

# IX series Counter Scales



## *User Instructions*

ENGLISH



©Avery Berkel, 2009. All rights reserved.

No part of this publication may be reproduced, stored in an electronic retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording or otherwise without the prior written consent of the copyright owner, or as permitted by law or under licence. Full acknowledgment of the source must be given. Avery Berkel is a division of ITW Limited. This publication was correct at the time of going to print and is supplied without liability for errors or omissions. Avery Berkel reserves the right to alter without notice the specification or design of any product or service at any time.

#### Trademarks and acknowledgements

Avery Berkel is a registered trademark in certain jurisdictions. All brands and product names used within this document are trademarks or registered trademarks of their respective holders.

#### IMPORTANT

When programming or configuring the equipment you must ensure that you comply with all relevant standards and legislation. The example settings given in this book may not be legal for trade with the public.

---

# Contents

*page no.*

## **1 Safety**

---

1.1	Warnings	13
	Safe Installation	13
	Safe use	14

## **2 About Your Machine**

---

2.1	Description	17
2.2	Glossary of symbols used	19
2.3	Installation	20
	Handling	20
	Levelling	20
	Legal requirements	20
2.4	Getting started	21
	Using the documentation	21
	Connections/switch positions	21
	Mains power supply	22
	Solving problems	24
	External battery	25
2.5	Function keys	26
2.6	Manager mode	28
	Programming menus	29

## **3 Machine basics**

---

3.1	Creating and editing text	33
	Selecting the size of printed text	33
	Inserting text	34
	Displaying text	34
	Correcting the last character displayed	34
	Deleting a character	34
	Clearing the entire text entered	35
	Extended character set	35
3.2	Setting the date and time	36
3.3	Creating product groups	37

3.4	Setting up the ADD label	38
3.5	Creating messages	41
	Sign on/off text	41
	Store name	41
	Group name	41
	Sales message	42
3.6	Setting up data tables	45
	Tax rate	45
	Tare weight (stored tare)	45
	Discount rates	46
	Discount keys	47
	Payment tables	47
	Payment name	49
3.7	Programming operators	53
	Operator names	53
	Operator PIN	54
	Changing PIN	54
	Security level	54
	Trading or training mode	55
	Operator training text	55
	Operator logging	56
3.8	Setting function security	57
	Security levels	57

## **4 Programming Products**

---

4.1	Customising the menus	63
4.2	Changing prices	65
4.3	Creating and Editing PLUs	66
	PLU text	68
	PLU display text (16 characters)	69
	PLU text 1 (40 characters)	69
	PLU text 2 (250 characters)	69
	Tax reference	69
	Product groups	70
	Price multiple	70
	Sell by dates/times	70
	Net weights	71
	Proportional tares	71
	Barcode printing	71
4.4	Deleting PLUs	73

4.5	Copying PLUs	74
-----	--------------	----

---

**5** **Machine Set-up**

---

5.1	Direct access (Hot) keys	77
5.2	Dedicated keys	78
	Standard keys	79
	ECR (payment) keys	80
	Generic keys	80
5.3	Printer set-up	82
	Label type	82
	Selecting label format	82
	Tare interlock	82
	Suppressing symbols	82
	Selecting print modes	83
	Talon	83
	Duplicate receipt	84
	Single item	84
	Euro print	84
	Machine message	85
5.4	Assigning a barcode format	86
	Trace code	86
5.5	Adjusting the display brightness	87
5.6	Machine operating modes	88
	Floating vendor mode	88
	Point of Sale (PoS) mode	88
	Self-service/pick and mix modes	89
	Operation	91
5.7	Setting alarms	92
	Cash drawer detect	92
	Network error alarm	92

**6** **Checking programmed data**

---

6.1	Printing data reports	95
	Listing the PLU file	97
	Verify labels	98
	Text report	98

### **7 Serving Customers**

---

	Operators	101
	Selecting receipt or label mode	101
	Advancing the printer roll	102
7.1	Hand pricing	103
7.2	Using PLUs	104
7.3	Using Tares	105
7.4	Overriding prices	108
	Fixed price key	109
7.5	Euro prices	110
	Displaying euro prices	110
	Printing euro prices	110
7.6	Using the FIX key	111
	Receipt mode	111
	Label mode	111
7.7	Voiding a transaction	112
7.8	Returning products	114
7.9	Receipt Operations	116
	Displaying the operator subtotal	116
	Printing a receipt	116
	Counter receipt	116
	Paying for goods	118
	Sales discount	123
	Cash drawer operations	124
	Refunds	125
7.10	Using the ADD key	127

### **8 Pre-pack Operations**

---

8.1	Using the FIX key	131
8.2	Using PLUs	133
	Pre-pack PLU lock	133
8.3	Using tares	135
	Free tare	135
	Stored tares	136
	Keyboard entered tare	138
	Proportional tare	139
8.4	Preset tare keys	140
8.5	Multiple labels	141
8.6	Returning labels	143

8.7	Using the ADD key	145
-----	-------------------	-----

## **9 Barcodes**

---

9.1	Branded goods	151
	Dry article barcodes	151
	Price embedded barcode	152
9.2	In-store goods	154
	Dry article barcodes	154
	Price embedded barcode	156
9.3	Barcode scanning	158
	Serving customers	158
	Scanner operation	159
9.4	Defining the barcode format	161
9.5	Creating a barcode reference	162
	Receipt barcode	162
	Barcode overflow	163
9.6	Barcode formats	164
	EAN 8	165
	UPC 12	165
	UPC 13	166
	EAN 13	166
	EAN 13 (Scandinavian)	167
	Dry article barcodes	168

## **10 Product Traceability**

---

10.1	Overview	171
10.2	Operation	172
	Counter service operation	173
	Pre-pack operation	174
10.3	Capturing the source data	177
10.4	Programming carcass tables	179
	Creating messages	179
10.5	Setting up the machine	182
	Receipt carcass	185
	Counter carcass	185
10.6	Data name	186

### **11 Management Totals**

---

	Configuring reports	189
11.1	Totals reports	190
	Report numbering	190
	Report fields	190
	Grand totals report	192
	Machine totals report	193
	Operator totals report	195
	PLU and group reports	196
	Discount totals report	198
	Security report	199
	Clear All Totals	200
11.2	Carcass totals report	201
11.3	Transaction reports	202
	Print transactions	202
	Clearing transactions	202

### **12 Communications**

---

12.1	Introducing networking	205
12.2	Configuring networks	206
	Setting up a new network:	207
	Adding machines to an existing network	207
	Removing a machine	207
12.3	Setting machine ID	208
	Changing a machine ID	208
12.4	Network map	209
12.5	Dealing with network faults	211
12.6	Local mode	212
	Switching a client to Local Mode	212
	Label machines only	212
	Operating in local mode	213
12.7	Network dump	214

### **13 The Printer**

---

	Advancing the printer roll	218
	Printer roll dimensions	218
13.1	Changing the printer roll	219
	Changing the label/paper roll	219



	Rewinding the paper	220
13.2	Routine maintenance	222
	Cleaning the print head	222

## **14 Help**

---

14.1	Set-up mode	227
14.2	Error messages	228
14.3	If things go wrong	232

## **15 Appendix**

---

15.1	Extended character sets	237
	Roman character set	237
	Greek character set	238
	Cyrillic character set	239
	Icelandic character set	240



# 1 Safety

---

## 1.1 Warnings



# 1 Safety

## 1.1 Warnings

### Safe Installation



**Pluggable equipment** must be installed near an easily accessible socket outlet.

The socket outlet must provide a **protective earth contact** and the electrical supply to the outlet must provide over current protection of an appropriate rating.

**Permanently connected equipment** must have a readily accessible disconnect device incorporated in the fixed wiring.

The fixed wiring must provide a **protective earth connection** and the supply must incorporate over current protection of an appropriate rating.

### USA

If the scale is connected to a 240V supply, the receptacle must be protected by a 15 amp circuit breaker.

This equipment is intended for use in dry conditions.



**For your protection all mains (110V or 230V) equipment used out of doors or in wet or damp conditions should have adequate environmental protection.**

We recommend:

- a correctly fused source protected by an approved outlet/connector that complies with local legislation (BS7071 or BS7288 in the UK).
- or an RCD protected supply to BS EN 61008 or BS EN 61009 (UK and Europe)

**IF IN DOUBT SEEK ADVICE FROM A QUALIFIED ELECTRICIAN.**

### Safe use



**To avoid the possibility of electric shock or damage to the machine, always switch off the machine and isolate from the power supply before carrying out any routine maintenance.**

To avoid the risk of the machine falling, where applicable, ensure that it is placed securely on a flat and level surface.

### Cleaning the machine



**CAUTION: Harsh abrasives, solvents, scouring cleaners and alkaline cleaning solutions, such as washing soda, should not be used especially on the display windows. Under no circumstances should you attempt to wipe the inside of the machine.**

The outside of standard products may be wiped down with a clean cloth moistened with water containing a small amount of washing up liquid. The outside of products waterproofed to IP65, IP66 and IP67 may be washed down with water containing a small amount of a proprietary detergent.

### Training

To avoid the risk of RSI (Repetitive Strain Injury) it is important to ensure that the machine is placed on a surface which is ergonomically satisfactory to the user. It is recommended that frequent breaks are taken during prolonged usage.

### EMC compliance

The following warning may be applicable to your machine.

**WARNING:** This is a class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

### Cleaning the print head

**CAUTION: Do not use metallic objects on the print head. Only use the recommended print head cleaning kit.**

# 2 About Your Machine

---

- 2.1 Description
- 2.2 Glossary of symbols used
- 2.3 Installation
- 2.4 Getting started
- 2.5 Function keys
- 2.6 Manager mode





## 2 About Your Machine

### 2.1 Description

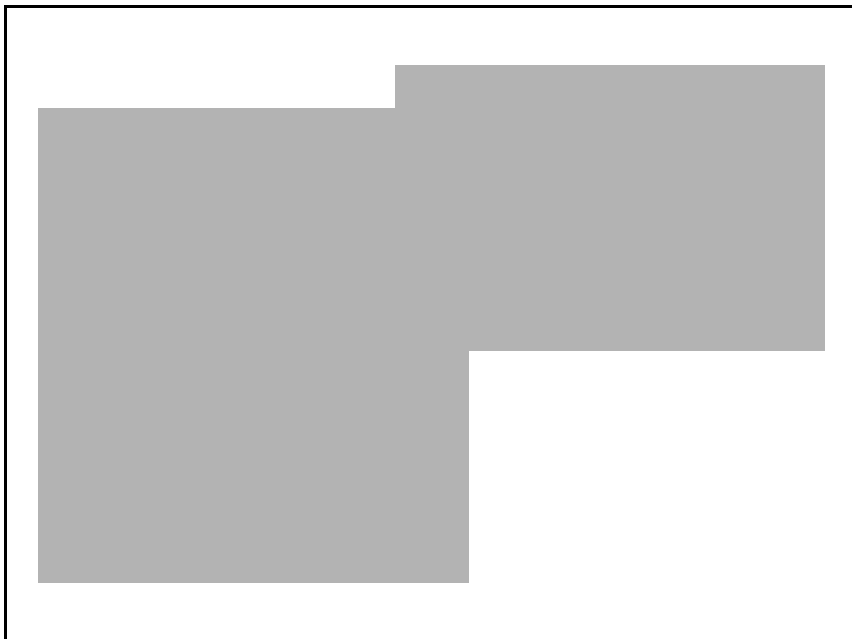


Figure 2.1 IX series models



Figure 2.2 Customer display


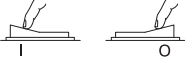





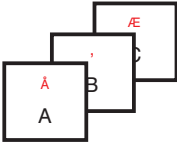
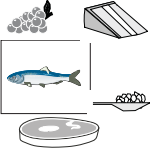











**Figure 2.3** Vendor display

### Annunciators

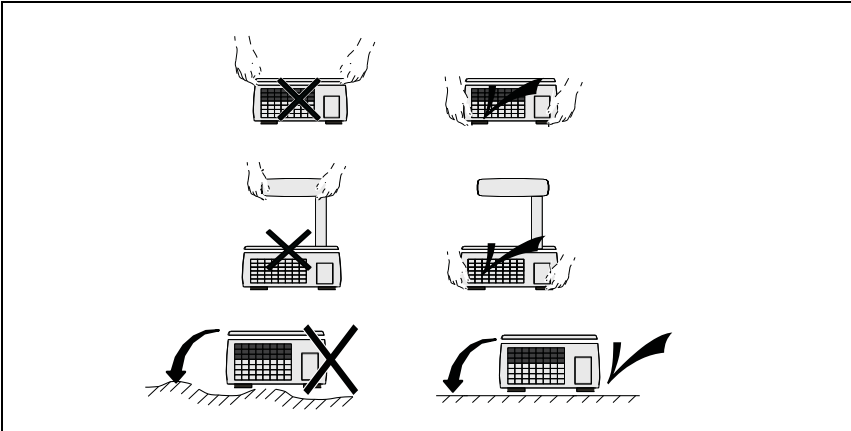
1. Zero
2. Net weight
3. Fix (pre-pack) operation
4. Transaction count
5. Battery operation
6. Price base

2.2 Glossary of symbols used

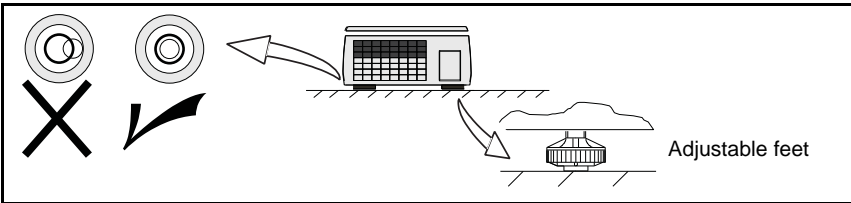
	<p>weighing machine</p>		<p>switch machine ON or OFF</p>
	<p>note</p>		<p>press</p>
	<p>caution or warning</p>		<p>container</p>
	<p>numeric keys</p>		<p>alpha character keys</p>
	<p>weighed goods</p>		<p>function keys</p>
	<p>non weighed items</p>		<p>programmable keys</p>
	<p>bleeping machine</p>		<p>scan the barcode</p>
	<p>temperature</p>		<p>flashing character</p>
	<p>call service engineer</p>		<p>spirit level</p>

## 2.3 Installation

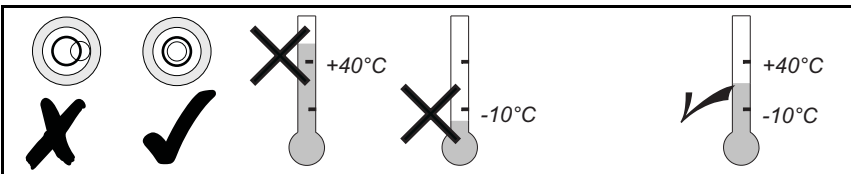
### Handling



### Levelling



### Legal requirements



To use the machine only in a manner which complies with any mandatory markings.

## 2.4 Getting started

Before operating your machine make sure that it has been programmed with the required functions.

### Using the documentation

This book includes all the functions available across the complete range of IX machines. This means that some of the functions described may not be available at your machine. You should ignore those sections which do not apply.

**IX110 and IX212 are receipt only machines and label functions are not available on these machines.**

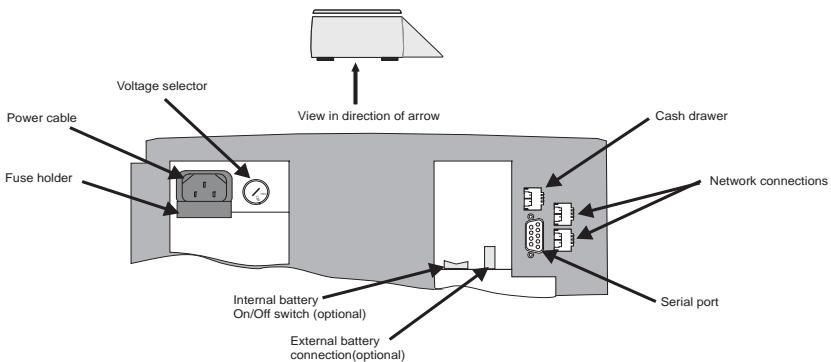
### Quick start

If you are impatient to try out your machine, read the '**Quick User Guide**' supplied with the machine and just program the minimum amount of information needed to use your IX machine. The Manager Menus supplied with the machine will help you to navigate the software.

### Connections/switch positions

#### **Note:**

*Take care not to trap any cables under the feet, or the ribs in the base of the machine, as this could cause weighing inaccuracies and damage to the cables.*



**Figure 2.4 Connections and switches**

## Mains power supply

### Voltage selection

The machine is designed to operate at either 110V or 220V. Check that the voltage selector in the base of the machine is set to the correct value for your mains power supply voltage before switching on the machine.

To select the alternative voltage, use a screwdriver to turn the selector to the other position, see Figure 2.4, *Connections and switches*, page 21.

The mains plug must be inserted into a socket outlet with a **protective earth contact**. The electrical supply at the socket outlet must provide over current protection of an appropriate rating.

### Replacing the fuse



**WARNING:** To avoid the possibility of electric shock or damage to the machine, always switch off the machine and isolate from the power supply before carrying out any routine maintenance.

The fuse holder holds a safety fuse which you can replace if it has blown. Depending on the power supply to the machine, the fuse is:

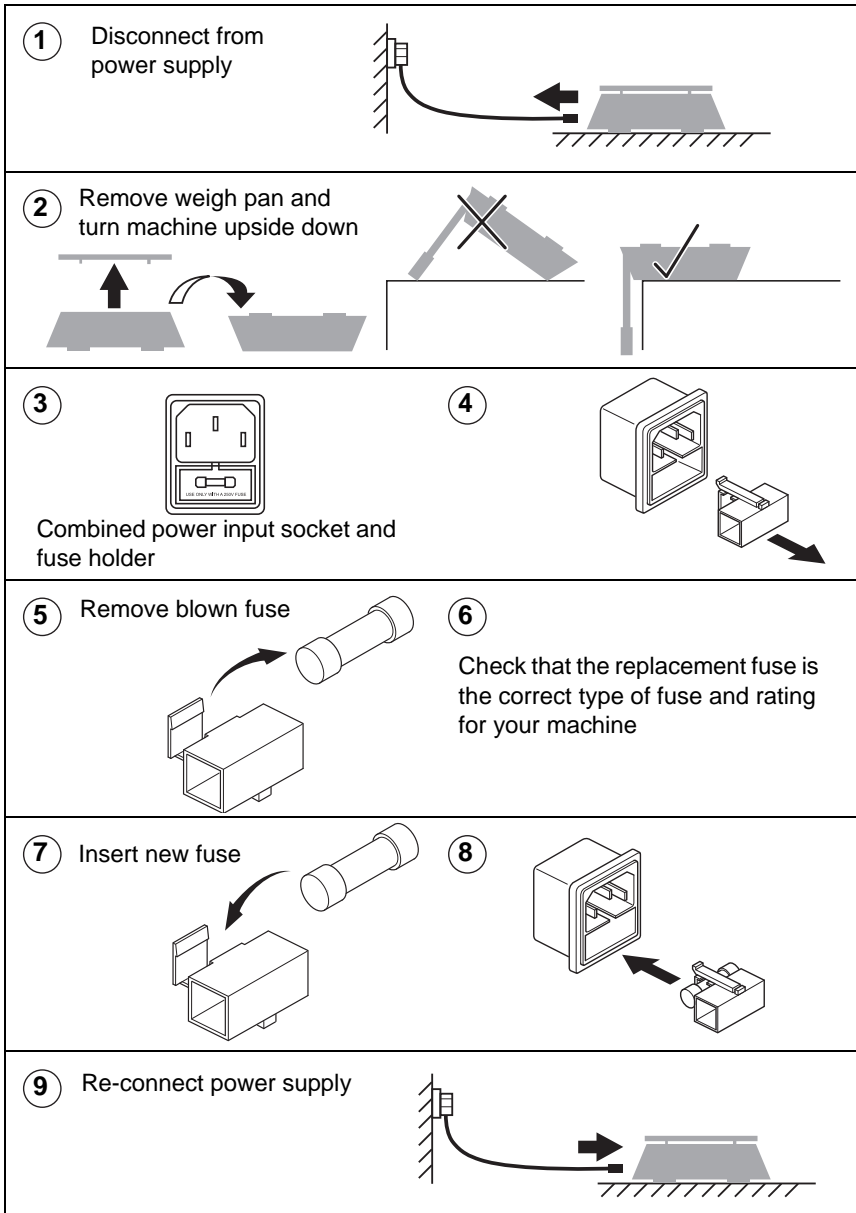
either

0.5A 'T' type slow blow, 5 x 20mm for 220V input voltage

or


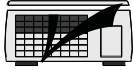




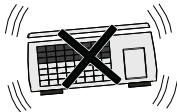
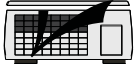


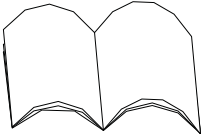


1.0A 'T' type slow blow, 5 x 20mm for 110V input voltage

**Caution:** You must use the same type of fuse. If in doubt contact your Avery Berkel centre



### Solving problems

If you do not see the correct display, carry out the following checks.

