Cellular Weight Scale
Model: SMSC2104-G-001

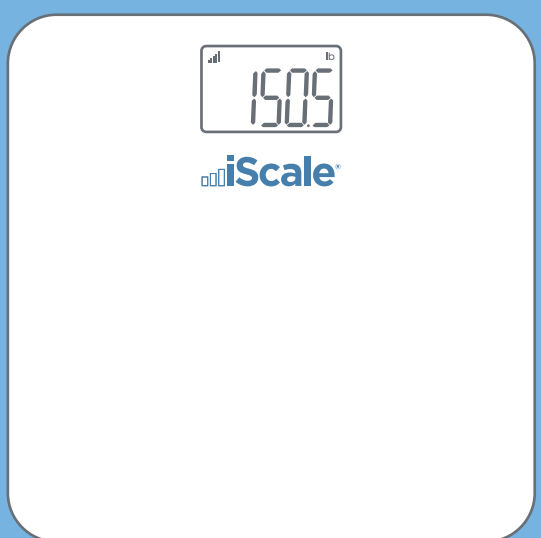
Contact Information
Please contact Smart Meter Customer Support Monday-Friday 9 AM- 5 PM EST at 1-844-445-8267 or by emailing support@iglucose.com

Manufactured for Smart Meter, LLC
5501 W. Waters Ave. Suite 401 Tampa, FL 33634

version: 1.0

iScale®

USER MANUAL



SMARTMETER
Engaging Health Data

- Thank you for choosing iScale!
- Please read this manual thoroughly to learn how to use your iScale safely and correctly. Keep this manual for future reference.

TABLE OF CONTENTS

SYMBOL MEANINGS 2

SAFETY INFORMATION
- Your iScale and Its Environment 3
- Efficient Use of Your iScale 3

OVERVIEW
- Device Components 4
- What's Included 4
- LCD Display 5

INITIAL SET-UP
- General Instructions 6
- Insert Batteries and Pair-up 6
- Select Measurement Unit 7
- How to Check and Re-install the SIM Card 7

START MEASURING
- Daily Measurement 8

TROUBLESHOOTING
- Error Prompt 9
- When Measuring 10

SPECIFICATIONS 11

MAINTENANCE 12

WARRANTY 12

FCC REGULATIONS 13

APPENDIX
- Warning 14
- EMC Guidance 14

SYMBOL MEANINGS

The symbols below may be in the user manual, labeling or other components. They are the standard requirement of use.

	Refer to instruction manual/booklet To signify that the instruction manual/booklet must be read.		
	Serial Number		Date of Manufacture
	Direct Current		General symbol for recovery/recyclable
	Type BF applied part		Temperature limit
	Humidity limitation		Atmospheric pressure limitation
	The symbol indicates that caution is necessary when operating the device or control close to where the symbol is placed, or that the current situation needs operator awareness or operator action in order to avoid undesirable consequences.		The symbol indicates that the product should not be discarded as unsorted waste but must be sent to separate collection facilities for recovery and recycling.

CAUTION

The iScale offers you a way to manage your health. Please be aware that this device is designed for self-monitoring in adults and children between the ages of 10-17. Any information provided by this device is in no way meant to cure or prevent any disease or illness from happening.
The iScale is equipped with data transmission functionality. It may emit electromagnetic energy so as to perform its intended function. Nearby portable and mobile RF communications equipment can affect the performance of the device.
Portable and mobile RF communications equipment can affect the measuring accuracy of the iScale.
Kindly note that the use of accessories, transducers or cables other than those specified, with the exception of transducers and cables sold by the manufacturer as replacement parts for internal components, may result in increased EMISSIONS or decreased IMMUNITY of the device.
Be aware that misuse of electrical equipments can cause electric shock, burns, fire and other hazards. Please do not use the device in flammable gas environment.
Warning that the iScale should not be used adjacent to or stacked with other equipment.
The glass surface of the iScale is type BF Applied part.
The device does not need to be calibrated for the first 5 years of its lifetime.
Do not touch the output of batteries when using the iScale.
You can use this device to take your own measurement, no third-party operator is required.
Please use the device under the conditions which are outlined in the user manual. Otherwise, the performance and lifetime of the device may be impacted and reduced.
Store your device in a clean and dry place. Never store any heavy objects on it.
Dispose of accessories, detachable parts, and the device according to the local guidelines.

SAFETY INFORMATION

INDICATIONS FOR USE

- The iScale is intended for adults and children (10-17 years old) to measure weight at home.

