

# iDimension Frequently Asked Questions



Manuals can be viewed or download from the Rice Lake Weighing Systems site at [www.ricelake.com](http://www.ricelake.com).

## Q: Does iDimension Interface with shipping software programs?

A: The iDimension Series can integrate directly with any software application using it's industry standard open API. For a list of supported shipping and WMS applications refer to the Software Compatibility Chart at [www.ricelake.com](http://www.ricelake.com). When direct integration is not available, shipping and WMS systems can interface with the iDimension Series using provided desktop applications, "Desktop App" or "iDim SS".

## Q: How do I connect my iDimension to a PC?

A: The iDimension Series is a networked device and connects via a wired Ethernet port. Dynamic and static IP configurations are supported.

## Q: Does iDimension have an operator display or keypad?

A: Yes, the iDimension ships with an operator display. In addition, a number of software displays are available via any connected web browser.

## Q: Can iDimension connect to a scale?

A: iDimension can connect to any USBHID scale. iDimension can also connect to any serial scale that runs or emulates one of the following scale protocols:

- Pennsylvania 7300
- Mettler Toledo
- MTSICS
- NCI
- A&D FG

Support for additional serial scales can be added on request.

## Q: What is an API?

A: API stands for Application Programming Interface. An API is a set of definitions and protocols that allow technology products, systems and applications to communicate with each other.

The iDimension API is simple, easy to use, and provides real-time access to dimensions, weight and image data.

## Q: Does iDimension provide a dimensional weight?

A: The iDimension Series provides certified dimensions of an object. That dimensional data can then be used by shipping applications to calculate the dimensional weight of the object.

## Q: What is an irregular shape?

A: An irregular shape is anything that is not packed in a carton. iDimension is one of the few dimensioning systems that accurately measure an irregular shape with NTEP Certification at 10 mm accuracy.

**Q: How do I calibrate the iDimension Series?**

A: A calibration tool is provided with each product. Simply place the item under iDimension and calibrate using the embedded firmware.

**Q: What are the advantages of the iDimension Series?**

A: iDimension is lightning quick, easy to use and with certified accuracy. It offers unbeatable throughput, simplified installation and painless interfacing.

**Q: What is the warranty?**

A: Two years from date of installation.

**Q: What is the repair policy?**

A: The iDimension Series is designed to support easy field replacement and hardware repairs are conducted at one of Rice Lake Weighing Systems' repair facilities. In addition to the standard two year warranty, enhanced warranties, including advance hardware replacement are available on request.

**Q: How do I troubleshoot in the field?**

A: Using a remote support program like TeamViewer®, Rice Lake's iDimension service team can quickly provide remote support from our facility without need for a field visit.

**Q: Is it possible to integrate this type of dimensioner with Fedex website and Shipstation?**

A: The iDimension series can easily be integrated with any web site that requires the dimensions by using the provided Desktop App. With the Desktop App installed, the user can press a hotkey to get the dimensions from the device and insert them into the web site's fields.

**Q: Do we need separate software for the receiving and shipping departments?**

A: No, whatever data integration option you choose, from API to one of our apps, your receiving and shipping departments will enjoy a consistent integration experience.

**Q: Can we upload the collected information to our software called SAP Business One or at least to an excel file?**

A: The data extract feature of the dimensioner can be used for daily uploads of the collected information to a file server as a CSV file along with any images captured. Upload of the information to FTP are supported by the available iDimension Software Suite (iDim SS).



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