

Ishida Uni-7 Series Touch Screen Scale

Frequently Asked Questions



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Operation

- Q: • Why does the scale allow a label to be printed when no PLU is entered?
• Does a PLU have to be entered to print a label?

A: If **PLU 999999** is programmed in the scale then it will be used automatically when no PLU is recalled. The procedure is to enter a price, place an item on the scale, and press the PRINT key. The description, barcode, dates, etc. programmed in PLU 999999 are used.

Note: Delete PLU 999999 from the scale's memory to prevent label printing without recalling a PLU.
- Q: What is the **minimum print weight**?

A: The default **minimum weight is 0.100 Lb.** This can be changed to as low as 0.015 Lb.

Note: The Minimum Print Weight is set in Mode, 495344, PLU, Setup Menu, Country, 495344, PLU, Detail, Weight tab, 951753, PLU.
- Q: **Why doesn't the Search find all the PLUs** with matching descriptions?

A: Check the configuration settings for the Search. In the Setup Menu, Operation Settings, Call tab select the parameter for "Find PLU".

Start Char. – Searches only at the beginning of the first line of PLU Name.
Line 1 – Searches only the first line of the PLU Name.
Line 2 – Searches both the first and second lines of PLU Name (**recommended**)
All – Searches all lines in PLU Name. (not recommended if using ingredients)
- Q: Is it possible to **print multiple labels for a weighed item** without recalling the same PLU?

A: Yes by using either the **AUTO** or **SAVE** function keys. The AUTO function prints a label whenever the weight stabilizes. The PLU is retained after weight is removed. The SAVE function also retains the PLU after weight is removed but the PRINT key must be pressed to issue a label.
- Q: How does the Uni-7 **print a quantity of Fixed Price labels**?

A: There are two methods to print a quantity of labels for a Fixed Price item.

 - Place the scale in **AUTO print** mode. Then recall a Fixed Price item and press Print. The Uni-7 will print labels until the Print (or Stop Print) key is pressed.
 - Press the **Label Batch** function key. Then enter the number of a Fixed Price item and press PLU. Enter the quantity of labels and press the Count area. If desired, enter additional items and set the label quantity. Press Print.

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6. Q: When printing Fixed Price items in the Auto Print mode **how is the printing stopped?**
A: **Press the PRINT key to stop printing** of Fixed Price items in the Auto mode.
Note: A second PRINT key can be assigned to the function key page and labeled as "Stop Printing". This is easier for operators to use rather than remembering to press PRINT to stop printing.
7. Q: **Why doesn't the scale accept a tare weight** entered by the keyboard?
A: All **tare weights must end in either a "0" or "5"**. The Uni-7 weighing is dual-range for greater accuracy. This means that there are three places after the decimal point when the weight is less than 15 pounds. Tares that were entered as "2" or "3" on single-range scales are now entered as "20" or "30".
Note: To simplify tare entry create Tare speed keys. This allows operators to enter tare weights with a single keystroke.
8. Q: What is causing **inaccurate or unstable weight readings?**
A: There are many possible causes of inaccurate or unstable weight readings. Check the following:
- Check that the flip top platter has reseated properly after changing labels.
 - Check that the scale is level and does not rock – adjust the level legs as necessary.
 - Check for foreign objects under or touching the scale platter.
 - If using a Fish platter, check that it is properly seated and positioned.
 - Check that the scale stand, table, shelf, etc. is solid and does not flex or bend.
 - Check for external vibrations or air currents.
9. Q: • **Can I leave the scale on all the time** without damaging the color display?
• Why isn't there a screen saver for the color touch screen display?
A: The Uni-7 touch screen display is a color LCD. This type of display does not become dim or "burn" which would cause ghost images.
Note: As with most electronics, it is best to leave the scale on all the time. Of course, just like any computer, the Uni-7 should have a clean, well-grounded, and dedicated power supply.
10. Q: How should I clean the scale's color touch screen display?
A: Treat the display exactly as you would a television or computer screen. Spray a mild cleaning fluid on a clean cloth and gently wipe down the display.
11. Q: Why doesn't the Uni-7 return to the main Category screen after a label is printed?
A: There are several reasons why **the Uni-7 does not return to the Category screen after printing a label.**
- If the scale is in **Auto Print** mode or **Save** mode the scale will remain at the Function Key screen with the PLU displayed.
 - If a **label error** occurs the scale does not consider the transaction complete and does not return to the Category screen.
- Note:** Press the **ESC** button to manually return to the Category screen.

