ISHIDA

DP-3000

Operating Manual

RICE LAKE WEIGHING SYSTEMS
Industrial Solutions on a Global Scale®

ISO 9001 REGISTERED

49359

You can help improve this manual by calling attention to errors and by recommending improvements. Please convey your comments to the nearest Ishida Company regional representative.

Thank you!

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SAFETY CONSIDERATIONS

To ensure safe operation, the general safety considerations below must be followed.

Grounding

This instrument is a Class 1 device which requires protective grounding for safe operation.
To avoid potential shock hazards, a protective grounding conductor for the instrument must be securely connected to the main grounding provision by qualified service personnel.

Do not remove covers or enclosures

To avoid personal injury and shock, do not open or remove any covers or enclosures of the instrument unless specified in the manual.

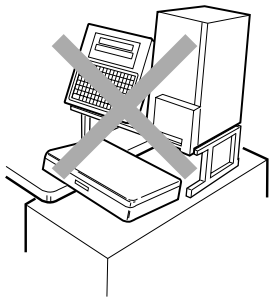
Do not perform unspecified maintenance

For your personal safety, do not perform any maintenance procedures which are not specified in the manual.

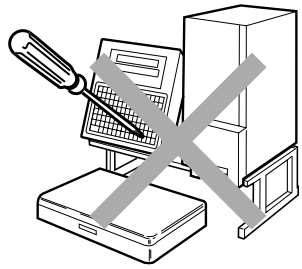
Disconnect power supply before servicing

To ensure your personal safety, disconnect the power supply before servicing.

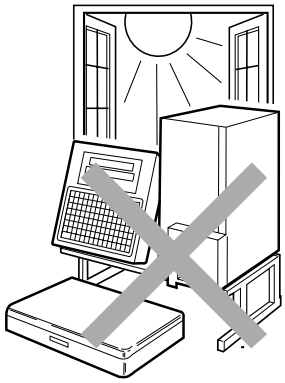
CAUTIONS FOR USE



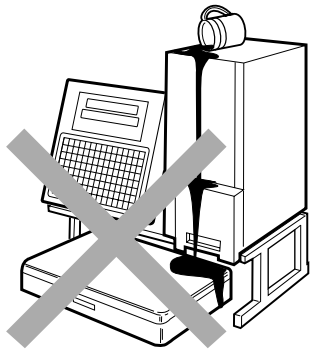
s Always operate the scale on a level surface.



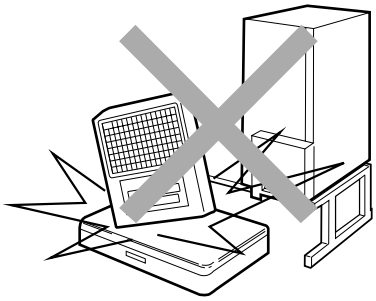
s Do not disassemble the scale.



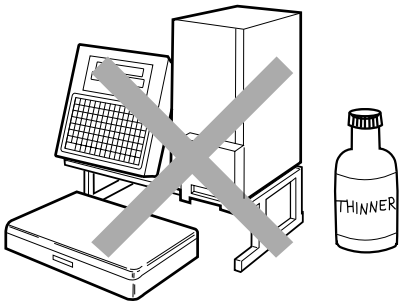
s Do not expose the scale to direct sunlight for long periods.



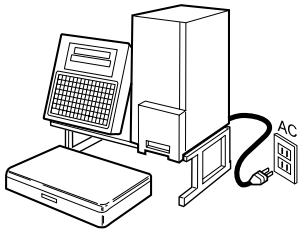
s Do not allow any liquids to come into contact with the scale or terminal.



s Do not drop or apply a strong shock to the scale.



s When cleaning the scale, only use a soft dry cloth or a cloth wetted with a neutral cleanser.
Never use thinner or other volatile liquids.



Always operate the scale with the same rated AC power supply shown on the specification plate.

