User Guide
xScale S200

Bluetooth® LE Portable xScale

Table of Contents

MobileDemand

Achieve **More**

Scan for the most
up-to-date color version
of the user guide

⚠ For the safety of use, the user must read this instruction manual before using this product.

Pour la sécurité d'utilisation, l'utilisateur doit lire ce manuel d'instructions avant d'utiliser ce produit

1. Introduction to the xScale

a. **Package Contents:**

- Digital Weight Smart xScale
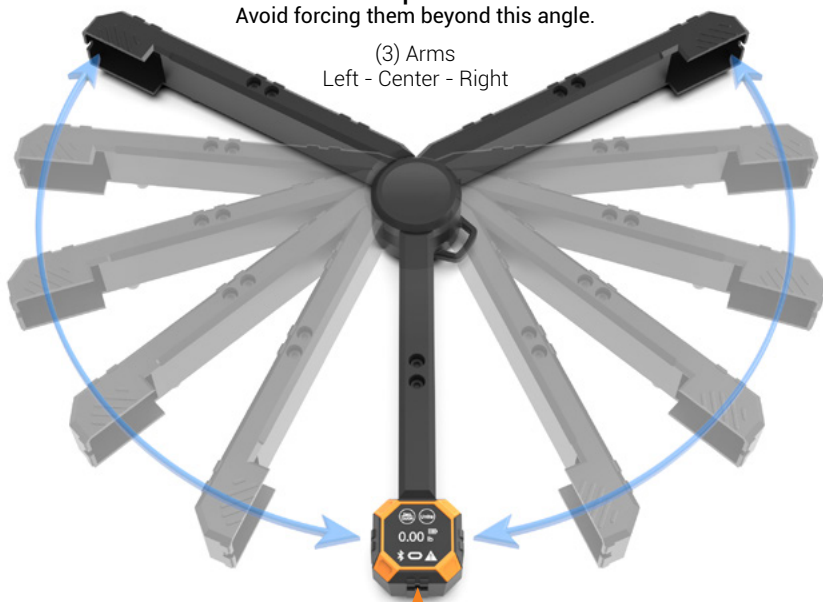- User Guide
- USB-C to USB-C Charging Cable

Free Software Applications.

See page 7 of this guide for information and QR codes to download smart apps for phones or tablets.

b. **xScale:**

Arms open 120º
Avoid forcing them beyond this angle.

(3) Arms
Left - Center - Right

USB-C Port:
(Charger not included)

(4) Load cell feet
(Magnetic)

c. **xScale Display:**

	Battery level indicator.
	Bluetooth LED: On solid when a Bluetooth connection is made. Off when ready to pair.
	Load Stable LED: On solid when the weight is stable and not moving.
	Error or Alert LED. Indicates xScale detected an issue. Example: Overweight object detected.
0.00	Weight and error codes displayed here. (Refer to messages/troubleshooting)
Units	Unit of Measure, press **Units** button to switch between lb and kg.
Zero On/Off	• Zeros xScale • Long press for 3 seconds to enter sleep mode. (Sleep mode does not disconnect app) • Close arms completely to power off. • Open arms to power on. (Automatically reconnects to app)

Battery:

Manufacturer: Zhuhai Great Power Energy Co., Ltd.
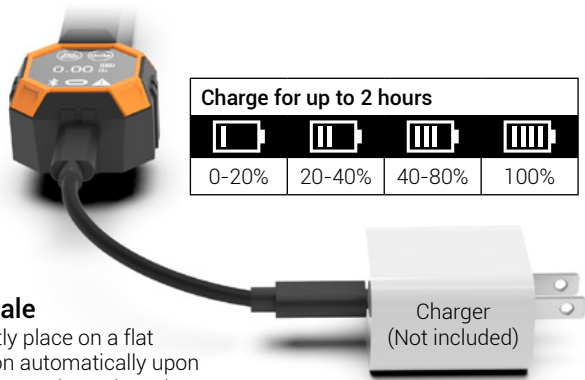Rating: 3.7Vd.c., 2500mAh
Model Name: GSP103065

2. Preparing to Weigh Items

a. Inspect the xScale before use
Any warping, bending or damage could yield inaccurate weights. If the xScale is found to be damaged please contact our customer service team for replacement.

b. Charge the xScale
Before use, charge the xScale with the provided USB cable.
USB-C to USB-C cable connects to charger. (Not included)