Programming

1. Q: How many characters can be entered for the Advertising Messages?
A: The two types of Advertising Messages can have the following number of characters:
Scrolling: 60 characters
Flashing: 18 characters

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2. Q: How is the **Program menu password** entered?
A: Press the **MODE** key to enter the main menu, then enter the **password and** press the **PLU** key.
Note: The Program menu password is optional and not set by default.
3. Q: Does the Uni-7 support **sub-category pages**?
A: Yes, the **Uni-7 does support sub-categories**. This is accomplished by assigning one or more category keys to the preset page(s) called from the main category page.
Using small size keys, 20 categories can be programmed to the main Category page.
Note: Category keys may also be assigned to the membrane keyboard. Due to the large number of available preset keys, many smaller categories may be created and easily accessed using this method.
4. Q: How can I **setup Category keys to link to preset key pages**?
A: This is a two-step process using SLP-V.
a. On the Category Key Page, open a key and set the **Key Type** as **Category**. Then, in the **Key Data field, enter a unique number**.
Note: Take care not to duplicate the Category numbers. SLP-V will accept duplicate Category numbers.
b. Next on a Preset Key Page, open a key and set the **Key Type** as **Group**. Then, in the **Key Data field, enter the desired Category number**.
Note: Only one Group key can be assigned per page. If "Group" is not available on the SLP-V drop down menu then a "Group" key has already been assigned on the Preset Key Page.
c. For sub-categories, on a Preset Key Page, open a key and set the **Key Type** as **Category**. Then, in the **Key Data field, enter a unique number**. Link the page as listed in step "b" above.
5. Q: **Why doesn't the Store Name sent from SLP-V print** on the labels?
A: First, verify that the label cassette is configured to print the Store Name. In the Setup menu select Cassette. Press the Right Arrow button twice and verify STORE PRINT is set as Enable.
If this is correct then enter the Programming menu and select Store. Confirm the correct Name and Address are present. Also, confirm Printer 1 is set for the correct Store Number. Press the Menu button and return to normal operation. The correct Store Name will print.
6. Q: Why do the **barcode Check Labels print continuously** without recognizing the label sensor?
A: The barcode Check Labels are meant to be printed on backing paper. Change the backing paper so it is not rewound before printing Check Labels.
7. Q: What is the recommended **size for images on the customer side display**?
A: Images should be 324 (W) x 159 (H) pixels. File type is 216-color bitmap.
Note: For the best image results, use the *Ishida Image Convertor* program to create images for the Uni-7 customer side display.

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8. Q: How are **images for the Uni-7 touch screen keyboard** created?
A: Due to the limited size and resolution of the operator display, key images are not recommended. If key images are to be created, however, the dimensions are listed below. Image file type is 216-color bitmap.

Standard preset keys

Small key: 65 (w) x 36 (h)
Medium key: 131 (w) x 36 (h)
Large key: 131 (w) x 73 (h)

Self-service preset keys

Small key: 84 (w) x 47 (h)
Medium key: 180 (w) x 47 (h)
Large key: 180 (w) x 107 (h)

