Ishida BC-4000 Series
Frequently Asked Questions

	Authorized distributors and their employees can view or download this document from the Rice Lake Weighing Retail Solutions distributor site at **www.ricelake.com/retail**.

New or revised items are marked by a left side vertical line.

Operation

1. Q: • Do I have to recall a PLU every time I want to print a label?

    • Why does the scale allow a label to be printed when no PLU is recalled?

    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.

2. Q: The BC-3000 allowed an operator to **recall a weighed item** and press the Print key with no weight on the platter to **issue a fixed price label**. Why doesn't the BC-4000 allow this?

    A: The BC-4000 has this feature but it is disabled by default. Set **ROM switch 30** as needed:

    0 = Disable Auto Conversion (default)
    1 = Enable Auto Conversion

    NOTE: If the PLU auto converts the price cannot be changed. If price changes are also require use the following procedure.

    1. Program two function keys: *Fix Change* + *Fix Price*.
    2. Recall a By Weighed PLU, do not place weight on the scale.
    3. Press *Fix Change* to convert the PLU to a Fixed Price.
    4. Enter the new selling price, press *Fix Price*.
    5. Press *Print* to issue the label.

3. Q: The BC-4000 will be used for pre-packing. Can it be set to **automatically start in Auto Print mode** when powered up?

    A: Yes. **ROM Switch 59** controls whether the scale starts in Manual or Auto Print mode. Note that the operator can still change Auto/Manual printing with the Pre Pack key.

    0 = Manual print (default)
    1 = Auto print

4. Q: **Why can't I enter a tare weight** through the keyboard?

   A: All **tare weights must end in either a "0" or "5"**. The BC-4000 scales are dual-range weighing for greater accuracy. This means that there are three places after the decimal point. Tares that were previously entered as "2" or "3" are now entered as "20" or "30".

   NOTES:
   1. Use Preset keys to simplify Tare changes. This reduces keystrokes and speeds tare entries.

   2. Single-range firmware is available to fix the scales at 0.01 Lb accuracy. All firmware is available for download from the Rice Lake web site: www.ricelake.com/retail

5. Q: **How can I stop printing Fixed Price items in the Pre-Pack** mode and change to Manual printing?

   A: **Press the PRINT key to stop printing** of Fixed Price items in the Pre-Pack mode. Then press the PREPACK key to change back to standard manual print mode.

   NOTE: Some customers print new keysheets that split the double sized PRINT key in to two keys: PRINT ON and PRINT OFF to help operators remember the procedure.

6. Q: How can I temporarily change the PLU to **print a label with no dates**?

   A: Recall the PLU then **enter *"9999"* and press the *DATE* key** to temporarily disable date printing. Note that when the next PLU is recalled dates will return to normal and print as programmed in the PLU.

7. Q: How can I **display the first two lines of the product name** on my BC-4000L2?

   A: Set **ROM Switch 21** to control the PLU description display.

      0 = First line only
      1 = First and second line, alternating (default)

8. Q: Why is the **Total Price off by ten times**?

   A: **ROM Switch 5** is set incorrectly. The setting is different for dual-range and single-range firmware.

   • Dual-range: Set ROM Switch 5 as "0".

   • Single-range: Set ROM Switch 5 as "1".

9. 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 scale is level and does not rock – adjust the level legs as necessary.
   • Check for foreign objects under or touching the scale platter.
   • Check that the platter is properly seated and positioned.
   • 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.

10. Q: Why does the BC-4000 show **error 7 "Address Characters Over Limit"**? The store name prints OK but the store address is missing.

    A: If the Store Name and Address are programmed via ScaleLink Pro it is possible to enter more than one line for either the Store Name or Store Address. In most cases, however, the label format only has space for one line of Store Name and one line of Store Address. If more than one line is required, the label format must be edited with i-Label.

11. Q: Why does a **previous temporary price override return** the next time the PLU is recalled?

    A: Check the settings in **Setup Menu step B16 – Auto Program**. These settings allow temporary changes to Price, Tare, and Bakery Weight to be saved as permanent changes.

    NOTES:
    1. These settings are off by default and normally enabled only in small, family operated stores.
    2. The override value is "locked" after a label is printed. If no label is issued the change does not take effect.

12. Q: When **Error 14 "Total Price Is Too Large"** is displayed why can't the operator print a label?

    A: The BC-4000 displays Error 14 when the Total Price exceeds the barcode capacity. Press the CLEAR key to remove the error message. Then press PRINT to issue the label. The error message is intended to prompt the operator to split the purchase in order to print a barcode on the labels.

    NOTE: Setting the barcode format to allow 5-digits of Total Price is an alternate method of avoiding the message. Take care to coordinate this with the cash register system to ensure proper barcode scanning.

13. Q: **Why do Fixed Price labels print continuously** in Auto Print mode?

    A: Check the following items regarding the Peel Sensor.

    - The Peel Sensor is disabled. Change the setting in Setup Menu step B01-01-08, Peel Sensor.
    - The Peel Sensor is not working. Check the cable connections. Replace the sensor if necessary. Refer to item #3 in the Service section below for further details.

14. Q: Why doesn't the **Batch Print mode** allow printing of some PLUs?

    A: The Batch Print mode only works with Fixed-Price (non-weighed) items. If a Weighed PLU is recalled during Batch Print mode the scale sounds an error beep.

15. Q: Why is the scale **slow to recall PLUs and print labels**?

    A: If **the BC-4000 is set to check the status of the thermal head** the operation will be slowed down. Approximately two seconds is required to check the thermal head status.