	
	
	
	
	
	<p>Act on any error message displayed. See 14.2, <i>Error messages</i>, page 228</p>
	



### Battery backup

Your machine has an internal battery to provide short term protection in the event of a power supply failure. The changeover to battery power supply is **completely automatic provided that the internal battery switch on the underside of the machine is set to On**. The battery backup allows you time to complete transactions, collect totals etc. if the power supply to the machine fails. The internal battery has a separate On/Off switch on the underside of the machine (see Figure 2.4, *Connections and switches*).



This switch should be **ON** at all times while the machine is connected to the mains power supply.

If the machine is not connected to a mains power supply the battery switch must be **OFF**.

### Power saving

When the machine is operating on battery power the display backlight is activated by any keypress or the application of any load on the weighplate and remains on for 30 seconds.

### Recovery time

A completely discharged battery will need 24 hours with the scale connected to the mains power supply to fully recover its charge.

### External battery

Machines powered from an external battery can only be switched on by connecting the battery **using the battery cable supplied**.

Disconnect the battery to switch off the machine.

The display backlight is activated by any keypress or the application of any load on the weighplate and remains on for 30 seconds.

## 2.5 Function keys



**Figure 2.5 Sales keyboard overlay**

### Sales keyboard



Resets an out of balance scale.



Subtracts the weight of the container when weighing goods.



In **receipt** mode, retains the PLU until the transaction is entered.

Retains a tare, if in operation, until it is cancelled.

In **label** mode, the PLU is retained until it is cancelled.

Sets the machine to pre-pack if the machine configuration allows it.



Cancels a PLU or hand entered price.

Depending on the function in use, clears messages or characters from the display.



In **receipt** mode, when the subtotal is displayed, prints a receipt.

In **label** mode, prints a label.



Confirms data entry.

Enables you to change the number of items when serving non-weighed items.



Enables you to change the programmed price of a PLU.



Cancels an unwanted transaction from an operator subtotal. In **label** mode, when set to print totals labels only for ADD key transactions, it cancels an unwanted transaction from the subtotal.



Depending on machine configuration, allows totals labels or totals and individual labels to be printed.



Enables you to enter the price of a nonweighed item..



Switches the scale to or from hand price or PLU operation.



Initiates a display test sequence.  
Pressed again during the test sequence prints a test report.  
Press operator key and type in PIN during test sequence to gain access to Manager Mode

## 2.6 Manager mode



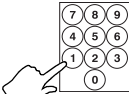

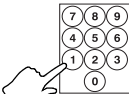

### To enter Manager Mode

You can enter Manager Mode by pressing test, and following the sequence described below.

**Note:**

*The factory default setting for operator 1 PIN is 4296 and for operator 1 security level is 2. All other operators will have factory default settings of PIN 0 and security level 0 unless you change them.*

*For information on changing an operator PIN and security level see [Section 3.7 - Programming operators](#), page 54.*

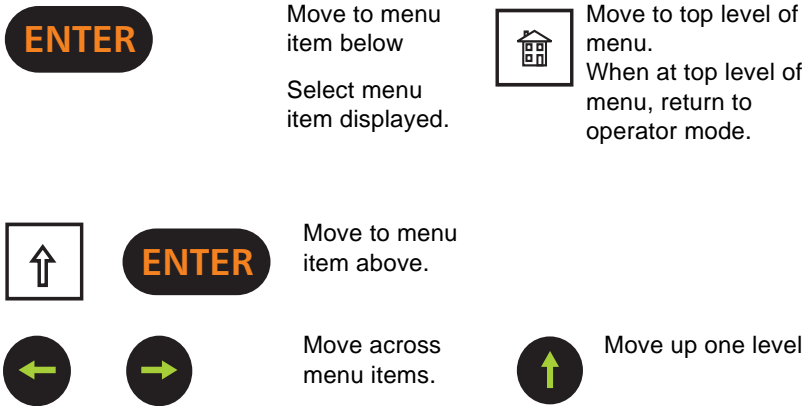
<p>① </p>	<p>②  while all segments are displayed</p>
<p>③  operator number 0 - 10</p>	<p>④ </p>
<p>⑤  enter PIN</p>	<p>⑥ </p>

## Programming menus

The complete programming menus can be found on the separate sheet supplied in the document pack.

The following diagram shows the keys you should use to move around the menu system and select menu items.

Your programming keyboard overlay may have keys that allow you to go directly to some of the menu items



### PLU Create/Edit quick save



Save data entered up to this point.

### To exit Manager Mode from within a menu



Figure 2.6 Navigating the menus



# 3 Machine basics

---

- 3.1 Creating and editing text**
- 3.2 Setting the date and time**
- 3.3 Creating product groups**
- 3.4 Setting up the ADD label**
- 3.5 Creating messages**
- 3.6 Setting up data tables**
- 3.7 Programming operators**
- 3.8 Setting function security**






## 3 Machine basics

You must be in manager mode in order to perform a programming operation, see [Chapter 2.6, Manager mode, page 28](#).

### 3.1 Creating and editing text


To enter text use the programming keyboard on the machine. To type the upper marking shown on the keys, press and


release  and then press the required key.

To create lower case text, select font Z at the start of the text. Select font Z again to revert to upper case (see Selecting the size of printed text).

The machine word wraps PLU label text to ensure a word is not split over two lines. It also word wraps after punctuation marks, for example , - : ; but not ' (apostrophe), so you do not need to enter spaces when creating a list of ingredients.


The machine centralises all printed label text and the sign on

and sign off messages on receipts unless  is used to start a new line and left justify the text on that line and all subsequent lines.

Press  followed by  to re-centralise the text.

#### Selecting the size of printed text

When entering text which will be printed, you can select from



8 different character (font) sizes. Press  followed by the identification number for the font at the start of the text.

Enter the font identification number (as shown in [Figure 3.1](#)) for the size of characters required before entering the text otherwise it will be printed in the default size **D**.







**Figure 3.1** Available fonts

### Inserting text


To insert text, press  or  until the character preceding the new text is at the far right-hand edge of the display. Enter the new text.

### Displaying text

When you recall already entered text, the display shows either the entire text, if it is 16 characters or less, or the first 16 characters of a long description.


- Press  then  to move to start of displayed text.
- Press  then  to move to end of displayed text.

### Correcting the last character displayed

- Press  to delete the last character.
- Enter the character required.

### Deleting a character

- Press  or  until the character is at the right hand end of the display.



- Press  to delete the last character.

### Clearing the entire text entered

- Press  then  . Do not press any other key.
- Enter new text if required.

### Extended character set




You can create additional text characters using the extended character facility and entering the appropriate numeric code for the character. See [Section 15.1 - Extended character sets, page 237](#), for the table of characters available and the corresponding numeric codes.

- Press  then  followed by the numeric code keys for the character required.

## 3.2 Setting the date and time

The machine has an internal clock which stores the date and time. It uses the clock to calculate the sell-by dates printed on labels and to print the date and time on printouts and reports.

### Please remember .....

- The default format for the date is day/month/year
- The time is displayed to the right of the date in hours/minutes (24 hour).
- You can only change the digit which flashes.
- Press  or  to move along the display.
- Press  when you have set all the digits you need to change.

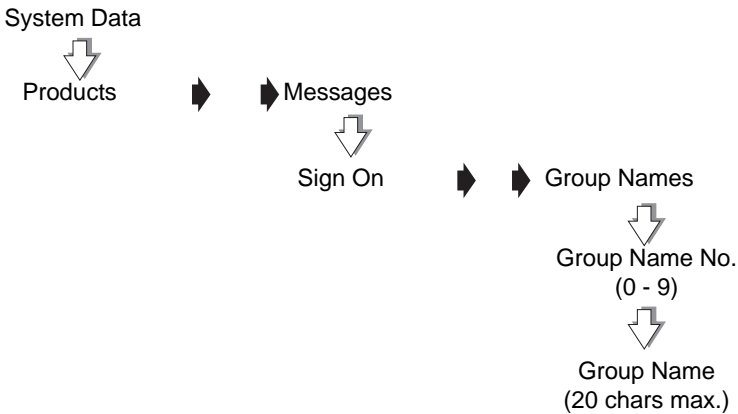
### 3.3 Creating product groups

A product group is a category such as fish, fresh meat or vegetables to which an individual PLU may be assigned.

You can create up to 9 groups and each group name can contain up to 20 characters. The group name is printed on PLU and group reports.

**Note:**

*A product group can be used as a barcode lock see [Chapter 9, Barcodes](#), page 149.*



**Figure 3.2** Creating groups

### 3.4 Setting up the ADD label

The ADD function enables you to obtain a label with totals printed on it.

Your machine can be configured to print one of four types of ADD labels:


- weighed and nonweighed transactions with a label after each transaction and a single ADD label at the end of all the transactions.
- weighed and nonweighed transactions with a single ADD label at the end of all the transactions.
- weighed and nonweighed transactions with a single 'receipt' type ADD label at the end of all the transactions.
- weighed and nonweighed transactions with a label after each transactions and a single 'receipt' type ADD label at the end of all the transactions.

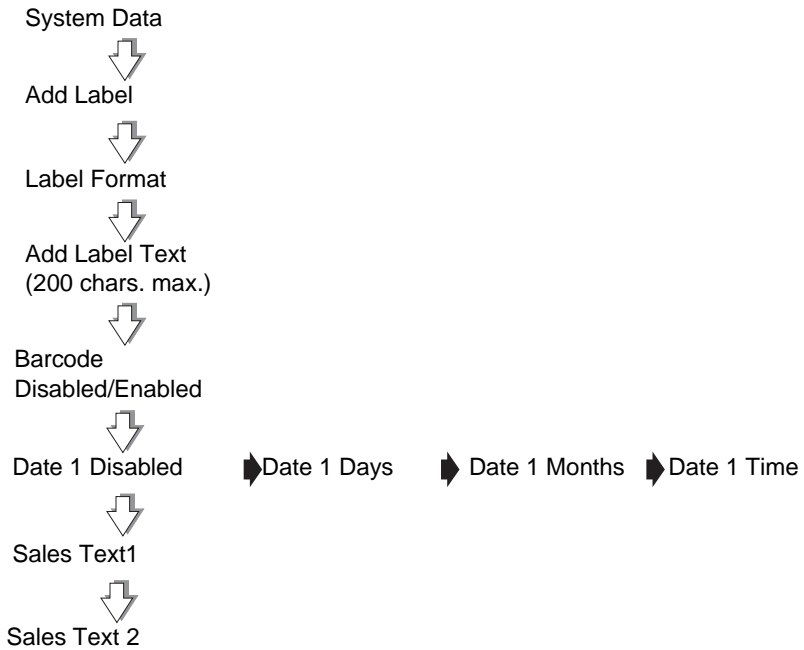
For information on sell by dates see [page 42](#).

For information on sales texts see [page 42](#).

#### Please remember .....



-  is not operable when the machine is set to **Receipt Mode**.
- The barcode format for the ADD label is the receipt barcode format programmed for the machine unless the labels are for a single PLU. In this case the PLU barcode format will be used.



**Figure 3.3** Creating an ADD label

**Transaction labels**

Tomatoes		20-07-99
£/kg		
1.60		
kg	£	
0.250	<b>0.40</b>	
<b>AZ Supermarket</b>		


Coffee		20-07-99
\$/01		
2.50		
Items	\$	
1	<b>2.50</b>	
<b>AZ Supermarket</b>		

**ADD labels**

Standard ADD label

Total purchases		20-07-99
Trans		
2		
	\$	
	<b>2.90</b>	
<b>AZ Supermarket</b>		

'Receipt type' ADD label

<b>AZ Supermarket</b>		
20-07-99		12:07
Operator Num		1
Tomatoes		
lb	\$/lb	\$
0.250	1.60	0.40
Coffee		
lb	\$/lb	\$
1 @	2.50	2.50
<b>Total</b>		<b>\$2.90</b>
Transactions		2
		
0 2 7 4 0 2 6 0 0 4 0 8 >		

**Figure 3.4 Typical labels**



## 3.5 Creating messages

You can create four different types of messages:

- sign on and sign off text
- store name
- group names
- sales message (not IX110 and IX212 models)



For information on creating and editing text

see [Section 3.1 - Creating and editing text, page 33](#).

For information on creating group names

see [Section 3.3 - Creating product groups, page 37](#).

### Sign on/off text

These are messages that appear at the top (sign on) or at the bottom (sign off) of a customer receipt. You can use these messages for whatever information you choose to enter. For example, it could be an advertising slogan or the company name and address. If you include the substitution code for a sales message (%%Rxx) you can have different sign on or off messages at each machine.

### Store name

The store name can be printed at the bottom of the receipt or at the bottom of the label provided that a suitable label format is selected.

Machine based messages can be included in the store name by including substitution code %%M in the store name text.

### Group name

The group name is printed on PLU and group reports. It enables you to group products in categories such as fish, fresh meat or vegetables, tax rates.

### Sales message

A sales message is a message that you can assign to a PLU and will be printed on labels. The position of the message depends on the label format selected for the machine.

Each label format can have up to two sales message fields.

You can create up to 20 sales messages and each message can contain up to 200 characters. You can include substitution codes in the text message for printing sales information as follows:

%%D prints the current date

%%Z1 prints the time in the format 12:59

%%Z2 prints the time in the format 1259

%%Z3 prints the time in the format 125

%%RXX prints the sales message number XX.

You could use this to insert text that you wish to appear in all PLU texts.

%%V1 prints the current operator number.

%%V2 prints the current operator name.

%%M prints the sales message at machines associated with that message.

### Date code

Use the date code %%DC to print the date as the number of days from the start of the current year (01 January). You can set an offset (999,999 max.) to add a chosen number of days to the calculation.

%%DC would print the date 01/02/02 as 32

%%DC+10 would print the date 01/02/02 as 42

%%DC would print the date 31/12/02 as 365

**Cooking times and loyalty points**

Use the special codes, %%T for the cooking time or %%P for loyalty points, in the sales text, up to a maximum of 99 minutes or 99 points. Enter the cooking time or points for 1kg of the goods. The total cooking time or loyalty points proportional to the weight of the goods being sold is printed.

**Example:** *total cooking time*

Sales message text:

COOK AT 150° C FOR %%T60

Printed text for 2.5 kg sold:

COOK AT 150° C FOR 2Hours 30Mins

Sales message text:

COOK AT 150° C FOR %%T30+20

Printed text for 1.0 kg sold:

COOK AT 150° C FOR 50Mins

Example of loyalty points

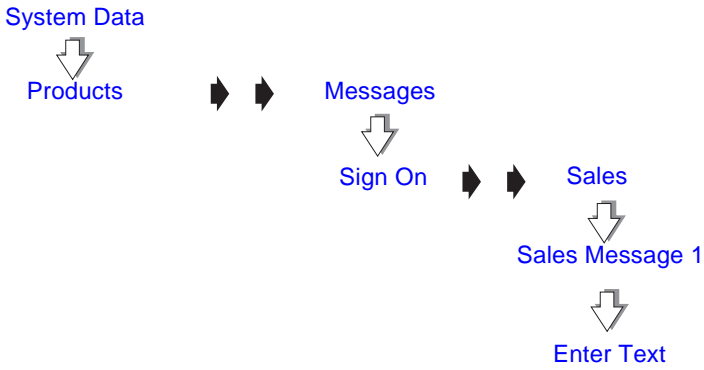
Sales message text:

YOU HAVE EARNED %%P20 BONUS POINTS

Printed text for 1.5 kg sold:

YOU HAVE EARNED 30 BONUS POINTS

**Example:** *Creating a sales message*



## 3.6 Setting up data tables

### Tax rate

You can program each PLU with a tax reference. There are three tax references available (1-3) and each one can be assigned a different tax rate. Use tax reference 0 for products which are non taxable.

Depending on how your machine has been configured for printing tax on receipts, the total tax value and the individual tax rate values may be printed on the receipt.

You can print individual tax rates however your machine is

configured if you assign  to the sales mode keyboard,

see [Section 5.2 - Dedicated keys, page 78](#).

If the machine has been set up to calculate tax exclusively, the value of the transaction is displayed excluding the tax. The tax is added to the receipt subtotal as a separate item when the receipt is printed.

### Please remember .....

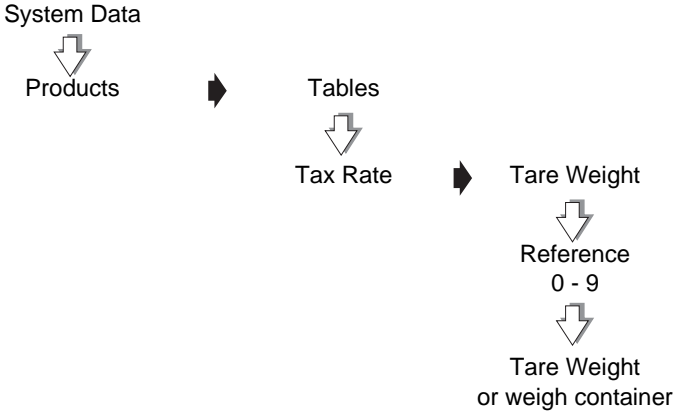
Tax rates are entered as a percentage. Remember to enter the digits after the decimal point, for example enter 10% as 10.00.

### Tare weight (stored tare)

If goods are to be weighed in containers, you can set up tare values (container weights) which are stored against a reference number from 0 to 9

You can enter a tare reference number when programming PLUs or when assigning a preset tare key.

Programmed (stored) tares are only available for use when the machine is set to pre-pack mode.



Repeat with a new reference number to create more tare references.

**Figure 3.5 Creating a stored tare reference**

**Discount rates**

A discount rate can be one of two types, percentage or value, and can be fixed or variable. You can program up to 3 discount rates and you can enter up to 16 characters for the discount text. If no discount text is programmed, in sales mode the display will show either **Discount Value** or **Discount Percent**.

For percentage discount rates you can enter a rate from 0% to 100%. You can enter value discounts from 0 to a maximum equal to the total transaction or receipt value.

If the value or percentage is left at 0, the discount is variable and the operator enters the value or percentage in sales mode.

You can set the security level for each discount rate. An operator will only be able to apply discount rates with a security level equal to or lower than his/her own security level.

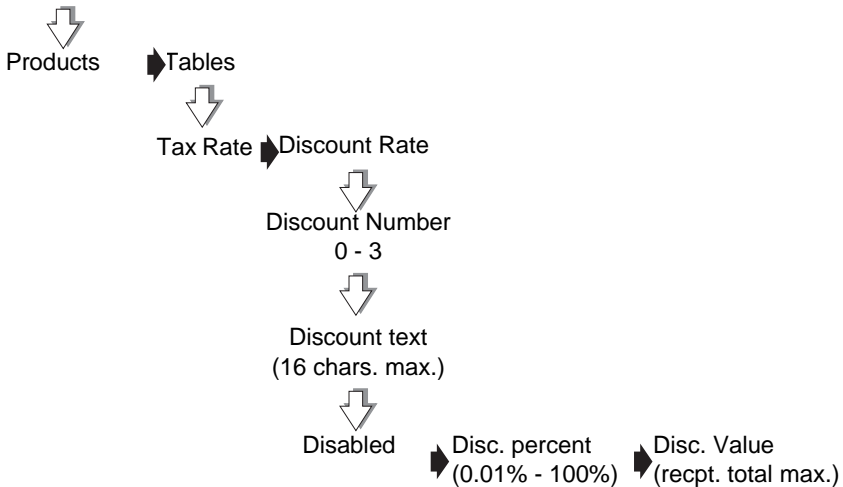
### Discount keys

You can only apply discounts if you have set up the appropriate discount keys on the sales mode keyboard, see [Section 5.2 - Dedicated keys, page 80](#).

**Note:**

*If you set up a discount key without assigning a discount reference to it, the operator is prompted to enter the discount reference number.*

System Data



**Figure 3.6 Programming a fixed discount**

### Payment tables

**Note:** *Not available on IX110 and IX212 (receipt only) models.*

You can define up to 5 different payment methods and assign dedicated keys to them if required see [Section 5.2 - Dedicated keys, page 80](#). You can select one of four types of payment for each payment method or you can disable it. Each payment type has a range of programmable values associated with it.

The flow chart shows which options are available for each payment type. The table shows the payment table default values.

