SMFW WEIGHMENT SOFTWARE · USER MANUAL

Version 1.4.41 · Symphony Weighing Leader (S.M.F. Enterprise, Ahmedabad) Sales +91 94092 42100 · Technical support +91 97251 68834 · info@symphonyweight.com

SMFW runs on the weighbridge cabin PC. It reads the weight from the indicator, saves every weighment as a protected record and prints the slip. The phone app **SMFW WOS** shows the weighbridge on the owner's and staff phones, on the site Wi-Fi and from anywhere.

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1. INSTALL ON THE CABIN PC

1. Run **SMFW-Weighment-Setup-1.4.41.exe**. Windows may say "Windows protected your PC": click **More info**, then **Run anyway**.
2. Accept the questions. The installer adds a desktop icon, a Start menu entry and a Windows Firewall rule for phones on the
   - site Wi-Fi.
3. Open **SMFW Weighment** from the desktop. It starts by itself with Windows from now on, so phones keep working after a power cut.

The portable file (**SMFW-Weighment-Portable-1.4.41.exe**) runs without installing. Use it only for demonstrations.

Where the data is: `C:\ProgramData\SMFW Weighment`. Uninstalling SMFW does not delete it.

2. FIRST SETUP (DONE ONCE BY THE SYMPHONY ENGINEER)

The first time SMFW opens, it asks how the PC will be used.

CHOICE	WHAT IT MEANS
Live weighbridge	Real indicator only. No simulator, no sample data, no demo users.
Demo / training	Simulator and sample slips for showrooms and training. Slips say DEMO and are not records.

For a live weighbridge, fill in:

- **Site**: site code, owner or company name and address (printed on every slip), GSTIN and phone.
- **Type of site**: mining, agriculture, cement, port or public dharamkanta, or tanker. This decides the extra fields on the form.
- **Indicator division e**: for example 10 kg. The smallest weight that can be captured is set to 20 × e.
- **First RST number**: the first slip number.

- **Accounts**: the owner's username and password, the Symphony service password, and optionally the first operator.
  - Passwords need at least 8 characters.

3. LICENCE

SMFW needs a licence key from Symphony. Without one it is read-only: search and reprint work, but weighing does not.

1. Open **Settings › Licence & stamping**.
2. Send the **licence request code** of this PC to Symphony. The **Request licence on WhatsApp** button does this.
3. Paste the key you receive into **Paste the licence key** and press **Install licence key**.

The licence works offline. It is tied to this PC, and setting the PC clock back does not extend it. Reminders appear 30, 15, 7, 3 and 1 days before expiry. After expiry there are a few grace days, then SMFW becomes read-only until you renew.

EDITION	INCLUDES
Basic	Complete weighbridge software, protected records, reports, slip designer, 1 phone (view only), 2 users
Pro	Basic plus weighing from phones, eRawanna, voice announcements, scoreboard, 2 phones, 5 users
Max	Pro plus remote access from anywhere (SMFW Connect), WhatsApp auto-send, cameras and slip photos, Tally, beams and barrier, email reports and the report email designer, 5 phones, 10 users
Ultra	Max plus SAP connector, number-plate camera (ANPR), RFID, API, unlimited phones and users

Extra phones can be added to any edition. Settings › Licence shows the edition and what it covers on this PC.

4. CONNECT THE INDICATOR

1. Connect the indicator cable (RS-232 or USB-serial) to the PC.
2. Open **Settings › Hardware & indicator** and press **Connect real indicator**. Choose the COM port from the list.
3. SMFW detects the indicator's data format by itself. It reconnects automatically every time it starts.

If there is no indicator, or no data for more than 2.5 seconds, the weight shows dashes and **NO INDICATOR**. Nothing can be captured.

5. WEIGHING

The Weigh page shows the live weight at the top (01), the vehicle and party record below it and the open RST and yard queue on the right. When cameras are set up, the camera pictures sit between the live weight and the record, and the sections are numbered in that order: 01 Live weighment, 02 Cameras, 03 Vehicle and party record, 04 Open RST.