    Use i-View to check the following ROM Switch settings:
    #17 - Thermal Head Failure Notification is ON.
    #18 - Thermal Head Detection Timing is set as "Every PLU".

    NOTES:
    1. In Prepack (Auto Print) mode the thermal head is checked only when a new PLU is recalled, it is not checked after each label.
    2. To avoid operation delays the thermal head can be check less frequently by setting **ROM Switch 18** as "Return to Normal". In this case the thermal head is checked when the scale is powered up or when exiting a menu.

16. Q: Why doesn't the scale accept a **Fixed Price change** in Operation Mode?

    A: - A Fixed Price Change function key is required to change the price of a Fixed Price PLU. Confirm the function key configured properly.
    - Check if the PLU is set to prohibit price changes: Open Price (P01-23). If the PLU is set to "Refer" check the scale's default Open Price setting (B07-01).
    - If the PLU is set with a Markdown Price it cannot be overridden in Operation Mode.
    - If the PLU is assigned to a Sales Campaign the price may not be overridden in Operation Mode.

17. Q: Why is the PLU's price in Operation mode different from the programmed amount?

 A: Check if the PLU is assigned to a Sales Campaign: Programming mode step P29.

18. Q: The **Interval (Peel timer) function key does not work**.

 A: The Peel Timer delay time is programmed in hundredths of a second (0.01). For example, a 2½ second delay is entered as 250.

19. Q: The scale displays **"Key in Operator Number"**. Is there a **backdoor password** for the technician to operate the scale and access the menus?

 A: Yes, there is a permanent backdoor password. The Administrator password is used in the following procedure.

> 1. Enter Operator number → "*0*" for Administrator
> 2. Press *top half of PLU key*
> 3. Enter Password → "*951753*" for Administrator
> 4. Press *bottom half of PLU key*

 NOTE: **ROM Switch 23** is used to enable operator Log On.

> 0 = Disable Operator Log On
> 1 = Enable Operator Log On

20. Q: What is the **barcode format of the Sub Total label**?

 A: The Sub Total label barcode type is **EAN128** and the format is listed below. The Sub Total (Pack Count) label format cannot be changed.

 FCCCCCCPPPPPWWWWWQQ(c/d)

 Where: F = Flag
 C = Item Code (from the last PLU printed; Item Code is PLU step P01-18)
 P = Price
 W = Weight
 Q = Quantity
 (c/d) = Check Digit

21. Q: Why isn't the **discounted price in the barcode**?

 A: The BC-4000 can print either the original or discounted price in the barcode. The setting is made in the **Setup Menu step B18-02**.

> 0 = Standard Price (default)
> 1 = Discount Price

Programming

1. Q: • Why are some steps in the **Programming Menu not accessible**? When they are selected the scale sounds error beeps.

 • Why are some **PLU programming steps missing**?

 A: Programming menus can be disabled to limit access when necessary. PLU steps can be disabled to streamline programming.

 • To enable Programming Menus, go to Setup Mode B09 "Programming Select". Enable or disable menus as needed.

 • To enable PLU steps, go to Setup Mode B08 "PLU Select". Enable or disable steps as needed. Note that some PLU steps are hidden based on the Sales Mode.

 NOTE: It is strongly recommended that unused PLU steps be disabled (hidden) to streamline PLU programming.

2. Q: Why aren't the PLU Programming (P01) and Price Change (P03) steps available?

    A: • When a BC-4000 is as a Satellite the PLU and Price Change programming steps are removed. These items should be programmed at the Master scale.
        • If the scale is a Master or stand alone, check if the steps are disabled in Setup mode. Refer to Programming item #1 above.

3. Q: How can I **assign items to the lower level of preset keys**?

    A: Press the **COPY key**. When the lower level is selected a triangle indicator below the "-" in "P04-01" is lit.

    NOTE: Only PLU and Tare can be assigned to the lower level of presets. All other function keys are available on the main (upper) key level.

4. Q: Why don't the POP Messages (1-6) print on the label?

    A: • The POP Messages will print only if the first line of the PLU description is character size 8 to 14. Smaller fonts do not allow enough height to print the message. Note that no error message is displayed – the message is simply not printed.
        • If Error 3 results when the label is printed then there is insufficient space on the first line of the PLU description to print a POP Message. Reduce the number of text characters as needed to leave enough space for the message. The number of characters varies based on the font size:

Font Size	First Line Characters	Font Size	First Line Characters
8	18	12	10
9	17	13	7
10	14	14	5
11	10		

Setup

1. Q: • **Why doesn't the *PRINT* key work?**
        • **Why doesn't the *TARE* key work?**

    A: Check if any standard function key has been **disabled in *Setup Mode step B11-02-08,*** "Function Key Availability".

2. Q: Why can't I access the Setup Menu using the standard 6000 password?

    A: It is possible to change the default Setup password in the BC-4000 scales. When the password is unknown, use the **"backdoor" password to enter the Setup Menu: *495344*.** Alternately, use i-View to view the current password.

3. Q: • What is the purpose of step **B04-08 "Tare Select"**?
        • Why are there two tares for each PLU: **Tare1 and Tare2**?

    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.

    Program the two different tare values in Tare1 and Tare2 then, in step B04-08, set the scale to use the appropriate tare.

4. Q: I have enabled "Thermal Head Check" in the label format setup (B01-01-10=1) but no message was displayed when a head element burnt out.

   A: **ROM Switch 17**, "Thermal Head Failure Notification" must be enabled (=1) for the scale to check the thermal head. Then each label setup (cassette) can be set as needed to check the integrity of the thermal head. This allows the thermal head check to be skipped when printing non-barcode labels, for example.