Charge for up to 2 hours

0-20%	20-40%	40-80%	100%

Charger
(Not included)

c. Begin using the xScale
Open the xScale and gently place on a flat surface. xScale will turn on automatically upon opening. You will have 5 seconds to place the xScale before an initial calibration (zero) reading will occur.

d. Ensure xScale is zeroed
If the xScale is not set down within the 5 seconds after opening, the xScale will automatically zero out. If this occurs, the weight of the xScale will appear when placed. Simply press the Zero button on the xScale's face while it is down to zero out. The display should now read 0.00 lb or 0.00 kg. Weighing items can now begin. The xScale may also be zeroed out by using the smart device apps (details in following section).
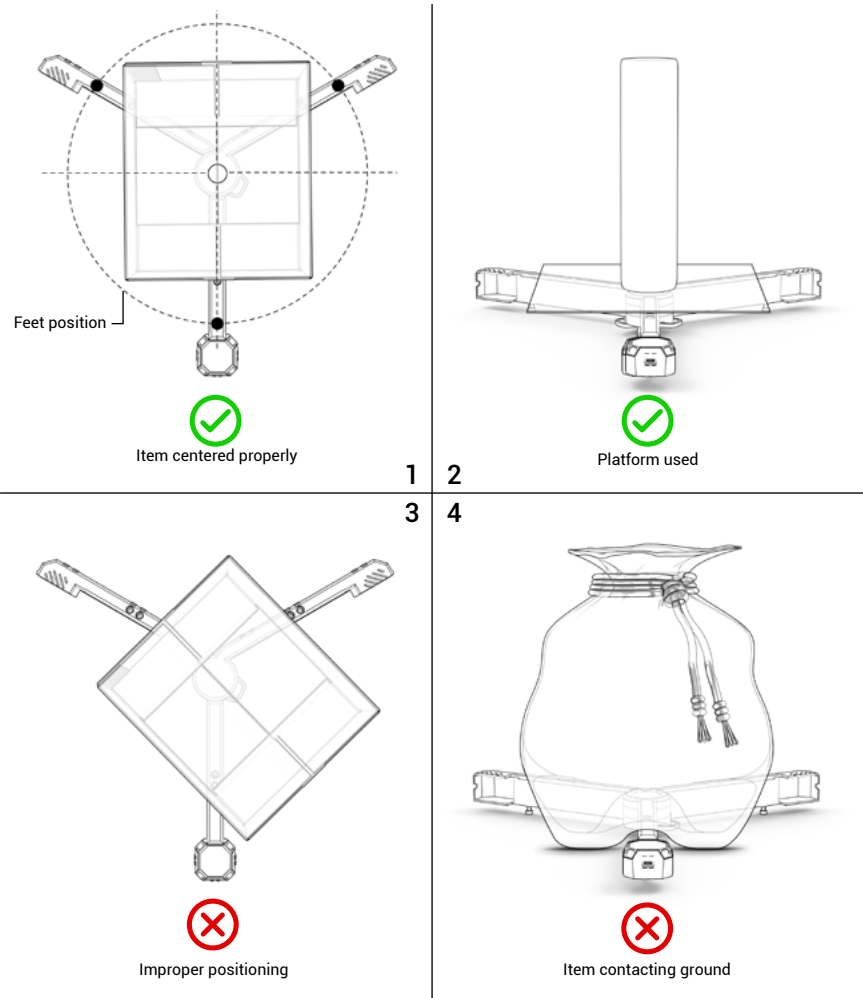
e. Set Units
Set the units between Metric (kg) and Imperial (lb) as needed by pressing the Units button. Units may be toggled using smart devices (details in following section).

Imperial		Metric	
Min	Max	Min	Max
0.25(lb)	100(lb)	0.11(kg)	45(kg)
Increments of 0.05(lb)		Increments of 0.02(kg)	

Important Information

- **Power on -** xScale powers on automatically when arms are opened. Communication with software is then established via Bluetooth.

- **Power off -** Long press on/off button (3 seconds). When the xScale is closed, it will power off and cease communication with software. The xScale will reconnect automatically when powered back on.

- **Enter sleep mode -** After 15 minutes of inactivity, xScale enters sleep mode.