KEY	WHAT IT DOES
F1	First weighment (type the vehicle number and choose Gross or Tare first)

KEY	WHAT IT DOES
F2	Second weighment, or recall an RST from the yard
Enter	Save and print the slip
F3 / F4	View / print a slip by RST number
F5	Single-pass with stored tare
F6	History by vehicle number
F7	Reports
Alt+Z	Zero the indicator (platform must be empty)
Esc	Abort the open RST, or for a recalled truck **Back to yard**

A weight is captured only when it is **STABLE** and above the minimum weight.

Recalled the wrong truck? Press **Esc** and choose **Back to yard**: the RST goes back to the yard with its first weighment, any second weight taken by mistake is dropped and nothing is cancelled. On the phone the same button is on the yellow ACTIVE bar.

Gross or Tare first. On the Weigh form choose what the first weighment is: **Gross** (the vehicle is loaded now) or **Tare** (the vehicle is empty now). The second weighment is then the other one by itself. If the weights do not fit the choice (for example a first taken as Tare that turns out heavier than the second), SMFW stops and asks for a supervisor. Settings › Operation sets which one is usual at your site; the same choice is on the phone.

Slip at the first weighment. When F1 parks the vehicle, SMFW prints a **first-weighment slip** for the driver to bring back. It shows the RST, the vehicle and the first weight and says it is not the final slip. **F4** reprints it while the RST is open. Switch it on or off in **Settings › Printer, slip & issuer › Slip defaults**: *Print a slip at the first weighment (F1)* and *Print the slip at the second weighment (on save)* each have their own switch, and the first slip has its own number of copies.

Saving and printing. When you save, the slip goes to the printer chosen in **Settings › Printer, slip & issuer**. Pick the Windows printer there and press **Print test slip** once. Every slip carries a **record number and seal**: the record is protected the moment it is saved, so it cannot be changed afterwards without it showing.

Slip check QR code. Every slip also carries a QR code. Anyone (transporter, buyer, officer) can scan it with a normal phone camera. The page that opens says **Genuine slip** and shows the recorded RST, vehicle, gross, tare and net, or **NOT a genuine slip** if anything was changed. **Check with the weighbridge now** also asks this PC whether the slip was cancelled later. The check needs SMFW Connect (section 7). Switch the QR on or off in **Settings › Printer, slip & issuer › Slip check QR code**.

Weighing fee and GST. Set the fee per weighment in **Settings › Printer, slip & issuer**. *Charge GST on the weighing fee* is **off** by default: the fee is then charged, shown and printed without GST. Switch it on and set the percentage if you charge GST on the fee.

Approvals. Overrides and cancellations need a supervisor's password at the PC, or an owner can approve them on the phone (see section 7).

6. RECORDS, BACKUP AND CHECKS

Settings › Backup & this PC

- **Backup to a second place**: choose a USB drive, a second disk, a network folder, or a Google Drive or OneDrive folder.
  - SMFW copies all records there once a day and keeps the last 30 copies. **Back up now** makes a copy at once.
- **Restore from a backup**: choose a backup copy folder. The current data is kept in a safety copy first.
- **Record check**: confirms that no slip, payment or audit record was edited, inserted or deleted.
- The records themselves are protected against overwriting and deleting. Restore from a backup still works.
- **Start SMFW when Windows starts**, **Windows Firewall for phones**, **Save support file for Symphony**, **Check for updates**.

Updates

- SMFW looks for a new version when it starts and once a day.
- A new version downloads with a yellow bar at the top that shows the percentage and the megabytes. Weighing goes on as normal.
- When the download is complete the bar asks: **Install now** closes SMFW, installs and opens it again in about 30 seconds (Windows may ask for permission: click **Yes**). **Later** installs it the next time SMFW starts, before weighing begins.
- Any signed-in SMFW user can press Install now; Windows itself needs an administrator account on this PC (SMFW says so if not, and keeps running). Install now waits until no weighment is open. If an install is cancelled, SMFW opens again by itself.
- SMFW checks every update against Symphony's signature before installing it.
- If the download stops (no internet), the bar says so with **Try again**.
- **Check for updates** (Settings › Backup & this PC) checks at once and shows when the last check ran.
- Phones: if the app was installed from the file, My weighbridges shows **New version available** with a Download button. Phones that got the app from a store update through the store.

7. PHONES: SMFW WOS

Install **SMFW-WOS-1.5.6.apk** on Android 7 or newer. Android asks to allow installs from this source; allow it once. Before pairing, **See a sample weighbridge** on the first screen shows every phone screen with made-up data.

