Cloudbox™

Origin
Setup & Use Booklet

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If you prefer to watch the CloudBox Origin Setup and Use Guide Tutorial Video rather than reading the booklet, visit:

www.cloudboxapp.com/setup

Compliance Certifications

FCC Compliance

This device complies with Part 15 of the FCC Rules for radio frequency devices. Operation is subject to the following two conditions:

1. This device may not cause harmful interference.

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

NTEP Class II Certification

CloudBox Origin is still waiting to receive its NTEP Class II "Safe for Trade" certification. However, CloudBox Origin meets all the requirements. The only purpose of having a NTEP Class II certification, to prove to the customer they are receiving the weight or quantity amount they purchased. CloudBox Origin technically doesn't need this certification, as chances are you'll have another scale at checkout or point of sale.

CloudBox Origin does meet the NTEP Class II standard, ensuring accuracy down to 0.1g and a maximum capacity of 3.5 kg. This certification confirms the scale's suitability for precise weight-based transactions in commercial applications. Once we receive the certification from the NTEP, we will update this.

Important Compliance Note: To maintain NTEP Class II certification, calibrate the scale regularly and adhere to any applicable state regulations. Regular calibration is critical for legal-for-trade applications.

California Proposition 65 Compliance *(if applicable)*

⚠️ **WARNING**: This product may expose you to chemicals known to the State of California to cause cancer, birth defects, or other reproductive harm. For more information, visit www.P65Warnings.ca.gov.

Safety Warnings

- Avoid placing the device in direct sunlight, extreme temperatures, or humid environments.

- Keep away from water and moisture to prevent electrical hazards.

- Only use provided power adapters and cables.

Disposal Information

- Follow local regulations for electronic waste disposal. Do not throw in household trash.

Periodic Calibration Requirement

To maintain NTEP Class II certification compliance, this scale must be periodically calibrated. Calibration is essential for legal-for-trade applications, including retail sales and inventory management.

- **Calibration Interval**: Calibrate CloudBox Origin every 3-6 months or as required by state and local regulations.

- **Calibration Access**: Calibration can be conducted through the CloudBox app, allowing for convenient adjustments. Ensure only authorized personnel perform calibration.

- **Tamper-Resistance**: Calibration is sealed against unauthorized tampering, as required by NTEP standards. Tampering may void the certification.

Note: Failure to calibrate the scale regularly as required may result in non-compliance with state weights and measures regulations for point-of-sale transactions. NTEP certification is required only for scales used in direct sales where weight-based pricing applies. For internal inventory tracking without direct sales, this certification may not be necessary.

Safe Usage Guidelines

- **Environmental Conditions**: CloudBox Origin is designed for indoor use. Keep in a stable-temperature environment to avoid measurement drift.

- **Weight Capacity**: Do not exceed the 3.5 kg maximum weight capacity, as overloading may damage the load cell.

- **Stable Placement**: Place the scale on a level surface for accurate measurements and avoid external interference (e.g., vibrations, air flow).

Introduction to CloudBox Origin

Welcome to the **CloudBox Origin Setup & Use Guide**! Thank you for purchasing CloudBox Origin, your **smart inventory management system**. This guide will walk you through the setup process, essential features, troubleshooting steps, and advanced functions to optimize your inventory tracking experience. Whether you're setting up CloudBox for the first time or need to reference specific features, this guide will ensure you get the most out of your device.

For video instructions, scan the QR code below or visit our **setup tutorial** page at https://www.cloudboxapp.com/setup

Need help? Contact **support@cloudboxapp.com** for assistance.

Key Features

- **Real-time Weight Tracking**: Tracks items down to 0.1g with high accuracy.

- **Bluetooth & Wi-Fi Connectivity**: Integrates seamlessly with your mobile app, website interface and API for live data updates.

- **Easy Calibration**: Calibrate directly through the CloudBox app for precise readings.

- **Durable Build**: Made from high-quality PC and ABS materials for reliability.

Getting To Know Your Hardware

Before setting up your CloudBox Origin, it's important to understand the components that make up your device. CloudBox Origin is designed for seamless inventory tracking and consists of two primary components: the **Container Module** and the **Base Module**. Each part plays a crucial role in ensuring accurate and real-time inventory management.

Container Module

The **Container Module** is where you store your inventory. This module features an **RFID Chip**, which saves container data, ensuring that every time you place it on a base, your inventory records remain accurate. The **O-Ring** provides an airtight seal, preserving the freshness of its contents. The **Lid with Friction Hinges** allows you to leave the container open at any angle without it snapping shut, making it easier to access your inventory.