Setup

1. Q: How are the **"hidden" menu steps** in the Setup and Adjust menus accessed?
A: After pressing the MODE key to enter the main menu, press **495344** then **PLU** key to display the hidden steps.
2. Q: Can a **maximum tare** be set?
A: Yes. From the Setup menu select **Country**, enter **495344** then **PLU** key. Press **Detail** and the **Weight** tab. Enter **14789632** then press **PLU**. Enter the maximum tare.
3. Q: Is it possible to **disable the keyboard vibration** associated with any keystroke?
A: Yes. In the Adjust menu, Key Adjust step the Vibrator can be disabled.
Note: This is a hidden step. See #1 in this section for details.
4. Q: How are the menus accessed with the Uni-7 is set for **Self Service mode**?
A: Enter the password **495344** then press the **MODE** key.
5. Q: Can the default "Uni-7" images on the customer side display be changed?
A: Yes, the image displayed on the customer display can be changed. **Replace image numbers 998 and 999** with other images as needed. For example, the store's logo or a department image such as hot foods. Download the images to the scale via SLP-V.
998: 324 x 159, default for PLUs with no display image assigned
999: 478 x 160, default when Uni-7 is in menu mode
Note: For the best image results, use the *Ishida Image Converter* program to create images for the Uni-7 customer side display.
6. Q: Are the **default key and display images** reloaded by performing Test Data Set?
A: Key and display images are not generated by the Test Data Set procedure in Memory Clear. The initial images can be reloaded by the same procedure used to load firmware -- from a USB Memory stick. See the steps below.
1. Prepare a USB memory with the firmware files in the "SOFT" folder.
2. Insert the USB memory in to Uni-7 (left side).
3. Press **MODE** and enter **495344 + PLU**.
4. Press the **Adjust** Menu and select Download.
5. Select **"USB -> MAIN (ONLY IMG)"**.
6. Select the listed firmware file.
7. Press **EXECUTE** and **EXEC**.
Note: Refer to the *Uni-7 Setup Manual* for detail instructions to load firmware.

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7. Q: After the Uni-7 memory is cleared the **Key and Label images remain**. How can they be cleared from memory?
A: Delete either the displayed images or the label logo images by the following procedure.
1. Press **MODE**.
 2. Enter **495344 + PLU**.
 3. Press the **Setup Menu** and select **File Save / Load**.
 4. Press the **Scale Init.** tab.
 5. Scroll down the list and press to select **Logo Image** and/or **Disp Image**.
 6. Press **Execute** and **Exec**.
8. Q: Is it possible to **reset individual files** without clearing all the scale's memory?
A: In the **FILE SAVE / LOAD menu** (Setup menu) individual files can be cleared. Select the **"SCALE INIT."** tab. Touch the files to be cleared or press ALL SEL. then press EXECUTE.
9. Q: What is the purpose of step **"Tare Select"** in the Operation Setting, Prod. tab of the Setup Menu.
A: Providing two tares per PLU allows one file to be shared between two different areas. For example, a Meat Department uses different tares in the counter scales compared with the backroom pre-pack scales. The counter scales' tare weights would be small as items are wrapped in paper or plastic. The backroom tares would be larger for trays and soaker pads.
When a PLU file has two different tare values in Tare1 and Tare2, set the scale to use the appropriate tare. This is not user selectable.
10. Q: When using multiple label cassettes, how do are they **renumber cassette "1" to numbers "2" through "7"**?
A: Decal sheets are included with each replacement label cassette. The original label cassette included with a Uni-7 is numbered as "1".
If the decal sheet is unavailable, block the three left side cassette holes as follows for the desired cassette number.
- = 1
••• = 2
••• = 3
••• = 4
••• = 5
••• = 6
••• = 7
- Where • = open, ● = blocked. The hole positions are from the inside to the outside.
Note: On the "Cassette Setting" screen under the Setup Menu, the currently installed cassette is highlighted in yellow.

Service

1. Q: **Where is the Test Menu?**
A: The **Adjust Menu** on the Uni-7 is equivalent to the Test Menu on other Ishida models. The name more accurately reflects the procedures in the menu.
Note: Most items in the Adjust Menu are hidden. See item #2 below for more details.
2. Q: Why are there **missing steps in the Setup and Adjust menus?**
A: Some steps are hidden from store level personnel. From the Main Menu enter the password **495344** then press the **PLU key** to access all items in the Setup and Adjust menus.