- **Exit sleep mode -** xScale is engineered with extremely sensitive components and will easily awaken from sleep mode with the slightest vibration. xScale can awaken from sleep mode by weighing a product and pressing any button on the xScale or software app.

f. Ensure accuracy
- For accurate measurements, position the objects center of gravity over the center of and within the bottom feet of the xScale. (Image 1)

- A platform should be used for small or narrow items that are difficult to balance on the xScale. Simply place the platform on the xScale and zero out before weighing item. (Image 2)

- Irregular shaped objects can be weighed if centered properly. Items cannot touch the ground or readings will be inaccurate. Odd or oversized items that can sag are not recommended. (Images 3 and 4)

Feet position

Item centered properly

Platform used

1	2
3	4

Improper positioning

Item contacting ground

3. MobileDemand Software Applications

Use as a standalone scale by simply reading the built-in display, or elevate the xScale's capabilities by connecting to a smart device. Chose between one of our compatible software applications. Our free xScale App offers basic functionality, while the more robust xPIM alternative provides a wide range of productivity enhancements. See comparison chart below.

xPIM App	xScale App
Free Demo / 30 day Trial / Subscription	Free
• Comprehensive product data collection application • Supports customizable data entry, including barcode scanning, for up to 12 fields • Capture up to 6 high-quality images, with automated background removal available via the Insight portal • Capture weight • Upload captured data, accessible via Insight portal or integrated with enterprise systems through API • 30 Day Free Trial • xPIM+ Coming Soon: Auto-dimensioning with integrated LiDAR camera (iOS Pro Models Only) • iPhone Pro and iPad Pro models have LiDAR sensors compatible to capture product dimensions	• xScale App is a simple app that will display the weight currently on the xScale; you may zero (tare), change units, and copy the weight to paste into another app. In this mode, it mimics the face of the xScale to standard scales • Large display of the weight in portrait or landscape mode, allowing easy viewing of the weight for the user or even viewed as a display head like traditional scales • The phone or tablet may be mounted to a wall or beam to easily view the weight reading • Coming Soon: Integrated xScale Keyboard for automatically entering captured weights into any app

a. **xScale App vs xPIM App**
    Determine which application suits your specific needs or utilize both.

1. Download, install and pair one of our two apps to your mobile device. Choose between our feature rich, subscription based xPIM App or our free xScale App.

	xPIM	xScale
O/S	Android or iOS	Android or iOS
Capture Weight	✔	✔
Large Display of Weight	✖	✔
Custom Fields	✔	✖
Capture Dimensions	Manual Entry	✖
Data Integration	✔	✖
Capture Images (6)	✔	✖
Background Remover	✔	✖
Pricing Model	FREE/Subscription	FREE

Note: Only specific apps published by MobileDemand are supported at this time

2. If downloading the xScale App, tap the app icon to start.

3. The app will automatically search for any xScale devices within Bluetooth range. If it finds only one, it will automatically pair and connect to it. If it finds more than one, it will present you with a list of xScale devices from which you can select. Each xScale will be displayed using the last five digits of its serial number, located on the side of the device.

NOTE: Do not pair with the xScale via the operating system, as the app handles the pairing and connection. You will have to turn off Bluetooth in the operating system temporarily in order to unpair with the xScale.

Quick Download

Scan the QR Code to download application. Each code provides both Android and iOS versions.
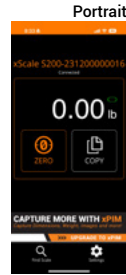
xPIM　　　　　　　　**xScale**

b. Displaying xScale App Readings

The expected range between the xScale and the xScale App running on the smart device is up to 60 ft*, with direct line of sight.

The xScale App will automatically display the weight reading on the xScale.

The weight units (lb or kg) will be displayed to the right of the reading.

The green oval-shaped symbol will be displayed on the xScale App when the xScale weight has stabilized.

c. Managing xScale App Settings

Pressing **Units** button (found in Settings) will toggle the weight units between pounds (lb) and kilograms (kg). This button duplicates the function of the **Units** button on the xScale.

Pressing **Zero** button in the app will reset the xScale weight to zero. If done while a container is on the xScale, the containers weight will be automatically removed from the reading.