Your iScale and Its Environment

To ensure your safety as well as the service life of your iScale, DO NOT use the iScale:

- On a silppery floor such as tile floor,
- Immediately after bathing or with wet feet,
- Near a cell phone or microwave oven.

Avoid storage in the following locations:

- Where there is water.
- Where the device may be exposed to extreme temperatures, humidity, moisture, direct sunlight, dust, or salt air.
- Where there is risk of shock or falling.
- Where you store chemicals or where there are corrosive gases.
- Where in reach of infants or children under the age of 10.

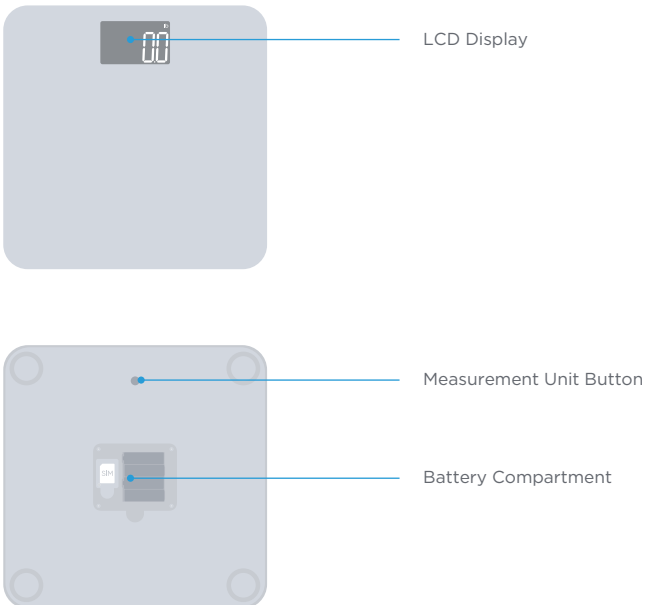
Efficient Use of Your iScale

To ensure the accuracy of measurement, please follow the below instructions when you start measurement.

- Place the iScale on a flat, hard surface. Soft surfaces such as carpet may affect the performance of the iScale.
- Weigh yourself at least two hours after getting up or eating.
- Avoid measurement immediately after strenuous exercise, sauna or bath, drinking, and eating.
- Always start measurement in the same time slot and on the same iScale located on the same flat, hard surface.
- This device is not intended for use in an oxygen rich environment.
- Any information provided by this iScale is in no way meant to cure or prevent any disease or illness from happening. If in doubt, contact your physician.
- The device is designed for use in a home healthcare environment.

OVERVIEW

Device Components

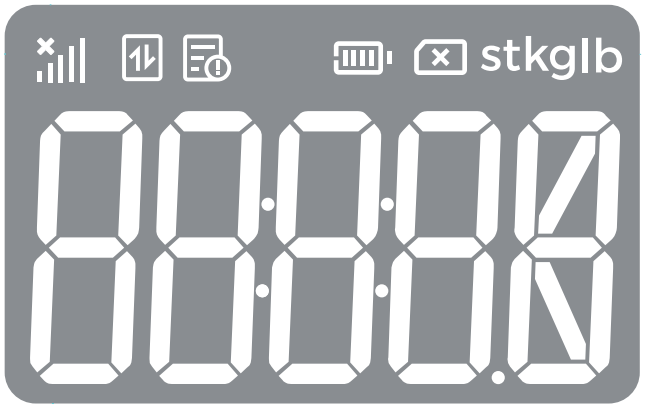


What's Included

1. iScale (SMSC2104-G-001)
2. Four AA-size Batteries (1.5V per each)
3. User Manual
4. Quick Start Guide

OVERVIEW

LCD Display



kg	Kilogram		Signal symbol
st lb	Stone		Data transmitting
lb	Pound		Data pending to transmit
	Battery symbol		No SIM card information

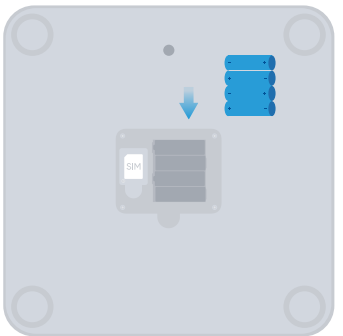
INITIAL SET-UP

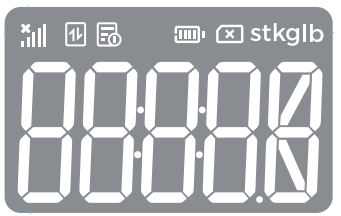
General Instructions

iScale (SMSC2104-G-001) applies SENSE ON technology. It's not necessary to turn the iScale on or off before measuring, just stand on the iScale for measurement.