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3. Q: How can a menu be accessed when the **password is unknown**?
- A: The service password **495344** allows access to all menus.
- Note:** Passwords for store level personnel are programmed in Setup Menu, Passwords.
4. Q: How is the **Uni-7 firmware upgraded**?
- A: Firmware files are downloaded to the Uni-7 via USB memory stick. Refer to the *Uni-7 Setup Manual* for full details.
- Copy the firmware file folder "Soft" to a USB memory stick.
 - Insert the memory stick in the USB port at the left side of the Uni-7.
 - Power up the Uni-7.
 - From the main menu enter **495344** and press the **PLU** key.
 - Select the **Adjust** menu and select **Download**.
 - Select **MAIN (ALL CLEAR)**.
 - Press **EXECUTE** and **EXEC**.
 - Select **USB → MAIN (PRG+IMG)** or **USB → MAIN (ONLY PRG)**.
 - Press and highlight the firmware (and graphic images) to be installed.
 - Press **EXECUTE** and **EXEC**.
 - File transfer and installation may take up to 20 minutes.
 - At the RE-BOOT screen (15029-0000) power the scale off.
 - Remove the UBS memory stick and power up the Uni-7.
- Note:** Follow any other prompts regarding memory backup prior to firmware upgrade or memory clear after upgrading.
5. Q: Is it possible to **copy the firmware from a Uni-7**?
- A: Yes, the main firmware files may be copied to a USB memory stick. The BOOT/BIOS files cannot be copied.
- Power up the Uni-7.
 - Insert an empty memory stick in the USB port at the left side of the Uni-7.
 - From the main menu enter **495344** and press the **PLU** key.
 - Select the **Adjust** menu and select **Download**.
 - Select **MAIN → USB (PRG+IMG)**.
 - Press **EXECUTE** and **EXEC**.
 - File transfer takes approximately five minutes.
 - At the long beep for completion, remove the UBS memory stick and exit the menu.
6. Q: Is it possible to **capture the display screen images**?
- A: Yes, a bitmap image of the screens may be saved onto a USB Memory Stick.
- On a USB Memory Stick create an empty folder named "CAPTURE".
 - With the Uni-7 in normal operation mode, insert the USB Memory Stick (left side).
 - Enter the **ADJUST** Menu (see step #2 above).
 - Select **DISPLAY CAPTURE**.
 - Select **YES** (default = NO).
 - Press the **Return Arrow** to exit.
 - Press **TARE** to capture and send any screen images to the USB stick.
 - Remove the USB Memory Stick and copy the images to the PC as needed.
7. Q: • **Where is the Calibration button** located on the Uni-7?
• How is the Uni-7 **sealed for Weights & Measures**?
- A: The Calibration Button is located under the Uni-7 platter. Remove the front of two screws located in a small rectangular cutout to access the Button. The best tool to press the Button is the ink tube from a disassembled pen. The plastic tube will fit through the hole and is non-conductive.
- To seal the Uni-7 place a tamper-evident paper seal over the recessed screw covering the Calibration Button. Two seal decals are provided with each scale; they are packaged with the Thermal Head Cleaning kit.
- Note:** Refer to the Service Manual section 8.6 for calibration instructions.

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8. Q: How are the **label sensors' operation and calibration** checked?

A: Peel Sensor Level (Adjust menu, Printer, Peel Sensor tab) target values:

- Unblocked = more than 130
- Blocked: less than 20

To calibrate the Peel Sensor, adjust the Peel Sensitivity value until the Peel Sensor Level readings are correct.

Label (Gap) Sensor Level (Adjust menu, Printer, Label Feed tab) target values:

- Backing paper only = approx. 160
- Backing paper & Label = approx. 60

The Label (Gap) Sensor values can be checked graphically by the following procedure:

- Press Feed to issue two labels.
- Press the **DETAIL** button.
- The difference between the peak of the spike (gap between labels) and the shoulder of the spike (label and backing paper) must be at least 60 counts.
- Press **ESC** to return to the menu.

To calibrate the Label Gap Sensor, adjust the Sensitivity value until the values displayed on the graph shown by the DETAIL button are correct.

Note: Refer to the Service Manual section 8.5 for additional details.

9. Q: When is a **Special RAM Clear** required?

A: The Uni-7 does not require a Special RAM Clear.

10. Q: How much weight is required to **calibrate the Uni-7 in Kg mode**?

A: **Always use full capacity when calibrating the scale** – in this case **15 Kg**.

