



TECHNICAL BULLETIN

Bulletin Number TB20011001

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Product: Ishida Astra, retail price computing scale

Issue: AstraLink PC program does not backup ALL DATA when this option is selected

Cause: Astra does not send settings in step B01-01 (Label Format Settings)

Solution: Settings in step B01-01 must be manually entered

Follow the steps below to restore complete memory to an Astra scale.

There are two cases when it becomes necessary to load ALL DATA into an Astra scale.

- Astra scale memory has been corrupted
- Additional Astra scales have been purchased by the same customer

The missing data is from the Setup Menu and is stored in the following settings:

B01-01-01 Format Number	(number 01 to 99)
B01-01-02 Length plus Gap	(measure: top of one label to top of next label)
B01-01-03 Label Width	(normally left at "0.0")
B01-01-04 Sensor	(adjust print alignment)

To access the settings in the Setup Menu follow these steps:

- a) 6000, MODE
- b) 1, ENTER, 1, ENTER

In order to restore the missing data, the values must be known. In the case of adding scales, this is easily done by referring to the original scale. When the memory has been lost, use the guidelines below to assist in restoring the settings.

- Examine a label that was printed before the memory was lost – this will help determine the format.
- If the label is a standard Ishida size, first try using one of the default formats. Refer to the rear of the Operation or Service Manuals for diagrams of the default formats.
- Measure the labels to determine the setting for B01-01-02 "Length and Gap".
- Adjust the Sensor value (B01-01-04) as needed to align printing on the label.
- If the format printed does not match the previous format, enter a custom format number beginning with format 20.

NOTE: The problem of incomplete data using the ALL DATA command occurs whether the data is received from the PC using AstraLink or transferred by a direct connection from another Astra scale.