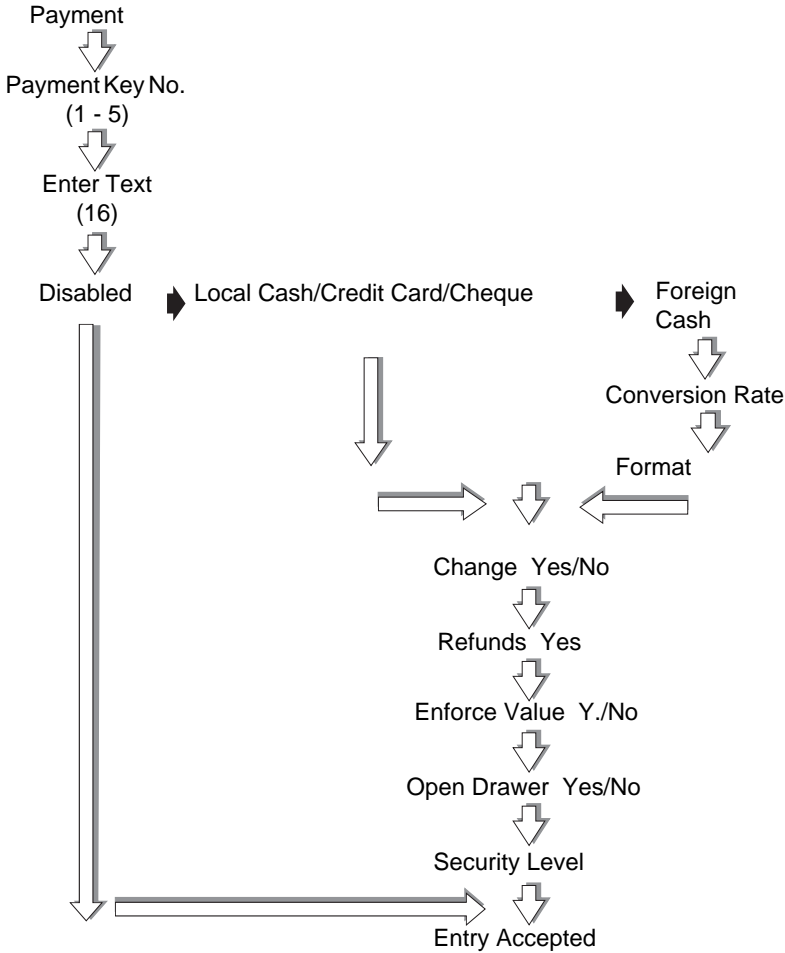


Figure 3.7 Payment programming



Payment Key Num. (1 - 5)	1	2	3
Payment Method (16 chars max)	Cash	Cheque	Card
Type	Local Cash Cheque	Foreign Cash Disable	Credit Card
Change	Yes	No	No
Allow Refund	Yes	No	No
Enforce Value	No	No	Yes
Open Drawer	Yes	Yes	Yes
Conversion Rate	1.00	1.00	1.00
Currency Symbol	£	£	£
Decimal Places	2	2	2
Security Level	0	0	0

**Figure 3.8 Payment table default values**



### Payment name

You can create a name (maximum length 16 characters) for each method of payment or edit an existing name. The payment name is displayed when a payment is entered and is printed on receipts and cash reports.

### Payment type

The payment types available are:

- Local Cash
- Foreign Cash
- Credit Card
- Cheque

Press  or  to select the appropriate payment type.

### Change

You can programme a payment key to allow or disallow change payments.

**Allowed**

You can enter payments greater than the amount owed.

**Not allowed**

You can not enter a payment for an amount greater than the amount owed when using a key that does not allow change.

**Mixed payments**

You can enter payments greater than the amount owed provided that:

payments have been entered using keys that allow change

the change required does not exceed the value entered using keys that allow change.

**Example:** Amount owed £24.96

*Change allowed for cash payment key*

*Change not allowed for cheque payment key.*

Payment method	Amount	Change given
cash	£25.00	0.04
cheque	£25.00	not allowed
cash +	£10.00	
cheque	£20.00	£5.04
cash +	£10.00	
cheque	£30.00	not allowed

**Allow refund**

When a receipt total has a negative value, and the payment key selected allows refunds, the receipt or ADD label is printed. If refunds are not allowed for the payment key selected you will see the message **Refunds Disabled**.

### Enforce value

If enforce value is enabled, you must enter the payment value. If enforce value is not enabled and the payment key is pressed without a value entered, then the machine will assume that an exact payment has been made.

### Open drawer

Each payment key can be programmed to open or not open the cash drawer. When more than one type of payment has been entered the cash drawer will open if any one of the payment types has been programmed to open the drawer.

### Conversion rate

If you have selected foreign currency as the payment type you can programme the conversion rate to be used for converting the local amount to pay into the foreign cash.

Use the numeric keys to enter the value for the conversion

rate; press  or  to move the decimal point.



### Format

#### Currency symbol and decimal places

The currency symbol reference numbers are the same as those used to configure currency in service mode. Use the numeric keys to enter the reference number you require.

Currency symbol reference numbers					
00 user defined	10 Lit	20 Pta	30 Won	40 Q	50 SR
01 £	11 P	21 Rp	31 bt	41 TL	51 YR
02 \$	12 E	22 mk	32 Pts	42 F (Belg.)	52 Ft
03 R	13 K	23 ΔPX	33 EEK	43 BD	53 kn
04 F (French)	14 M	24 SR	34 Lt	44 LE	54 Lm

05 Kr	15 D	25 zt	35 €	45 JD	55 Ksh
06 DM	16 RM	26 Kc	36 Eur	46 KD	
07 S	17 L	27 SK	37 R\$	47 LL	
08 Fr	18 N\$	28 kr	38 B	48 RO	
09 f	19 Esc	29 Dhs	39 C	49 QR	

Press  or  until you see the format for the decimal places you want to use.

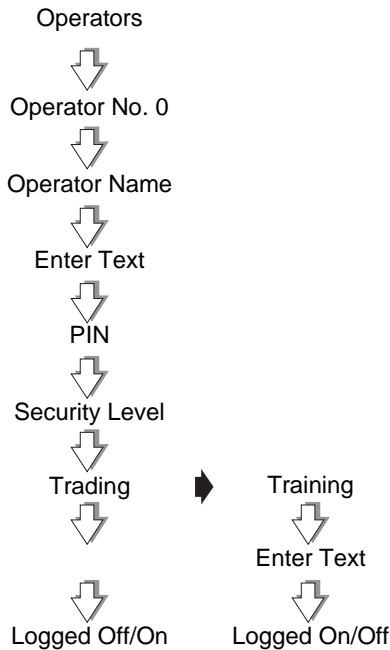
The payment name, the value in the foreign currency and the conversion rate used is printed on the receipt.

### Security level

A payment entry will only be allowed if your operator security level is as high or higher than the security level set for the payment key.

### 3.7 Programming operators

You can select the status of an operator to be either trading or training. If you select trading, all transactions carried out by the operator are added to the trading totals stored by the machine. If you select training mode then the operator's transactions are added to the operator totals and the training value is listed in the operator totals report. You can only change the Operator Mode if there are no outstanding transactions against the operator.



**Figure 3.9** Setting up operators

#### Operator names

You can enter up to 8 operator names and you can assign dedicated keys to any number of them. Each name may have up to 16 characters.

Operator names are printed on receipts and the operator totals report.

You can print the operator name or number on a label if you select a suitable label format and include the appropriate %% code in the sales message text.

### Operator PIN

The factory default setting for operator 1 PIN is 4296 and for operator 1 security level is 2. All other operators will have factory default settings of PIN 0 and security level 0 unless you change them.

Each operator may be assigned a PIN between 0 and 99999999 which must be entered when logging on or off. If the PIN is left at 0, a PIN is not required when logging on or off.

If you make a mistake while entering the number you can

press  and start again.

### Changing PIN

If you have set up and assigned a dedicated PIN key, the operator can change his or her PIN in sales mode see [page 54](#).



Always ensure that at least one operator has a security level set high enough to be able to change PINs and operator security in Manager Mode. If you accidentally set all the security levels too low see [Section 14.1 - Set-up mode, page 227](#).

### Security level

There are 3 security levels from 0 to 2. The security level determines operator access to scale functions. The operator will have access to those functions whose security level is the same as or less than their own security level.

Sales functions have default security levels set at zero except for those listed as follows:

Void	1
Override	1
Returns	1
Refunds	1

### Trading or training mode

The default operator mode is trading. You can change the operator mode from trading to training (or back again from training to trading) provided that there are no outstanding transactions against that operator.

If there are any current transactions you will see the message **Print Trans.** displayed briefly and the machine will revert to the previous mode.

If there are totals outstanding you will see the message **Clear Trans. No.** Press **C**, or press **ENTER** to return to the previous mode without clearing transactions for the operator.

### Operator training text

Each time an operator is changed from trading to training you have the opportunity to change the training text or remove it. The training text is printed on receipts for transactions carried out while the operator is in training mode.

The same training text is used for any operator in training mode.

### Operator logging

In manager mode you can log on or log off operators without entering a password.

In sales mode, when serving customers, if an operator is logged off, the machine will prompt the operator to log on.

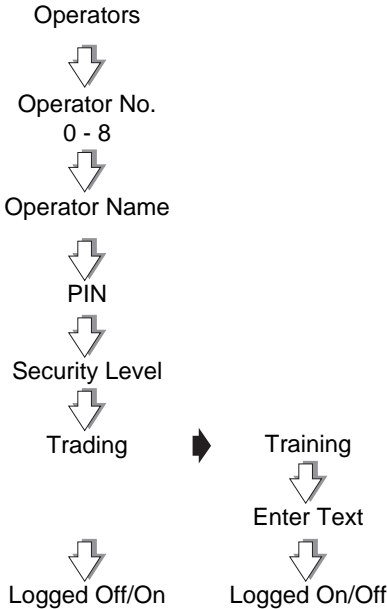


Figure 3.10 Log On/Off operators



## 3.8 Setting function security

### Security levels

There are 3 security levels from 0 to 2. The security level determines operator access to scale functions. The operator will have access to those functions whose security level is the same as or less than their own security level.



If you see the message **Call Supervisor** your security level is not high enough.

The following functions have factory default security levels set as follows:

Security level 0 means that any operator can access that function.

### Sales functions

Void	1
UP/PLU	0
Positive nonweighed	0
Negative nonweighed	0
Receipt/label selection	0
Dual capacity	0
Override	1
Non add	0
Returns	1
Refunds	1
No Sale	0

### Manager functions

You can assign a security level to certain manager functions or you can change the level set, provided that your own security level is the same or higher than the function security.

The functions that have a security level associated with them are:








- System Data programming
  - Product details programming
  - Operators
  - Message creation/editing
  - Table creation/editing
  - Add Label
  - Date & Time
  - Carcass
  - Function Security
- Reports
  - X Reports
  - Z Reports
  - Carcass Totals
- System Setup
- Machine Setup
- Communications
- Data Backup

Always ensure that you have at least one operator with a security level high enough to change Operator PIN and security level settings.

It is possible to inadvertently set all users security levels so that security levels can no longer be modified and no user has access to any sales or manager functions.

If this happens see [Section 14.1 - Set-up mode, page 227](#).

**Example:** Setting security for table creation

<p>① <b>Manager Mode</b></p>  
<p>② </p> <p>③  </p>
<p>④  security level 0 - 2</p> <p>⑤ </p>



# **4 Programming Products**

---

- 4.1 Customising the menus**
- 4.2 Changing prices**
- 4.3 Creating and Editing PLUs**
- 4.4 Deleting PLUs**
- 4.5 Copying PLUs**



## 4 Programming Products

You must be in Manager Mode in order to perform a programming operation. For information about Manager Mode see [Section 2.6 - Manager mode, page 28](#).

### 4.1 Customising the menus

You can customise the Create/Edit PLU menu so that options which you are not using do not appear on the display when you are creating or editing a PLU.

The options that you can disable or enable are:

- Label Format
- Display text
- PLU Text1 and Text 2
- Tax Ref
- Group Number
- Net Weight
- Tare Weight
- Proportional Tare
- Date 1
- Sales Text 1
- Barcode

- Carcass

*Example: To disable an option*





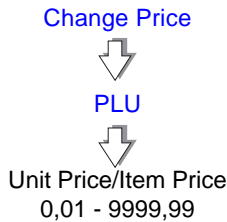
## 4.2 Changing prices

You can change *only* the price of a PLU. To change any other PLU data see [page 66](#).

To change a price you can press the appropriate dedicated PLU key or enter the PLU number.



The display will show unit price, item price or neg. item price, according to the type of PLU selected.



**Figure 4.1 Changing prices**

### 4.3 Creating and Editing PLUs

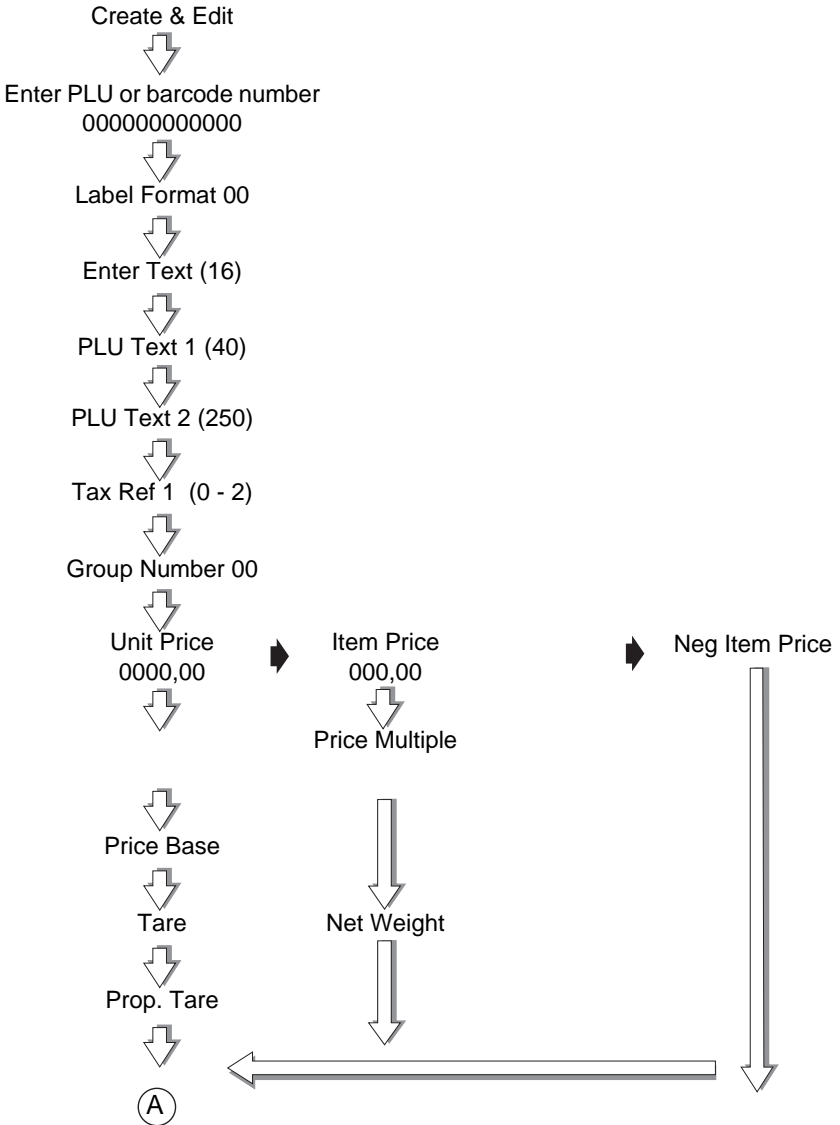
The flow chart shows all the possible system prompts. What you see will depend on how your machine has been configured.

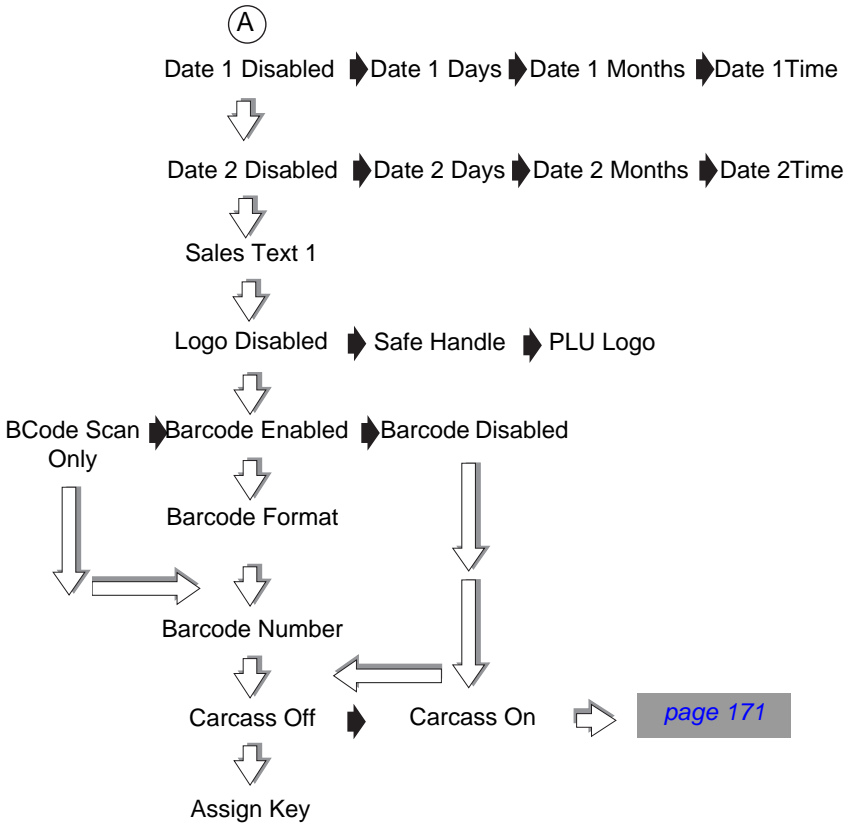
You can create closed, open or negative PLUs. A closed PLU means the price of the goods or item has been pre-programmed and cannot be altered by the operator. An open PLU means that the price has been left blank and must be entered by the operator for each transaction. A negative PLU is for use in receipt mode when you wish to reimburse a customer for a nonweighed item such as a returned bottle.

**Note:**

*If the PLU you want to edit has a dedicated key assigned to it, instead of entering the PLU number you can just press the appropriate PLU key.*

**System prompts (not IX110 and IX212 models)**





**PLU text**

**Label/Receipt**

You can program one display text area and up to two printable text areas. You can enter up to 16 characters in the display text, 40 characters in PLU text 1 and 250 characters in PLU text2.

PLU text 1 is the default text for printing on receipts and labels including ingredients.

PLU text 2 is printed on labels provided that the label format contains the appropriate text field.

**Receipt machines (IX110 and IX212)**

You can program one display text area and one printable text area. You can enter up to 16 characters in the display text and 40 characters in PLU text 1

**PLU display text (16 characters)**

If no display text has been previously programmed you will see the message **Enter Text**. If text has been programmed before it will be displayed and you can remove it or change it.

**PLU text 1 (40 characters)**

If no text has been previously programmed in **PLU Text 1** and the PLU display text area has been left blank, you will see the message **PLU Text 1**. The message clears automatically when you enter text.

If no text has been previously programmed in **PLU Text 1**, any text programmed in the display text area is copied to **PLU Text 1**. You can remove or edit this text to suit your requirements.

**PLU text 2 (250 characters)**

If no text has been previously programmed you will see the message **PLU Text 2**. The message clears automatically when you enter text.

If Carcass Tracking has been enabled in the PLU and the machine is in pre-pack mode, then the carcass text will be printed in the text 3 field.

**Note:** For substitution codes that you can use in PLU text messages 1 and 2 refer to [Section 3.5 - Creating messages, page 41](#) Sales messages.

**Tax reference**

Each PLU can have a tax reference. There are three tax references available (1 - 3) and each one can be assigned a different tax rate. Use tax reference 0 for products which are non taxable. For further information on tax rates see [Section 3.6 - Setting up data tables, page 45](#).

**Product groups**

A product group is a category such as fish, fresh meat or vegetables to which an individual PLU may be assigned.

You can create up to 9 groups and each group name can contain up to 20 characters. The group name is printed on PLU and group reports.

**Price multiple**

For non-weighted PLUs you can program a default quantity for the product at a set price.

For example: Four chocolate chip muffins for £1.40.

- Set the item price to £1.40 and the price multiple to 4.

**Sell by dates/times**

If you enter a sell by or use by date when programming a PLU the machine prints the date or time on the label in one of the following ways:

- as a use by or sell by date computed from the number of days from the current date
- as a use by or sell by date computed from the number of months from the current date

- as the current time.



**Figure 4.2 Sell by dates**

### Net weights

Net weight is a description printed on a label to identify the weight of a non-weighed product sold on a normal or average weight basis. For example, 400g for all loaves of a certain size.

### Proportional tares

You can use proportional tares if you are weighing ready wrapped goods such as confectionery. Provided that the proportional weight value for the wrappings is known, you can enter the percentage tare value when programming the PLU.

### Barcode printing

#### Labels

Barcodes will only be printed if you assign a barcode format to the machine see [Section 5.4 - Assigning a barcode format, page 86](#), or enable the barcode in a PLU.

#### **Receipts and talons**

Barcodes will only be printed if you enable them on the machine.

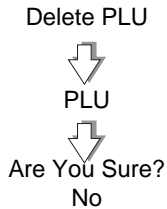


## 4.4 Deleting PLUs

You should delete PLUs that are no longer required to reduce the size of the PLU file.

### **Please remember .....**

If the PLU has outstanding totals you should print a clearing totals report for the PLU before deleting it.



**Figure 4.3 Deleting PLUs**

## 4.5 Copying PLUs

This function enables you to copy the data from an existing PLU to a new one. The new PLU has a different PLU number and barcode number. The new barcode number will default so that the article number matches the PLU number. If the barcode number is already in use then the barcode number will be set to zero.