When changing units between Lb and Kg, always initialize the A/D calibration memory. In the Calibration screen (Adjust Menu) press the red **INIT** button. This will reset and display the scale's capacity. See the note below to change the unit setting.

Notes:

- The calibration counts are different for Kg (95000/75000) compared to standard US Lb weights (80000/60000).
- To change between pounds and kilograms: From the Setup menu select **Country**, enter **495344** then **PLU** key. Press **Detail** and the **Weight** tab. Enter **14789632** then press **PLU**. Select the **Weight Unit**.

11. Q: What is error 0347-000x, "**Thermal Head is worn out**"?

A: This error message indicates one or more print head element is burnt out. If the error message cannot be cleared to resume normal operation see the note below.

The four-digit extension number indicates the print area affected by the bad element(s).

0347-0000: No effect. The damaged element is outside the printing area.

0347-0001: Printing is affected. The thermal head should be replaced.

0347-0002: The barcode is affected. The thermal head must be replaced.

Note: The Uni-7 may be set to display this message once or continuously. To view or change the current setting, go to the Setup Menu, Error Process, Common tab. Set the Damaged Thermal Head Error Display as follows:

ANY - display a message until the thermal head is replaced

NEW - display a one-time message when an element burns out

NONE - do not display any message if elements are burnt out

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12. Q: • How does the setting for "**Gravitational Acceleration Area Setting**" work on the calibration screen?
• On the calibration screen there is a Gravity setting. Is there a table of **gravity values**?
- A: The purpose of the Gravity setting is to allow the Uni-7 to be calibrated in one area but used in another. Using the links below, determine the gravitational value for the two locations. Then follow these steps.
1. Enter the Gravity value for the location the scale is being calibrated.
 2. Perform the standard calibration including pressing the NVRAM button under the platter.
 3. Before leaving the Calibration screen, enter the Gravity value of the destination.
 4. Press the NVRAM button to save the new Gravity value.
 5. Exit to the main menu.
- Note:** The above procedure is an approximation. If at all possible the Uni-7 should be calibrated at the location it will be used. This ensures the highest degree of accuracy.
- World map: http://bgi.cnes.fr:8110/bgi_ref_a.html
USA Map: http://bgi.cnes.fr:8110/cgi-bin/cre_conti_ref?codcont=5&retour=bgi_ref_a.html&N=1&formul=a
Hawaii: http://bgi.cnes.fr:8110/cgi-bin/cre_conti_ref?codcont=6&retour=bgi_ref_a.html&N=1&formul=a
13. Q: After replacing the CPU board the message 112, "THE CONFIRMATION OF THE KEY OPERATION IS NOT COMPLETED." Is displayed. What does this mean?
- A: To properly configure the Uni-7 every membrane key must be pressed to continue.

Communication

1. Q: Why were the **IP Address and other Ethernet settings not saved**?
- A: The Uni-7 must be rebooted when the various Ethernet addresses are changed. If the wireless option is installed the standard **Ethernet settings must be saved before the WiFi settings are entered** and saved.
- Entering the Uni-7 and PC Ethernet settings and the WiFi settings in one step will result in lost information. The correct exit message is 15029-0001, "Re-boot check, please turn off the power" to save the standard Ethernet settings.
2. Q: **Why doesn't the Uni-7 ping the target "PC IP Address"** when the PING button is pressed on the Communication settings screens?
- A: It is not mandatory that the Uni-7 ping the target computer. Instead, the computer must ping and communicate with the scale. Many computers have firewall, anti-virus, or other security features that "hide" them on the network. Generally, if the target computer can be pinged by another computer then the Uni-7 can ping it as well.
- Notes:**
- To check network communication set the "PC IP Address" to the address of another scale or Access Point. There will be no firewalls, etc. to block communication.
 - When wireless Uni-7 scales perform a ping command to remain active on the network ("Comm Check Period") the "PC IP Address" is used as the target. This must be a valid, unblocked address that will respond to a ping.