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Chapter 1
OVERVIEW

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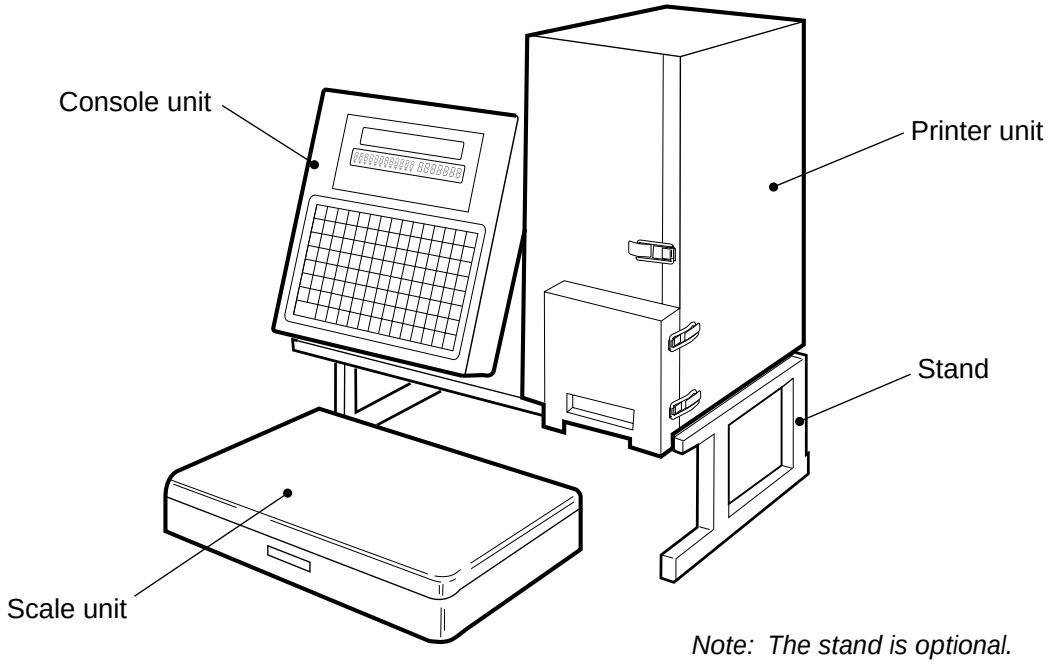
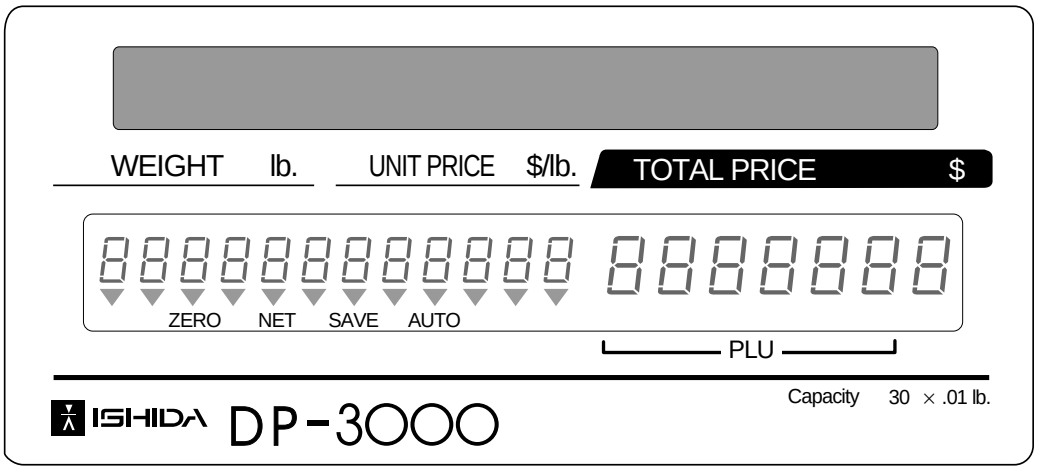
1.1 Appearance



Note: The stand is optional.

1.2 Display

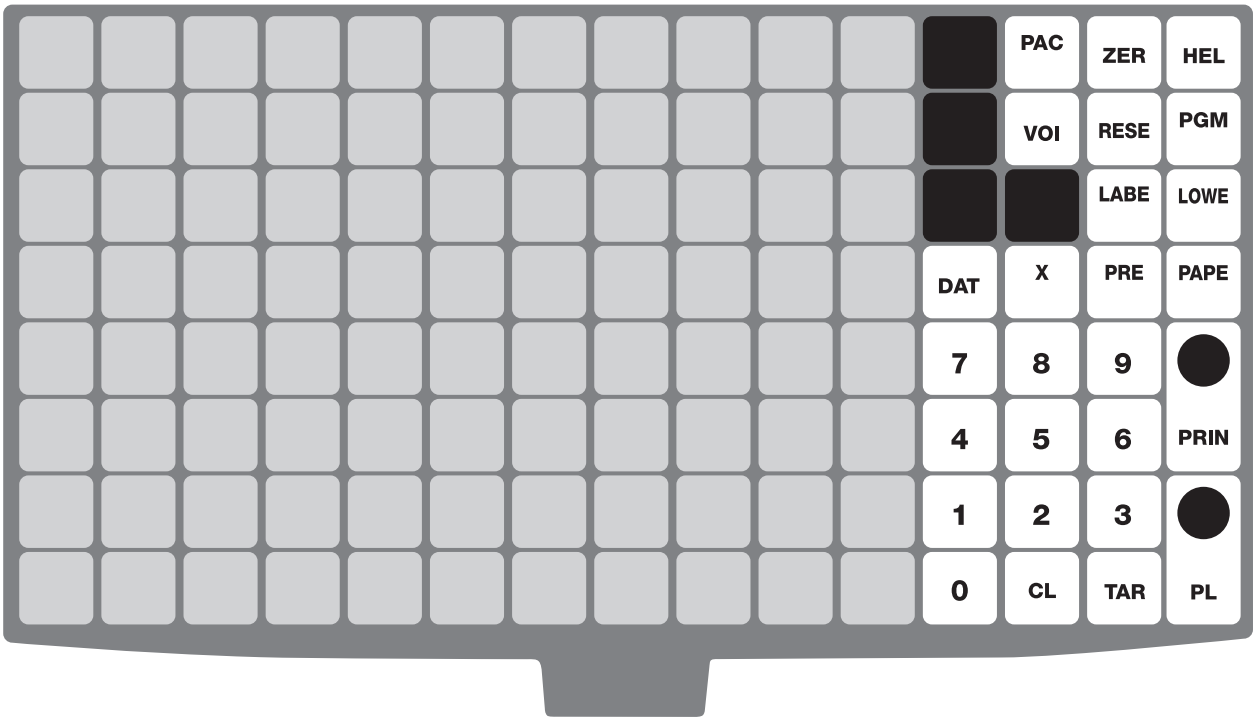


Indicators

ZERO : Lights when weight value is true zero or temporary zero.
NET : Lights when a tare is used.
SAVE : Lights when the SAVE mode is used.
AUTO : Lights when the AUTOMATIC PRINT (prepack) mode is used.

