PRE-INSTALLATION CHECKLIST

Have these ready before the installation visit. Each missing item usually costs a second visit.

CABIN PC

- ☐ Windows 10 or 11 (64-bit), 8 GB RAM or more, 100 GB free on C:, one user account with administrator rights for the installation
- ☐ One free USB port for the indicator (USB-serial converter) or a 9-pin serial port; a powered USB hub if the PC has fewer than three USB ports
- ☐ Windows Update finished, antivirus not blocking new software, no "kiosk" or domain policy that stops installs
- ☐ PC clock set to Indian time and the correct date
- ☐ A UPS for the PC, the indicator and the printer (power cuts are the first cause of calls)

INDICATOR AND PLATFORM

- ☐ Indicator powered, showing weight, calibrated and stamped
- ☐ Indicator data cable (RS-232) reaching the PC; the converter supplied by Symphony or a genuine FTDI / CP2102 converter
- ☐ Indicator set to continuous output (Symphony sets this if it is a Symphony indicator)
- ☐ Division e (for example 10 kg), capacity and the first RST number you want to start from

PRINTER

- ☐ Windows printer installed and printing a test page: 80 mm thermal, dot-matrix or A5 laser / inkjet
- ☐ Paper or ribbons for the first month

SITE DETAILS FOR THE SLIP

- ☐ Company name, address lines, GSTIN and phone exactly as they must print
- ☐ Logo file (PNG or JPG, under 300 KB) if you want your own logo on the slip
- ☐ Site type: mining, agriculture, cement, port or public dharamkanta, tanker (this sets the extra fields such as eRawanna / TP number)
- ☐ Your fee structure: fee per weighment, GST on the fee, UPI ID for the QR

PEOPLE

- ☐ Owner present for the first hour (sets the owner password and the Symphony service password)
- ☐ Operators present for training (about one hour)
- ☐ Names and mobile numbers of the phones to pair (owner phones approve; staff phones weigh)

NETWORK (FOR PHONES AND EMAIL)

- ☐ Site Wi-Fi reaching the cabin, with the PC on the same network as the phones
- ☐ Internet at the cabin (any broadband or a 4G router) for SMFW Connect, email and remote support
- ☐ For the day report by email: your email account and, for Gmail, an App Password (we help you create it)

CAMERAS (MAX AND ULTRA EDITIONS)

- ☐ IP cameras mounted (front plate, rear plate, top load, cabin as needed), powered, on the same LAN as the PC
- ☐ Each camera's IP address, login and password; ONVIF or RTSP enabled in the camera's app
- ☐ A PoE switch if the cameras take power over Ethernet

BACKUP

- ☐ A USB drive or a second disk left in the PC, or a network folder / Google Drive / OneDrive folder for the daily backup

LICENCE

- ☐ Quotation accepted and the edition agreed (Basic / Pro / Max / Ultra), number of phones
- ☐ Symphony issues the licence key against the PC's request code during the visit

> Questions before the visit: Sales +91 94092 42100 · Technical +91 97251 68834