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3. Q: I can ping the Uni-7 but software programs **SLP-V and i-Support do not connect**. What is preventing the connection?
- A:
- Check for and disable any firewall, anti-virus, or other security feature that is preventing communication.
 - Check for a **duplicate IP Address** on the network. If a PC or other device has the same address, scale communications will be intermittent or blocked.
 - Check the Uni-7 **Port Number** is set as **8071**. The Port Number setting is on Setup Menu, Communication, PC Comm tab.
4. Q: Is it possible to **change the Uni-7 port number**?
- A: Although the default Uni-7 port number (8071) can be changed it is not recommended. The port number should only be changed when network security blocks the default port number or when required by third-party scale management software. The port number is found in the Setup Menu, Communication, PC Comms tab.
5. Q: Why doesn't **Invatron's PLUM software** connect to Uni-7?
- A: When configuring the Uni-7 scale connection in PLUM be sure to **set the Port Number as 8071**.
6. Q: During a new installation, one scale has **intermittent communications** using SLP-V and i-Support. When the scale is pinged packets are lost randomly.
- A: If, by process of elimination, the trouble is linked to the scale, this may be caused by **network or IP Address conflicts**. Change the scale's IP Address to a different, available address and re-try communications.
7. Q: Why do the **scales on a wired network have intermittent communication**?
- A: Check if the **Switch/Hub is malfunctioning** by failing to properly auto-negotiate communication speed (100 vs. 10 Mbps) to match the scales. Scale speed is 10 Mbps. To troubleshoot the problem, use a Switch/Hub that is fixed at 10 Mbps to communicate to the scale(s).

Wireless

1. Q: What is the correct sequence to enter the standard Ethernet settings and the Wireless settings?
- A: The Uni-7 Ethernet and RF settings must be entered in two steps.
1. In the **Communication** menu (Setup menu) enter the Ethernet settings on the **IP Address** and **PC Comm** tabs.
 2. Upon exiting, the scale will prompt for **reboot** ("15029-0001, Re-boot ...").
 3. Then, return to the **Communication** menu and enter the wireless settings on the **WiFi** tab.
 4. Then the scale will display a message "14038-0010 **Wait 30 seconds** ..." indicating the settings are being downloaded to the WiPort bridge.
 5. After that the scale will prompt for a **reboot**.
- Note:** Refer to the *Uni-7 Setup Manual* for full details to enter the Ethernet and WiFi settings.

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2. Q: **Why is there no wireless connection** between the Uni-7 and the Access Point?
- A: There are several items to check in the Uni-7 wireless setup:
- If the Uni-7 was not rebooted after entering the standard Ethernet settings the comms was not properly set. The Uni-7 must reboot to save the Ethernet settings before the wireless comms settings are entered.
Refer to the *Uni-7 Setup Manual* for further details.
 - Check that the Encryption setting is set as "None" if encryption is not used.
 - Check that the SSID (ESS-ID) network name is entered exactly as needed. The name is case sensitive. Also check for extra or missing blank spaces in the name.
 - If encryption is used check that the key or passphrase is entered exactly as needed. Also check for extra or missing blank spaces in the key.
3. Q: Why is communication lost when the WiPort RF bridge is replaced?
- A: The Uni-7 must download wireless configuration data to the WiPort bridge. Normally, this can be done by simply changing the Encryption setting to NONE and then back to the correct setting. Follow the screen instructions to wait 30 seconds and reboot the scale to restore connectivity.
- Note:** If connectivity is not restored repeat the procedure or clear and re-enter all Ethernet and RF settings.
4. Q: Can a **hard wired Ethernet connection to the wireless Uni-7** be used temporarily for troubleshoot communications?
- A: Yes, simply **disconnect the Uni-7's RF option patch cable from the LAN Port** and connect the Ethernet cable. Be sure to reconnect the RF option patch cable when finished.
5. Q: Why has the Uni-7 **lost wireless communications**?
- A: If the store experiences a severe power surge, as caused by storms for example, the scale's **RF card may lock up**. If this occurs, cycle the Uni-7 power to restore operation.
- Note:** If connectivity to all scales is lost check and reboot the Access Point(s).
6. Q: Is it possible to **prevent the wireless network from dropping the RF Uni-7 scales**?
- A: The Uni-7 has a **Comms Check Period** setting that allows the scale to ping the network and stay "active". The recommended interval is 60 to 600 seconds. A zero value, which is the default, disables pinging.
- The **Comms Check Period** setting is found in the Setup menu, Communication, PC Comm.
7. Q: How do I know the new RF settings have been saved by the Uni-7?
- A: Only when the message number 14038-0010, "Wait 30 seconds..." is displayed are the new RF settings transferred to the Uni-7 radio (WiPort). If this message is not shown, or less than 30 seconds are provided for the settings transfer the settings will not be saved.
8. Q: When using security filtering on the wireless network, how is the **MAC Address** of the Uni-7's RF Bridge determined?
- A: For security filtering use the Uni-7's MAC Address. See the next item below to locate the Uni-7 MAC Address.
9. Q: Where is the **MAC Address** of the Uni-7?
- A: Use the following procedure to display the scale's MAC Address.
- a. From the **Main Menu**.
 - b. Enter the password **495344**, press the **PLU** key.
 - c. Enter the **Setup Menu**
 - d. Select **Communication**.
 - e. Press the **IP Address** tab.