Base Module

The **Base Module** is the heart of the CloudBox system, responsible for weighing and tracking inventory. The **LCD Display** provides real-time updates, showing any weight or unit changes in the container. The **Base Slider** secures the container in place, ensuring accurate readings. Lastly, the **QR Code** located on the base is used to pair the unit with the CloudBox mobile app.

Setup Instructions

Getting Started

Now that you're familiar with CloudBox Origin's components, let's begin the setup process. Proper setup ensures accurate tracking and integration with the CloudBox mobile app. Follow these steps to unbox and prepare your unit.

Step 1: Unbox Your CloudBox

Carefully remove all components from the packaging. Ensure that you have both the **Base Module** and **Container Module**, as well as any included accessories, such as the power cable.

Step 2: Place the Base Module

Find a **flat and even surface** to place the **Base Module**. This will prevent inaccurate readings and ensure stability.

Step 3: Connect to Power

Plug the **USB-C power cable** into the base and connect it to a power source. Once powered, the **LCD display** should turn on, indicating that the device is ready for setup.

Step 4: Confirm the Display is Working

Before proceeding, check the **LCD display** to ensure there are no errors. If the display does not turn on, double-check the power connection.

Setting Up the Base Module

Now that the base module is powered on, it's time to set it up for tracking and integration with the CloudBox app. The base module needs to be connected to your network and paired with your account before it can function properly.

Step 1: Download the CloudBox App

Search for **"CloudBoxApp"** on the **Apple App Store** or **Google Play Store** and install the application.

Step 2: Log In to Your Account

Use the **credentials sent to your email** to log in. If you haven't received login details, check your spam folder or contact support.

Step 3: Add a Base Module

- Open the app and tap the **"+" button** on the bottom right.

- Select **"Add Base"** and scan the **QR code** on your Base Module.

Step 4: Connect to Wi-Fi

- The app will display a list of available networks. Select your network and enter the password.

- If your network is not listed, manually enter the Wi-Fi name and password.

- Once connected, the **red Wi-Fi icon** on the LCD screen will turn **white**, indicating a successful connection.

Setting Up the Container Module

Once the base module is connected, it's time to add your **Container Module** to begin tracking inventory. This step ensures your containers are recognized, assigned, and logged properly within the CloudBox system.

Step 1: Add a New Container

- Tap the **"+" button** in the app and select **"Add Container."**

- Scan the **QR code** on the back of the container module.

Step 2: Assign the Container to a Base

- Choose an **available Base Module** that does not currently have a container on top of the base from the list in the app.

- Make sure the **LCD display reads "Ready for Container"** before proceeding.

Step 3: Naming the Container

- Choose the name of the container in the **Container Name** field. Ideally the name of the inventory being stored within the container module to keep everything organized.

Step 4: Scan Barcode Tracking ID (OPTIONAL)

- The **Scan Tracking ID Button** in the mobile app is used for CloudBox Origin users in the cannabis industry.

- When you receive a new batch of cannabis products, whether it's flower, prepackaged goods, edibles, etc., you can use the **Scan Tracking ID Button** to scan the METRC/BioTrack tag on the product shipment you just received.

- Scanning the METRC/BioTrack Tag will then assign that container module to the specific tracking ID which will be used for the **integration button** within the **web portal.**

Step 5: Enable or Disable Unit Mode

- **Weight Mode:** If the items that are being stored within the container module do not individually have an identical weight, then select **Do Not Enable Unit Mode.** Selecting **Weight Mode** will display the total weight within the container module rather than the amount of units.

- **Unit Mode**: If the items that are being stored within the container module each individually have an identical weight, then select **Enable Unit Mode.** Selecting **Unit Mode** will display the number of units within the container module rather than the weight.

  - **Enable Unit Mode:** After enabling **Unit Mode**, the mobile app will then ask you to place the items within the container module. Before doing so, make sure that the **LCD Display** reads "empty."

  - **Finding the Unit Weight:** Now set the items within the container module and let the mobile app read the weight. On the app, you will need to enter the amount of that item you had inserted into the container module.

    - **TIP:** The more items you insert into the container, the more accurate the individual unit weight will be. This is especially true for super light items (>2gs Total Weight per Unit).

Once the container is configured, it will be **automatically recognized** every time it's placed on the base.

Using RFID for Inventory Management & Usecases

Each **Container Module** has an embedded **RFID chip** underneath the container, which ensures that inventory data is retained even when moved between bases. This enables real-time tracking and flexible inventory management. The CloudBox system was designed to be separated into two modules, the container module and base module, so that it can be customized to fit that specific business's usecase.

