



TECHNICAL BULLETIN

Bulletin Number TB20010901

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Product: Ishida Astra, retail price computing scale

Issue: "Memory Full" message when receiving data from AstraLink PC program

Cause: Selection of "Overwrite existing Astra data" when sending data

Solution: Turn off "Deletion command supported" in AstraLink setup

Follow the steps below to recover from the "Memory Full" problem.

1. In AstraLink, go to menus Setup and Comms Setup and uncheck "Deletion command supported".
2. Before resetting the Astra's memory, backup the scale data using AstraLink to receive ALL DATA from the Astra -- follow the AstraLink screen directions for receiving data from the Astra.
3. When prompted, save the received data in a new database.
4. Clear the Astra's memory.
 - a. Turn on the Astra while holding down the number 1 key.
 - b. Release the 1 key after two beeps.
 - c. Press 2, ENTER.
 - d. Press ZERO twice.
 - e. After the Astra displays PASS, press END and turn off the power.
5. Use AstraLink to send ALL DATA from the new database back to the Astra -- follow the AstraLink screen directions for sending ALL DATA to the Astra.
6. Review the new database files listed below. The information in these files will be current but may be incomplete or partially corrupted.

Store Name & Address
PLU File
Keyboard Presets
Extra Messages
Nutrition File (if enabled)

If information is bad or missing, open the original database and send ONLY the data files that are needed.

7. Once the Astra is fully loaded, repeat step 1 above to create a new and complete database. Use the new database from this point forward.