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Labels (i-Support)

- Q: In i-Support, why do fields "jump" a small distance when selected?

A: The "Snap to Grid" feature is enabled. To disable the forced alignment open the View menu, select Grid, and uncheck "Snap to Grid".
- Q: In i-Support, is it possible to move multiple fields at the same time?

A: Yes, by using the CTRL key. Select the first field then hold down the CTRL key and click any other fields. With the CTRL key held use the arrow keys to move all the selected fields at once.

Note: Multiple fields cannot be dragged at one time.
- Q: Is it possible to **fine tune the position of a field**?

A: Yes, select the field to be adjusted then **hold the CTRL key and use the arrow keys**.
- Q: What are the proper i-Support settings when **adding a logo to a label format**?

A: There are two types of images: fixed: as part of the label format, and variable: changeable based on PLU data.

Fixed (Always prints as part of the label format, cannot be overridden by Operator)
Unit Type = Logo
Print ID = Preprint
Image ID = set image to print
PLU Data: none

Variable (By PLU setting, can be overridden by Operator)
Unit Type = Logo
Print ID = Logo #1
Image ID = set default image in label format
PLU Data: Image #1

Safe Handling Image (Selectable print on/off by PLU)
Unit Type = Logo
Print ID = Safe Handling Image
PLU Data: Safe Handling Image = PRINT

Notes:

 - To assign the image to a label format, click the LOGO button on the left side of the format screen then drag an area to define the logo size.
 - For variable images based on each PLU, the default image is assigned in the label format. If the PLU is programmed with an image it has priority and will over ride the label image. The image can also be manually changed by the operator.
- Q: Why is the **weight over 15 Lb not printing**?

A: The label format most likely is missing the "2nd Weight" print field. The Uni-7 treats the single-range weight and dual-range weight as separate print fields. The "2nd Weight" field prints weights 15 pounds and above while the "Weight" field prints weights below 15 pounds.
- Q: How is the **size of a logo image** to be printed on the label calculated?

A: Determine the size of the image to be printed then use the formulas below to calculate the size of the image in dots (pixels).

_____ mm ÷ 0.125 mm/dot = _____ dots

Example: 0.75 inch (19 mm) square image → 152 dots square

Note: The Uni-7 logo images do not to be skewed as with previous models.
The printed **pixels are square**, not rectangular.