   There are two other ROM switches that determine when the message is displayed. Set the following to match your requirements:

   - **ROM Switch 18**, "Thermal Head Detection Timing". This determines the frequency of the message. Select "Every PLU" (=0) to notify the operator every time a PLU is called or "Return to Normal Mode" (=FF) to display the message only when exiting a menu.
   - **ROM Switch 19**, "Thermal Head Failure Detection". Select either "Old or New Failures (=0) or "New Failures Only" (=1). Note that if "New Failures Only" is selected then <u>a message will be displayed only once</u> when an element burns out.

5. Q: The **customer side display on my BC-4000H hanging scale is off**. How can I turn it on?

   A: The BC-4000H rear display is enabled or disabled by **ROM Switch 63**:
      0 = Off
      1 = On

6. Q: Operators do not automatically Log Off after each transaction. How is this set up?

   A: Use **ROM Switch 35** to enable automatic Operator Log Off.

      0 = Disable automatic Log Off
      1 = Enable automatic Log Off

   Also, each Operator must be programmed with a log out time. In Operator programming, set the Operator Logout timer as zero (P24-03 = 0) to Log Off immediately after each transaction.

   NOTE: Refer to item #19 in the Operation section above for information about enabling Operator Log On.

7. Q: Why are the **decimal points in the wrong position**?

   A: The decimal points can be changed in both ROM Switch settings and the label format.
      If both the display and label are incorrect check the ROM Switch settings listed below.
      If the problem is only the label refer to **Labels, item 25** below for details.

      <u>ROM Switches</u>
         Sw #0 – Weight, lower range: less than 15 Lb, default = 4
         Sw #1 – Total Price, default = 3
         SW #2 – Unit Price, default = 3
         Sw #42 – Weight, upper range: more than 15 Lb, default = 3

      Note: Refer to <u>BC-4000 ROM Switch technical bulletin</u> for more information about ROM Switch settings.

Service

1. Q: The **scale is dead**. What can I check?

   A: Turn the scale off and unplug the power cord from the wall outlet before checking the following:

   - The **power cord** is detachable at the scale. Check that it is securely attached.
   - Check the **power supply fuse**. Replace if blown (5A, 250V).

2. Q: I just installed a **new power supply** but there is no 24V DC output. What is wrong?

    A: The power supply has a **jumper to select either a 110V or 220V input**. If the jumper is set for 220V then there is no 24V DC output. The jumper pins are located near the large coil transformer and are marked as "110V" and "220V".

3. Q: **Why won't the BC-4000 print a label**? When the PRINT key is pressed the scale beeps. In Auto print mode no label is printed. The FEED key works normally.

    A: **Check if the Peel Sensor is working** properly. In Test Mode step C07 "Peel Sensor Check" check the sensor counts. Readings should be in the following range.

    - With label present: below 10, usually 1-2

    - With no label: over 180

    If the readings are fixed at a low value then the scale is not receiving a signal from the sensor. Correct the problem by one of the following methods.

    → Check that nothing is blocking the sensor or providing a <u>false reflection such as the front printer cover</u>. Remove the front printer cover (two screws) to check if it is blocking the sensor. If so, shim the Peel Sensor so the top is at or above the cover.

    → Check the cable connections between the sensor and the CPU board.

    → Replace the sensor.

    NOTE: The Peel Sensor may be temporarily disabled in Setup Mode step B01-01-08.

4. Q: When the PRINT or FEED key is pressed **the label does not move** and Error 8 "Label End" is displayed. What should I check?

    A: The label drive motor is protected by fuse F1 (3A) on the CPU board. This fuse may be blown. This surface mount fuse is located on the right edge of the CPU board about 2.5 inches from the front next to connector XJ11.

    NOTE: The backing paper take up motor is protected by fuse F2 (3A) located in the front, right corner of the CPU board near connector XJ10.

5. Q: • Why does the BC-4000 display Error 8 "Label End" when labels are present?

    • Why are the labels feeding erratically?

    A: The Label (Gap) Sensor is not working properly. Check the sensor counts in Test Mode step C04 "Label Sensor Check". Readings should be in the following range.

    - With **Label and Backing Paper: below 75** (target is 50±10)

    - With **Backing Paper only: over 125** (target is 150±10)

    If the readings are out of range then the scale cannot "see" the labels properly. Correct the problem by one of the following methods.

    → Recalibrate the Label (Gap) sensor. Potentiometer is located on the left-side, between the calibration button access and the seal screw. Use a #0 Philips screwdriver with minimum 2.5-inch shaft.

    → Replace the sensor.

6. Q: How is the **sensitivity of the Label Sensor and Peel Sensor adjusted**?

    A: The Label and Peel sensors are <u>not digitally calibrated</u> as in the AC-4000 Series.

    Label Sensor (Test Menu, C04)

    - Refer to item #5 above for the calibration procedure.

    Peel Sensor (Test Menu, C07)

    - There is no adjustment for the Peel sensor. If a bright light or reflection is affecting the Peel sensor either move the scale or disable the Peel sensor (Setup menu step B01-01-08).

7. Q: Why are the **weight readings incorrect** after the CPU board was replaced?

   A: There are two possible causes for the weight readings to be off.

   - The calibration parameters are stored on the CPU board – not the A/D board. After the CPU board is replaced the scale must be recalibrated.

     Note: the scale must be recalibrated after the CPU board, A/D board, or load cell is replaced.

   - If a 10 Lb test weigh reads as 12.5 Lb, then the calibration parameters of the CPU board must be reset. To reset the parameters press the **COPY** key immediately before pressing the **ZERO** key to begin the calibration process.