1.3 Operation Keys

1.3.1 Operation Key Sheet

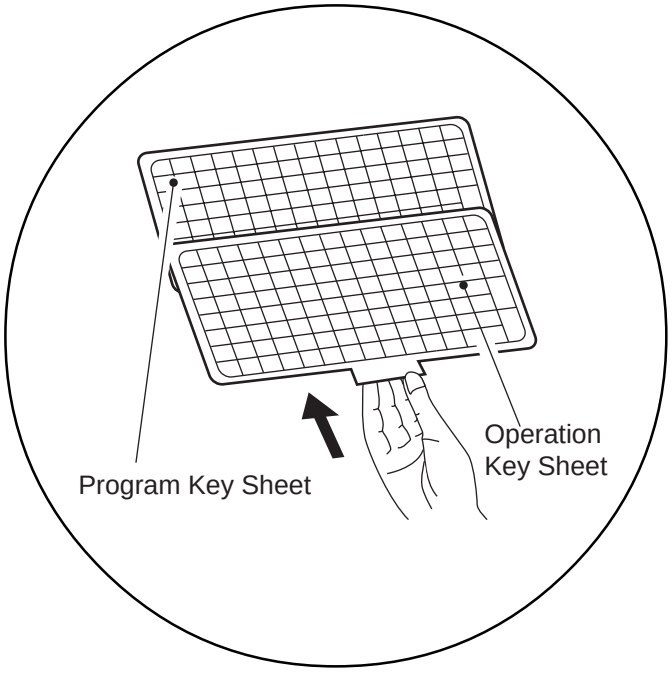


Preset Keys

Additional Function Keys

Four of the following options can be preset by the dealer in accordance with the customer's request.

- DATE/TIME display
- STORE NAME number
- LOGO number
- EXTRA TEXT number
- POP TEXT number
- COUPON TEXT number
- FIXED PRICE
- FIXED WEIGHT
- DISCOUNT
- AMOUNT DISCOUNT
- PERCENTAGE DISCOUNT
- LABEL SWITCH
- TARGET QUANTITY
- TARGET PRICE
- TARGET WEIGHT



Insert the Operation Key Sheet over the Program Key Sheet.

1.3.2 Basic Function Keys

0 to **9**

NUMERIC ENTRY
Keys 0 through 9 are used to enter numeric data.

CLR

CLEAR
Used to cancel incorrectly entered numeric data.

LABEL BATCH

LABEL BATCH
Used to issue batches of labels.

LOWER PRESET

LOWER PRESET
Used to access the second level of data programmed to the preset keys.

X MULTIPLY

MULTIPLIER
Used to multiply the entered quantity of fixed-price items.

PACK COUNT

PACK COUNT SUB-TOTAL
Used to issue a label that shows the number of labels (packs), total weight and amount which have been printed since this key was last pressed.

PAPER FEED

PAPER FEED
Used to advance labels/receipts to the correct printing position.

PLU

PLU SELECT
Used to access PLU data.
Also used to display the tare weight.

PGM MODE

PREPACK
Used to switch between auto printing mode and the manual printing mode.

PRINT

PRINT
Used to print labels/receipts.

PGM MODE

PROGRAM MODE
Used to access the program subtraction, and total modes after a 4-digit password has been entered. Also used to exit the entered mode.

TARE

TARE
Used to subtract the tare weight from the total weight on the weigh platter.

DATE

TEMPORARY DATE
Used to change the current date of the scale temporarily. This allows labels to be produced ahead of time for prepacking items.

VOID

VOID
Used to cancel the previous label issued.

ZERO

ZERO ADJUSTMENT
Used to return the scale to zero.
This key will only function if nothing is on the weigh platter. This change is effective until the next PLU is accessed.

HELP

HELP
Used to display an explanation (up to 32 letters) of each function key.

RESET

RESET
Used to forcibly exit a particular mode and return to the initial status of the normal mode.

1.3.3 Additional Function Keys

DATE/TIME
Used to display the current date and time for a few seconds.

STORE NAME
Used to access the store name corresponding to the entered number after the PLU has been accessed.

LOGO
Used to access a logo message corresponding to the entered number after the PLU has been accessed.

EXTRA TEXT
Used to access an extra message corresponding to the entered number after the PLU has been accessed.

POP TEXT
Used to access the POP text corresponding to the entered number after the PLU has been accessed.

COUPON TEXT
Used to access a coupon message corresponding to the entered number after the PLU has been accessed.

FIXED PRICE
Used to temporarily change from weight item sales to fixed-price item sales.
Also used to enter a new fixed price.

FIXED WEIGHT
Used to temporarily change the fixed weight. Also used to enter the fixed weight.

DISCOUNT
Used to enter a special selling price.

AMOUNT DISCOUNT
Used to subtract the entered amount from the selling price.

PERCENTAGE DISCOUNT
Used to subtract the entered percentage from the selling price.

LABEL SWITCH
Used to change the label format.

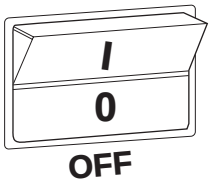
TARGET QUANTITY
Used to preset a target quantity.
After reaching the target quantity, a message informing that the target has been reached will be displayed.

TARGET PRICE
Used to preset a target price.
After reaching the target price, a message informing that the target has been reached will be displayed.

TARGET WEIGHT
Used to preset a target weight.
After reaching the target weight, a message informing that the target has been reached will be displayed.

1.4 Loading Label/Receipt Roll

1. Make sure that the power is off.

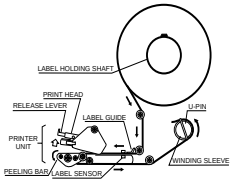


2. Open the side cover of the printer unit.

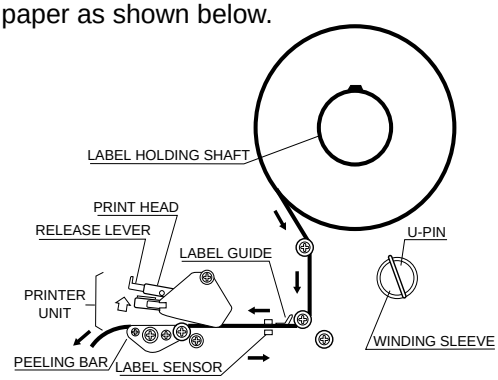
3. Pull the release lever to raise the printer head.