Insert Batteries

- Open the battery door in the back of the iScale.
- Insert the batteries (4 x 1.5V AA) according to the polarity indications (+/-) marked inside the battery compartment.
  * The LCD display will light up.



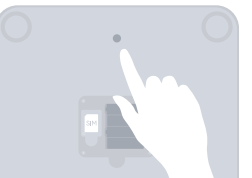


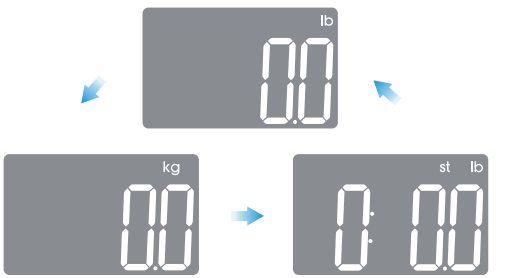
CAUTION

- When symbol " " blinks, the device will power off. Replace with a new set of batteries. Please replace all four batteries at the same time. Do NOT mix the old batteries with the new ones.
- Worn batteries are hazardous waste. Do NOT dispose of them together with the household garbage.
- Please refer to the local ordinances and recycling instructions regarding disposal of the worn batteries and scrapped device.
- Do not mix alkaline, standard (carbon-zinc), or rechargeable (Ni-Cd, Ni-MH, etc) batteries.
- If you do not intend to use this unit for a prolonged period of time, it is recommended to remove the batteries before storing.
- The lifetime of the batteries is one year with use up to three times a day.

Select Measurement Unit

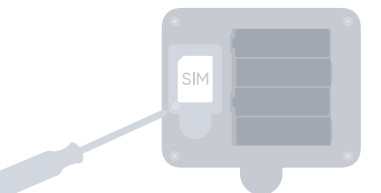
The unit switch button is on the back of the iScale. The default measurement unit is " lb". You may press the button to choose among "pound", "kilogram" and "stone". Place the iScale on the ground and it will trun off in 10 seconds.





How to Check and Re-install the SIM Card

Flip your iScale over to find the SIM card compartment door inside the battery compartment labeled "SIM". Open the SIM card door with a screwdriver and then you can check and re-install the SIM card.
DO NOT open it unless it is necessary!
DO NOT replace it with other SIM card!



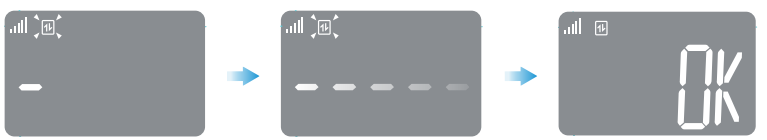
DAILY MEASUREMENT

- With patented SENSE ON technology, the iScale will automatically switch on as you step on the platform barefooted.

- Stand still and keep full contact with the iScale, the weight data on the LCD will blink twice, then the weight is locked. Then the iScale automatically connects to the cellular network.

- If the iScale connection fails, " " will be displayed.

- After connecting to the cellular network, the weight data will be transmitted. When data is successfully transmitted, "OK" will be displayed and " " appears.



- If the data transfer fails, " " will be displayed.

TROUBLESHOOTING

Error Prompt

Symbol & Code	Description	How to solve
-----	Overload	Retake measurement. If the issue persists, please check if your weight is out of measurement range (11 lb to 440 lb / 5 kg to 200 kg / 0 st : 11 lb to 31 st : 1 lb)
150.6	SIM error	Check and re-install the SIM card. If the issue persists, contact customer support.
	No signal	1. Move the iScale to a strong signal place. 2. Contact customer support.
E1	Hardware error (such as the communication between the MCU and the module is abnormal.)	Retake measurement. If the issue persists, contact customer support.
E3	Data transmission error	Move to another area, preferably closer to a window. Use the device at a location where you get strong cellular signal with your mobile phone.
E4	No cellular coverage or Cellular connection error	Move to another area, preferably closer to a window. Use the device at a location where you get strong cellular signal with your mobile phone.
E5	The pre-loaded SIM card is replaced or the cellular service subscription suspended / terminated.	Make sure the SIM card in the device is the original one pre-loaded. DO NOT replace it by yourself. If the issue persists, contact customer support.
E6	Server connection error	Move to another area, preferably closer to a window, try again. Use the device at a location where you get strong cellular signal with your mobile phone. If the issue persists, contact customer support.
E8	Certificate error	Contact customer support.
EErr	Hardware error	Retake measurement. If the issue persists, contact customer support.