Copy PLU



From PLU



To PLU



**Figure 4.4 Copying PLUs**

# 5 Machine Set-up

---

- 5.1 Direct access (Hot) keys**
- 5.2 Dedicated keys**
- 5.3 Printer set-up**
- 5.4 Assigning a barcode format**
- 5.5 Adjusting the display brightness**
- 5.6 Machine operating modes**
- 5.7 Setting alarms**



## 5 Machine Set-up

In machine set up you can customise the way in which your machine operates. You can select which function keys are operable and you can program dedicated keys for quick access to several functions.

You can also specify some of the criteria for printing receipts and labels.



You must be in manager mode in order to perform a programming operation, see [Section 2.6 - Manager mode, page 28](#).

### 5.1 Direct access (Hot) keys

Some functions have direct access keys associated with them to help you perform manager functions more quickly. The keys shown below are the default ones set up for the machine



**Figure 5.1 Default 'Hot' keys**

To program keys for other menus with associated 'hot' keys:

1. Navigate to the menu for which you require quick access.
2. Hold down the key you want to use until you hear a series of short beeps followed by a long beep.

You will see the message **Entry Accepted** when the key has been assigned.



Customised 'hot' menu key assignments are not saved when you perform a machine dump, or restored with machine load. The default direct access keys are restored.

## 5.2 Dedicated keys



Dedicated keys are 'soft' keys which can be assigned to any of the programmable keys on the keyboard.

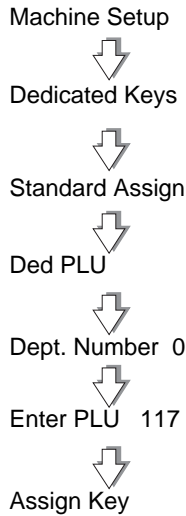


The keys that you may set up and assign depend on the functions available at your machine.

Figure 7.1 shows how to assign a dedicated PLU (commodity) key but the procedure is similar for any other type of dedicated key.

In Manager Mode:

1. Go to Machine Setup, select the Dedicated Keys function and then select Standard, ECR or Prepack Assign.
2. Press  the appropriate number of times to display the type of key you require.
3. Press  .
4. Enter the appropriate information, for example PLU number 117.
5. When you see the message **Assign Key**, press the programmable key you wish to assign.



**Figure 5.2 Assigning a dedicated PLU key**

### Standard keys

You may have different keys set up from the the ones shown here depending on your requirements. For example, you may have several operator keys or you might not have a tax print key.

Standard keys are:

PLU, Operator, PIN, Tax Print, Tare, Prop. Tare, Dual Capacity, Euro Print, Euro Convert, Return, Discount, Hash. UP/PLU, Positive Non-weighed, Negative Non-weighed, Weight Override.



**Figure 5.3 Typical 'Standard' keys**

### Hand price keys

These are standard keys initially assigned to the default positions as printed on the sales keyboard layout. You can assign these keys to other programmable key positions if required. You can overwrite the default positions with different keys according to your requirements.



Figure 5.4 'Hand Price' keys

### ECR (payment) keys

You may have different keys set up from the the ones shown here depending on your requirements. Several different payment keys are shown here for different types of payment.



Figure 5.5 Typical 'ECR' keys

### Generic keys

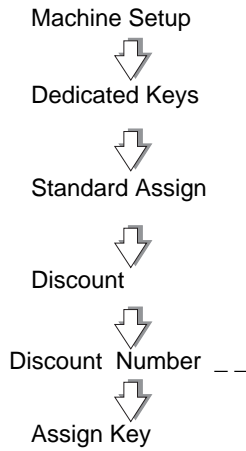
You can set up a generic key for payments or discounts. You need only have one payment key and discount key to be able to select any payment or discount when in sales mode.

To set up a generic key, do not enter a reference number for the key before assigning it to the keyboard.

**Note:**

*You will be asked for the payment or discount number when you use these keys in sales mode.*





**Figure 5.6** Assigning a generic key

## 5.3 Printer set-up

### Label type

You can select either separate or continuous labels. Continuous labels can be printed on a tally roll or on a continuous label roll. If you use varying lengths or formats for labels, printing on a continuous label roll uses the printer roll more economically.

### Paper Select

In sales mode, if you have a **Paper Select** key, press the key:

- to display the currently selected label type;
- again to toggle between label types.

### Selecting label format

The label format can be open or closed. If you select open label format, labels are printed according to the format stored in the PLU record. If you select closed label format, labels are printed using the label format you have assigned to the machine.

If your machine is operating in **Hand Price** mode the label format assigned to the machine will be used.

There are six label formats available. Any of the formats can be set to suit your requirements.

### Tare interlock

If the tare interlock is enabled, you will only be able to print a label if you have selected a tare.

### Suppressing symbols

If symbols are enabled then symbols, for example, **£, kg, £/** are printed on labels. If you want to use pre-printed labels you can choose to disable symbols.

### Selecting print modes

You can select one of three ways to print labels:


- Print on request
- Print immediate
- Pre-pack.

#### Print on request

Press your operator key or  to obtain the label.

#### Print immediate

The machine issues a label as soon as the weight on the machine becomes steady. It does not retain the PLU or tare.


You cannot use  .

#### Pre-pack

The machine retains the PLU and tare (if set up) and issues a label each time the weight becomes steady.

#### Default operator

When selecting the print mode you will be asked to enter an operator number. This number will be assigned to the

 key. In print on request, weighed and non-weighed transactions will be assigned to it. In print immediate, weighed transactions will be assigned to it, and in pre-pack mode any label will be assigned to it.

#### Talon

A talon is a log of each receipt printed at a machine and is printed after the receipt. It shows the operator number, the number of transactions and the total value of the last receipt.

### Duplicate receipt

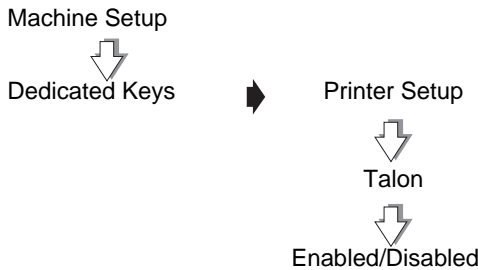
Use this function to set up the printer to print a duplicate receipt. DUPLICATE is printed at the start and end of the duplicate receipt.

### Single item

Enable this function if you want to print a receipt after each transaction.

#### Note:

*Talon, Duplicate Receipt and Single Item can be enabled and disabled in a similar manner (see the example for enabling symbols).*



**Figure 5.7 Enabling talon printing**


### Euro print

Use this function to set up the printer to print euro price information automatically on receipts and labels and to display euro prices on request. You can print or suppress the warning message on the receipt.

On labels you can select to print either totals only or totals and unit price in euros.

### Receipt printing

Provided your machine has been configured to print euro

currency symbols, you can set up and assign the  key,

see [page 79](#), to print a duplicate euro receipt.

**Machine message**

You can assign a message reference to a machine. The substitution code %%M can be programmed into a PLU text field, sales message or store name. The code is replaced by the assigned message which is printed in the appropriate text field on the label.

### 5.4 Assigning a barcode format

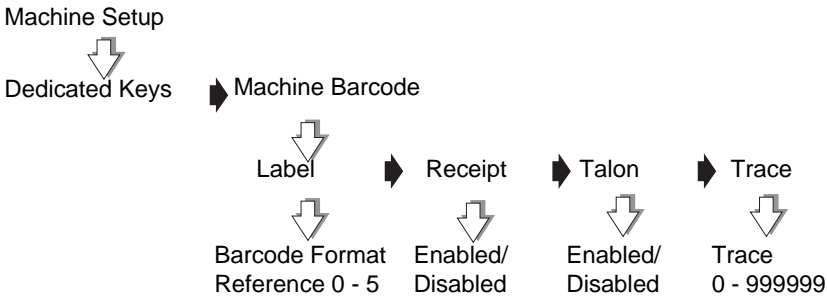
In order for barcodes to be printed you must assign a format to the machine.

On label machines the format assigned to the machine is used unless the PLU has a programmed barcode. Enter a barcode reference number from 0 to 5.

On receipt machines you may enable or disable barcode printing for receipts and for talons.



For more information on creating and selecting barcode formats, see [Section 9.4 - Defining the barcode format, page 161](#).



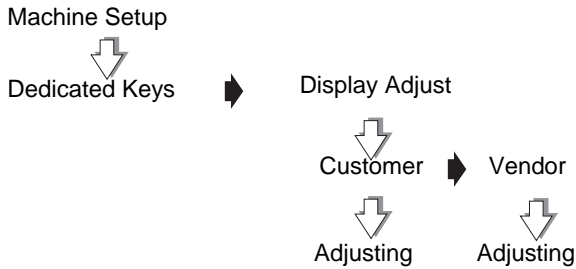
**Figure 5.8 Assigning a barcode format**

#### Trace code

The trace code is a six digit numerical code printed at the end of receipts and reports. It is used to uniquely identify an individual machine.

## 5.5 Adjusting the display brightness

You can adjust the brightness level (contrast) for the vendor and customer displays independently.



decrease brightness

increase brightness

**Figure 5.9 Adjusting display brightness**

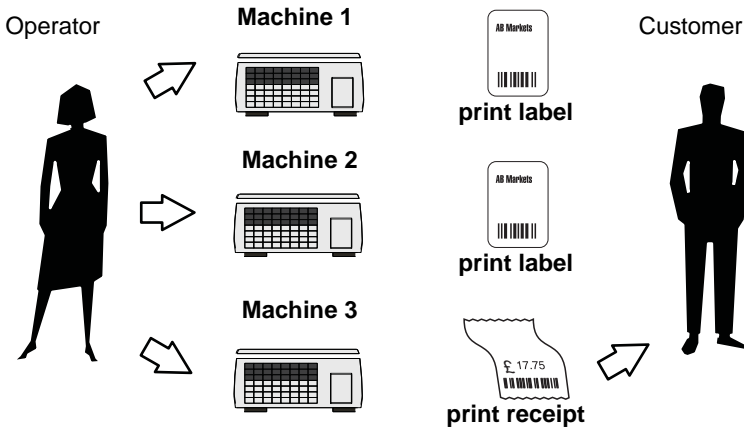
## 5.6 Machine operating modes

**Note:** Not available with IX110 and IX212 models.

### Floating vendor mode

A network of IX series machines allows vendors to be logged on to more than one machine and 'float' between machines to serve customers anywhere in the store. The store network can consist of a mixture of label and receipt machines.

Receipt printing machines operating in this mode totalise transactions and print either a counter receipt or a sales receipt where the vendor receives payment for the goods. Customers pay for counter receipt transactions and labelled goods at a Point of Sale (PoS) machine or checkout.



**Figure 5.10 Floating vendor mode**

### Point of Sale (PoS) mode

If PoS mode is enabled you can:

- print sales receipts
- display the amount tendered and the change required
- accept different types of payment for purchases according to the payment keys set set up at your machine
- receive payments to accounts.



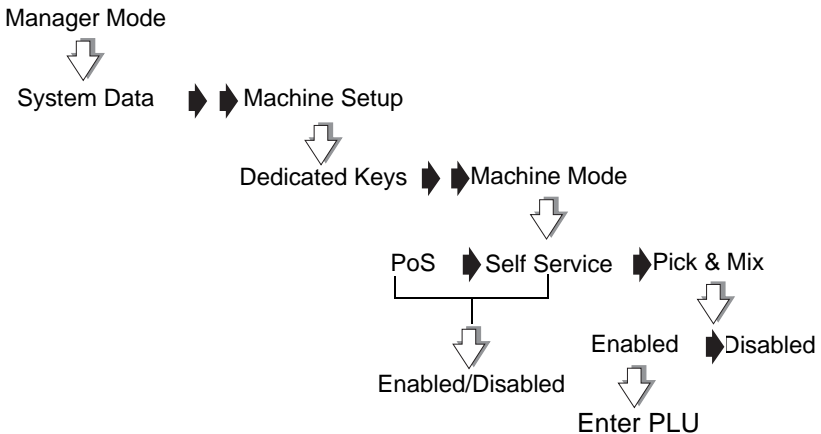
**Note:** If your machine has ECR functions but PoS is not enabled you will only be able to print counter receipts.

### Self-service/pick and mix modes



**Make sure that the machine is set up or configured to print labels before enabling self-service or pick and mix mode.**

**Set security for any functions that you do not want to be available from the sales keyboard.**




**Figure 5.11 Self service/pick and mix setup**

### To zero the machine

The zero key on the sales keyboard is disabled. If you need to re-zero the machine:

1. Enter manager mode see [2.6, Manager mode, page 28](#)

2. Press .

### Self service

In self service mode all the keys on the sales keyboard except the function keys are available for use as product selection keys.

#### **Note:**

*In self-service mode, the PLU is cleared after 20 seconds if no label is printed.*

### Assigning keys

You can assign any programmable key to the sales keyboard for use as a self service key. See [Section 5.2 - Dedicated keys, page 78](#).

### Large keys

You can set up larger keys for product selection by assigning two adjacent keys, or a number of keys in a square block, to the same PLU. Create suitable labels or a keyboard overlay to suit your own keyboard layout.

### Keyboard overlay

The keyboard overlay is inserted into a 'wipe clean' pocket. This means that you can remove the overlay provided and insert overlays printed to suit your own requirements.

### Pick and mix

In pick and mix mode a single print key is available on the sales keyboard and a single PLU is assigned to the machine

To set up pick and mix in Manager Mode:

- Enable Pick & Mix
- Enter the number of the PLU you wish to assign.

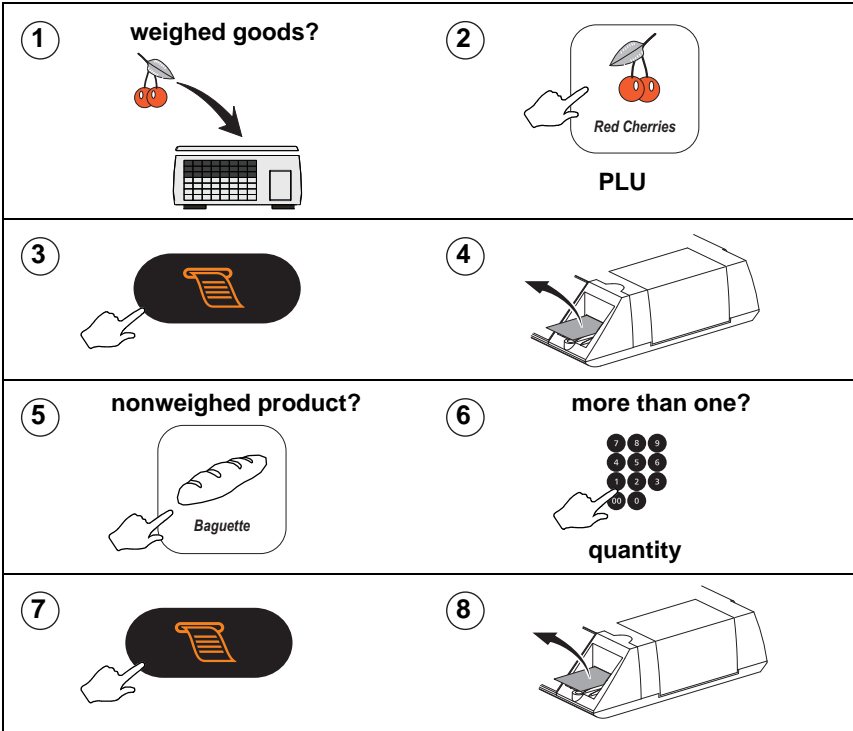
The PLU is assigned to the machine and the machine will always power up with the selected PLU active.

If the selected PLU is set to 0, the machine powers up as normal and you will see the message **Select Item**.

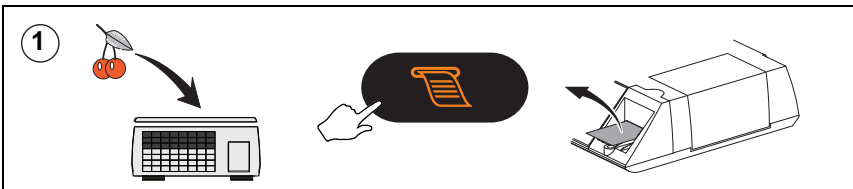
**Operation**

**Note:** If your machine is set up for print immediate, the label is printed automatically when the weight is steady.

**Self service**



**Pick and mix**



## 5.7 Setting alarms

### Cash drawer detect

If the cash drawer alarm is enabled the machine cannot be used while the cash drawer is open; an audible alarm will sound and the message **Close Drawer** will be displayed until the drawer is closed.

You can program a delay time from 0 -60 seconds between the drawer opening and the alarm sounding.

### Network error alarm

You can enable or disable the network error audible alarm. For information on network errors see [Section 12.5 - Dealing with network faults, page 211](#).

**Note:**

*The error message will continue to flash on the display whenever the machine is idle.*

# 6 Checking programmed data

---

## 6.1 Printing data reports




## 6Checking programmed data

You can print out reports listing programmed data for functions available at your machine. This means you can check the information entered in the PLU file, in tables and in messages. You can also print a list of operators and security levels that have been set.

### 6.1 Printing data reports

Data reports comprise the PLU file and lists of the data tables and messages set up. A printout provides you with a reference copy of information programmed at the machine.

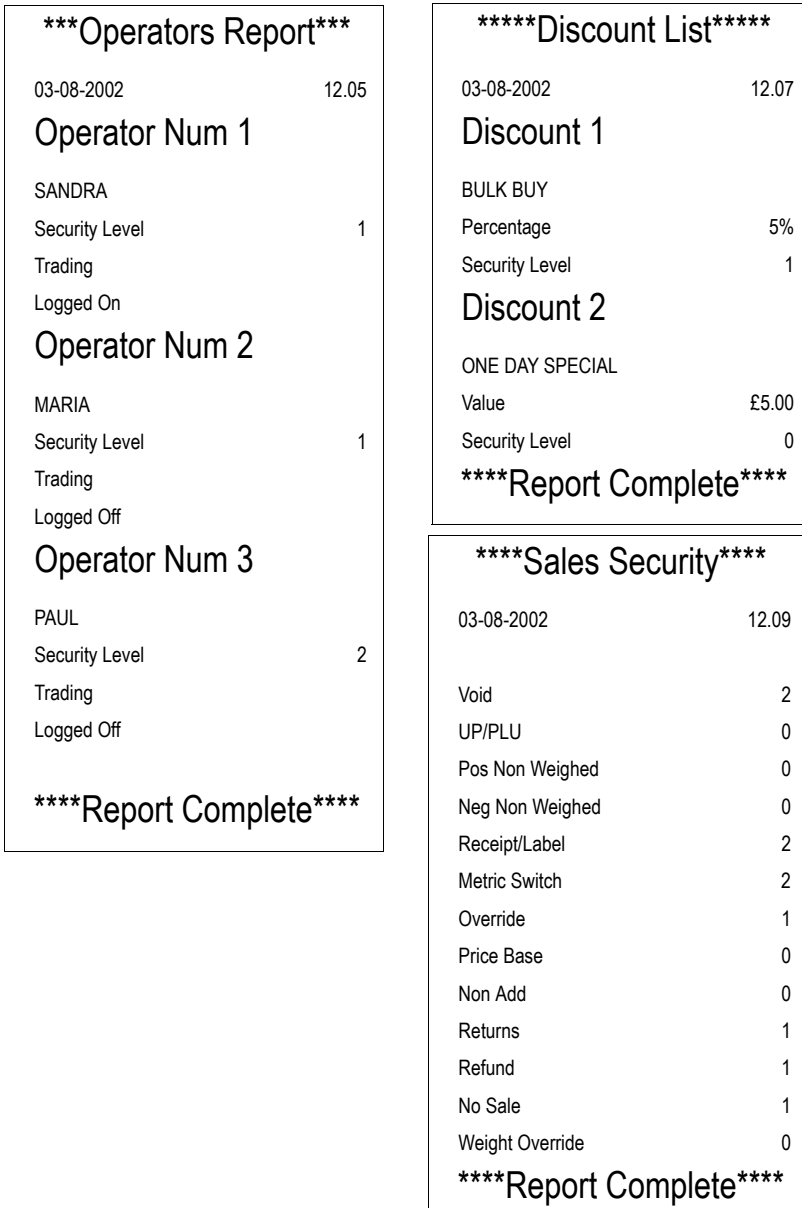
To stop a report press  .

Data reports available are:

- PLU file list
- Verify Labels
- Operators report
- Text report
- Discount list
- Security level
- Payment key list
- Carcass Reports
- Barcode List
- Tax Rate list
- Tare Weight list



Instructions for printing totals reports can be found in [Section 11.1 - Totals reports, page 190](#).



**Figure 6.1 Data report examples**



### Listing the PLU file

Depending on the filter criteria defined for the machine, see , [Configuring reports](#), you can list:

- all the PLUs or a range of PLUs
- PLUs in a selected range of departments

****PLU File List****	
03-08-2002	12.15
PLU Start:	2011
PLU End:	2015
Group Start:	0
Group End:	9
<b>PLU 2011</b>	
Large Wholemeal	
PLU Text 1 :	
Large Wholemeal Made with Organic Flour	
Label Format	4
Item Price	£0.85
Net Wt	800
Tax Ref 1	0
Group Number	0
Barcode	No
Date 1 Days	1
Sales Text 1	3
Carcass	No
<b>PLU 2012</b>	
White Bloomer	

The PLU file list shows all the information programmed in the PLU record.