4. Insert a new roll onto the label holding shaft.

5. When using the label roll, remove labels from the first 30 cm (12 inches) of backing paper.



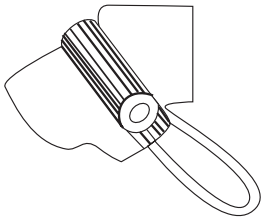
6. Thread the label paper as shown below.

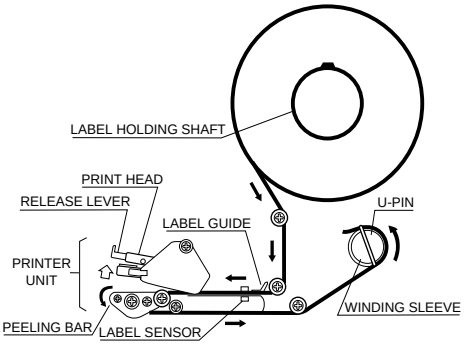


Check that the backing paper is:

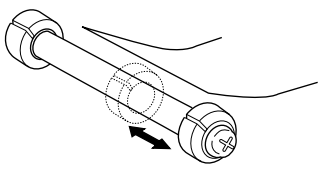
- threaded properly under the label guide.
- threaded properly through the label sensor.
- threaded properly over the peeling bar, making sure it passes through the groove.

7. When the label/receipt needs to be wound up, wind the tip of the paper around the winding sleeve and fasten it with the U-pin.





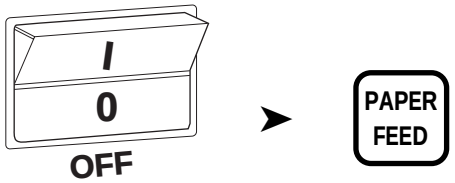
8. Move the ring to adjust the guide shaft to the width of the label/receipt.



9. Push the printer head down until it locks securely.

10. Close the side cover of the printer unit.

11. Turn on the power and press the PAPER FEED key to advance the label/receipt to the correct printing position.



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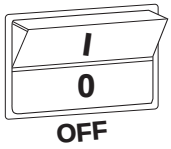
2.1 Pre-operation Inspection

In order to maintain optimum scale performance, perform the following inspection before starting daily operations.

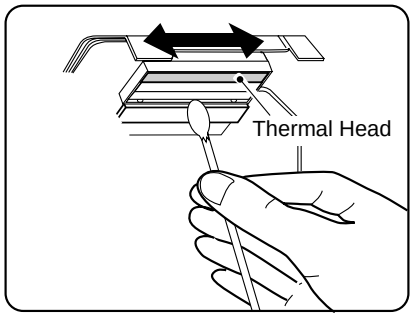
CAUTION Always turn off the power switch when performing this inspection.

1. Make sure that the power is off.



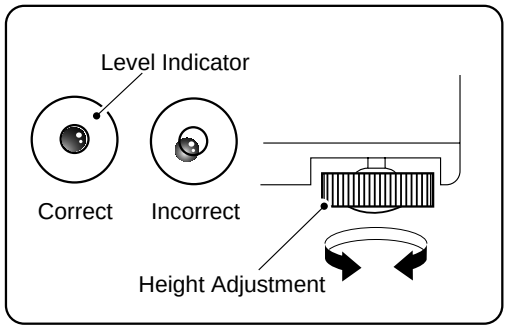
2. Check that the scale and the level device aperture are clean and free of foreign matter. If not, wipe any soiled areas with a dry cloth.

3. In order to maintain print quality, clean the thermal head at least once a week with a cotton swab dipped in cleaning fluid.



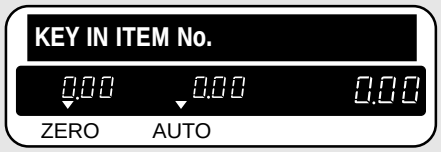
CAUTION Do not use metal tools to clean the thermal head as they may damage the head surface.

4. Adjust the scale to level by using the height adjustment feet.



5. Make sure the label/receipt amount is sufficient.

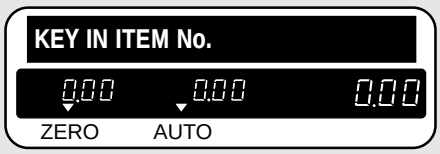
2.2 Power On

1 **Turn on the power.**	
2 **Make sure that nothing is on the weigh platter.**	
3 **Check that the ZERO and AUTO indicators are lit.**	
4 **If the AUTO indicator is not lit, press the PREPACK key.**	
5 **If the ZERO indicator is not lit, press the ZERO key.**	

2.3 Prepack for Weighed Item

1 Check that nothing is on the weigh platter.

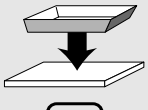
- Check that the ZERO and AUTO indicators are lit.
- If the AUTO indicator is not lit, press the PREPACK key.
- If the ZERO indicator is not lit, press the ZERO key.

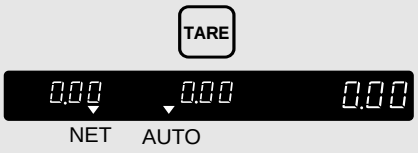


2 Subtract the tare.

➤ **Weighing tare**

- Place the tare on the weigh platter. The tare weight will be displayed.
- Press the TARE key. The displayed value will return to zero, and the NET indicator will light.





➤ **Fixed tare weight**

- Enter the tare weight and press the TARE key.

Example: Tare Weight = 0.08 lb.

➤ **Tare look-up key**

- Press the Tare Look-Up (preset) key.