PAIR A PHONE (ONCE PER PHONE)

1. On the PC open **Settings › Mobile app (WOS)**.
2. Press **Pair owner phone** or **Pair staff phone**. A 6-digit code appears for 10 minutes.
   - **Owner phones** can approve overrides and cancellations.
   - **Staff phones** can weigh on site but cannot approve.
3. On the phone, connect (below) and type the code. The phone stays paired; remove it on the PC at any time.

ONE APP, MANY WEIGHBRIDGES

The app opens on **My weighbridges**. Each weighbridge is paired once and keeps its own pairing. Owner phones see each site's status there: online or offline, slips today, money collected, credit due and any approval waiting. **Add a weighbridge** adds another one; **Remove** takes it off this phone.

CONNECT AT THE WEIGHBRIDGE

On the site Wi-Fi press **Search this Wi-Fi** and tap the weighbridge. This also works when the site internet is down.

CONNECT FROM ANYWHERE (SMFW CONNECT)

1. On the PC open **Settings › Mobile app (WOS) › Remote access** and switch on **Allow phones to connect over the internet**.
   - It shows **CONNECTED** and the weighbridge's **SMFW ID** (for example `K2BCR-JDP39`).
2. On the phone press **Connect from anywhere**, type the SMFW ID and press **Connect**. Pair with a code if this phone is new.
   - Away from the site, ask the operator to read you the code.

The phone uses the site Wi-Fi when it is there and the internet everywhere else, without asking.

Security. Over the internet the phone uses a secure connection and shows only the weighbridges paired to it. If the security check fails, the app stops and says **Security check failed**. Do not continue; call Symphony.

ALERTS (OWNER PHONES)

On **My weighbridges**, switch on **Alerts on this phone**. The phone then tells you when an approval is waiting, when the record check raised a warning, and when a weighbridge has been offline for 5 minutes (and when it is back). It checks once a minute through the same secure link, and a small **SMFW alerts on** notice stays in the status bar. Android asks once to allow notifications.

When a weighbridge is offline, owner phones still see the last known figures of the day.

WHAT A PHONE MAY DO

ACTION	ON THE SITE WI-FI	FROM ANYWHERE
Live weight, today's takings and dues, slips	Yes	Yes
Reprint a slip at the cabin, send it on WhatsApp	Yes	Yes
Approve or reject (owner phones)	Yes	Yes
Weigh: F1, F2, Save	Yes	Only if the site switched on **Allow remote weighing**
Zero, barrier	Yes	**Never** (someone must see the platform)

Allow remote weighing is off by default. Switch it on only when a trusted person at the platform guides the vehicle. A remote command is refused if it arrives late (slow network), if the weight is not stable or if the open RST changed. Every remote action is written to the audit log with the phone's name.

If the PC is off, SMFW is closed or the site internet is down, the phone says **offline since …**. Weighing at the site continues normally.

8. EMAIL AND WHATSAPP

- **Settings › Email**: the email server details and password. The password is stored only on this PC, encrypted.
- **Settings › Email › Email automation**: the day report every evening at the day-close time, licence reminders, "Send today's report now" and the log of the last emails.
- **Settings › Email › Report email design**: shape the report mail yourself: subject, message, accent colour, company header, summary tiles, which columns in which order (also for the attached files), CSV / Excel / PDF attachments, signature. Placeholders such as `{{owner}}`, `{{period}}`, `{{count}}`, `{{netMT}}` fill in by themselves. The preview on the right shows the mail with today's slips; "Send a sample to the recipients" mails it. Advanced: a full HTML template with the blocks `{{header}} {{intro}} {{summary}} {{table}} {{footer}}`.
- **Settings › WhatsApp**: numbers that receive every saved slip, and party numbers.
- **Slip PDF**: every slip is kept on the cabin PC as it printed, in your slip design, with its camera pictures. Any slip, even months old, comes back as a PDF: on the PC with **Save as PDF** (saved in Documents › SMFW Slips), and on WOS with **Download PDF**, **Print**, **WhatsApp** and **Email** (Slips tab, or tap a slip in Reports).
- **WhatsApp with the PDF**: on the PC the chat opens in WhatsApp Web or the WhatsApp app with the message typed, and the PDF is already copied: press **Ctrl+V** in the chat, then Send. On WOS the app asks every time: **WhatsApp** or **WhatsApp Business**, then hands it the PDF.
- **Email a slip**: on the PC, **Email slip (PDF)** sends it from the cabin PC's email. With "Email every slip PDF to the party" on, each saved slip goes to the party's remembered address by itself.
- **Report as PDF on WOS**: Reports tab › **Report as PDF**, with the dates and filters you chose. Reports carry no pictures.
- The camera pictures and the kept slips are also copied to the backup drive (folder `SMFW-media-…`), once each.