PLU 2015	
Baguette	
PLU Text 1 :	
Baguette	
Label Format	4
Item Price	£0.45
Net Wt	300
Tax Ref 1	0
Group Number	0
Barcode	No
Date 1 Days	1
Sales Text 1	3
Carcass	No
-----	
<b>Summary</b>	
-----	
Number of PLUs	5
****Report Complete****	

**Figure 6.2 PLU file list**

### Verify labels

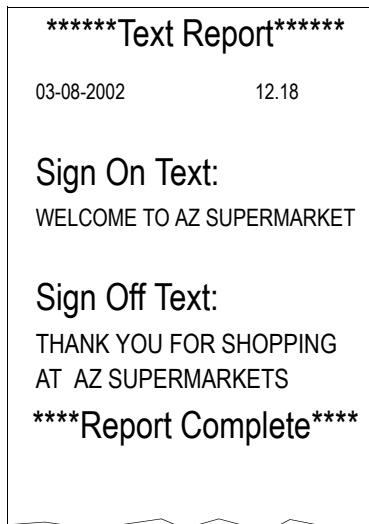
This function prints out the default labels for all programmed PLUs. You can use this to check that labels scan correctly before using them on products.

### Text report

The text report lists:

- Sign on text
- Sign off text
- Store name text
- Sales message texts
- Group names

If you have not programmed a message or text under a particular heading, then that heading will not be printed.



**Figure 6.3** Text report

# 7 Serving Customers

---

- 7.1 Hand pricing
- 7.2 Using PLUs
- 7.3 Using Tares
- 7.4 Overriding prices
- 7.5 Euro prices
- 7.6 Using the FIX key
- 7.7 Voiding a transaction
- 7.8 Returning products
- 7.9 Receipt Operations
- 7.10 Using the ADD key



### 7 Serving Customers

This section includes operations you may want to carry out when serving customers on a machine working in either receipt or label mode.



Take care when placing large, heavy produce such as water melons on the weigh plate so that they do not roll off the machine.

#### Operators

Each operator may have been assigned a PIN and a security level. Your PIN must be entered when logging on or off.

**Note:** For further information see [Chapter 3.7, Programming operators, page 54](#).

#### Selecting receipt or label mode

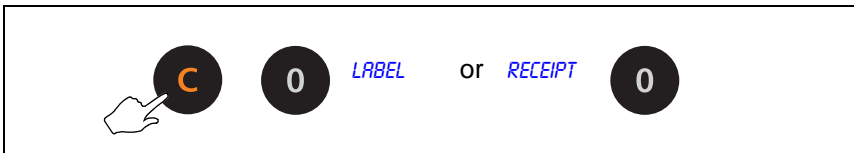
**Note:** Not available on IX110 and IX212 machines.

If your machine has been configured to operate in label or receipt mode, before selecting label or receipt mode check that:

- the correct label or paper roll is loaded. Instructions for changing the printer roll can be found on page 219.
- a FIX is not active.

#### **Note:**

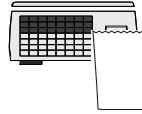
If your security level is not high enough you will see the message **Operator Num.** and the security level required will be displayed.



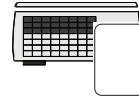
### Advancing the printer roll



**receipt mode**  
when no operator subtotal is displayed



**label mode**  
when unit price and total price are zero



### 7.1 Hand pricing

Use this function when serving customers with products that do not have a PLU associated with them.



If your machine has been set up for PLU selection you will need to select **Hand Price** mode.

#### Weighed goods (unit price)

**Unit Price**  
0,01 - 9999,99

#### Non-weighed items (item price)

1 more than 1 item?

**number of items**  
1 - 999


2

**Item Price**  
0,01 - 9999,99

## 7.2 Using PLUs

Many of the goods and items you sell will have a unique PLU number. The most frequently used PLUs may have their own commodity key. For information on how to create a PLU see [Chapter 4.3, Creating and Editing PLUs, page 66](#).

The way you select a PLU will depend on your machine configuration. You can:


- enter the PLU number and then press 
- enter the PLU number and wait for the machine to automatically select the PLU. This is the method described in this handbook and is known as timeout selection. Your machine may have been configured to display the PLU briefly when selected.

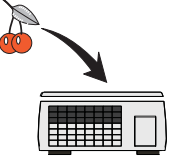
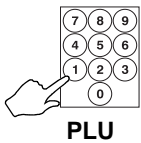


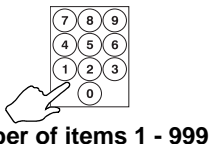
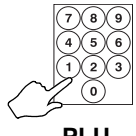

- press a commodity key if assigned
- enter the barcode number

If your machine has a scanner

- scan the barcode



If your machine is not already in PLU mode, press  to select it.

<b>Weighed goods</b>			
			
<b>PLU</b>			
<b>Non-weighted items</b>			
<b>more than 1 item?</b>			
			
	<b>number of items 1 - 999</b>	<b>PLU</b>	

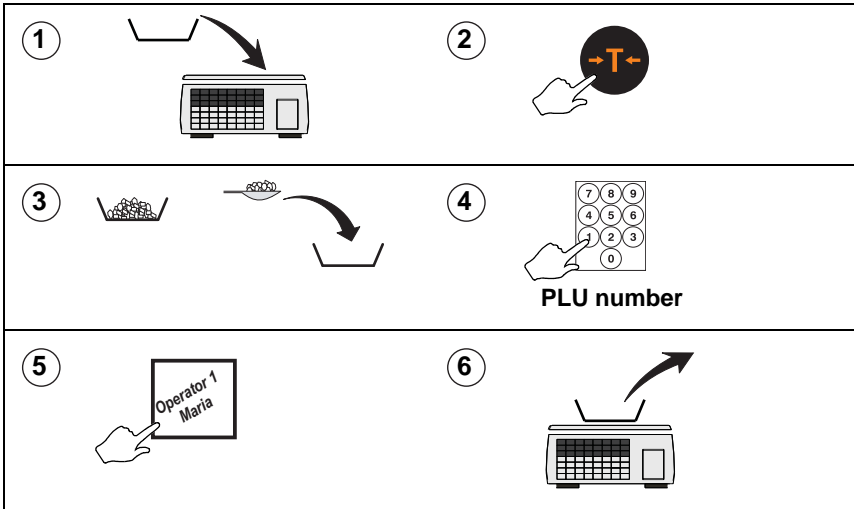


## 7.3 Using Tares

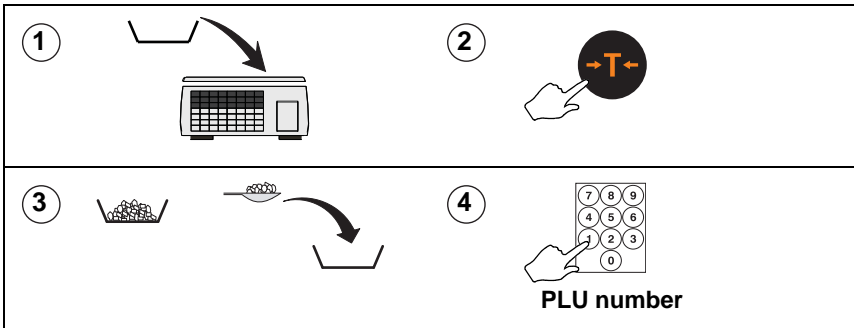
The types of tare available for you to use depend on local trading regulations and how your machine has been configured.

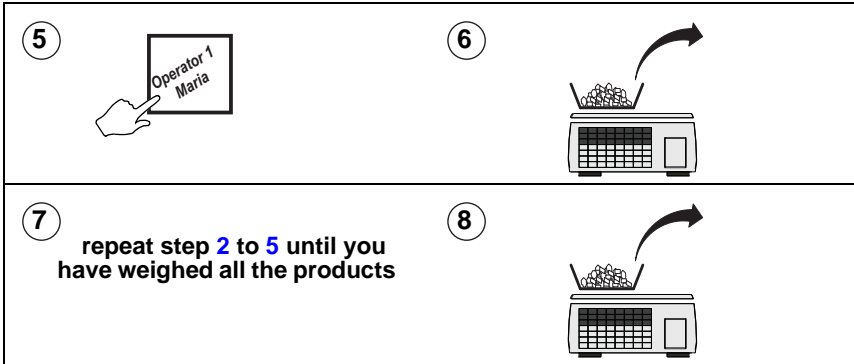
Free (semi-automatic), cumulative and keyboard entered tares cancel when the load is removed from the weigh plate.

### Free tare

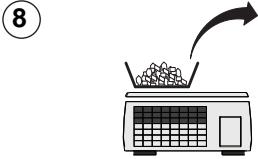


### Cumulative tare





7 repeat step 2 to 5 until you have weighed all the products

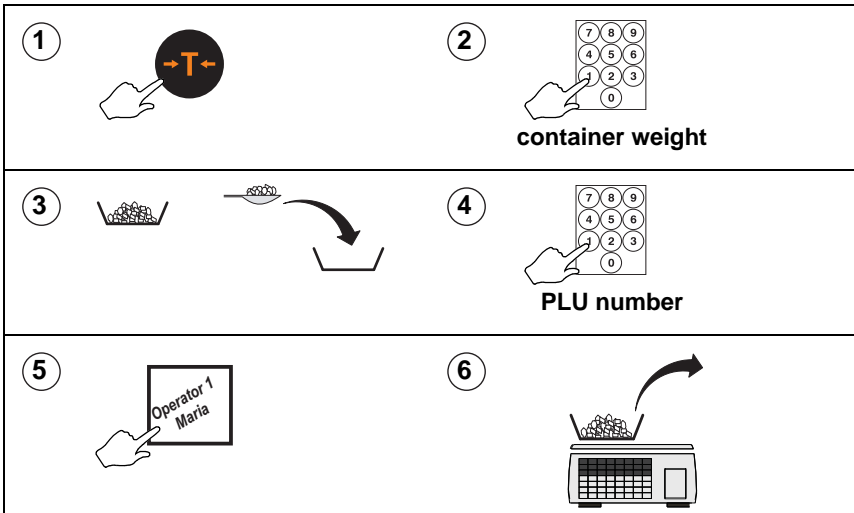


**Keyboard entered tare**

If you are using a container with a known weight you can use the numeric keys to enter the weight

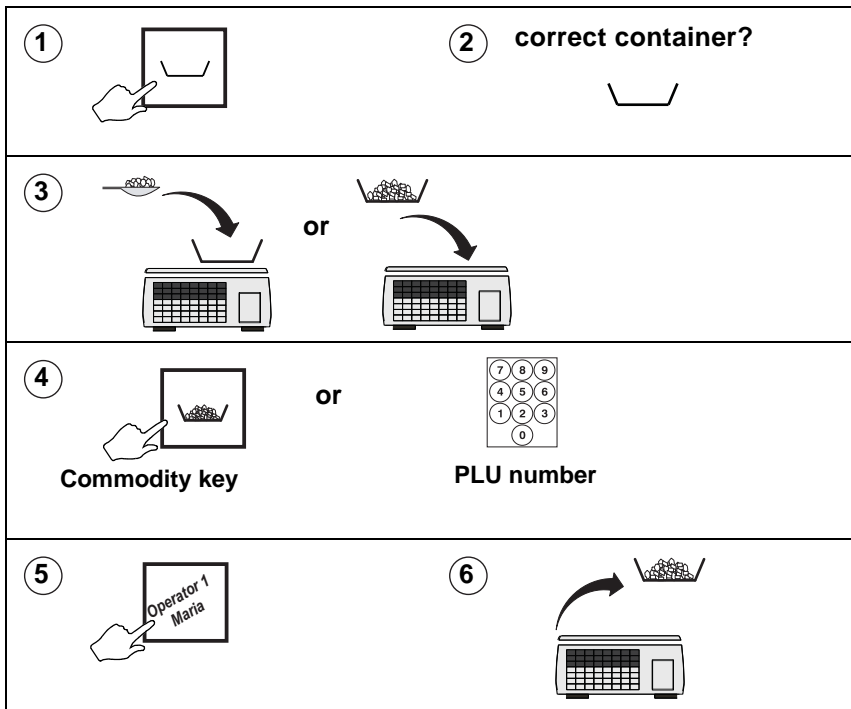
**Note:**

*The weight display must be at zero..*




### Preset tare keys

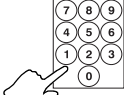

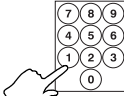
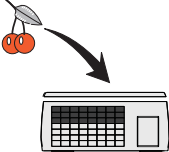



If your machine has dedicated tare keys you can use these to select the appropriate tare for the container you are using.




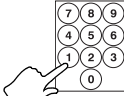
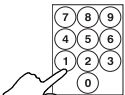

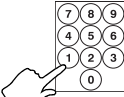


### 7.4 Overriding prices

You can press  if you need to enter a price which is different from the programmed price of a PLU.

#### Weighed goods

<p>1 </p> <p><b>PLU</b></p>	<p>2 </p>
<p>3 </p> <p><b>Unit Price</b> 0,01 - 9999,99</p>	<p>4 </p>
<p>5 <b>receipt mode</b> <b>label mode</b></p> <p> or </p>	<p>6 </p>

#### Non-weighed items

<p>1 <b>more than 1 item?</b></p> <p></p>	<p>2 </p> <p><b>number of items</b> 1 - 999</p>
<p>3 </p> <p><b>PLU</b></p>	<p>4 </p>
<p>5 </p> <p><b>Item Price</b> 0,01 - 9999,99</p>	<p>6 <b>receipt mode</b> <b>label mode</b></p> <p> or </p>

**Fixed price key**

If you have a **Fixed Price** set up on the sales keyboard you can change the unit price of a weighed PLU to a non-weighed price for that single transaction only.

## 7.5 Euro prices

*Note:* This function is not required where the Euro is the local currency.

**Not available on IX110 and IX212 machines.**


If your machine has been programmed with a conversion rate for Euros you will be able to display and print prices in Euros.

### Displaying euro prices


In receipt mode, if the euro convert key has been set up at your machine, you can display the transaction price and the subtotal in euro currency.



To display the transaction price in euro currency you must

press  while the price is displayed.

To display the subtotal in euro currency you must press

 while the **subtotal** is displayed.

### Printing euro prices


In receipt mode, if your machine has been set up to print euro price information automatically, the total will be printed in euro currency at the end of the receipt.


In label mode, providing a suitable label format is available, the unit price in euro currency will be printed in the 2nd unit price field. The total in euro currency will be printed in the 2nd total field.


## 7.6 Using the FIX key

**Note:** If your machine is configured only to retain the tare, the PLU will not be retained.


### Receipt mode



Press  to retain the PLU until you press your operator key. This acts as a check to ensure that the transaction is entered.

If a tare is in operation it will be retained until it is cancelled by pressing  again.

To cancel the fix press  again.

### Label mode

You can press  to retain the PLU when you wish to label several packs containing the same product.

The PLU is retained until you press  and the tare is retained until it is cancelled by pressing  again.

### Retaining a unit price

You can retain the unit price of hand priced products until you press your operator key (see [page 103](#)).

### 7.7 Voiding a transaction

You may cancel (void) an individual, unwanted transaction or all the transactions before printing the customer receipt or an ADD totals label.

**Note:** *If you have a receipt only machine (IX110 or IX212) you can only cancel (void) the last transaction*



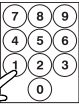





Cannot be used in normal label mode.

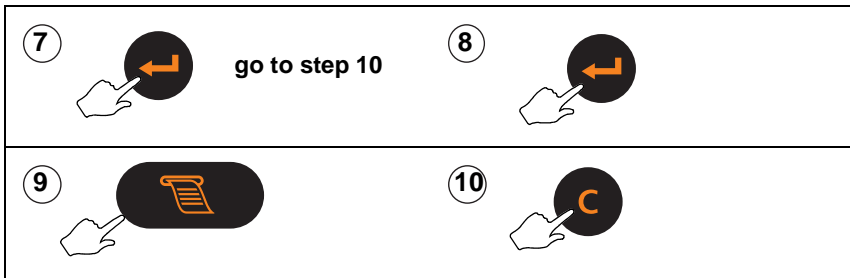
To find the transaction you wish to void, press your operator key to step back through the transactions in the subtotal (see step 6).

**Example:** Using  with security level set.

*If your security level is not high enough you will see the message **Call Supervisor** and the security level required will be displayed.*

<p>1 </p>	<p>2  Operator 1 Maria</p>
<p>3  enter PIN</p>	<p>4 </p>
<p>5  Operator 1 Maria</p> <p><b>Void All?</b> go to step 8</p> <p>to display subtotal</p>	<p>6  Operator 1 Maria x ?</p> <p>until you see the transaction you wish to void</p>





## 7.8 Returning products

If your machine has a dedicated key set up for returned goods then the returns value and weight or count totals are automatically updated.



If your machine is operating in PoS mode, the cash refunded is deducted from the cash report and the tax value is deducted from the grand report.

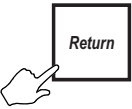




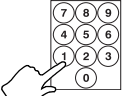
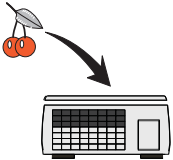
If **Returns** and **Sales** are mixed on the same receipt, a refund slip will be printed only if the receipt total is negative.

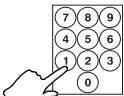
### Please remember .....

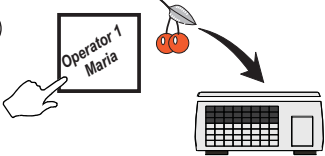
A security level may have been assigned to the RETURN key. If your security level is not high enough you will see the message **Call Supervisor**.

#### Note:

*If your machine has been configured for 'one shot' operation for Returns you will not need to press  or  at step 16.*

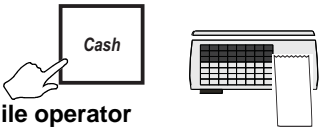
<p>① </p>	
<p>If your machine is operating in label mode go to step 5 .</p>	
<p>② more than 1 item?</p> 	<p>③  </p> <p>number of items 1 - 999</p>
<p>④ </p> <p>PLU number</p>	<p>⑤ weighed goods?</p> 

6  **Pack Price**  
**0,01 - 9999,99**

7 

8 

**If you machine is operating in PoS mode**

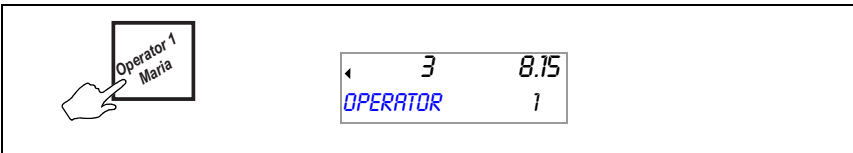
9  **while operator subtotal displayed**

## 7.9 Receipt Operations

The operations in this section are only available when the machine is in receipt mode.

You can only enter transactions at a machine if you are logged on to that machine, see [Chapter 3.7, Programming operators, page 56](#). If you attempt to enter a transaction when you are logged off you will see the message **Please Log On**.

### Displaying the operator subtotal



### Printing a receipt

Printing a receipt clears the operator total. To print a receipt your machine must be in receipt mode

### Counter receipt

If your machine is operating in receipt mode but not in PoS mode you can print a counter receipt.

You do not need method of payment keys for this type of receipt.

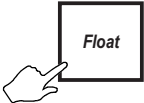
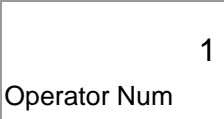

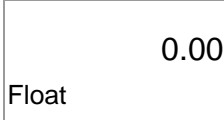
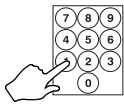
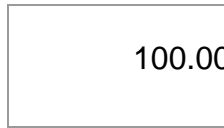

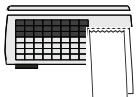


**Using the FLOAT, PICK UP or PAID OUT key**

This example shows how to add a cash float to the drawer.

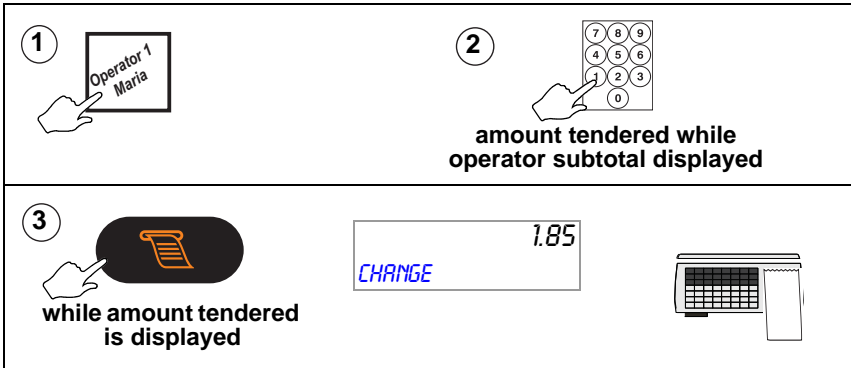
**Note:** *You follow the same procedure to pick up cash except that you remove money from the cash drawer.*

When you make a paid out payment from the cash drawer you will be prompted to enter a reference code for the payment.