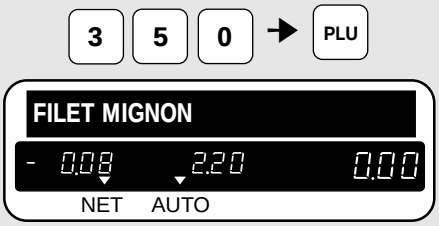
Example: Tare Look Up #1 (0.12 lb.)

3 Enter the PLU.

➤ **PLU number entry**

- Enter the PLU number and press the PLU key.

Example: PLU no. = 350



➤ **PLU (preset) key**

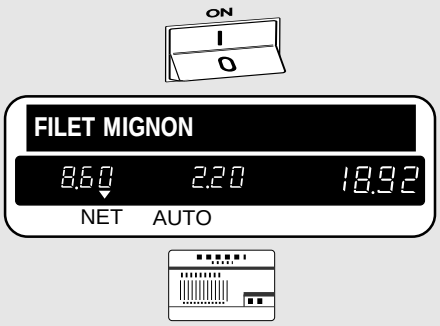
- Press the preset key in which the PLU item data is set.

Example: When accessing PLU10

Example: When accessing PLU90

4 Weigh the item.

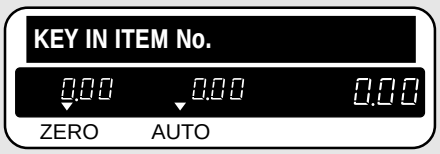
- Place the item on the weigh platter.
  Example: Net weight = 8.60 lb.
  Unit price = $2.20/lb.
- The label is automatically printed.
- Repeat this step until all the items are weighed.



2.4 Prepack for Fixed-price Item

1 **Check that nothing is on the weigh platter.**

- Check that the ZERO and AUTO indicators are lit.
- If the AUTO indicator is not lit, press the PREPACK key.
- If the ZERO indicator is not lit, press the ZERO key.

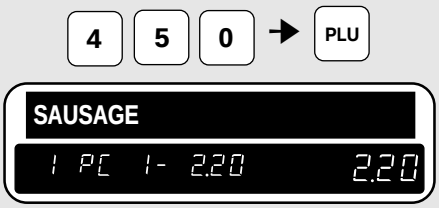


2 **Enter the PLU.**

➤ **PLU number entry**

- Enter the PLU number and press the PLU key.

Example: PLU No. = 450



➤ **PLU (preset) key**

- Press the preset key in which the PLU item data is set.

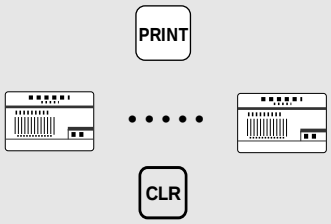
Example: When accessing PLU15

Example: When accessing PLU95

3 **Print labels.**

- Press the PRINT key to continuously issue labels.
- Press the CLEAR key to stop printing.

Example: Continuous issue

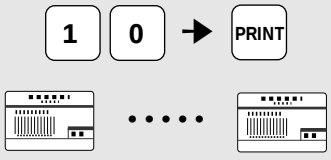


OR

- Enter the number of labels, and press the PRINT key.

Note: *Press the CLEAR key once to temporarily stop printing. To continue printing, press the PRINT key again.*

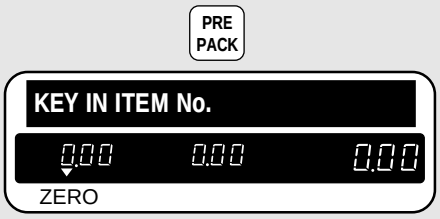
Example: Ten labels



2.5 Sales of Weighed Item

1 Press the PREPACK key.

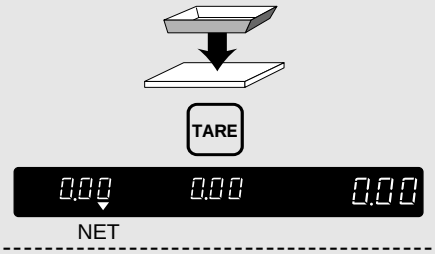
- Check that nothing is on the weigh platter.
- Check that the ZERO indicator is lit.
  Note: If the ZERO indicator is not lit, press the ZERO key.
- Check that the AUTO indicator is not lit.
  Note: If the AUTO indicator is lit, press the PREPACK key again to turn off the indicator.



2 Subtract the tare.

➤ **Weighing tare**

- Place the tare on the weigh platter.
  The tare weight will be displayed.
- Press the TARE key.
  The displayed value will return to zero, and the NET indicator will light.



➤ **Fixed tare weight**

- Enter the tare weight and press the TARE key.

  Example: Tare Weight = 0.08 lb.

➤ **Tare look-up key**

- Press the Tare Look-Up (preset) key.

  Example: Tare Look Up #1 (0.12 lb.)

3 Enter the PLU.

➤ **PLU number entry**

- Enter the PLU number and press the PLU key.

  Example: PLU no. = 350

➤ **PLU (preset) key**

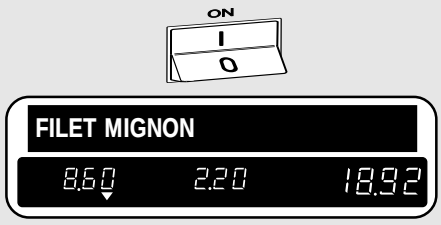
- Press the preset key in which the PLU item data is set.

Example: When accessing PLU10

Example: When accessing PLU90

4 Weigh the item.

- Place the item on the weigh platter.
  Example: Net weight = 8.60 lb.
  Unit price = $2.20/lb.
- The label is automatically printed.
- Repeat this step until all the items are weighed.
  Note: *When the scale is in the manual print mode by pressing the PREPACK key, labels will only be issued when the PRINT or OPERATOR key is pressed.*



5 Issue labels.

➤ **Press the PRINT key.**

➤ **Press the OPERATOR key when the operator system is used.**

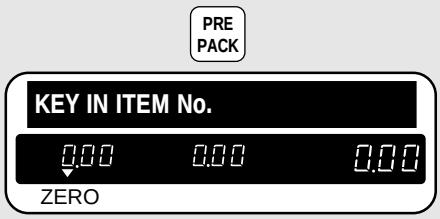
2.6 Sales of Fixed-price Item

1 **Press the PREPACK key.**

- Check that nothing is on the weigh platter.
- Check that the ZERO indicator is lit.

