iDimension® Frequently Asked Questions

Does iDimension provide a dimensional weight?

Yes, iDimension can provide a dimensional weight (dim weight) for reference when programmed with your shipping carrier's dim weight divisor. When connected to shipping software (UPS WorldShip®, etc.) the iDimension Series provides certified dimensions of an object.

How does field of view work?

iDimension Plus uses a dimensioning field of view, meaning objects don't need to be placed in a specific location or orientation for dimensions to be captured. The sensors used in iDimension systems can also accurately capture measurements of objects with irregular shapes.

What is an irregular shape?

An irregular shape is not cuboidal—meaning it is not packed in a square box. Examples include poly bags, cylinders, shipping tubes and unboxed items. iDimension is one of the few dimensioning systems that will accurately measure irregular shapes with Legal for Trade certification.

Is iDimension Legal for Trade?

Yes, iDimension has many easy-to-use, Legal for Trade solutions for both parcel and freight applications.

Does iDimension interface with shipping software programs?

Yes, the iDimension Series can integrate directly with software applications using its available API command set, iDimension Software Suite integration software or iDimension Desktop Wedge program. The iDimension Desktop Wedge program and API command set are free for download from the Rice Lake website.

What is an API?

API stands for Application Programming Interface. An API is a set of definitions and protocols that allow technology products, systems and applications to communicate with each other. The iDimension API is simple, easy to use and provides real-time access to dimensions, weight and image data.

How do I connect my iDimension to a PC?

The iDimension Series is a networked device and connects to a PC via a wired Ethernet port.
Dynamic and static IP configurations are supported.

Does iDimension have an operator display or keypad?

Yes, the iDimension ships with an operator display. In addition, a number of software displays are available via any connected web browser.

Can iDimension connect to a scale?

The iDimension Plus for parcel applications can connect to any USBHID scale, including Rice Lake's BenchPro shipping and postal scales. iDimension can also connect to any serial scale via RS-232 that runs or emulates one of the following scale protocols:

- Pennsylvania 7300
- Mettler Toledo
- MTSICS
- NCI
- A&D FG

Support for additional serial scales can be added upon request.

How do I calibrate the iDimension Series?

A calibration tool is provided with each product. Simply place the item under iDimension and calibrate using the embedded firmware.

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Is it possible to integrate iDimension with the FedEx® website and ShipStation®?

The iDimension Series will integrate with any website or shipping application using the free iDimension Desktop Wedge program. Individual hotkeys can be set up for integration to UPS®, FedEx, DHL Express or any other carrier programs.

Do we need separate software for the receiving and shipping departments?

No, whatever data integration option you choose, your receiving and shipping departments will enjoy a consistent integration experience.

Can I upload dimensional data to my ERP, TMS or WMS programs?

Yes, data integration is convenient and simple using the included Rest API or iDimension Desktop Wedge. When more advanced integration is required, the available iDimension Software Suite provides a full range of integration tools.

Can I save dimensional data and images to Microsoft Excel?

Yes, when the iDimension Series is connected to a PC, the dimensional data and images are automatically saved individually and with a daily total to the PC's hard drive when using the iDimension Desktop Wedge program.

What is the warranty?

From the date of purchase, a two-year warranty covers your iDimension product against manufacturing defects.

What is the repair policy?

iDimension Series products are designed to provide years of trouble-free service. Should you ever require support, Rice Lake technicians can remotely access the network device to evaluate and fix setup and configuration issues. If mechanical repair is ever required, Rice Lake offers rapid depot service from our standard U.S.-based manufacturing facility.

How do I troubleshoot in the field?

Using a remote support program like TeamViewer®, Rice Lake's iDimension service team can quickly provide remote support from our facility without need for a field visit. A thorough troubleshooting chapter is included in the manuals.