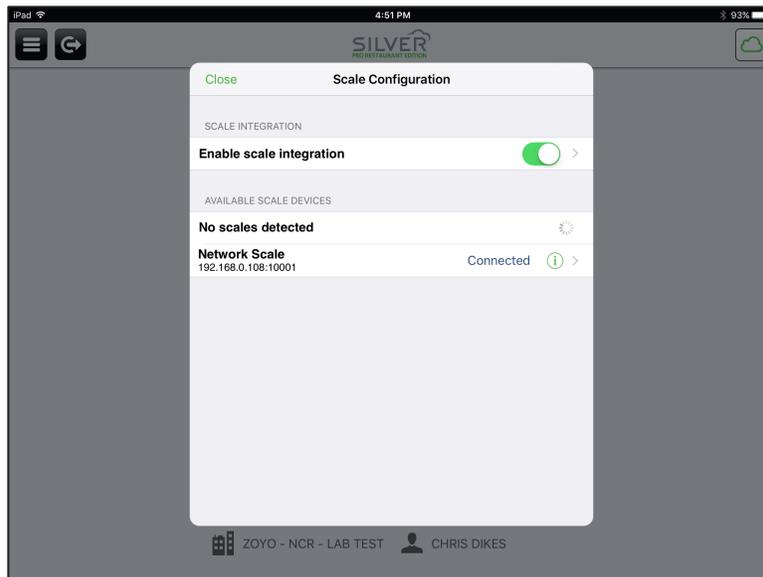


The Mettler Toledo scale integrates to the Silver Pro POS through a Lantronix XDirect serial adaptor. As with printers, the integration relies on the IP address of the Lantronix device for communication. Thus, we highly recommend reserving the IP address of the Lantronix device so that the scale does not become disconnected from the POS.

Scenario: When placing an item on the scale, the POS does not receive a weighed amount.

1. Within the Silver Pro app, determine the connection status of the scale.
 - a. At the POS home screen, tap **Settings** and then tap **Configure scales**. (Note: If you do not have any items configured to 'Use Scale,' then you will not see this option.)



- i. Confirm **Enable Scale integration** is turned on.
 - ii. Under 'Available Scale Devices,' if a scale has been configured, you will see an IP address and port number listed under Network scale.
 1. If it does not show as 'Connected,' tap 'Tap here to connect.' If the scale fails to connect, you will receive an error message.
 - iii. Note the IP address and proceed to the next step.
2. Confirm the scale is turned on.
 - a. View the scale display to determine if the scale is on or not.
 3. Confirm the Lantronix device is turned on. (The 'X' on top of the Lantronix device should be orange and blinking.)



Flashing orange 'X.'

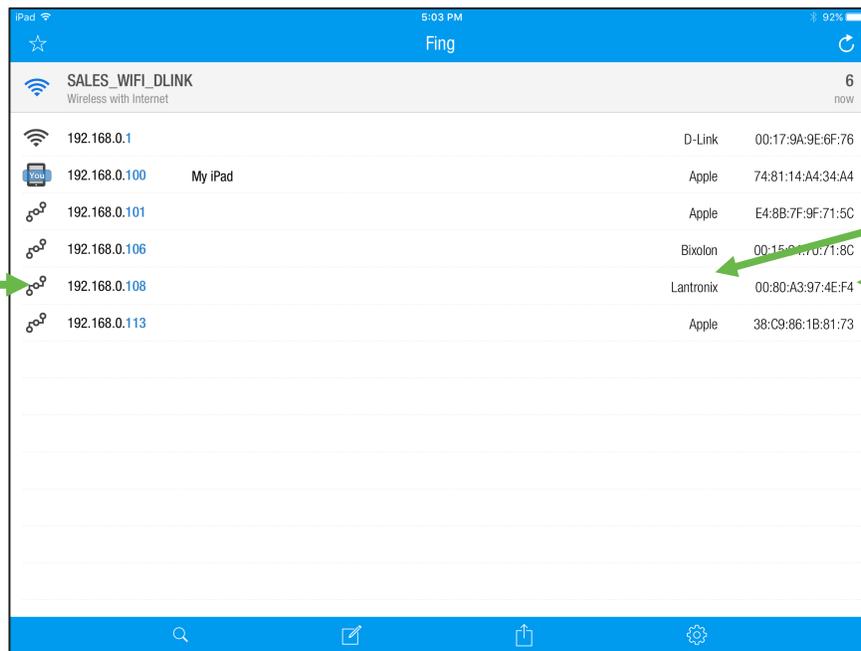
4. Confirm the Lantronix device is receiving data from the network.

- a. At the back of the Lantronix device, where the network cable is connected, there should be one solid green light and one blinking light.
 - b. If there is not, confirm the other end of the cable is properly connected to the network.
5. Download the 'FING' app from the app store and scan the network.
- a. On the back of the Lantronix device, identify the MAC address.



MAC address of Lantronix

- b. In the FING app:



IP Address

Manufacturer

MAC Address

- i. Identify the manufacturer 'Lantronix.'
 - ii. Compare the MAC address to the right of Lantronix to the MAC address on the back of the Lantronix device. (NOTE: If you have multiple scales, you will see multiple Lantronix devices.)
 - iii. Once you identify the Lantronix device, note the IP address assigned to the Lantronix device.
6. Return to Silver Pro and view the Network scale settings.
- a. If the IP address is different, update the settings, and tap Connect.