  Note: If the ZERO indicator is not lit, press the ZERO key.
- Check that the AUTO indicator is not lit.

  Note: If the AUTO indicator is lit, press the PREPACK key again to turn off the indicator.

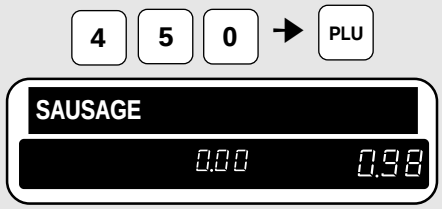


2 **Enter the PLU.**

➤ **PLU number entry**

- Enter the PLU number and press the PLU key.

  Example: PLU no. = 450
  Fixed price = $0.98



➤ **PLU (preset) key**

- Press the preset key in which the PLU item data is set.

Example: When accessing PLU15

Example: When accessing PLU95

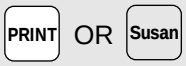
3 **Print the labels.**

➤ **Enter the number of labels, and press the PRINT key.**

Example: Ten labels

➤ **Press the PRINT key or the OPERATOR key for one label to be issued.**

Example: One label



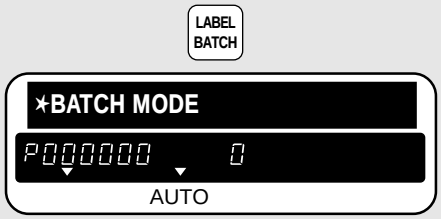
Note: Press the CLEAR key once to temporarily stop printing. To continue printing, press the PRINT key again.

2.7 Label Batch Print

This function presets the number of fixed-price labels (for up to 20 items) to be printed. This function is only available for fixed-price items when in the AUTO mode.

1 Enter the label batch print mode.

- Press the LABEL BATCH key to enter the label batch print mode.



2 Enter the PLU.

➤ **PLU number entry**

- Enter the PLU number and press the PLU key.

Example: PLU no. = 450
Fixed price = $0.98

➤ **PLU (preset) key**

- Press the preset key in which the PLU item data is set.

Example: When accessing PLU15

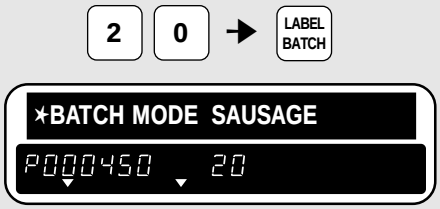
Note: If the weighed item is entered, the beep will sound.

Example: When accessing PLU95

3 Enter the desired number of labels.

- Enter the number of labels to be issued. (Max. 999)
- Press the LABEL BATCH key.

Example: Twenty labels



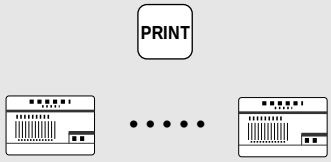
4 Enter any other PLUs, if necessary.

- Repeat steps 2 and 3 when labels for any other PLUs are needed. A maximum of 20 PLUs can be entered.

5 Print labels.

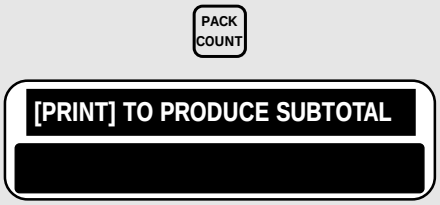
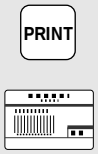
- Press the PRINT key.

Note: *Press the CLEAR key once to temporarily stop printing. To continue printing, press the PRINT key again.*



2.8 Pack Count Sub-total

This function is used to print labels for packing, including the total quantity, total weight and total sales amount which have been issued since the last time the PACK COUNT key was pressed.

1 Enter the pack count sub-total mode. • Press the PACK COUNT key. ***Note:*** *Press the CLEAR key to exit the pack count subtotal mode.*	
2 Print the pack count sub-total. • Press the PRINT key.	
3 Return to the normal mode. • Press the CLEAR key to return to the normal mode.	

2.9 Mark Down Functions

The following mark down options are available. Only one of these three options can be programmed for use.

(1) Amount discount
(2) Percentage discount
(3) Special price

2.9.1 Amount Discount

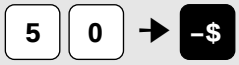
1 Enter the discount amount.

Note: Discount amount must be less than displayed total price.

➤ **Discount amount entry**
- Enter the amount to be discounted and press the AMOUNT DISCOUNT key.

➤ **AMOUNT DISCOUNT (preset) key**
- Press the PRESET key in which the amount discount data is set.

Example: Discount Amount = $0.50



2.9.2 Percentage Discount

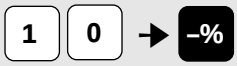
1 Enter the discount percentage.

Note: 1 to 99 percentage discount available.

➤ **Discount percentage entry**
- Enter the percentage to be discounted and press the PERCENTAGE DISCOUNT key.

➤ **PERCENTAGE DISCOUNT (preset) key**
- Press the PRESET key in which the percentage discount data is set.

Example: Discount Percentage = 10%



2.9.3 Special Price

1 Enter the special price.

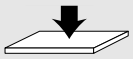
- Enter the special price and press the DISCOUNT key.

Note: Special price must be less than displayed total price.