     NOTE: resetting the calibration parameters is only required once.

8. Q: Why can't I calibrate the scale after replacing either the CPU or A/D board?

   A: As noted in item #7 above, the CPU board contains the calibration data for the A/D board and load cell. Whenever the CPU board, A/D board, or load cell is replaced the scale must be recalibrated. If one of these components is replaced and the initial calibration data are out of range then the scale will not calibrate. To **re-initialize the calibration parameters** press the **COPY** key immediately before pressing the **ZERO** key to begin the calibration process.

      NOTE: resetting the calibration parameters is only required once.

9. Q: Why can't I use i-View to clear the memory on my BC-4000 when the scale is showing **Error 40 "File Missing or Corrupted"**?

   A: When Error 40 is displayed, the BC-4000's memory is corrupted and incapable of communicating with i-View. The memory must be reset at the scale. Enter the Test Menu and clear the memory via steps C02-01 "SRAM Clear" and C02-02 "Setup Clear".

10. Q: What is the purpose of step **C02-04 "Application Copy"**?

    A: This step is only used when updating the scale's BIOS firmware by the Firmware Update Wizard program. Refer to the Firmware Update Wizard program instructions for the operation procedure.

11. Q: I received a replacement CPU board without a decal showing the MAC address. **How can I check and/or change the MAC address?**

    A: All replacement CPU boards should have a MAC address decal – usually located on the top, left, front edge. A second loose decal is also provided to replace the decal located under the weigh platter. When a decal is present the MAC address should not be changed.

       After installing the replacement CPU board, enter the Setup menu and check step B10-07 "MAC Address Setup". Review the values in each of the four octets. If they are all zeroes then a valid MAC address must be entered.

       As the MAC address is not changed in normal circumstances it is password protected. To change the MAC address enter the **password *495344* followed by the *SIZE* key** <u>before</u> pressing the ENTER key to access step B10-07.

12. Q: A large section of the **label print is missing or black**, what should I check?

    A: There are two cases most likely to cause missing or black print.
       - The thermal head is shorted or damaged.
       - The CPU board is shorted or damaged.

       In either case, when a large portion of the printing is affected it is possible that both the thermal head and CPU board are bad. If this is the case then a new thermal head can be damaged by the bad CPU board. Therefore, for testing purposes, a thermal head that is missing a few elements should be installed to test if the CPU board is bad. If the printing is the same then replace the thermal head and CPU board at the same time. Discard the test thermal head -- it has been damaged.

13. Q: • Are the **display modules** for the three BC-4000 models **interchangeable**?

   • Can I **connect the BC-4000L2 display to the BC-4000E or BC-4000S** for programming and setup purposes?

   A: **No**. The three display types (LED, LCD, and VFD) require different voltages.
   The BC-4000E and BC-4000S require additional circuit boards to power the displays.

14. Q: • How much weight is required to **calibrate a scale set for Kg weighing**?

   • Why are the **weight readings incorrect when calibrating the scale in Kg**?

   A: **Use 15 Kg to calibrate the standard BC-4000** Series scales by the following procedure:

   1. Set **ROM switch 14** to 0 (Kg mode).
   2: Enter calibration menu (Test Mode step C01-01).
   3. Press *COPY* to initialize the calibration memory.
   4. Press *ZERO* to set the dead load value (counts = 20000/0).
   5: Place 15 kg on the platter.
   6. Press *TARE* to set span value (counts = 95000/75000).
   7. Press the A/D NVRAM button to save the calibration parameters.

   NOTE: The calibration counts are different for Kg (95000/75000) compared to standard US weights (80000/60000).

15. Q: The strip of **copper tape on the underside of the thermal print head** has come loose. What should I do?

   A: If the copper tape comes loose or shifts position **it should be removed**.

   NOTE: The copper tape may come loose when a label stuck to the underside of the thermal print head is removed.

16. Q: What is the purpose of **jumper JP1 on PS-038 Display Driver board**?

   A: Two different BC-4000 models use the Display Driver board PS-038.

   BC-4000E (Red LED display) → **JP1 is installed**
   • If the jumper is missing the display is dim.

   BC-4000S (Green VFD display) → **JP1 is not used**
   • If the jumper is installed the display is blank and the fuse on PS-015 will blow.

Communication

1. Q: Why doesn't my BC-4000 scale accept setting changes sent from i-View?

   A: The BC-4000 may not accept some setting changes to ROM Switches, etc. during the following conditions:

   • If the scale is in the middle of a transaction, i.e. if a PLU is recalled.
   • If advertising messages are scrolling on the scale's display.
   • If the menu for the settings being changed is open.

   If necessary, temporarily disable scrolling messages and be sure the scale is in operation mode with no PLU recalled before transmitting i-View configuration files to the scale.

2. Q: Software programs (ScaleLink Pro, i-View, i-Label) do not connect but I can ping the scale. What is preventing the connection?

   A: Check for and disable any firewall, anti-virus, Virtual Private Network (VPN), or other security feature that is preventing communication.

   If only one or two of the Ishida software programs communicate but one or two do not then, after checking all software settings, examine the "blocked" list of the anti-virus software. An anti-virus program can block individual programs from communicating.

3. **Q:** During a new installation, one scale has **intermittent communications** using ScaleLink Pro and other programs. 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.

4. **Q:** Why can't I import an ASCII text file into ScaleLink Pro? The message "Unrecognized format in file! Import aborted." is immediately displayed. After rechecking the header line all titles are correct.