How RFID Works

The RFID chip on the **bottom of the Container Module** saves its weight, tracking ID, and name. When placed on a **Base Module**, the stored information is instantly recognized and displayed on the LCD screen and the CloudBox app.

Benefits of RFID Tracking

- **Instant recognition** when containers are swapped between bases.

- **Reduces human error** by automating inventory logs.

- **Enhances efficiency** for businesses managing multiple CloudBox units.

Use Case #1: Real-Time Inventory

If you want to prioritize the full CloudBox suite, which is real-time inventory transactions, then the container module should always be on a base module. This is most beneficial as the alert systems will trigger instantly because the amount of weight or units is being read instantly in real time. This is recommended to get the most out of your CloudBox experience. However, it is not the only way to use your CloudBox Origin.

Use Case #2: Several Container Modules, Fewer Base Modules

In the event that you do not need, or are not prioritizing to know every transaction that happens at your business, you can simply stock up on container modules, and purchase fewer base modules. With this usecase, when you setup a container module, the RFID chip will keep the name of the container module, the weight readings or unit amount, depending on what mode it is in, and other data.

Instead of having your regular storage containers sitting and collecting dust on your shelf, replace them with the CloudBox container module. When you are ready to do inventory, you can take them down off the shelf and quickly set them into the base module one after

another. After the container module is inserted, the new updated unit or weight amount will be reflected on the mobile app and web portal.

CloudBox Usage Guide

Maintenance & Compliance for Precision

To ensure continued accuracy and regulatory compliance, follow these guidelines:

Periodic Calibration

Regularly calibrates your CloudBox Origin to maintain precision, especially for applications that require legal-for-trade accuracy. Calibration can be performed through the CloudBox app, which is designed to maintain the device's NTEP Class II certification. We recommend calibrating every 3-6 months, or as required by local or state regulations.

Adhere to Regulatory Requirements

For commercial point-of-sale use, maintain compliance with **NIST** (National Institute of Standards and Technology) and **NCWM** (National Conference on Weights and Measures) standards, as well as any state-specific regulations.

Environmental Conditions:

Keep the device in a stable, indoor environment to reduce measurement drift. Avoid extreme temperatures and humidity.

Cleaning:

The container module is a Poly-Bicarbonate FDA foodgrade safe plastic. When you want to edit your container module, you may want to clean the inside of your container to not cross contaminate. DO NOT USE BLEACH PRODUCTS. Instead, you can use your common disinfectant wipes, sprays or soaps.

Do not get the container too wet. This is to avoid any soap or liquid falling into the RFID chip port by accident.

After cleaning, wash the container walls with a lightly dampened paper tower to ensure no soap has been left. Finally, let the container dry before resetting up the container for further use.

USB-C Port Maintenance

Ensure the USB-C port is clean and free from dust or debris to prevent connection issues.

Note: Failure to calibrate the scale periodically as required may result in non-compliance with weights and measures regulations for point-of-sale use. For internal inventory tracking only, NTEP certification may not be necessary, but calibration is still recommended for accuracy.

Taring CloudBox Origin

Taring the Scale

Taring is the process of setting a scale to zero to exclude the weight of a container or any other non-relevant object. This ensures that only the net weight of the desired substance or item is measured. For example, if you place an empty bowl on a kitchen scale and then press the "tare" button, the scale will reset to zero, so it only measures the weight of the ingredients added afterward.

CloudBox Taring Process

Within CloudBox, the system automatically tares every time the **Container Module** is lifted off the **Base Module**. This means:

- When a user removes a container, the system resets the scale to zero.
- When the container is placed back, the system only measures the net weight of the contents inside.
- This ensures **continuous accuracy** and eliminates the need for manual recalibration, making inventory management seamless.

IMPORTANT: Before setting the container module back on the base module, make sure to pay attention to the **LCD display**. The **LCD display** will tell you when the base is ready for the container to be readded.

Good Practices

Removing or Adding Inventory

Do not lean the lid of the container against any wall. The scale will account for the lid against the wall thus giving false weight or unit measurements on the LCD display. The lid

has friction hinges which are used to keep the lid in a certain position without having the need to hold it.

Adding Inventory Alerts

Alerts are used to notify you when a certain action has taken place with your CloudBox devices. Alerts very in use and can be configured by editing a container in the web portal.

UFO Alerts (Only for Unit Mode)

UFO Alerts are used to identify if there are items in your container that are not supposed to be there. For example, if you have a particular screw that weigh 3gs each, and an employee at your store accidentally places a much bigger screw, lets say 6g each, within the container, it will trigger a UFO alert if the alert is turned on in the web portal.

