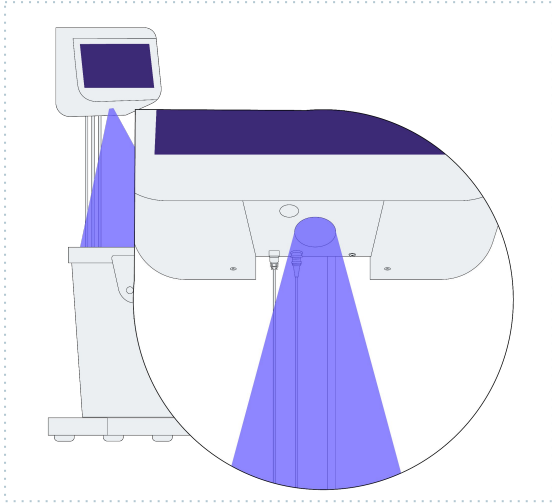
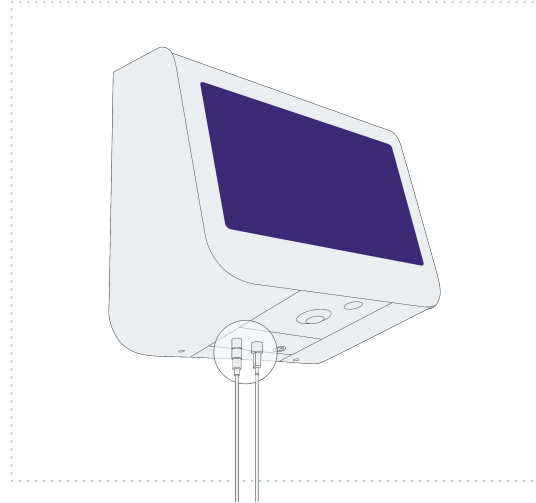


Troubleshooting scale


Connecting the scale on Winnow Vision



Check that the **Winnow Vision Control Box is on**: the LED light on the front of the box should be lit, the white light in the camera should be shining down in your bin.



Check that **the cable from the scale is attached to Vision Control Box** and firmly screwed in.

1. On the Winnow homepage go to **Settings** 
2. Enter the **code 2689** when prompted
3. Go to **Scale Settings** and make sure that the **Enable scale** functionality is **turned on**.
4. Click on **Configure the connected scale**
5. Continue on Prompt Wizard, then from the three options available pick **Connect to Scale**.
6. Select **Ethernet**, then save the settings once the scale has been connected.



Scale enabled



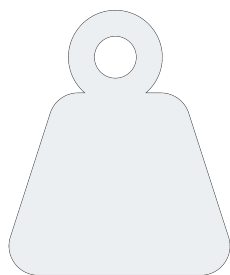
Scale disabled

Troubleshooting scale

Calibrating the scale

The scale must be correctly calibrated to ensure that the scale weighs the waste accurately.

To do so follow the steps below:



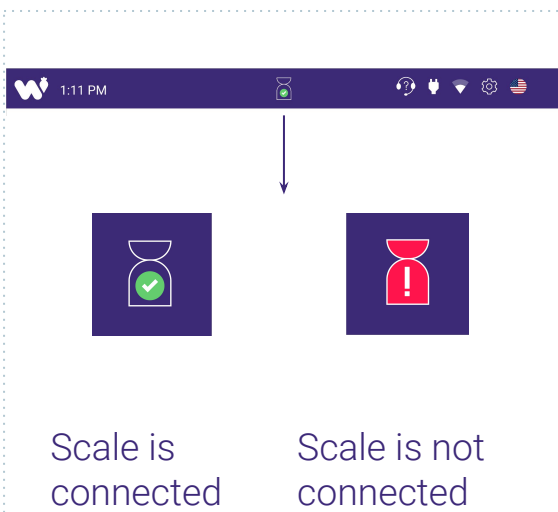
1.

You will require a **known fixed weight** that is between 5kg (10 lbs) and 15kg (30 lbs) (for example, a bag of rice ideally pre-weighed on another scale)

2.

First **confirm that the scale is connected**. The Winnow app should show a scale icon on the top middle of the page.

If it is not connected, refer to previous page for more information.



3. Click on the **scale icon** on the top middle of the page

4. Enter the **code 2689**

5. Select **Calibrate Scale**

6. **Follow next instructions** given on the tablet to complete the task.



Troubleshooting scale

Adjusting the sensitivity

Adjusting the sensitivity of the scale is helpful if:

- The scale placed in an area where there is a lot of disturbance or footfall, adjusting the sensitivity would be helpful in order to reduce unwanted transactions.
 - You have foods that are generally very light in weight and below 100 grams.
1. Click on the **scale icon** on the top middle of the page
 2. Enter the **code 2689** when prompted
 3. Press **OK**
 4. Tap on **Change Sensitivity**
 5. **Adjust sensitivity** based on your kitchen needs

NOTE!

Highest: the scale will be triggered by a minimum weight of 20g (0.7oz).

Normal: the scale will be triggered by a minimum weight of 40g (1.4oz).

Lowest: the scale will be triggered by a minimum transaction of 200g (7oz)

6. Once completed, tap on **Continue** then tap on **Save settings**