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7. Q: Is it possible to **print the label inverted** (top first)?
A: Yes, the print direction for the entire label can be reversed to print the top of the label first. Enter the Adjust menu, select Printer, press the Label Type tab, and change the setting PRINT DIRECTION to "Inverse".
8. Q: The title required for a label format is not included on the list; **how is a new Field Title added** to the list?
A: Just like the SR-2000a, each label format had its own Title list. If a required title is not available, in i-Support click the "Edit Field Titles" button and add a new title.
Note: To find the "Edit Field Titles" button, right click on any Fixed Text field and select Edit. The button is located in the lower, right corner.
9. Q: What is the **maximum label size** the Uni-7 Series scales can print?
A: Maximum length: 5.9" / 150 mm
Maximum widths: 56mm / 2.2" print
66mm / 2.6" backing paper
10. Q: What is the **standard label roll size** for the Uni-7?
A: The standard label roll size is:
1 5/8" / 40mm core I/D
3 15/16" / 100mm O.D.
11. Q: Why is the printing light or spotty?
A: There are many possible causes for poor printing. Check the following:
- Check and clean the thermal head:
 - Turn the **scale off**.
 - Use a **cotton swab only** (*NOTHING SHARP*).
 - Use **Isopropyl** alcohol to **gently clean** any build up from the head surface.
 - Note that thermal heads should be **cleaned weekly** at the minimum.
 - Check the rubber print roller for divots or debris build up.
 - Check that the labels are threaded properly – especially at the peeling bar.
 - Test the printing quality with labels from a different case.
12. Q: Why doesn't the **logo image** I just added to the label format print?
A: Most likely, the image is set too far to the right. If part of the image is off the right edge of the label the image will not print. Set the X coordinate value to zero and confirm that the image prints. Then adjust the X coordinate value as necessary so that the entire image fits on the label.
Notes:
- Be sure to download any new images to the scale's memory.
 - Occasionally, a scale may not recognize a newly downloaded logo. If this occurs cycle the power on the scale.

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13. Q: When I create a Frequent Shopper label format the original price is crossed out with horizontal lines. **How do I remove the lines from the Pre-Markdown Price?**
- A: By default, the Uni-7 prints lines through the Pre-Markdown Price indicating it is the old price. The i-Support configuration must be changed to print the Pre-Markdown Price as a normal value without lines. Follow this procedure.
1. Open the SLP-V **Setup Utility** program.
 2. Select **General Settings**, choose the **Supported Functions** tab.
 3. In the **General Operations** windows check "**Advanced Label Formatting Setting**".
 4. Click to **OK** to close the window.
 5. Select **Label Format**.
 6. Highlight **Uni-7** and click the **Edit** button.
 7. Highlight **0026 Pre-Markdown Price** and click the **Edit** button.
 8. Change the **Special Meaning** field to **None**.
 9. Click **OK** and **Exit**.
 10. Open the label format.
 11. Edit the **Pre-Markdown Price**: change the **Unit Type** from **Crossed Decimal** to **Standard Numeric**.

Note: Set the Unit Type as Standard Numeric or Crossed Numeric only. Other selections are invalid and will not print the Pre-Markdown Price correctly on the label.

Software

1. Q: Are the scale keyboards saved in the SLP-V database?
A: Yes, unlike ScaleLink Pro 3.2x, the **scale keyboards are part of the main database** along with PLUs, Messages, Store Name, etc.
2. Q: Why is **Scale Configuration not available in i-Support?**
A: The level of User access determines which functions are available in i-Support. Typically the **Administrator login** is required to access Scale Configuration.
3. Q: Why is message "**10003 Error reported by scale**" displayed when an i-Support backup file is sent to the Uni-7?
A: This error could be reported for the following reasons:
 - The i-Support backup file is corrupted. Try a different i-View file or send only the individual files required.
 - The scale memory is corrupted. Perform a Memory Clear (SRAM Clear and/or System Data Initialize) and resend the scale files.
 - If the problem occurs for only graphic files (Logos, Display, or Key Images) the optional CF Card may be full or corrupted. Check the free memory of the CF Card. Delete all data from the card and reload the graphic images, etc. as needed.
4. Q: When I send a PLU file to the scale, SLP-V displays the message "**One or more data records were not accepted by the scale**". The scale memory may be full. Unsent records will be added to the queue for later transmission." The memory is not full and there are no waiting records.
A: If the scale memory is not full then check the following:
 - The SLP-V file may be corrupted or contain an invalid setting. To check this, send half of the items to the scale rather than the complete file. If this is successful then send the other half. Continue to narrow the range to locate the bad item(s).
Note: This is most likely to occur when a text file has been imported.
 - The scale memory may be corrupted. Perform an SRAM Clear and reload the scale files.