4. Zeroing xScale

a. Resetting the xScale to Zero

Place the xScale on the flat, level and hard surface. Open the xScale or press the **On/Off** button to turn the xScale on. If "0.00 lb" or "0.00 kg" is not displayed, then press the **Zero** button to reset to zero.

b. Using Tare Weight (Zeroing Out the xScale for a Container/Tray)

1. Place the empty container or tray on the xScale.
2. Press the Zero button to reset the displayed weight to zero.
3. Add the object to the container/tray—the xScale will now display only the object's weight.
4. You can also zero the xScale using the Zero button in the MobileDemand xScale App.

xScale Warning - When weighing an object
a. Place the xScale on the flat, level and hard surface.
b. Place the object at the center of the xScale.
c. Don't use the xScale to measure weight of a body (person).
d. The magnetic feet may scratch surfaces.

Avertissement xScale - Lors de la pesée d'un objet :
un. Placez la balance sur un sol plat ou une surface plane.
b. Placez l'objet au centre de l'échelle.
c. N'utilisez pas la balance pour mesurer le poids d'un corps (d'une personne).
d. Les pieds magnétiques peuvent rayer les surfaces.

5. Calibration

Follow steps in the xScale or xPIM app to calibrate the scale using approved 1kg weights.

6.Updates

Follow steps in xScale or xPIM app to update any firmware.

*Dependent on mobile device hardware and environment.

7. Error Messages and Troubleshooting

Technical Support can be reached via website or phone
mobiledemand.com/technical-support **|** **855-501-TECH (8324)**

Display/LED	Possible Cause	Solution
	Critically low battery.	Charge xScale using the provided USB cable.
⚠ Overload	xScale has detected payload weight of greater than 100 lb / 45 kg.	Reduce weight and recalibrate. xScale may need to be inspected for bending, warping or internal damage. Contact technical support.
⚠ Sensor Disconnect	Load cell disconnected.	Contact technical support.
⚠ Sensor Damage	Load cell damage detected.	Contact technical support.
⚠	xScale has detected a hardware related error.	Contact technical support.
🗶	Load sensor damage.	Contact technical support.
Bluetooth connection failing to smart device	xScale has established a connection to another smart device or xScale is not in pairing mode.	Press and hold the Units button for three seconds. xScale will beep when pairing mode is enabled.
Opening the xScale does not turn it on	Power sensor possibly malfunctioning or battery is dead.	Press the On/Off button. If this continues to happen charge xScale, or contact technical support.
xScale measurement is returning incorrect value	xScale may not be level or on a hard surface (carpet or cushioned floor).	Ensure xScale is correctly placed on a hard, flat, and level surface. xScale may need to be calibrated.
xScale measurements are different for the same object	xScale needs to be calibrated.	See section 5 of this manual. Contact technical support.

8. xScale S200 Specifications

Product Name / Model	xScale S200	
Weight	0 lb to 100 lb with an increment of 0.05 lb 0 kg to 45 kg with an increment of 0.02 kg	
Weight Accuracy	0 lb to 100 lb: (2% of true weight or ± 0.10 lb, whichever is greater) 0 kg to 45 kg: (2% of true weight or ± 0.04 kg, whichever is greater)	
Transmission Method	**Bluetooth** Low Energy 5.1	
Durable Period	45,000 deployment cycles	
IP Classification	IP21	
Rugged Tests	Drop Test:	4.0 ft / 1.22 m MIL-STD-810H (closed)
	Drop Test:	Unique 18 in / 46 cm to concrete low level drop test open at angle
	Tumble Test:	Closed 500 times 19.7 in / 50 cm
Battery	IC - Charger IC Lithium Ion/Polymer 24-FC2QFN (3x3)	
Charge Time	~ 3 hours	
Battery Life	~24 hours without charging	
Operating Conditions	+32 to +104 °F; 0°C ~ 40°C (0-95% non-condensing)	
Storage Conditions	-4 to +122 °F; -20°C ~ 50°C (0-95% non-condensing)	
Weight	~1.4 lb/.794 kg	
External Dimensions	Expanded:	L: 19.1 in, W: 17.3 in, H: 2.6 in
		L: 48.5 cm, W: 44.0 cm, H: 5.5 cm
	Collapsed:	L: 13.3 in, W: 2.9 in, H: 2.6 in
		L: 33.7 cm, W: 7.4 cm, H: 5.5 cm
Contents	Digital Weight Smart xScale, User Guide, USB-C to USB-C Charging Cable	

* These specifications are subject to change without notice.

