

Technical Bulletin

Mettler-Toledo, Inc.

Please Distribute to all Sales and Service Personnel

Number: R-3-00
Date: 3-8-2000
Model: STEM (SmartTouch® Ethernet Master)
Subject: IP Address

The procedure below should be followed immediately after initializing RAM in a SmartTouch® Ethernet Master (STEM) to avoid losing the Master IP address.

1. Initialize the STEM.
2. Access the Master Editor (using T-NET Satellite) to configure the Ethernet parameters; IP, ROUTER, and SUBNET (refer to [Connectivity Guide](#) for configurations). **Note:** the Master will automatically reset and go offline for a short period of time to burn in the parameters.
3. Recycle the power.
4. Repeat step 2 and 3.
5. Verify the parameters have been stored.

Make sure you go through the same procedure when using the program "**load_ip.exe**" to enter the parameters.

For recommended hardware and software tools to assist in troubleshooting call 1-800-447-9206 or check on the retail resources www.rrc.mt.com.