TROUBLESHOOTING

When Measuring ...

Problem	Root Cause	Solution
No display on LCD when the device powers on	Batteries not yet installed	Install the batteries. (Please refer to the Insert the Batteries section of this manual)
	Worn batteries	Replace all four batteries at the same time. Please purchase the authorized batteries for replacement
The device powers off automatically	Worn batteries	Replace all four batteries at the same time. Please purchase the authorized batteries for replacement

About the Accuracy of This Product

- This product passes strict inspection before delivery and therefore its accuracy is guaranteed by the manufacturer. Please refer to the table for the descriptions on accuracy.
- This product is specially designed for weight measurement.
  It should NOT be used by anyone during the process of transaction for verification of goods' weight.

SPECIFICATIONS

Product Name	Cellular Weight Scale
Dimension	Approx 12.6x12.6x1.12 inches
Net Weight	Approximately 4.76 lb (Excluding the drycells)
Display	Digital LCD
Measurement Unit	Pound / Kilogram / Stone
Measurement Range	11 lb to 440 lb / 5 kg to 200 kg / 0 st : 11 lb to 31 st : 1 lb
Division	0.1 kg / 0.2 lb
Accuracy	110.2 lb：109.6 lb-110.6 lb; 220.4 lb：219.6 lb-221.0 lb; 330.6 lb：329.8 lb-331.4 lb; 440.8 lb：439.8 lb-442.0 lb
Working Environment	Temperature: 41°F to 104°F Relative Humidity: ⩽90% RH Atmospheric pressure: 860 hPa to 1060 hPa
Storage Environment	Temperature: -4°F to 140°F Relative Humidity: ⩽90% RH Atmospheric pressure: 500 hPa to 1060 hPa
Power Source	6V (Four AA-size Batteries)
Auto-ON	SENSE ON technology
Auto-OFF	About 10 seconds while showing 0.0
Accessories	1. Four AA-size Batteries 2. User Manual 3. Quick Start Guide
Mode of Operation	Continuous Operation
Protection Against Ingress of Water	IP21 (The first number 2: Protected against solid foreign objects of 12.5 mm Φ and greater. The second number 1 : Protection against vertically falling water drops.)
Degree of protection	Type BF applied part

MAINTENANCE

When carrying out usual maintenance, please ensure practice of the following Do's and Don'ts:

- DO clean the device after use.
- DO use a dry soft cloth to wipe off the dust.
- DO use a wet soft cloth, dipped into water and wrung out, to wipe off the dirt. Then use a dry soft cloth to dry the device.
- DON'T wash the device with water or immerse it in water.
- DON'T use propellant, abrasive or other chemicals to wipe off the dirt in avoidance of discoloration or malfunction.
- DON'T attempt to repair the device or replace components (e.g., transducers, LCD, etc.) by yourself. If you suspect incorrect operation, contact customer support for further assistance. At the request of authorized service personnel, circuit diagrams, component part lists, descriptions, and calibration procedures will be made available by the manufacturer or distributor.
- DON'T disassemble this device. If you have problems, contact customer support (Please refer to the section of "Warranty" for customer support information).
- DON'T service or provide maintenance while in use.

Warranty

- The manufacturer guarantees its products' materials and assembly in normal use will remain free of defects for a period of TWO years from the date of purchase.
- This warranty does NOT cover damages caused by misuse or abuse, including but not limited to:
  Failure caused by unauthorized repairs or modifications;
  Damage caused by shock or drop during transportation;
  Failure caused by improper operation inconsistent with the instructions stated in this user manual;
  Malfunction or damage from failure to provide the recommended maintenance;
  Damage caused by improper use of power supply.

FCC REGULATIONS

FCC User Guide Information

Radio Frequency Interface Requirements - FCC

Note: 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 difference from that to which the receiver is connected;
- Consult the dealer or an experienced radio / TV technician for help.

Radio Transmitters (Part 15)

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.
Changes or modifications not expressly approved by the party res ponsible for compliance could void the user's authority to operate the equipment.