   A: If ScaleLink Pro is set as an AC-3000 Master system type the font sizes supported by the BC-4000 cannot be imported. For example setting "I" as a font [size 5(C31)] is not allowed for an AC-3000 scale. If the ASCII text file to be imported will be used exclusively for a BC-4000 then change the system type to BC-4000.

   NOTE: SLP must be restarted for the change to take effect.

5. **Q:** When ScaleLink Pro reads the PLU file back from a BC-4000 it appears to be receiving all the items but a message "Error processing received data. Some received data may not be added to the database" is displayed. And the PLU list is blank with no PLUs displayed. What is wrong?

   A: There are several potential causes of this:

   - Confirm that the USA setup file has been loaded during the initial setup of ScaleLink Pro. This is performed in the Setup menu, Load General Setup.

   - Confirm that ScaleLink Pro is set as Version = USA. This is located under the Setup menu, Options.

6. **Q:** After upgrading ScaleLink Pro from version 2.1x to 3.2x and converting the PLU file all of the tares are wrong – they are ten times too low. How can this be fixed?

   A: This is not caused by a problem in ScaleLink Pro. The database file used by SLP 2.1x stored the tare weights in increments of 0.01 Lb. SLP version 3.2x supports the BC-4000 scales and stores tares in increments of 0.005 Lb. There are two methods of restoring the tare weights to the proper values.

   - In SLP version 3.2x set each scale's Tare Format as needed. For 3000 Series scales select "Divide by 10". Then, when the PLU file is read back into SLP, the tare values will be set to the proper value in the format of 0.005 Lb increments.

   - Under the Tools menu use the "Export to Text File…" function to export the PLU file. Open this file in a spreadsheet program and multiply the tare values by 10. Then use the "Import from Text File…" function to read the file with the altered tare weight values.

7. **Q:** I have both AC-3000 and BC-4000 scales. Why does ScaleLink Pro send Extra Messages to the 4000 scales but the 3000 scales do not receive them?

   A: When using a mix of 3000 and 4000 scales ScaleLink Pro must be set for the lowest specification. In this cased the number of Extra Messages must be reduced from 999999 to 99. This setting is found under the Setup Menu, Options, on the General #1 tab.

8. **Q:** Does ScaleLink Pro work with **Windows Vista**?

   A: Yes. No problems have been found with Windows Vista to date. Just as with Windows XP, however, we do not recommend the low-end versions of Vista. PCs running any Ishida software **should have Vista Ultimate to Vista Business** operating systems.

9. Q: Does ScaleLink Pro work with **Windows XP Home** edition?

    A: A few isolated problems have been reported with ScaleLink Pro running on a computer with Windows XP Home. These involved reading totals from a BC-4000 and running the Scheduler. Other customers with Windows XP Home have not had any problems. In all cases upgrading to Windows XP Professional resulted in normal operation.

        Note that ScaleLink Pro uses the Windows Scheduler for some scheduled tasks. It is mandatory that Windows be configured for User Logon with passwords. The ScaleLink Pro tasks will not execute without a valid User and password.

10. Q: When I read Totals from the BC-4000 into ScaleLink Pro no data are displayed in the report.

    A: • ScaleLink Pro's Totals Report fields can be customized. Check that the desired data fields are enabled in setup. In the Setup menu go to Fields, Production Report Fields and select items for Total report display and printing.

        • Totals are stored only under the dates they are received into SLP. Confirm the correct date range is selected for the report.

11. Q: When I read Totals from my BC-4000s into ScaleLink Pro communication starts but ends in an error.

    A: Check if any of the scales are not connected. When reading totals, SLP reads data from each enabled scale. If a scale is not in use change its status to Disabled.

12. Q: Why do I have **intermittent communication with my BC-4000 scale(s) on the wired network?**

    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).

13. Q: What is the **default password for i-View**?

    A: When prompted for a password, the default is "*Kyoto*". It is case sensitive. If the password has been changed and is unknown there is a **backdoor password: *"Chocolate fish"***. This is also case sensitive.

14. Q: Why does i-View communicate intermittently and display partial or empty menus and screens?

    A: The configuration file may have become corrupted. Reload the default USA.sit configuration file. Or load a previously backed up configuration file.

        Go to the *Setup* menu and select *Load Setup*.

15. Q: Why does the **scale stop working** when the Ethernet cable is connected?

    A: Check if there is Power Over Ethernet in the cable. Some devices provide power on the four unused wires in a standard Ethernet cable. The typical symptoms are:

        • Power up the scale with the cable connected → the scale is dead.
        • Power up the scale then connect the cable → the scale (keyboard) locks up.

16. Q: Why is the **PLU Shelf Life (days) value received at the scale one day greater than set in ScaleLink Pro**?

A: The BC-4000 Communication Link setting in **SLP is set to add one day to the Shelf Life** when the PLU file is sent to the scale. Although the option not available for BC-4000 Series scales, it can be inadvertently set. Follow this procedure to remove the setting.

1. In the *Setup* menu select *Comms (on-line)*.
2. Select the BC-4000 scale and choose *Edit*.
3. Change the *Scale Type* to *AC-4000XT*.
4. Uncheck the box *Add one day to Shelf Life?*
5. Change the *Scale Type* back to *BC-4000*.
6. Select *OK* and *Close*.

NOTES:

1. If this does not correct the problem, delete the BC-4000 link and re-enter it.

2. The BC-4000 default Shelf Life calculation is set to begin counting from the day after the Pack Date. **ROM Switch 7** determines the Shelf Life calculation period.

    0: Include pack day
    1: Count from the next day (Default)

17. Q: Why is the **B10 Ethernet Setup menu not available**?

A: Check **ROM Switch 62** "Network Availability" setting. If the BC-4000 is to be used as a stand alone non-communicating scale the networking features may be disabled for faster startup operation.