<p>①</p> 	
<p>②</p> 	
<p>③</p>  <p>amount added to drawer</p>	
<p>④</p> 	

### Displaying the customers change

You can display the change required by a customer if your machine is in **Receipt mode** or you are carrying out **add label** transactions. The change is displayed while the counter receipt is being printed.





### Paying for goods

#### Printing a sales receipt

To print a sales receipt your machine:

- must have PoS (Point of Sale) mode enabled.
- must have payment (ECR) keys assigned.
- must be in receipt mode.
- Customers may pay using any one, or a combination of, payment methods.
- You can use the same payment key more than once.
- If your machine has a **Tax Print** key assigned, you can print individual tax rates and values on the receipt even if your machine has not been configured to do so.

Pressing  prints the tax on the **next receipt only**.

- Press  to keep the subtotal on the display. If the machine does not sense any activity within thirty seconds, the subtotal will 'time out'.

03-04-02	1	9-40
Served by.		Maria
APPLES		
1 X	£0.40	£0.40
<b>Total</b>		<b>£0.40</b>
Transactions		1
		09#01000036

**Figure 7.1 Sample sales receipt**

**Note:**

*Transactions' printed at the bottom of the receipt may refer to the number of items sold or to the number of transactions depending on how your machine has been configured*

**Using payment (ECR) keys**

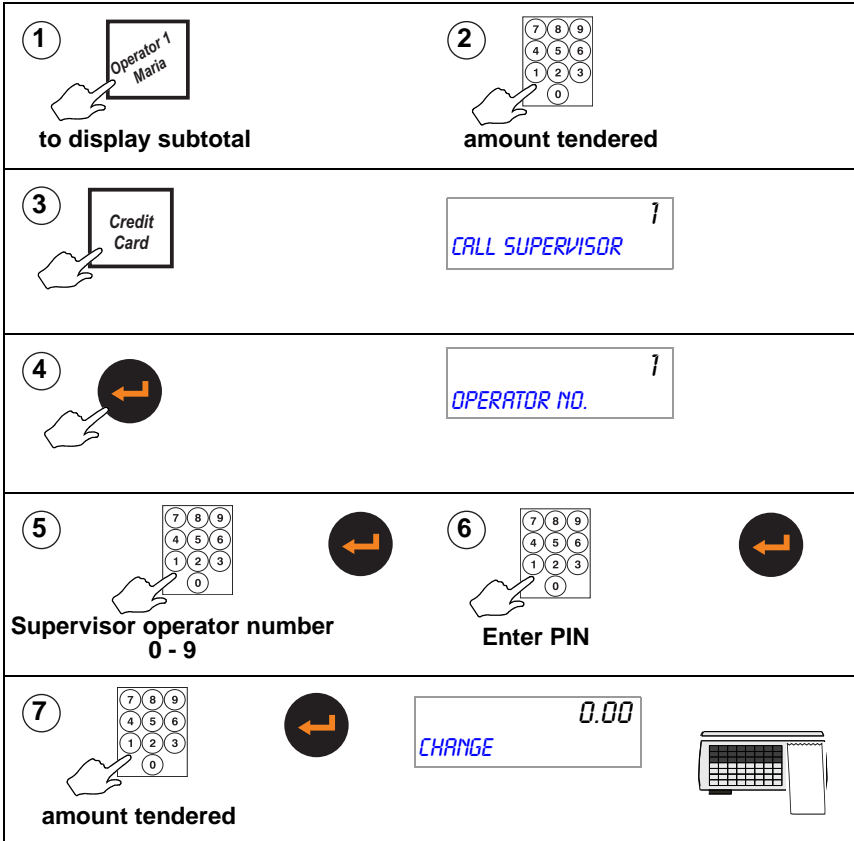
The payment keys on your machine are only available for use in PoS mode. The keys may also have been set up with restrictions on how you can use them. The restrictions that can be applied include:

- giving change
- giving refunds
- typing in the amount tendered (enforce value)
- open cash drawer
- security level



A security level may have been assigned to a payment key, or to the maximum value that can be accepted for payment. If your security level is not high enough the message **Call Supervisor** and the security level required will be displayed.

**Single payment (security level set)**





### Multiple or split payment









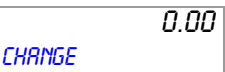
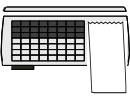
The receipt will only be printed when the amounts tendered are equal to or greater than the amount to pay



You can press



to keep the subtotal on display.

<p>① </p> <p>to display subtotal</p>	<p>② </p> <p>if you want to keep subtotal on display</p>
<p>③ </p> <p>amount tendered</p>	<p></p> <p>1st payment</p> <p></p>
<p>④ </p> <p>amount tendered</p>	<p></p> <p>2nd payment</p> <p></p>
<p>⑤ </p> <p></p>	




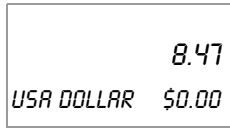
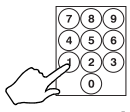


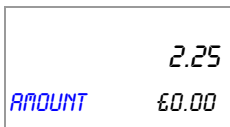
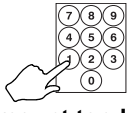
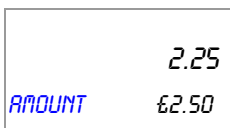
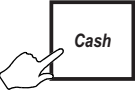
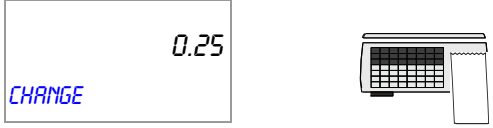
### Paying with foreign currency

Customers may pay for goods in a foreign currency or they may use more than one currency. The foreign currency payment may be part of a multiple (split) payment or a single payment.

#### Please remember .....

- Only cash payments are allowed in foreign currency.
- An appropriate method of payment key must be programmed at your machine.

- If change is required it is calculated in the local currency.

<p>①  <b>to display subtotal</b></p>	<p>②  <b>while operator subtotal displayed</b></p>
<p>③ <b>select currency?</b> </p>	
<p>④  <b>amount tendered in foreign currency</b></p>	
<p>⑤ </p>	
<p>⑥  <b>amount tendered in local currency</b></p>	
<p>⑦ </p>	

### Sales discount

You can discount a receipt or an individual transaction with a pre-programmed fixed discount or with a variable discount.

Fixed and variable discounts may be a percentage of the transaction or receipt total or a value.

A variable discount is one which does not have a pre-programmed value. The operator enters the discount value or percentage.

Security levels may be assigned to discounts. If you do not have an adequate security level assigned, you will see the message and the security level required will be displayed.





### Transaction discount

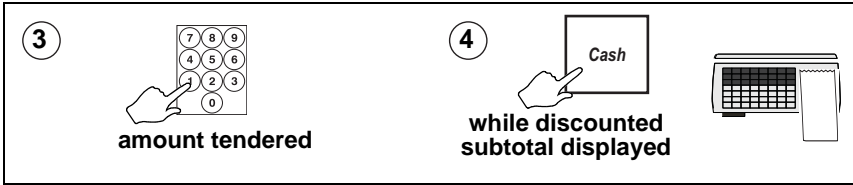
You must apply the discount before assigning the transaction.

### Receipt discount

You must enter the amount tendered, press a payment key or print the receipt before the discounted subtotal display clears as a recalled subtotal reverts to the value before the discount was applied.

**Example:** Customer loyalty discount 5%

<p>①</p>  <p>Operator 1 Maria</p> <p><b>to display subtotal</b></p>	<table border="1"> <tbody> <tr> <td>5</td> <td>15.55</td> </tr> <tr> <td colspan="2">SANDRA</td> </tr> </tbody> </table>	5	15.55	SANDRA					
5	15.55								
SANDRA									
<p>②</p>  <p>Cust. Loyalty</p> <p><b>while operator subtotal displayed</b></p>	<table border="1"> <tbody> <tr> <td></td> <td>£0.78</td> </tr> <tr> <td colspan="2" style="text-align: center;">↓</td> </tr> <tr> <td>5</td> <td>14.77</td> </tr> <tr> <td colspan="2">SANDRA</td> </tr> </tbody> </table>		£0.78	↓		5	14.77	SANDRA	
	£0.78								
↓									
5	14.77								
SANDRA									



### Cash drawer operations

You can use an ECR key to carry out operations requiring the use of the cash drawer.

#### No sale



To open the cash drawer without entering a sale. A `No Sale' slip is printed.



A security level may have been assigned to this key. If your security level is not high enough the message **Call Supervisor** and the security level required will be displayed when you enter your operator number.

In checkout mode you will not be asked to enter you operator number. If your security level is not high enough you will still see the message .

## Refunds

The REFUND key is a programmable key that enables you to refund the cost of goods to the customer.

Refunds may be made as part of a sales transaction or as a separate operation.

The machine shows the amount of cash refunded on the cash report and updates the refund totals values and count.

If a customer has more than one identical item or pack you can:

enter the number of items

enter the value to be refunded for one item or pack

the machine will calculate the total value to be refunded.

Where the refund is part of a sales transaction and the total receipt value is negative, a refund slip will be printed after the sales receipt.



### Please remember .....

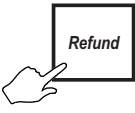



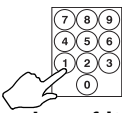
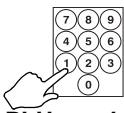
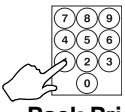

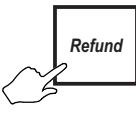

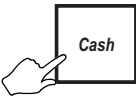
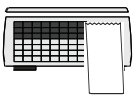
A security level may have been assigned to the REFUND key. If your security level is not high enough you will see the message and the security level required will be displayed.



Your machine is a label/receipt model, it must be in **receipt mode** and **PoS** must be enabled.


If you machine has been configured for 'one shot' operation

for Refunds you will not need to press  or  at step 8.

<p>1</p> 	
<p>2 Hand Price mode</p>  go to 6	<p>3 more than 1 item?</p> 
<p>4</p>  <p>number of items 1 - 999</p>	<p>5</p>  <p>PLU number</p>
<p>6</p>  <p>Pack Price 0,01 - 9999,99</p>	<p>7</p> 
<p>8</p>  or 	<p>9</p>  <p>while operator subtotal displayed</p> 

## 7.10 Using the ADD key




This function is only available if your machine is operating in label mode(see [page 101](#)).


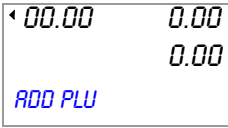
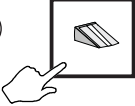

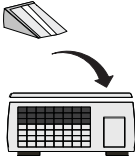

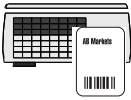




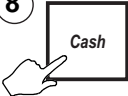

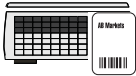


Pressing  enables you to obtain a label with totals printed on it.

There are four types of add label available depending on how your machine has been configured:

- single add label at the end of all the transactions
- label after each transaction and a single add label at the end of all the transactions
- a receipt type label at the end of all transactions
- label after each transaction and a receipt type add label at the end of all the transactions.

### Please remember .....

-  is not operable if the machine is set receipt mode.
- PoS machines: press  while the subtotal is displayed
- Non PoS machines: press  while the subtotal is displayed

<p>1</p> 	
<p>2</p>  <p><b>Commodity key</b></p>	<p>or</p>  <p><b>PLU number</b></p>
<p>3</p> 	<p>4</p>  
<p>5</p>  <p><b>Commodity key</b></p>	<p>or</p>  <p><b>PLU number</b></p>
<p>6</p>  	<p>7</p> <p><b>repeat steps 2 to 6 until you have totalised all the products</b></p>
<p>8</p>  <p>or</p> 	<p>or</p>  <p>or</p>  <p>9</p> 



# 8 Pre-pack Operations

---

- 8.1 Using the FIX key.
- 8.2 Using PLUs
- 8.3 Using tares
- 8.4 Preset tare keys
- 8.5 Multiple labels
- 8.6 Returning labels
- 8.7 Using the ADD key



## 8 Pre-pack Operations



### CAUTION:

In certain countries it is illegal to use pre-pack mode for direct trade with the public.



Your machine must be in label mode for you to be able to use pre-pack operations.

Not available on IX110 and IX212 machines.

### 8.1 Using the FIX key

You can set up the machine for pre-pack operation in one of three ways (depending on how your machine is configured):

- set the print mode to pre-pack ( see [Section 5.3 - Printer set-up, page 82](#))

- or use **F**

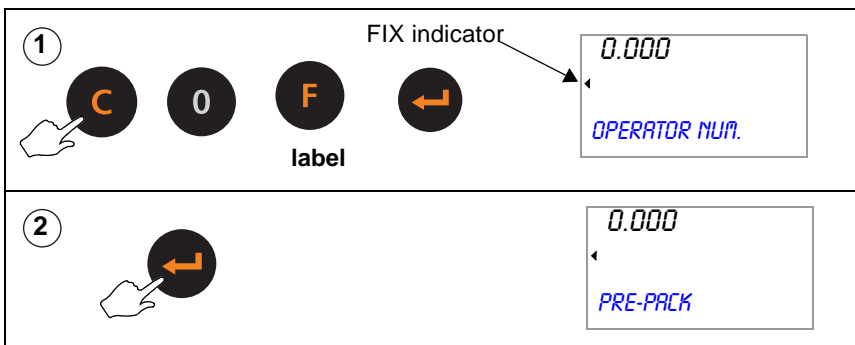
- or, if your machine allows receipt and label printing, to



select **Pre-Pack ON**, press **F** followed by **←**

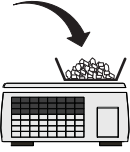
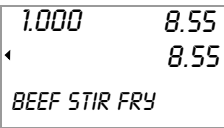
while the display shows **Label** (see [Selecting receipt or label mode, page 101](#) ).




Pressing **F** again while the display shows **Label** will select **Pre-Pack OFF**.

#### Using the FIX key

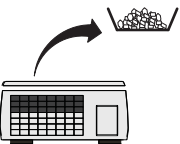
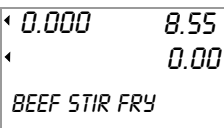


**3**  **or**   
**Commodity key** **PLU number**





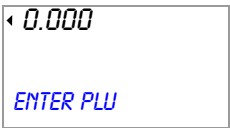
**4**    
1.000 8.55  
8.55  
BEEF STIR FRY

**5**  **or**  

**6** **stick the label on the pack**


**7**    
0.000 8.55  
0.00  
BEEF STIR FRY

**8** **more labels? Go to** **3**

**9** **Clear Fix?**     **label**   
0.000  
ENTER PLU

## 8.2 Using PLUs


PLUs and tares are retained in pre-pack mode until cancelled. A label is printed after each change in weight. If you use

 you must enter the unit price before placing the goods on the pan.



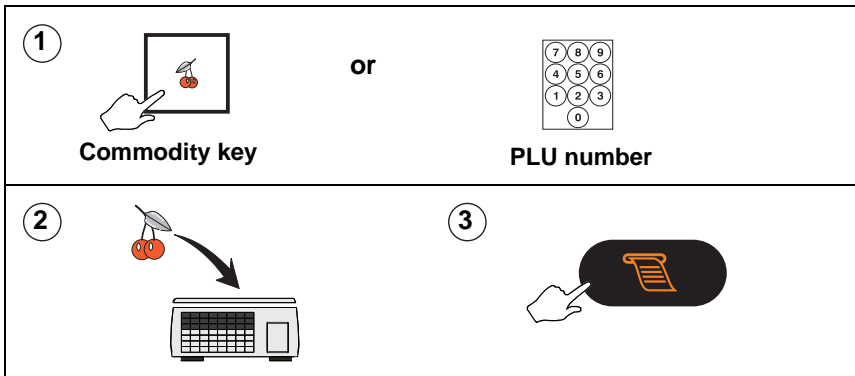
If your machine has not been set up for PLU selection you will need to select **PLU** mode.


### Pre-pack PLU lock

If the lock is enabled, you must press  to be able to select a different PLU.

If the lock is disabled for your machine, you will be able to select a different PLU from the one displayed by pressing a dedicated PLU key or by entering the PLU number. This will override the currently displayed PLU.


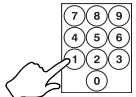
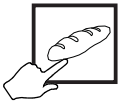

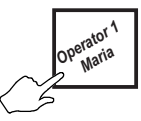
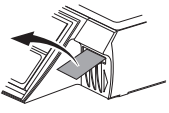

### Weighed goods



<p>④ </p>	<p>⑤ more labels? ➔ ②</p>
<p>⑥ stick the label on the pack</p>	<p>⑦ </p>

**Non-weighted items**

To set up a label run see [Section 8.5 - Multiple labels page 141](#).

<p>① more than 1 item? </p>	<p>②  number of items 1 - 999</p>
<p>③  Commodity key</p>	<p>or</p> <p> PLU number</p>
<p>④ </p>	<p>⑤ </p>
<p>⑥ stick the label on the pack</p>	
<p>⑦ more labels? ➔ ③</p>	<p>⑧ </p>

### 8.3 Using tares

In pre-pack mode the PLU and tare are not cancelled when the filled container is removed from the weigh plate. This enables you to pack several containers of the same weight, using the same PLU, without having to select the PLU and set up the tare each time.



Depending on how your machine has been configured, if the tare weight is displayed, you may see a negative weight display or a separate tare weight display.

The following types of tare are available when pre-packing, depending on how your machine has been configured:




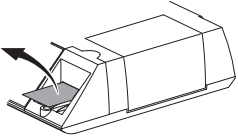


- free tare
- stored tare
- keyboard entered tare
- proportional tare



Free (semi-automatic), cumulative and keyboard entered tares for counter service are described in [Section 7.3 - Using Tares, page 105](#).

#### Free tare



①		<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;"> <p>0.040</p> <p>PRE-PACK</p> </div>
②		<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;"> <p>0.000</p> <p>PRE-PACK</p> </div>


<p>3</p> 		
<p>4</p>  <p><b>Commodity key</b></p>	<p>or</p>  <p><b>PLU number</b></p>	
<p>5</p> 	<p>6</p> 	
<p>7</p> <p>more labels? ➔ 3</p>	<p>8</p> 	

### Stored tares





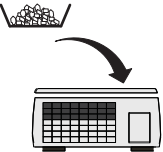
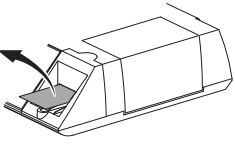


If necessary, you can override the stored tare with a different tare value or you can cancel the stored tare.

If your machine has dedicated tare reference keys you can press a tare reference key after step 1 to override the stored tare with a different tare value.

Press  or  after step 1 to cancel the stored tare.


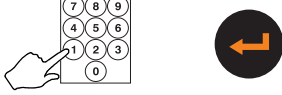



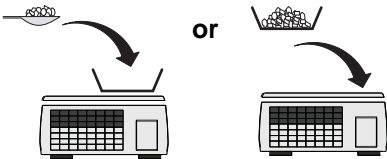
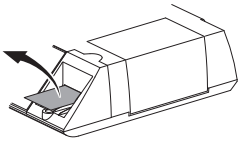


Press  again if you want to use a different weighed or keyboard entered tare value



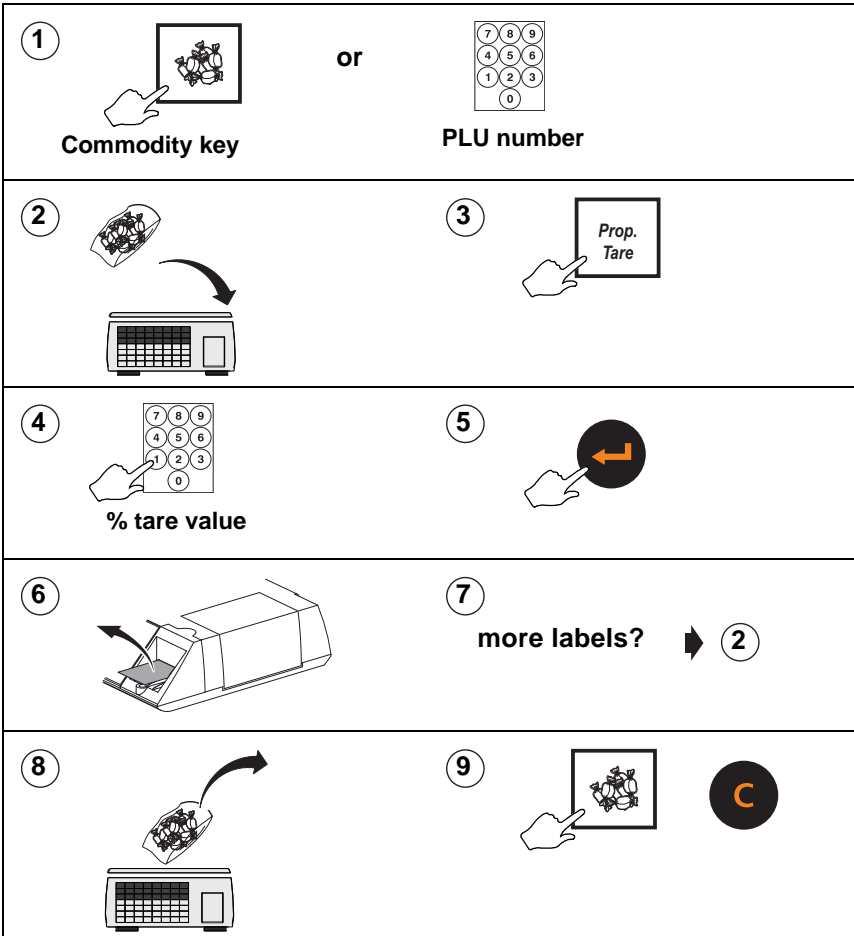
<p>①  <b>Commodity key</b></p>	<p>or  <b>PLU number</b></p>
<p>② <b>different tare reference?</b></p>  	
<p>③ </p>	<p>④ </p>
<p>⑤ </p>	<p>⑥ <b>stick the label on the pack</b></p>
<p>⑦ <b>more labels?</b> → ③</p>	<p>⑧ </p>

**Keyboard entered tare**

If you are using a container with a known weight you can use the numeric keys to enter the weight.