* IP classification is degrees of protection provided by enclosures in accordance with IEC 60529. This device is protected against solid foreign objects of 0.5-inch (12.5 mm) diameter and greater such as a finger. This device is protected against vertically falling water drops which may cause issues during a normal operation.

* Product is intended for use in a "Basic" electromagnetic environment, per the definition in the standard.

* Usage in a noisy electromagnetic environment may result in reduced accuracy. "Permissible Loss of Performance" of roughly ± 0.06 kg on top of the basic accuracy of the xScale.

* Intended for Indoor use only.

* Intended for use at 1.24 miles (2km) altitude or below.

About a wireless communication interference

This product operates in an unlicensed ISM band at 2.4 GHz. In the event this product is used near other wireless devices such as microwave and wireless LAN, which operate on the same frequency band as this product, there is a possibility that interference may occur. If interference occurs, stop the operation of the other devices or relocate this product away from other wireless devices before attempting to use it.

Warranty

The xScale S200 comes with a 1-year warranty.

9. Additional Features

xScale Holster   **Magnetic Feet**   **Hook Loop**

Lightweight Portable   **Foldable Design**

Rugged tablets and mounting systems allow convenient data readings almost anywhere.

FCC

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 responsible for compliance could void the user's authority to operate the equipment.

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

This device complies with FCC radiation exposure limits set forth for an uncontrolled environment and meets the FCC Radio Frequency (RF) Exposure Guidelines.

The full text of the FCC declaration of conformity is available at the following Internet address:
www.mobiledemand.com/xScale-DOC-FCC

FCC Responsible Party

Company Name: MobileDemand L.C.

Company Address:
1501 Boyson Square Dr #101
Hiawatha, IA 52233
USA

Model: xScale S200

Company Contact: 319-363-4121

UK

MobileDemand hereby affirms the XScale S200 product is compliant with the essential requirements and relevant provisions of the following regulations and directives:

- Electromagnetic Compatibility Regulations 2016
- Radio Equipment Regulations 2017
- The Electrical Equipment (Safety) Regulations
- 2016RoHS Recast Directive 2011/65/EU and Directive (EU) 2015/863

The full text of the UKCA declaration of conformity is available at the following Internet address:
www.mobiledemand.com/xScale-DOC-UKCA

UK Authorised Representative
MobileWorxs
Tim Edwards
Charles Henry House
130 Worcester Road
Droitwich Spa
Worcestershire
WR9 8AN
United Kingdom
+44 (0)1905 799555

IC

This device contains license-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's license-exempt RSS(s). Operation is subject to the following two conditions:

1. This device may not cause interference.

2. This device must accept any interference, including interference that may cause undesired operation of the device.

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

1. L' appareil ne doit pas produire de brouillage;

2. L' appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d' en compromettre le fonctionnement.

CAN ICES-1 (A) / NMB-1 (A)

This Class A digital apparatus complies with Canadian ICES-001.
(Cet appareil numérique de la Classe A conforme à la norme NMB-001 du Canada).

This device complies with IC radiation exposure limits set forth for an uncontrolled environment and meets RSS-102 of the IC radio frequency (RF) Exposure rules.

Le présent appareil est conforme à l'exposition aux radiations IC définies pour un environnement non contrôlé et répond aux RSS-102 de la fréquence radio (RF) IC règles d'exposition.

CE

Hereby, MobileDemand L.C. declares that the radio equipment type xScale s200 is in compliance with Directive 2014/53/EU.

The full text of the EU declaration of conformity is available at the following Internet address:
www.mobiledemand.com/xScale-DOC-EU

Company Name: MobileDemand L.C.

Company Address:
1501 Boyson Square Dr #101
Hiawatha, IA 52233
USA

Model: xScale S200

Company Contact: 319-363-4121

Manufacturer and Importer.

MobileDemand L.C.
1501 Boyson Square Dr #101
Hiawatha, IA 52233
USA

EU Authorised Representative

24hour-AR
Van Nelleweg 1, 3044 BC Rotterdam
The Netherlands
compliance@24hour-ar.com

+31 (0)10 321 21 16

User Guide subject to change without notice.

This link and QR Code will direct you to the most
up-to-date color version of the user guide.
mobiledemand.com/xscale-user-guide

Learn more.
mobiledemand.com/xscale-s200

Patent pending.
mobiledemand.com/patents

Achieve **More**