Example: Special Price = $4.50

2.10 Unit Price Override

This feature only functions for the weighed PLUs which are programmed to allow unit price override.

1 Enter the desired unit price. ***Note 1:*** *If the entered unit price is not accepted at this point, possibly the PLU has not been programmed to allow price override.* ***2:*** *A warning beep will sound when trying to override a unit price while an item is on the scale.*	**Example:** $3.50 3 5 0
2 Place the item on the scale.	

2.11 Voiding the Last Label

This function cancels the transaction of the previously printed label.

1 Press the VOID key immediately after the label is issued.	VOID The following is displayed for a few seconds when Void is completed.

2.12 Switching Sales Mode

This function is used to switch the mode from the weighed item sales to the fixed-price item sales.

1 Enter the fixed price. ***Note:*** *Skip this step if the fixed price is the same as the preset unit price.*	**Example:** Fixed Price = $8.00 8 0 0
2 Press the FIXED PRICE key.	FIXED PRICE

2.13 Date Override

This function is used to temporarily change the current date, allowing labels to be produced ahead of time for prepacking items.

1 Enter the six-digit date (MMDDYY) and press the DATE key. *Note: The scale may be configured at installation to override the expire date instead of the current date.*	**Example:** November 20, 1999 1 1 2 0 9 9 → DATE

2.14 Target Control

A target quantity, sales amount, or weight can be preset by using the TARGET QUANTITY, TARGET PRICE, or TARGET WEIGHT key. When the target is reached or exceeded, the scale will inform the operator that the target has been reached and operations will be suspended until a new target is set.
If more than one target is set, the first target to be reached will have priority over the other targets.

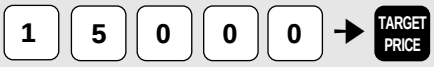
1 Enter the target.

➤ **Enter the target quantity followed by the TARGET QUANTITY key.**

Example: Target quantity = 60 pcs.

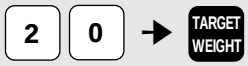
➤ **Enter the target price followed by the TARGET PRICE key.**

Example: Target price = $150.00



➤ **Enter the target weight followed by the TARGET WEIGHT key.**

Example: Target weight = 20 lb.



2 When the target is reached.

➤ **As soon as the target is reached, the scale informs the operator the target has been reached.**

3 Press the CLEAR key to release the error condition.

Note: At this point, set targets remain unchanged.

Chapter 3

SUBTRACTION

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3.1 Subtraction Mode

The subtraction mode is used to correct the running totals. The total s require correction if accurate reports are to be generated. Some examples of when correction the totals is necessary are listed below.

a. product returned by customers
b. incorrectly produced labels

The totals are subtracted from the running totals by a PLU number. The operators has to enter the product number, quantity, weight, and price. The best way to manage returns is to keep all incorrectly produced labels in one place and subtract each label in turn.

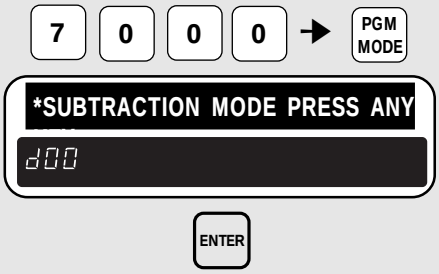
Note: *Confirm that the Operation Key Sheet, not the Program Key Sheet is being used for this operation.*

1 Subtraction Mode

- Enter the password followed by the PROGRAM MODE key to access the subtraction mode.

  Example: Password = 7000

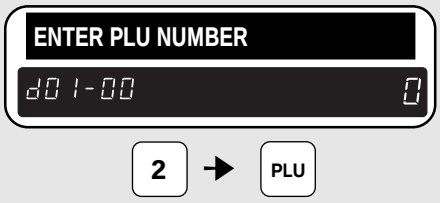
  Note: *To exit the subtraction mode, press the PROGRAM MODE key again.*
- Press the ENTER key.



2 PLU Number

- Enter the PLU number followed by the PLU key.

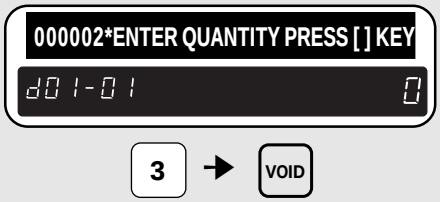
  Example: PLU no. 2



3 Quantity of Item

- Enter the quantity of the item (label) to be subtracted, followed by the VOID key.

  Example: Three (3) pcs.



4 Weigh of Item

- Enter the weight of the item (label) to be returned, followed by the VOID key.

  Example: Five (5) pounds

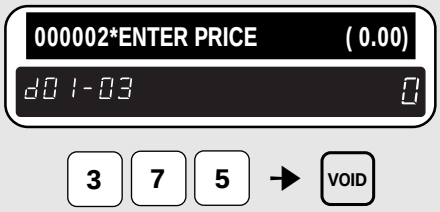
Note: *If a mistake is made during entry, press the VOID key to display the previous screen with the mistake. The re-enter the correct data.*

5 Amount of Item

- Enter the amount of the item (label) to be returned, followed by the VOID key.

Example: $3.75

Note: *If a mistake is made during entry, press the VOID key to display the previous screen with the mistake. Then re-enter the correct data.*

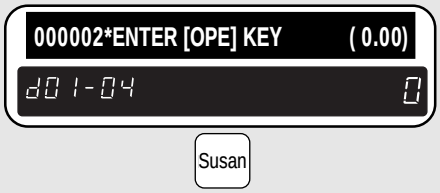


6 Print

- Press the PRINT key when not using the operator system

OR

- Press the OPERATOR key when using the operator system.

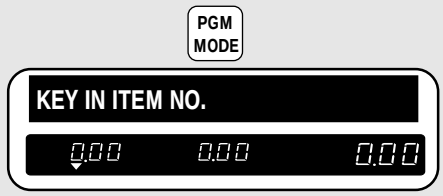


7 Repeat

- Repeat steps 3 through 6 for any other items (labels) to be voided.