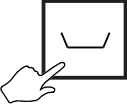

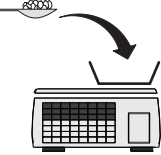


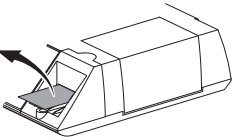
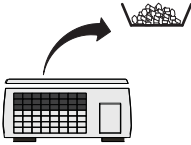
<p>1</p> 	<p>2</p>  <p>container weight</p>
<p>3</p>  <p>Commodity key</p>	<p>or</p>  <p>PLU number</p>
<p>4</p> 	<p>5</p>  <p>or</p>
<p>6</p> 	<p>7</p> 
<p>8 stick the label on the pack</p>	
<p>9</p> <p>more labels? → 5</p>	<p>10</p> 

Proportional tare



### 8.4 Preset tare keys


If your machine has dedicated tare keys you can use these to select the appropriate tare for the container you are using..

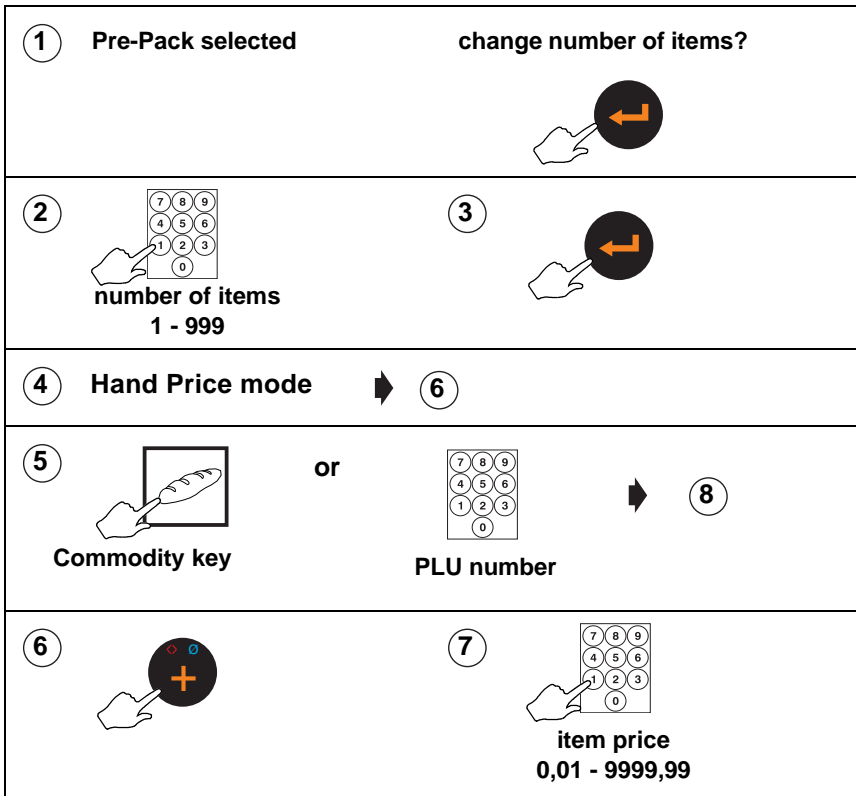
<p>① </p>	<p>② <b>correct container?</b></p> <p style="text-align: center;"></p>												
<p>③  or </p>													
<p>④  <b>Commodity key</b></p>	<p>or</p> <table border="1" style="margin: auto; border-collapse: collapse;"> <tr><td>7</td><td>8</td><td>9</td></tr> <tr><td>4</td><td>5</td><td>6</td></tr> <tr><td>1</td><td>2</td><td>3</td></tr> <tr><td></td><td>0</td><td></td></tr> </table> <p><b>PLU number</b></p>	7	8	9	4	5	6	1	2	3		0	
7	8	9											
4	5	6											
1	2	3											
	0												
<p>⑤ </p>	<p>⑥ </p>												
<p>⑦ <b>stick the label on the pack</b></p>													

### 8.5 Multiple labels

You can set up a label run when you wish to print several labels for the same nonweighed item.

As the machine prints each label the number of labels displayed decreases by one. When all the labels have been printed the display reverts to showing the number of labels as 1.

If  has been set up, you can print a non-totalising test label before starting the label run.



<p>8  x 2</p>
<p>9  number of labels 1 - 99</p> <p>10  </p>
<p>11 more labels? ➔ 9</p> <p>12 end label run?  X 2 (3)</p>




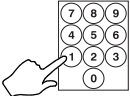



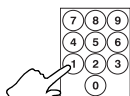

### 8.6 Returning labels

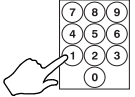


You can return several identical nonweighed labels in one operation.

The machine displays the number of labels to be returned decreasing by one. When all the labels have been returned the display reverts to showing the number of labels as 1.



If you change the number of items from 1, enter the item price at step 7 and the machine will automatically calculate the pack price.

<p><b>1</b> Pre-Pack selected</p> 	<p><b>2</b></p> 
<p><b>3</b> change number of items?</p> 	<p><b>4</b></p>  <p><b>number of items</b> 1 - 999</p>
<p><b>5</b></p> 	
<p><b>6</b></p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  <p><b>Commodity key</b></p> </div> <div style="text-align: center;"> <p>or</p>  <p><b>PLU number</b></p> </div> </div>	
<p><b>7</b></p>  <p><b>pack price</b> 0,01 - 9999,99</p> <p style="text-align: center;">or</p> <p><b>item price</b> 0,01 - 9999,99</p>	<p><b>8</b></p> 


<p>9</p>  <p>number of labels 1 - 99</p>	<p>10</p> 
<p>11</p>  <p>X 4</p>	



## 8.7 Using the ADD key

The ADD function enables you to obtain a label with totals printed on it. For information on setting up the ADD label see [Section 3.4 - Setting up the ADD label, page 38](#)

### Pre-pack operation

You can use  in pre-pack mode but you will be prompted to select the operator key to be used for totalising the transactions. You can totalise either mixed PLUs or a single PLU in a simple pack run.

### Please remember .....



The barcode format for the ADD label is the receipt barcode format programmed for the machine unless the labels are for a single PLU. In this case the PLU barcode format will be used.



# 9 Barcodes

---

- 9.1 Branded goods
- 9.2 In-store goods
- 9.3 Barcode scanning
- 9.4 Defining the barcode format
- 9.5 Creating a barcode reference
- 9.6 Barcode formats



## 9 Barcodes

Barcodes are used to identify specific characteristics about the product; for example, price, quantity, article number.

The machine displays fixed barcode formats as a series of numbers and letters. Each number and letter represents a digit in the barcode. By re-arranging these groups of digits you can re-define how information is printed on the barcode.

You can select one of the barcode types for labels, receipts and talons or you can switch off the barcode (see [Section 5.4 - Assigning a barcode format, page 72](#)).

You can create and store up to 7 barcode formats.

The barcode types available are:

EAN 13      EAN13 Scandinavian

EAN8          UPC12      UPC13

GS1 - 14      GS1 Limited

Each type of barcode has been programmed into the machine as a standard format for the barcode digits (see [9.6, Barcode formats, page 164](#)). This is known as the default format. The barcode formats can be re-defined to enable a source marked barcode or dry article barcode to be printed.

**Create the barcodes before you create PLUs.**



**Label machines**



**Barcodes will not be printed unless you assign a default barcode format to the machine or enable the barcode in a PLU see [Section 5.4 - Assigning a barcode format](#) and [Section 4.3 - Creating and Editing PLUs](#).**

**Receipt machines**



**Barcodes will not be printed unless you enable them on the machine.**

### **Barcode lock**

**If the barcode format includes the group number you may not mix goods or items from different groups on the same receipt.**

## 9.1 Branded goods

### Dry article barcodes



This type of barcode contains only the product number.

Dry article barcodes are the most common barcode used on branded goods. For example, a jar of coffee might have a manufacturers product number 5021991245497.

#### To create the product (PLU) file:

- create a dry article barcode in EAN8 and EAN13 formats

**AAAAAAAC**

**AAAAAAAAAAAAAC.**



Do this before you create the PLU. Refer to [Creating a barcode reference, page 162](#).

- Create a **nonweighed** PLU.
- Program the item price.
- Enter any other product information you want to include in the product file.
- Select barcode enabled.
- Enter the barcode format reference.
- Enter or scan the manufacturer's barcode number when you see the barcode format displayed.

#### **Note:**

*You can only enter the product number in the designated article number positions (A) in the barcode*



**You can only assign a dry article barcode to a *nonweighed* PLU. It is illegal to use this type of barcode for a weighed PLU.**

When the goods are scanned in sales mode the receipt shows the description and the price programmed in the PLU.

## Price embedded barcode



Some goods may come from the manufacturer already weighed and priced, for example frozen chickens and pre-packed fruit and vegetables. In this case the manufacturer's barcode will include the product number and the selling price.

### To create the product (PLU) file:

- create the barcode format registered with your national coding authority for use with branded, pre-priced goods. For example, the UK currently uses the format **20AAAAVPPPC**.



Do this before you create the PLU. Refer to [Section 9.5 - Creating a barcode reference, page 162](#).

- Scan the product barcode when you see **Enter PLU**
- Enter any other product information you want to include in the product file.

### OR

- Create a **nonweighed** PLU.
- Program the item price as **0.00**.
- Enter any other product information you want to include in the product file.
- Select barcode enabled.
- Enter the barcode format reference for branded, pre-priced goods.
- Enter or scan the manufacturer's barcode number when you see the barcode format displayed.

When the goods are scanned in sales mode the receipt shows the description programmed in the PLU and the price embedded in the manufacturer's barcode.



A.B. SMITH FRUIT & VEGETABLE GROWERS		
GOLDEN DELICIOUS APPLES ORGANIC		
		
DATE 1		
PRICE	WEIGHT	PACK PRICE
1.60	0.250	0.40
AZ SUPERMARKET		

03-04-02	1	9-40
Served by.		Maria
APPLES		
1 X	£0.40	£0.40
<b>Total</b>		<b>£0.40</b>
Transactions		1
09#01000036		

**Manufacturer's label example**

Barcode format matches the specified Ean format.

20AAAAAVPPPPC

**20** Prefix - UK national code  
**00076** Article number  
**0** Price verifier  
**0040** Price  
**8** Overall check verifier

**Sales receipt example**

## 9.2 In-store goods

You can attach labels with barcodes to goods packed in-store prior to sale. If you include the barcode on the label the operator can scan the goods at the PoS or checkout machine.

### Barcode prefix

All goods labelled in-store for scanning must use a barcode with a barcode prefix as listed below:

Barcode type	Prefix
EAN8	2
EAN12	2
UPC12	2
EAN13	02

### Dry article barcodes



A typical example of this is the bakery department which produces goods with a non variable weight and a fixed price. A barcode showing **just the product number** is attached to the goods and the price is displayed on the shelf edge.



**In order to avoid pricing discrepancies the in-store dry article label should not show a price. If you are in any doubt use a price embedded barcode instead.**

**To create the product (PLU) file:**

- Create the dry article in either EAN8 or EAN13 format:

**2AAAAAAC or 02AAAAAAAAAAC**



Do this before you create the PLU. Refer to [Creating a barcode reference, page 162](#).

- Create a **nonweighed** PLU.
- Enter a label format that supports barcodes.
- Program the item price.
- Enter any other product information you want to include in the product file.

- Select barcode enabled.
- Enter the barcode format reference.
- Enter the product number.

**Note:**

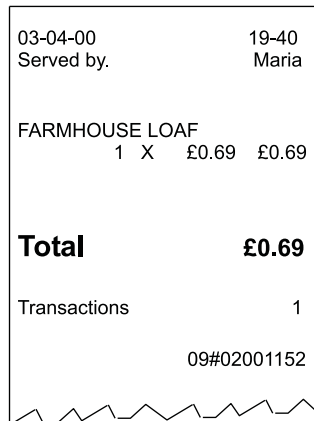
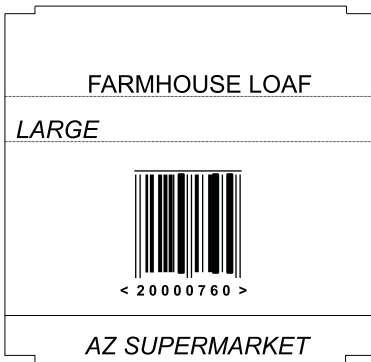
*You can only enter the product number in the designated article number positions (A) in the barcode*



**You can only assign a dry article barcode to a *nonweighed* PLU. It is illegal to use this type of barcode for a weighed PLU.**

Print the barcode labels and attach to the goods.

When the goods are scanned in sales mode the receipt shows the description and the price programmed in the PLU.



**In-store label example**

Dry article barcode format .

2AAAAAAC

- 2** Prefix - In-store code for EAN8
- 000076** Article number
- 0** Price verifier
- 0** Overall check verifier

**Sales receipt example**

## Price embedded barcode



Use this type of barcode on labels for products such as fresh meat or fish that are priced or weighed and priced in the store pre-pack area.

### To create the product (PLU) file:

- create a suitable barcode format for use with in-store, pre-priced goods. The recommended format is:

**02AAA VPPPPC.**



Do this before you create the PLU. Refer to [Creating a barcode reference, page 162](#).

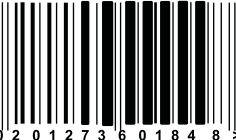
- Create a **weighed** or **nonweighed** PLU.
- Enter a label format that supports barcodes.
- Program the unit or item price.
- Enter any other product information you want to include in the product file.
- Select barcode enabled.
- Enter the barcode format reference.
- Enter the product number.

### **Note:**

*You can only enter the product number in the designated article number positions (A) in the barcode*

Print the barcode labels and attach to the goods.

In sales mode, when you scan the price embedded barcode, weighed goods are treated as a nonweighed item. The receipt shows the description programmed in the PLU and the price embedded in the in-store barcode.

<b>CHICKEN PORTIONS</b>		
<i>FRESH</i>		
		
0 2 0 1 2 7 3 6 0 1 8 4 8 >		
DATE 1		
PRICE	WEIGHT	PACK PRICE
4.60	0.400	1.84
<b>AZ SUPERMARKET</b>		

03-04-02	13-12
Served by.	Paul
CHICKEN PORTIONS	
1 X	£1.84 £1.84
<b>Total</b>	<b>£1.84</b>
Transactions	1
09#02001156	

Chicken portions appear as weighed goods on the barcode label and as a nonweighed item on the sales receipt to ensure correct totalisation.

### Label example

In-store barcode format matches the recommended EAN format.

02AAAAAVPPPPC

<b>02</b>	<b>Prefix -In-store code for EAN13</b>
<b>01273</b>	<b>Article number</b>
<b>6</b>	<b>Price verifier</b>
<b>0184</b>	<b>Price</b>
<b>8</b>	<b>Overall check verifier</b>

### Sales receipt example

### 9.3 Barcode scanning



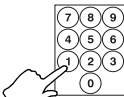

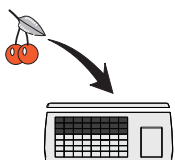


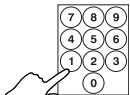


If your machine has a barcode scanner, you can use it at the machine to:

- read in-store or branded barcodes on products and on labels when serving customers
- help you program PLUs when your machine is in manager mode.

#### Serving customers

*Note:*Barcode scanning is normally used with receipt printing operations.

When the scanner successfully reads the barcode it beeps.

<p>① <b>Scan the product</b></p> 	<p><b>If the barcode does not scan</b></p>   <p><b>PLU number</b></p> 
<p>② <b>Weighed goods</b></p> 	<p>③</p> 
<p>④ <b>More than one non weighed item</b></p>   <p><b>Number of items 1 - 99</b></p>	 

## Scanner operation



When the barcode is scanned, the machine searches the barcode list for a prefix that matches the one in the scanned barcode. If it fails to find a matching barcode it treats the barcode as a dry article barcode.



You can only use the scanner if an appropriate barcode is displayed on the goods. Branded goods have the barcode printed on the packaging by the manufacturer. The barcode is registered with the EAN authority and is known as a source marked barcode.

If you wish to scan in-store goods you must print a suitable barcode and attach it to the product being sold.

The barcode format can either be the one assigned to the machine or the barcode format programmed in the PLU. The machine will use a PLU barcode if programmed rather than the one assigned to the machine.

### Either

- assign any barcode reference to the machine and program the required label barcode in the PLU. Programming the barcode in the PLU is the preferred method as it is the safest

or

- assign the required barcode reference to the machine and program the PLU barcode reference to **0**.



Remember to:

- check that the machine selects the correct PLU when you scan a source marked (branded) barcode
- check that the machine prints the correct barcode when you create an in-store barcode.
- assign a barcode reference to the machine to enable barcode printing.



**Example 1 label formats**

02AAAAVPPPPPC

- 02** Prefix
- 0007** PLU or Article number
- 6** Price verifier
- 00040** Price
- 8** Overall check verifier

**Example 2 label formats**

02TTTTVPPPPPC

- 02** Prefix
- 7402** Trace code
- 6** Price verifier
- 00040** Price
- 8** Overall check verifier

Figure 9.1 Typical barcode



## 9.4 Defining the barcode format

You can define and store up to five barcode formats.

Barcodes are printed as a series of bars and digits on receipts and labels. Barcode digits are arranged in groups or fields. Each group of digits conveys specific information, as shown in the examples in *Figure 9.1, page 160*.

The barcode formats can be re-defined to enable a source marked barcode or dry article barcode to be printed.

If you define the barcode incorrectly you will briefly see the message **Invalid Entry** followed by the barcode format. The wrongly entered character flashes enabling you to correct it. If more than one character is incorrect the first incorrect one flashes. When all the characters are corrected the first character of the barcode will flash.

Press **ENTER** . If the format is acceptable you will see the message **Entry Accepted**.

### Please remember .....

- Assign a barcode format to the machine to enable barcode printing.

### 9.5 Creating a barcode reference

You can create up to 9 barcode references for labels, one for receipts and one for talons. You can select one of five barcode types for each reference. The machine displays barcode default formats as a series of numbers and letters. Each number and letter represents a digit in the barcode. You may re-arrange these groups of digits to re-define how information is printed on the barcode. For details of the barcode digits you can enter see [page 165](#) to [page 168](#).

#### Receipt barcode

Receipt barcodes can be printed on the receipt only, on the talon, or on both the receipt and talon.

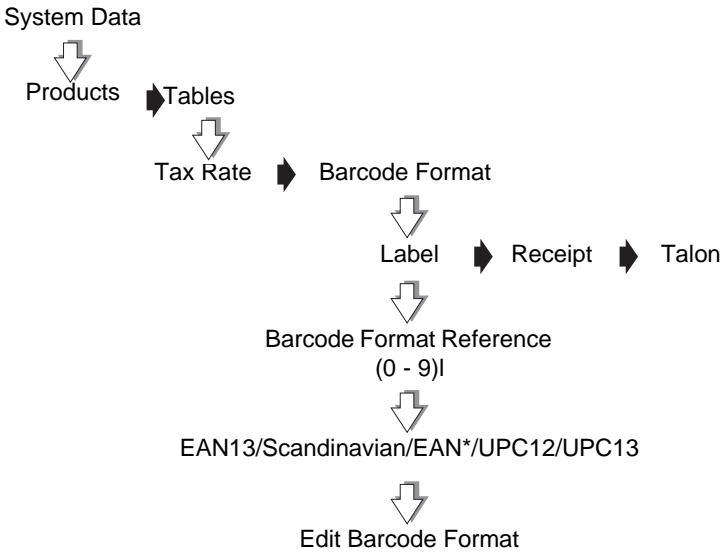


Figure 9.2 Creating a barcode reference

### Barcode overflow

If there are more digits in the pack price or weight than specified in the barcode, the article number is printed instead of the barcode.