    0: Enable network (Default)
    1: Disable all network functions (B10, P23, etc.)

18. Q: Why don't the **font sizes in ScaleLink Pro** match the printing on the label?

A: Older versions of ScaleLink Pro have a compatibility issue with the BC-4000 default font sizes. In these cases **set the System Type as AC-4000** for any BC-4000 scale network.

NOTE: This issue was corrected in SLP version 3.27c.

19. Q: Does Invatron's **PLUM Scale Management software** support the BC-4000?

A: Yes. The BC-4000 uses the AC-4000 driver. In the PLUM scale configuration screen set the port numbers are follows:

BC-4000 = 7061

AC-4000 = 4031

Wireless

1. Q: Why can't I connect wirelessly to the BC-4000's optional wireless Client Bridge to configure it?

A: • Check for and disable/close any firewall, anti-virus, Virtual Private Network (VPN), or other security feature that is preventing a connection to the RF card.

• Confirm that the Access Point is "broadcasting" its SSID. If the AP is not sending out a signal identifying itself then the BC-4000's wireless card cannot make a connection to the PC in order to be configured. There are two solutions to this situation.

1. Change the Access Point's settings to broadcast the SSID.

2. Hard wire in to the RJ-45 connection on the BC-4000's internal wireless card. The Client Manager configuration program will then see the RF card as "local". Follow the normal steps to configure the RF card. The only difference is that the Access Point's SSID cannot be scanned – it must be entered manually.

2. Q: Why can't I **connect to the Symbol/Motorola CB3000** Wireless Client Bridge in the BC-4000 via the Ethernet RJ45 connector on the bottom of the scale?

A: There several reasons a connection cannot be made:

- A **special Ethernet cable is required** to connect to the Symbol/Motorola CB3000 Client Bridge inside the BC-4000 via the external RJ45 connector. This cable is supplied by Rice Lake for each scale equipped with the RF option. If this cable is not available, remove the scale cover and connect directly to the CB3000 with a standard Ethernet cable.

- Disable the computer's wireless network connection. The CB3000 will not communicate properly when there are two simultaneous connections to the device: hard wired and wireless.

- When connecting to the CB3000's LAN port both **the scale and CB3000 must be powered down**. The CB3000 may not recognize the connection if it is powered up.

- Firewall and other security programs can interfere with setup of the CB3000. If the device is not displayed in the Discovery Tool window disable/close any firewall, anti-virus, Virtual Private Network (VPN), or other security features that may be blocking access to the CB3000.

- The computer used to configure the CB3000 is built with an Intel Ethernet chip set and the **Ethernet port speed** is set as Auto Detect. The Intel adaptor uses the four "unused" wires in an Ethernet cable to sense the speed and duplex of an Ethernet connection. The special Rice Lake Ethernet cable uses those "unused" wires for a different purpose. To bypass this problem enter the computer's Ethernet port settings and change the speed and duplex to **10Mbs / Half Duplex.**

  NOTES:
  1. Toshiba Satellite laptops use Intel Ethernet chip sets and the network adapters are set to Auto Detect the transmission speed.
  2. Refer to the Symbol CB3000 Quick Setup Instructions for additional troubleshooting information

3. Q: Why does the Symbol CB3000 Client Bridge drop off line?

A: There are several possible causes for dropping off line.

- Upgrade the CB3000 firmware to version 1.0.1.0 or later. Download the latest firmware update and installation instructions (release notes) from www.ricelake.com/retail

- Enter a Gateway IP Address on the *Ethernet Setting* page. Enter the address of the local Router, Access Point, or computer running ScaleLink Pro. The CB3000 will ping this address every 10 minutes to maintain an active connection to the network.

- Associate the scale's MAC Address with the CB3000. Open the *Settings* folder from the Discovery Tool left side bar and select *Client Management*. Enter the scale's MAC Address and click Add.

  NOTE: Refer to the Symbol CB3000 Quick Setup Instructions for additional troubleshooting information.

4. Q: Why does **i-View indicate that my wireless BC-4000 is disconnected** but there is no red "X" through the scale icon?

A: Check the IP Address assigned to the Client Bridge (RF Card). Be sure that the IP Address is not the same as the host scale or any other device on the network. **Duplicate addresses prevent or disrupt communications**.

5. Q: Why doesn't ScaleLink Pro or i-View connect to my **wireless BC-4000** even though I can ping the scale?

    A: • Check for and disable/close any firewall, anti-virus, Virtual Private Network (VPN), or other security feature that is preventing data from passing to the scale via the RF card.

        • Recheck the IP Address assigned to the Client Bridge. Be sure that the IP Address is not the same as the host scale or any other device on the network. Duplicate addresses prevent or disrupt communications.

Labels

1. Q: Why doesn't i-Label allow me to connect to the BC-4000 to send or receive data?

    A: Be sure the setup file for the BC-4000 has been loaded. i-Label supports multiple scale models and each has unique properties that require a specific setup file.
        a. Close any open label databases.
        b. In the *Setup Menu* select *Load Scale Setup*.
        c. Browse the installation folder and open the file "*Usa_BC4.sca*".
            Note: The default installation folder is C:\Program Files\Ishida\i-Label.

2. Q: Why doesn't the **Pack Date print on Fixed Price labels**?

    A: Because of overlapping fields the Pack Date is disabled by default for Fixed Price items. Set **ROM Switch 25** as follows to select which dates can print for Fixed Price items:

        0 = Both Pack and Sell By dates
        1 = Pack date only
        2 = Sell By date only (default)
        3 = No dates print

3. Q: When using continuous label how can I turn off the **Safe Handling Image** on selected items and shrink the size of the label?