8 Return to Operation Mode

- Press the PROGRAM MODE key to return to the normal operation.



Chapter 4

TROUBLESHOOTING

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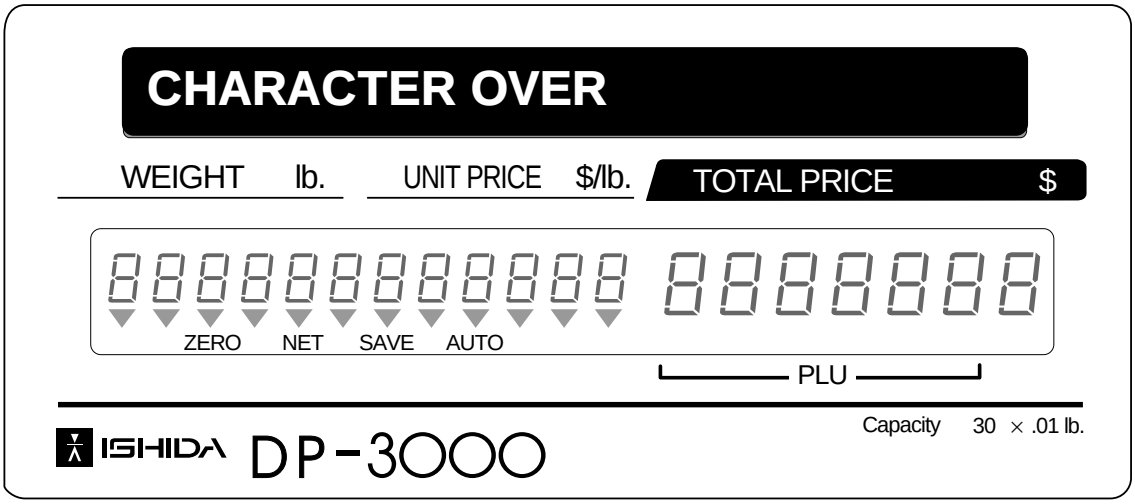
4.4 Other Problems 25

4.1 Error Messages

When errors occur, use the error table below to ascertain the cause of the error and to recover normal operations.



Error Message	Error Contents
CHARACTER OVER	Too many characters have been entered.
POP MESSAGE: OVER CHARACTER	POP messages has too many characters.
AD MESSAGE: OVER CHARACTER	Advertisement message has too many characters.
REG. CODE: OVER CHARACTER	Registered code has too many characters.
STORE NAME/ADDR.: OVER CHARACTER	Store name and address has too many characters.
LABEL END	All lables have been used.
LABEL SIZE ERROR	Improper lable size is used.
EXCESS $ ON SCALE ITEM	The special price has been entered higher than the preset price.
ETABLE STRUCTURE CORRUPTION	Table structure has become corrupted.
COUPON MESSAGE: OVER CHARACTER	Coupon message has too many characters.
SET THE TARGET PRESS [CL] KEY	Previous target has been reached.
MAX ITEM NUMBER OVERFLOW	The maximum number of items has been exceeded.
SAME OPR. TOTALING ON MAC.	An operator performed sub-total operation on a different terminal.
SAME OPR. PROCESSING ON OTHER	An operator performed used a different terminal.
MEMORY NOT INITIAL SET	Memory has not been initialized.
SYSTEM ERROR	A system error has occurred.
E2ROM NOT INITIAL SET	E2 ROM has not been initialized.
NO POWER SCALE	The scale is not properly connected.
REMOVE THE ITEM ON THE PLATTER	An item is still on the platter.
COMM. ERROR ON RESULT TRANSFER	Communication error occurred when transferring result data.
MASTER CONNECTION ERROR	The master terminal is not properly connected.
SYSTEM ERROR (CHECK CABLE)	System error involving the cable has occurred.
SYSTEM ERROR (CHECK MASTER SCALE)	System error involving the master terminal has occurred.
MASTER IS OFF-LINE	The master terminal is not on-line.
MEMORY AREA OVERFLOWED	Too much data is in the memory area.
ERROR ON COMM. CROSSOVER	A communication crossover error occurred.

4.2 How to Replace Fuse

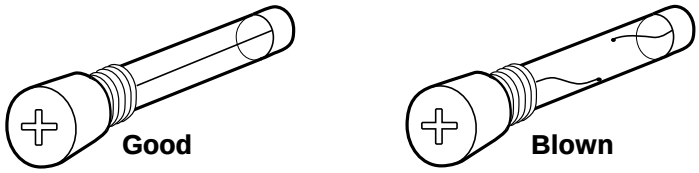
If the display does not light when the power is on, this may indicate a problem with the fuse. Use the procedure below to check and replace the fuse.

(1) Turn off the power.

(2) Use a Phillips head screw driver to remove the fuse holder at the rear panel of the printer unit.

(3) Check whether or not the fuse has blown.

(4) If the fuse has blown, replace with the same type of fuse.



(5) After replacing the fuse, return the fuse holder to the rear panel of the printer unit and secure.

4.3 How to Release Error Conditions

- If an error occurs for any reason, use the CLEAR key to release the error condition.
- If the scale should lock for any reason, use the RESET key to re-initialize the scale. (This operation produces the same effect as turning the power off and then restarting.)

4.4 Other Problems

- **Printing is too light.** The thermal head has become soiled. Use the attached cleaner to clean the printer head.
- **Labels are not printed as soon as an item is placed on the weigh platter.** The scale is set in the MANUAL mode. (AUTO indicator is not lit.)
- **Lables are not issued.** The printing position has slipped. Press the PAPER FEED key to align the paper with the correct printing position.

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