9. WHEN SOMETHING IS WRONG

YOU SEE	DO THIS
NO INDICATOR	Check the cable and power of the indicator, then **Settings › Hardware & indicator › Connect**
Licence · read-only	Renew: **Settings › Licence & stamping**
Phone shows **offline**	Check that SMFW is open on the PC and the site internet works
Phone says **Security check failed**	Do not continue. Call Symphony technical support
Phone says **This weighbridge runs an older SMFW**	Install the current SMFW on the cabin PC
Slip QR opens nothing	SMFW Connect is not set up yet for this site, or the phone has no internet
Phone on site cannot find the PC	**Settings › Backup & this PC › Windows Firewall for phones › Allow phones**

YOU SEE	DO THIS
SMFW is already running at start	Close SMFW in the other Windows account, or the old Start-SMFW window
Anything else	**Settings › Backup & this PC › Save support file for Symphony**, then send the file to technical support
Need help on the screen	**Help › Remote support** (or **SMFW Remote Support** on the Desktop), see section 10

10. REMOTE SUPPORT BY SYMPHONY

A Symphony technician can see this PC and, if you allow it, use its mouse and keyboard to train you, guide you or fix a problem. The technician works from a computer or a phone.

1. Open **Help › Remote support**, or **SMFW Remote Support** on the Desktop or in the Start menu. It works even if the
   - SMFW screen itself has a problem.
2. Call Symphony technical support on **+91 97251 68834** and read out the **SMFW ID** and the **6-digit code**.
3. When the technician connects, you see their name. Choose **Allow: see and control this PC**, **Allow: see only**, or
   - **No**.
4. While they are connected, a **red frame** is around the screen (unless the owner switched it off). You can chat with them, press **Pause control**, change
   - to **See only**, or **End remote support** at any time. **Ctrl + Alt + End** also ends it at once.

What is safe about it:

- Only authorised Symphony technicians can connect; the PC shows the technician's name.
- Nothing connects without the code and your OK. The code works once and for 20 minutes.
- The session runs over a secure connection.
- Every session (who, when, how long, files sent) is written to the audit records. Owner phones get an alert (unless the owner switched it off).
- Files the technician sends are saved on the Desktop in **SMFW Support Files** and are never opened by themselves.
- Windows does not let anyone use administrator password prompts or Ctrl+Alt+Del remotely; the person at the PC does those.

Nobody at the PC? The owner can switch on **Settings › Backup & this PC › Remote support by Symphony › Allow Symphony to connect when nobody is at the PC**. The PC then shows a countdown (20 seconds unless the owner chose 10 s to 1 minute) before Symphony connects, and anyone at the PC can stop it. It is off unless the owner switches it on.

Remote support settings (owner / manager only: **Settings › Backup & this PC › Remote support by Symphony**). The PC checks every one of them; a technician cannot change them from the other side. Every change goes into the audit records.

SETTING	DEFAULT
Allow Symphony to connect when nobody is at the PC · what they may do then · countdown	Off · see and control · 20 s
Wait for the person at the PC to answer	2 minutes
Use the mouse and keyboard (off = view only)	On
See the whole screen (off = only the SMFW window)	On
Send files to this PC · download the support file · read PC status	On
If the connection drops, keep the session for (the technician comes back without a new code)	5 minutes
End the session after no activity	Never
Longest session	No limit
Red frame on the screen · lock Windows when a session ends	On · Off
Alert the owner's phone · Windows notifications	On · On

The **SMFW Remote Support** window shows these settings too (**Remote support settings**). During a session, the person at the PC can also **Give control back** after changing to see only.

The owner's login can change every setting, including **Hardware & indicator** and **Symphony service** (the sealed weighing settings). Every change of a sealed setting is counted and written to the audit records.

Technical support: **+91 97251 68834**