    A: Both the label format and the PLU must be specifically programmed to allow the SH Image to be turned on and off by individual PLUs.

        Label Format: The format must include the SH Image with the following settings:

        Unit Type = Image (Logo)
        Print ID = Safe Handling
        Image Select Flag = Label Format
        Image ID = select the desired SH Image from the drop down menu
        Print Flag = Print

        PLU: set the *Safe Handling Flag (P01-44)* to either 1:No Print or 2:Print to select if the SH Image prints for specific PLUs.

4. Q: What are the **default label formats** in the BC-4000?

    A: The default formats are:

        1: 60mm x 44mm, Standard UPC
        2: 64mm x 47mm, Standard UPC
        3: 64mm x 85mm, Safe Handling
        4: 64mm x 59mm, Safe Handling
        81: 64mm x 59mm, Extended Text
        82: 64mm x 85mm, Extended Text
        83: 64mm x 85mm, Reduced Extended Text
        87: 64mm x 37mm, Non-UPC

        NOTE: For more refined versions of these and other formats use the BC-4000 i-Label Label Format Library. The library is available at www.ricelake.com/retail

5. Q: **Can the BC-4000 use AC-4000 i-Label format files**?

A: Yes, but the formats must be individually modified because the BC-4000 thermal head is narrower than the AC-4000 (56mm vs. 60mm).

1. Load the BC-4000 scale setup file. (refer to item #1 above)
2. Open the AC-4000 i-Label database file.
3. The formats are partially changed to 56mm.
4. **Open each label** format one by one.
5. Go to the Edit Label Properties window (double click a blank space on the label).
6. Re-enter the label width manually → usually 56.0 mm.
7. Save the formats and resend to the scale. The labels will print normally.

6. Q: **Why doesn't Discount Unit Price print** when the PLU is set for markdown?

A: Discount Unit Price **prints only when the markdown type is –U/P or Special U/P**. This ensures an accurate calculation of the discount pricing,

7. 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* (<u>*NOTHING SHARP*</u>).
  → 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.

8. Q: When the item weighs **more than 15 pounds the weight does not print on the label**.

A: The label format most likely is **missing the print field "2nd Weight"**. The BC-4000 scales treat 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.

9. Q: When designing a custom label format how can I see the space used by each item printed on the label? The 3000 Series scales can **print box outlines** around the items on the label.

A: Frame outlines of each field can be printed to assist with customizing label formats on the BC-4000 scales as well. Enable frame printing by **ROM Switch 61**. Note that while enabled the frames will print on all labels.

0 = Frame printing Off (default)
1 = Frame printing On

10. Q: Can the scale print a barcode format where the human readable numbers conform to the UCC standard? That is, print the leading "2" before the left most bar.

A: Yes. The human readable (OCR) numbers can be printed in two formats. **ROM Switch 34** controls the format. Note that the barcode will scan properly whether the format is UCC or EAN.

0 = EAN format
1 = UCC (USA) format (default)

11. Q: What is the **maximum number of characters per label**?

A: Although the PLU description and messages can store more characters, the printer memory allows a maximum of **3000 characters** in any combination. These are the individual maximums:

> PLU Description: 2000 characters
> Message #1: 2000 characters
> Message #2: 2000 characters
> Message #3: 1000 characters
> Coupon Message: 500 characters

12. Q: Why don't the numbers print on the bottom of the barcode?

A: There are two primary reasons that the **numbers under the barcode do not print**:

- If the barcode is on the right side of the label it may be set too far to the right. While the barcode will print when some of the bars are off the edge of the label, the numbers do not. Move the barcode to the left (reduce the X-coordinate value) so that it will print completely.
- There is a selection in the properties of the barcode to "Print OCR?" If this is not selected the numbers will not print. OCR is Optical Character Recognition, which is a fancy way of saying that we are able to read the numbers.

13. Q: Why doesn't the **last digit of a numeric field** print on the label?

A: If the numeric field is set too far to the right the last digit does not print because it is **off the edge of the label**. <u>Move the numeric item to the left</u> to restore the last digit.

14. Q:
- Why don't the **field titles** ("Total Price", "Sell By", etc.) print on the label?
- Why don't the field titles printed on the label match the titles displayed by i-Label?

A: There are two primary reasons that the titles do not print:

- Title printing is disabled. Enter the Setup Menu and go to step B01-01-07 "Field Title Print" and confirm it is set to Enable. Note that title printing is enabled for each label cassette independently.
- The titles are not in the scale's memory. When the scale's memory is cleared and Test Set is performed the titles are created. If the Test Set step is omitted then the titles are not created. There are two methods to restore the titles.
  - Send an i-Label database containing titles to the scale.
  - Enter the Test Menu and go to step C02-03 "Test Data Set" and perform the Test Set. **IMPORTANT**: <u>this will clear all memory in the scale.</u>

NOTE: If the titles printed on the label are different from those displayed in i-Label then the Label Title file is not the same. To correct this, select the *Field Titles* tab in i-Label and then send *All Titles in Database* to the scale.

15. Q: The Store Name and Address character size cannot be changed. Why isn't the character size selected in ScaleLink Pro printed on the label?

A: The **Store Name and Address character size is set in the label format**. Use the i-Label program to edit the properties of the label format. There are two alternatives for printing different characters sizes:

- Edit the properties of the Store Name and Store Address fields. Select Font Size and increase the value.
- Edit the properties of the Store Name and Store Address fields. Select Font Size and Select Product Name from the list. This allows ScaleLink Pro to set the font size.