FCC SAR statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment.
End user must follow the specific operating instructions for sat isfying RF exposure compliance.
This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.
The portable device is designed to meet the requirements for exposure to radio waves established by the Federal Communications Commission (USA).
These requirements set a SAR limit of 4.0 W/kg averaged over one gram of tissue.
The highest SAR value reported under this standard during product certification for use when properly worn on the extremity (hands/feet/ankle/wrist).

APPENDIX

Warning

The ME EQUIPMENT or ME SYSTEM is suitable for home healthcare environments.

- Warning: Don't near active HF surgical equipment and the RF shielded room of an ME system for magnetic resonance imaging, where the intensity of EM disturbances is high.
- Warning: Use of this equipment adjacent to or stacked with other equipment should be avoided because it could result in improper operation. If such use is necessary, this equipment and the other equipment should be observed to verify that they are operating normally.
- Warning: Use of accessories, transducers and cables other than those specified or provided by the manufacturer of this equipment could could result in increased electromagnetic emissions or decreased electromagnetic immunity of this equipment and result in improper operation.
- Warning: Portable RF communications equipment (including peripherals such as antenna cables and external antennas) should be used no closer than 30 cm (12 inches) to any part of the iScale, including cables specified by the manufacturer. Otherwise, degradation of the performence of this equipment could result.

EMC Guidance

Guidance and manufacturer's declaration-electromagnetic emissions and Immunity.

Table 1

Guidance and manufacturer's declaration - electromagnetic emissions	
Emissions test	Compliance
RF emissions CISPR 11	Group 1
RF emissions CISPR 11	Class B
Harmonic emissions IEC 61000-3-2	Not applicable
Voltage fluctuations/flicker emissions IEC 61000-3-3	Not applicable

APPENDIX

Table 2

Guidance and manufacturer's declaration-electromagnetic immunity		
Immunity Test	IEC 60601-1-2 Test level	Compliance level
Electrostatic discharge (ESD) IEC 61000-4-2	38 kV contact 32 kV, 34 kV, 38 kV, 315 kV air	38 kV contact 32 kV, 34 kV, 38 kV, 315 kV air
Electrical fast transient/burst IEC 61000-4-4	Not applicable	Not applicable
Surge IEC 61000-4-5	Not applicable	Not applicable
Voltage dips, short interruptions and voltage variations on power supply input lines IEC 61000-4-11	Not applicable	Not applicable
Power frequency magnetic field	30 A/m 50 Hz/60 Hz	30 A/m 50 Hz/60 Hz
IEC 61000-4-8		
Conducted RF IEC 61000-4-8	Not applicable	Not applicable
Radiated RF IEC 61000-4-3	10 V/m 80 MHz-2.7 GHz 80% AM at 1 kHz	10 V/m 80 MHz-2.7 GHz 80% AM at 1 kHz
NOTE U_T is the a.c. mians voltage prior to application of test level.		

APPENDIX

Table 3

Guidance and manufacturer's declaration - electromagnetic immunity								
Radiated RF IEC61000-4-3 (Test specifications for ENCLOSURE PORT IMMUNITY to RF wireless communica-tions equipment)	Test Frequency (MHz)	Band (MHz)	Service	Modulation	Maximum Power (W)	Distance (m)	IEC 60601-1-2 Test Level (V/m)	Compliance level (V/m)
	385	380-390	TETRA 400	Pulse modulation 18 Hz	1.8	0.3	27	27
	450	430-470	GMRS 460, FRS 460	FM 35k Hz deviation 1 kHz sine	2	0.3	28	28
	710	704-787	LTE Band 13, 17	Pulse modulation 217 Hz	0.2	0.3	9	9
	745							
	780							
	810	800-960	GSM 800/900, TETRA 800, iDEN 820, CDMA 850, LTE Band 5	Pulse modulation 18 Hz	2	0.3	28	28
	870							
	930							
	1720	1700-1990	GSM 1800; CDMA 1900; GSM 1900; DECT; LTE Band 1, 3, 4, 25; UMTS	Pulse modulation 217 Hz	2	0.3	28	28
	1845							
	1970							
	2450	2400-2570	Bluetooth, WLAN, 802.11 b/g/n, RFID 2450, LTE Band 7	Pulse modulation 217 Hz	2	0.3	28	28
	5240	5100-5800	WLAN, 802.11 a/n	Pulse modulation 217 Hz	0.2	0.3	9	9
	5500							
	5785							