Threshold Alerts

Threshold Alerts are used to notify you when the container reaches a desired weight or unit amount. This is especially helpful if you have long lead time for restocking and need to know when the contents of one of your containers are running low.

If the container is in Unit Mode, you can set a minimum or maximum unit value so that the number of units goes below or above that threshold you will be notified.

If the container is in Weight Mode, you can set a minimum or maximum weight value so that the weight of the inventory goes below or above that threshold you will be notified.

Troubleshooting

Common Issues and Solutions

Issue	Possible Cause	Solution
Device does not power on	No power source	Check USB-C cable and power adapter
Incorrect weight readings	Calibration needed	Recalibrate using the app. Click edit container -> *make sure the container is completely free of all items, materials, etc. -> click "resent container weight" button in the mobile app.
App cannot find device	Connectivity issue	Ensure Bluetooth/Wi-Fi is enabled
Calibration fails	Interference during calibration	Ensure no objects touch the scale

Customer Support

For assistance, contact us at **support@cloudboxapp.com** or visit **cloudboxapp.com/support**.

Company Policies and Documents

CloudBox Warranty Policy

CloudBox offers a 6-month product warranty, covering defective products through partners and distributors. Here's how it works:

Coverage:

The warranty covers defects in materials and workmanship. It applies only to CloudBox hardware purchased directly from CloudBox or an authorized partner. It includes replacements for defective units but does not cover accidental damage, misuse, or unauthorized modifications.

Warranty Claim Process:

Customers must report any issues to CloudBox or their authorized distributor. Defective products are replaced through partners, ensuring a streamlined process. Customers may need to provide proof of purchase and a description of the issue.

Exclusions:

The warranty does not cover:

- Damage caused by improper use, mishandling, or unauthorized repairs.
- Normal wear and tear.
- Issues caused by third-party software or external factors beyond CloudBox's control.

If you need to process a warranty claim or have further questions, you can refer to CloudBox's **Terms of Sale** for detailed policies.

Returns and Refunds

CloudBox has a structured return and refund policy that applies to purchases made directly through CloudBox or authorized partners. Below are the key details:

Return Policy

Eligible Returns:

- Products must be unused and in their original packaging.
- Returns are accepted within 30 days of delivery.

- The product must not be damaged due to misuse or unauthorized modifications.

Non-Returnable or Partial Returnable Items:

- Custom orders or specially configured products.
- Used or altered hardware.
- Subscription fees (50% will be refunded even prior to the 30 days return window deadline). This is to cover the data costs and refurbish the hardware.

Return Process:

1. Customers must request a Return Merchandise Authorization (RMA) from CloudBox support.
2. Items must be shipped back within 14 days of receiving the RMA.
3. Customers are responsible for return shipping costs unless the product is defective.

Refund Policy

Full Refunds:

- Approved returns (meeting eligibility criteria) are refunded to the original payment method.
- Refunds are processed within 7-14 business days after CloudBox receives the returned item.

Partial Refunds (or No Refund):

- If the product is damaged, missing components, or returned outside the 30-day window.
- Subscription fees (50% will be refunded even prior to the 30 days return window deadline). This is to cover the data costs and refurbish the hardware.
- Additionally, in rare circumstances, CloudBox may issue a restocking fee or deny the refund for used items.

Defective Product Returns:

- Defective units are replaced under CloudBox's 6-month warranty.
- If a replacement is unavailable, CloudBox may offer a refund or store credit.

Subscription & Software Refunds

- Subscription fees are 50% refundable once billed even prior to the 30-day return window deadline. This is to cover the data costs with the account setup and refurbish the hardware.

- If a customer cancels a subscription, it remains active until the end of the billing period but does not renew.

Exchange Policy

- Exchanges are only allowed for defective or damaged units covered under warranty.

- Customers must follow the same RMA process to request an exchange.

For more details or to initiate a return, customers can contact CloudBox's support team or refer to the Terms of Sale policy.

CloudBox Terms, Privacy and Other Policies References:

Copyright Policy

www.cloudboxapp.com/copyright

CCPA Policy

www.cloudboxapp.com/ccpa

Privacy Policy

www.cloudboxapp.com/privacy-policy

Terms of Sale

www.cloudboxapp.com/terms-of-sale

Terms of Use & Service

www.cloudboxapp.com/terms-of-service

End User License Agreement

www.cloudboxapp.com/eula

For general inquiries or information, please contact us at contact@cloudboxapp.com.

For support help with the hardware, software or other help, please contact us at support@cloudboxapp.com.

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