NOTE: Care must be taken to set the field height and width to accommodate the font size selected. Error 7 "Address Characters Over Limit" will result if the Store Name and Store Address fields are too small for the character size and number of characters.

16. Q: **How can I get a label format worksheet** to document changes to a format or make manual changes through the scale's keyboard?

A: i-Label includes a feature to print a list of a format's parameters including X-axis, Y-axis, and Description of each field in a label format.

1. In i-Label, open a label format as if to edit it.
2. Go to the *Edit* menu and select *Dump Label Contents*.
3. Enter a file name and save the output.
4. Open and print the text file worksheet.

17. Q: **Why doesn't the logo image print** on the label?

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:
• The label print area is 56mm wide regardless of the actual width of the label.
• Be sure to download any new images to the BC-4000's memory.
• Occasionally, a scale may not recognize a newly downloaded logo. If this occurs cycle the power on the scale.

18. Q: Why do I get the following errors when printing far fewer lines than the label format has space for?
• Error 4 – EXTRA MSG1 - TOO MANY CHARACTERS
• Error 11 – EXTRA MSG2 - TOO MANY CHARACTERS
• Error 13 – EXTRA MSG3 - TOO MANY CHARACTERS
• Error 12 – COUPON MSG - TOO MANY CHARACTERS

A: These errors are displayed not only when there is insufficient space for the number of lines but also when there are *too many characters per line*. Check the label format to ensure that the message areas are large enough to accommodate the entered text. Adjust the label format or message text accordingly to eliminate these errors.

NOTE: When the PLU description contains more lines than will fit on the label the extra lines are ignored. Error 2, "ITEM NAME - TOO MANY CHARACTERS" is still displayed, however, when there are too many characters per line.

19. Q: Why doesn't the **Safe Handling Image** assigned in my label format print on the label?

A: Check the following:
• Confirm that the SH image is not positioned too far to the right side of the label. Check this by adding the X coordinate value and the image width. The total should be equal or less than 56.0 mm. If the sum is greater than 56.0 then the image will not print. Adjust either value as needed.
• Check that the BC-4000's default SH Image is set to "0" in step B01-13. An image number specified in this step takes priority over the image number assigned in the label format.
• If the Safe Handling image Print ID is defined as "Safe Handling" in i-Label then the PLUs must be set to print the image. Either the scale default (B04-10) or each PLU (P01-44) must be set as "Print".

NOTE: To automatically print the Safe Handling image on every label set the Print ID as "Preprint".

20. 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 BC-4000 prints lines through the Pre-Markdown Price indicating it is the old price. The i-Label configuration must be changed to print the Pre-Markdown Price as a normal value without lines. Follow this procedure.

    1. Open i-Label and close all open database files.
    2. On the **Setup** menu, choose **Scales Setup*** and then **Print IDs**.
    3. Highlight **Pre-Markdown Price** and click the **Edit** button.
    4. Change the **Special Meaning** field to **None**.
    5. Click **OK** twice.
    6. Open the label format.
    7. Edit the **Pre-Markdown Price** and set the **Unit Type** as **Decimal**.

    * If **Scales Setup** is not on the menu, the i-Label start up mode must be changed.

    a. Right click on the i-Label icon, select Properties.
    b. In the Target field, after the last double quote mark, add " -d" (space, -, d).
    c. Apply and close.

    NOTE: Set the Unit Type as Decimal or Crossed Decimal only. Other selections are invalid and will prevent the Pre-Markdown Price from printing on the label.

21. Q: When the date prints why is the **month printed incorrectly**?

    A: In i-Label set the Date **Font Size** as 20x12. This is the only font size that prints both the text for the month (ex "OCT") and the numeric day and year. If another font size is selected then the month either does not print or prints odd characters such as the letter "A".

    If a date must be printed in a different font size then the date format must be changed to print only numeric values such as "10/06/07". Use i-Label to change the **Date Symbol** field from "Jan, Feb,…" to "Month Number".

22. Q: How do I **calculate the size of the logo image** to be printed on the label?

    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).

    Width: _____ mm ÷ 0.125 mm/dot = _____ dots
    Height: _____ mm ÷ 0.1375 mm/dot =_____ dots

    Example -- 0.75 inch (19mm) square image → 152 dots Wide x 138 dots High

    NOTE: Once an image is reduce to the proper size it may be easier to skew the image to account for the rectangular shape of the pixel. The width is 91% of the height.

23. Q: What is the **maximum label size** the BC-4000 can print?

    A: Maximum length: 9.4" / 240 mm

    Maximum widths: 56mm / 2.2" print

    68mm / 2.6" backing paper (with modification)

24. Q: What is the standard **label roll size** for the BC-4000?

    A: The standard label roll size is:

    1 5/8" / 40mm core I.D.
    3 15/16" / 100mm O.D.

25. Q: Why do the **decimal points print in the wrong position**?

    A: If the problem is only the label **check the Number of Digits and Zero Suppress values** of the incorrect field(s). Confirm they are correct by checking the values of a label that prints properly or refer to the default values below. In i-Label the values are set on the field's Edit Properties screen.

    > *Total Price*: Number of Digits = 6, Zero Suppress = 3
    > *Unit Price*: Number of Digits = 5, Zero Suppress = 2
    > *Weight*: Number of Digits = 5, Zero Suppress = 1
    > *2nd Weight*: Number of Digits = 5, Zero Suppress = 1

    Note: If the decimal points are incorrect on the display and label refer to **Setup, item 7** above for further details.