APPLES		
ORGANIC		
		
0 2 0 0 7 6 0 0 4 0 8 >		
DATE 1		
PRICE	WEIGHT	PACK PRICE
1.60	0.250	0.40
AZ SUPERMARKET		

**Example 1**  
barcode printed  
02AAAAVPPPPPC

Salmon Fillets		
ORGANIC		
Article number 00379		
DATE 1		
PRICE	WEIGHT	PACK PRICE
11.66	110	1282.60
AZ SUPERMARKET		

**Example 2**  
barcode overflow  
Article number printed

**Figure 9.3 Barcode overflow**

## 9.6 Barcode formats

### Key:

Prefix defines barcode type

**A** PLU or article number

**T** Trace code

The trace code is a number used to uniquely identify a machine. It may have up to 6 digits.

**V** Price verifier

The price verifier is an automatic check performed by the barcode reader to ensure that it has read the barcode price digits correctly.

**P** Price

Price is the transaction price on a label barcode and the total price on a receipt.

**W** Weight

Weight is the total weight on weighed labels or the number of items sold on nonweighed labels. On a receipt, weight shows the total weight of all weighed transactions.

**D** Department number

**G** Group number

**N** Operator number

**C** Overall check verifier. Cannot be changed.

**FF** Decimal point code (EAN13 Scandinavian).

**S** Label or receipt sequence number

**MM** Machine ID

**HH** Network ID

## EAN 8

	01	02	03	04	05	06	07	08
<b>Default receipt format</b>	<b>0</b>	<b>0</b>	<b>8</b>	<b>T</b>	<b>T</b>	<b>T</b>	<b>T</b>	<b>C</b>
<b>Default label format</b>	<b>0</b>	<b>0</b>	<b>8</b>	<b>A</b>	<b>A</b>	<b>A</b>	<b>A</b>	<b>C</b>

### Permitted entries

Prefix	0 - 999		
<b>A</b>	1 - 7 digits	<b>W</b>	4 - 6 digits
<b>T</b>	4 - 6 digits	<b>D</b>	2 digits together
<b>P</b>	4 - 6 digits	<b>N</b>	2 digits together
<b>G</b>	2 digits together		

## UPC 12

	01	02	03	04	05	06	07	08	09	10	11	12
<b>Default receipt format</b>	<b>2</b>	<b>T</b>	<b>T</b>	<b>T</b>	<b>T</b>	<b>T</b>	<b>V</b>	<b>P</b>	<b>P</b>	<b>P</b>	<b>P</b>	<b>C</b>
<b>Default label format</b>	<b>2</b>	<b>A</b>	<b>A</b>	<b>A</b>	<b>A</b>	<b>A</b>	<b>V</b>	<b>P</b>	<b>P</b>	<b>P</b>	<b>P</b>	<b>C</b>

### Permitted entries

Prefix	0 - 9	<b>V</b>	digit 6 or 7
<b>A</b>	1 - 11 digits	<b>W</b>	4 - 6 digits
<b>T</b>	4 - 6 digits	<b>D</b>	1 - 2 digits together (printed on receipts)*
<b>P</b>	4 - 6 digits	<b>N</b>	2 digits together (printed on receipts)
<b>G</b>	1 - 2 digits together (printed on receipts)*		

\* If only one digit is available, the least significant digit is printed for example, 12 would be printed as 2.

### UPC 13

	01	02	03	04	05	06	07	08	09	10	11	12	13
Default receipt format	2	T	T	T	T	T	V	P	P	P	P	P	C
Default label format	2	A	A	A	A	A	V	P	P	P	P	P	C

#### Permitted entries

Prefix	00 - 09	<b>V</b>	digit 7 or 8
<b>A</b>	1 - 12 digits	<b>W</b>	4 - 6 digits
<b>T</b>	1 - 6 digits	<b>D</b>	1 - 2 digits together (printed on receipts)*
<b>P</b>	4 - 6 digits	<b>N</b>	2 digits together (printed on receipts)
<b>G</b>	1 - 2 digits together (printed on receipts)*		

\* If only one digit is available, the least significant digit is printed for example, 12 would be printed as 2.

### EAN 13

	01	02	03	04	05	06	07	08	09	10	11	12	13
Default receipt format	2	T	T	T	T	T	V	P	P	P	P	P	C
Default label format	2	A	A	A	A	A	V	P	P	P	P	P	C

#### Permitted entries

Prefix	0 - 9 or 00 - 09	<b>V</b>	digit 7 or 8
<b>A</b>	1 - 12 digits	<b>W</b>	4 - 6 digits
<b>T</b>	1 - 6 digits	<b>D</b>	1 - 2 digits together (printed on receipts)*
<b>G</b>	1 - 2 digits together (printed on receipts)*		
<b>P</b>	4 - 7 digits	<b>N</b>	2 digits together (printed on receipts)

\* If only one digit is available, the least significant digit is printed for example, 12 would be printed as 2.

## EAN 13 (Scandinavian)

	01	02	03	04	05	06	07	08	09	10	11	12	13
Default receipt format	F	F	T	T	T	T	T	T	P	P	P	P	C
Default label format	F	F	A	A	A	A	V	A	P	P	P	P	C

### Permitted entries

<b>FF</b>	20 - 25	<b>W</b>	4 digitS
<b>A</b>	6 digits	<b>T</b>	6 digits
<b>T</b>	1 - 6 digits	<b>D</b>	1 - 2 digits together (printed on receipts)*
<b>P</b>	4 digits	<b>N</b>	2 digits together (printed on receipts)

a ) The decimal point codes are:

20 to print PP.PP

21 to print PPP.P

22 to print PPPP.

23 to print W.WWW

24 to print WW.WW

25 to print WWW.W

b )Weight is the total weight on weighed labels. On nonweighed labels, **0000** is printed. On a receipt, weight shows the total weight of all weighed transactions.

## Dry article barcodes

Use this type of barcode when you want to print a 12 or 11 digit article number. Enter **A**s in the barcode format as shown below.



**You can only assign a dry article barcode to a *nonweighed* PLU. It is illegal to use this type of barcode for a weighed PLU.**

EAN13 and UPC13 formats	01	02	03	04	05	06	07	08	09	10	11	12	13
	A	A	A	A	A	A	A	A	A	A	A	A	C

UPC12	01	02	03	04	05	06	07	08	09	10	11	12
	A	A	A	A	A	A	A	A	A	A	A	C

## GS1 - 14 and GS1 Limited

These barcodes support Global Trade Item Numbers (GTINs). GS1 - 14 barcodes have a maximum length of 14 numerical characters. GS1 Limited barcodes are designed for use with very small products and only support GTINs with a 0 or 1 as the initial digit in the article number.

Default label format	01	02	03	04	05	06	07	08	09	10	11	12	13	14
	A	A	A	A	A	A	A	A	A	A	A	A	A	C

Permitted entries

**A** 13 digits

**C** 1 digits



# 10 Product Traceability

---

**10.1 Overview**

**10.2 Operation**

**10.3 Capturing the source data**

**10.4 Programming carcass tables**

**10.5 Setting up the machine**

**10.6 Data name**



## 10 Product Traceability

The product traceability scheme is primarily used to track single and multiple bovine carcasses. These instructions describe how to set up and use the scheme for this type of product. You can also use the scheme for other types of product, changing the data names and programming text to suit the product.

### 10.1 Overview

In markets where it is required, carcass tracking enables you to label products with information about the animal or group of animals (batch) from which the product was derived. The following information is mandatory.

- lot number (more than one animal) or carcass number.
- slaughter house reference and country.
- cutting/de-boning centre reference and country.
- country of birth.
- country of rearing.

In addition, approved voluntary information may be included on labels and receipts.

Carcass tracking operates in pre-pack, counter and receipt modes.

#### **Please remember .....**

If the product is pre-packed (packed when the customer is not present) the carcass information **must** be printed on the product label or receipt.

If the pack is prepared in the presence of the customer, there must be a clear link between the product being served and the displayed carcass details. The best way to ensure this is by individually labelling each pack, or by printing the full details on the counter or ECR receipt.

## 10.2 Operation

A database of countries, categories etc is held by the machine. This database is then referenced for each specific carcass/lot number and the details printed on the label or receipt.

You can:

- print carcass data on labels or receipts for all products associated with a particular carcass.
- print counter service tray labels providing full traceability information for the customer.

The full carcass or batch details are scanned or entered from the sales keyboard each time the operator selects a different batch at the machine.

This is particularly suitable for prepack mode where the operator may be packing a complete batch in one session and then selecting a new complete batch to pack.



Carcass information is normally printed in text area 3. You can print any of the data in other text fields provided you embed the appropriate %% codes.

You must select a suitable label format or the data will not be printed.

When programming PLUs you must select **Carcass On** to be able to use carcass tracking for that product.

Listed below are the operations you need to perform to enable carcass information to be printed on labels.

- Enable receipt or counter service printing if required
- Define the barcode format for non-standard AI reference codes
- Program the carcass tables with the data names and associated text as you want them to appear on the carcass panel.
- Create the carcass format which defines the way in which the information will be printed on the label.

<b>RUMP STEAK</b>		
Carcass Ref.: 1000435 Slaughtered in: UK (1256) Cutting In: UK (987234) Country of origin: Ireland Fattened In: Ireland		
 0 2 0 0 0 7 6 0 0 0 4 0 8 >		
DATE 1 15-02-01	DATE 2 16-02-01	
PRICE <b>9.60</b>	WEIGHT <b>0.250</b>	PACK PRICE <b>2.40</b>
<b>AZ SUPERMARKETS</b>		

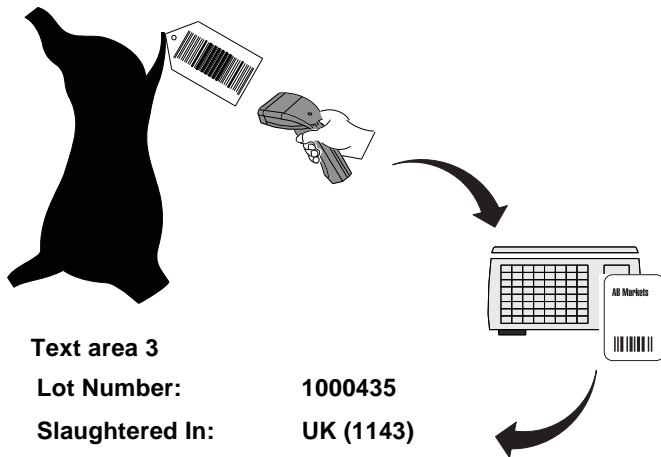
**Figure 10.1 Typical label**

### Counter service operation

In counter service you can scan the barcoded information from the tray label for the product and the machine will print it on the label or receipt.

### Pre-pack operation

The supplier attaches a barcode to the carcass which is scanned when the carcass is cut and pre-packed in store.



#### Text area 3

<b>Lot Number:</b>	<b>1000435</b>
<b>Slaughtered In:</b>	<b>UK (1143)</b>
<b>Cutting In:</b>	<b>UK (19985)</b>
<b>Born In:</b>	<b>Ireland</b>
<b>Reared In:</b>	<b>Ireland</b>



If your scanner is not working you can press # and then enter the barcode numbers directly.

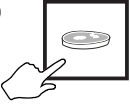



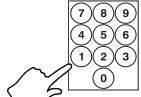


When you select the PLU, the last carcass/lot number used is displayed. You can enter a new carcass or lot number if required.

#### **Note:**

*If lot number is enabled in the PLU and the panel text associated with the number contains text markers, the designated text is displayed instead of the lot number.*

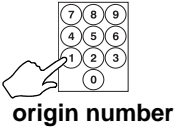
Category, origin and breed options, and dates are displayed in the order in which they are set in the print format. Carcass/Lot number is always displayed first.

If you see the message **Not Found** for any of the options enter the reference number for the origin message to be printed.


<p>①</p>  <p><b>Commodity key</b></p>	<p>or</p>	 <p><b>PLU number</b></p>							
<p>②</p>  <p><b>different carcass?</b></p>	<p>➔</p>	<p>⑥ if the lot number is O.K.</p>							
 <p>or</p>	 <p><b>carcass/lot number</b></p>		<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">1.000</td> <td style="width: 50%;">1.55</td> </tr> <tr> <td>←</td> <td>1.55</td> </tr> <tr> <td colspan="2" style="color: blue;">LOT NUMBER 01471</td> </tr> </table>	1.000	1.55	←	1.55	LOT NUMBER 01471	
1.000	1.55								
←	1.55								
LOT NUMBER 01471									
<p>③</p> 	<p>➔</p>	<p>⑥ if you do not wish to change any other data</p>							
<p>④</p> <p>or</p>	<p><b>change options?</b></p> 		<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">1.000</td> <td style="width: 50%;">1.55</td> </tr> <tr> <td>←</td> <td>1.55</td> </tr> <tr> <td colspan="2" style="color: blue;">UK</td> </tr> </table>	1.000	1.55	←	1.55	UK	
1.000	1.55								
←	1.55								
UK									

**5**

**different origin?**



origin number



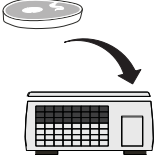
1.000	1.55
←	1.55
UK	02

↓

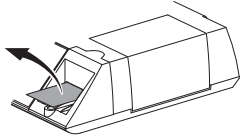
1.000	1.55
←	1.55
IRELAND	

Repeat step 5 for any other options you wish to change.

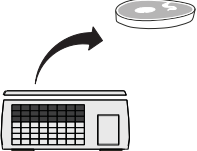
**6**



**7**




**8**



**more labels?**    ➔    **6**

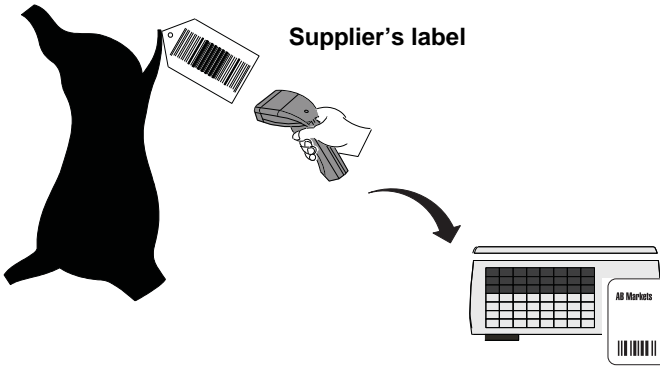
**9**



to exit PLU



## 10.3 Capturing the source data



The supplier attaches a barcoded label (carcass passport) to the carcass containing the information required when you cut and prepack the meat in store.

Programming the machine with the same messages and data used by the supplier means that you can print the data defined in the carcass barcode on all labels for associated PLUs.

There are various ways in which the carcass data can be input to the machine.

- Use the Avery Berkel scanner to read the proprietary barcodes printed on the carcass labels by the supplier.
- Use the keyboard to enter the references for each data item when a product is selected.
- Use the Avery Berkel scanner to read the EAN128 barcodes containing all the required bovine data.

**Note:**

*When EAN128 barcodes are used it is possible that more than one barcode will be required to contain all the data. The system has been designed to cope with this.*

### Hash key

If a hash key has been set up on the keyboard, you can enter the barcode digits manually:

1. Press 
2. Type in the barcode digits
3. Press 

Use this method if you do not have a scanner or the scanner fails to read the barcode,

## 10.4 Programming carcass tables

### Creating messages

If you are using manual operation or scanning supplier proprietary barcodes you need to set up tables for the countries and slaughter and cutting centres.

When creating messages ensure that the messages programmed in your machine match the messages used by your suppliers.



All your suppliers must use the same messages.

You can create six different lists of messages..

List	Records	Characters
Origin	300	40
Slaughter reference	100	40
Cutting reference	100	40
Category	100	40
Breed	100	40
Type	100	40

Origin, slaughter reference and cutting reference information is mandatory. Category, breed and type is additional information which may be included.

### Origin messages

An origin message may be a country, a supplier or EC member states. You can print up to four origin messages on the label, for example: country of birth, supplied by. The default origin list contains internationally agreed country references (ISO 3166) but you can change these if necessary. To revert to the default value just delete the current entry in

the table and press **ENTER**

**Slaughter reference**

This table stores reference information about where the animal was slaughtered. It contains the name of the country and the approval number for the slaughterhouse.

**Cutting reference**

This table stores reference information about where the carcass was cut up and de-boned. It contains the name of the country and the approval number for the cutting centre.

**Category messages**

The following category messages must be used for beef:

<b>Messages</b>	<b>Notes</b>
Bull	
Young bovine (steer)	Less than 6 years old
Ox (beef cattle)	
Heifer	Less than 6 years old
Cow	

**Breed messages**

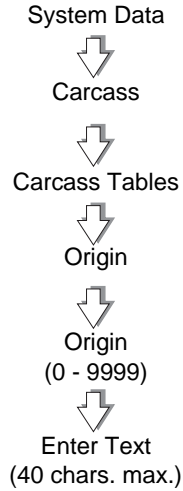
Breed messages describe the breed or race of the cattle. Examples are Aberdeen Angus and Charolais.

**Type messages**

Type messages describe the end product from the animal. It can be beef animal, milk animal or mixed.

**Species messages**

These messages describe the type of animal or product.



### **Figure 10.2 Creating origin messages**

Create other message lists in a similar way.

## 10.5 Setting up the machine

The carcass panel format defines:

- the text to be printed on the label.
- the type of data to be printed on the label.

Type the text to be printed on the label. Refer to the table in [Figure 10.5](#) and enter the required code to define the type of data to be printed with the text on the label.



The maximum number of characters that you can have in the carcass panel format is 300 (including spaces).

### Default carcass panel format

This is already set up in the machine and allows for both fixed barcodes and EAN standard barcodes.

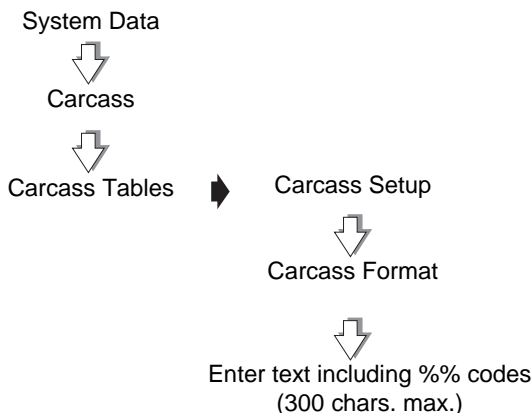
### Carcass panel format

```
↵Lot Number: %%0↵Slaughtered In: %%4%%3%%9↵Cutting In:
%%5%%E%%A↵Born In: %%1↵Reared In: %%2
```

### Label print out (text area 3)

```
Lot Number: 102354
Slaughtered In: UK (1143)
Cutting In: UK (19985)
Born In: Ireland
Reared In: Ireland
```

**Figure 10.3 Carcass format and label printout**



**Figure 10.4 Creating the carcass panel**

### Substitution codes

AI (EAN128 only)	Carcass Code (%%)	Data name	Typical use
10	0	Lot number	Batch number (multiple animals)
422	1	Origin 1	Country of birth
423	2	Origin 2	Country of rearing
7030	3, 9	Origin 3, Slaughter number	Country of slaughter, Slaughter house number
424	3	Origin 3	Country of slaughter
	4	Slaughter reference	Slaughter reference
	5	Cutting reference	Cutting reference
	6	Date 1	Date of birth
	7	Date 2	Date of slaughter
	8	Date 3	Date 3
7031	A, E	Cutting number, Origin 4	Cutting centre number, Country of cutting
	B	Text 3	Miscellaneous text

425	E	Origin 4	Country of cutting
251	I	Carcass reference number	Carcass number (single animal)
	J	Origin 5	Whole life country
	L	Species	Type of animal or product
953	Q		Scheme licence number
	T	Race	Race of father
	U	Race of mother	Race of mother
	V	Race if mixed	Race if mixed
	W	Category	Animal category see page 180
	Y	Type	Type of end product see page 180

**Figure 10.5 Table of codes**

**Note:**

*When selecting a PLU with carcass tracking enabled, the lot/carcass number is always displayed first followed by the remaining carcass information in the order in which it is stored in the carcass format.*

**Defining the barcodes**

There are two types of barcode used with bovine traceability.

- EAN128 standard. These barcodes include the mandatory information and use Application Identifiers (AIs) to determine how the data is interpreted.

This type of barcode cannot be edited.

- EAN128 non-standard barcodes. These barcodes use Application Identifiers (AIs) but include voluntary information in addition to the mandatory information (custom barcode).

This type of barcode can be edited to match those of your supplier.



Each type of barcode has been programmed into the machine as a standard format for the barcode digits. This is known as the default format. You can edit these formats to match the barcode formats received from your suppliers.

### Custom barcodes

Use this barcode format to interpret data from non standard AI barcodes received from the supplier. The system uses the AI (950) to identify that the barcode contains voluntary data and AI (953) the licence number to print this data.

The default barcode format is:

LWYTTUUVV

#### **Example:**

(10)234567(7030)250789(7031)250654  
(950)410101(953)321

6 digit carcass/lot number = 234567

3 digit slaughter country reference = 250 = France

3 digit slaughter number = 789

3 digit cutting country reference = 250 = France

3 digit cutting number = 654

1 digit category = 4 = heifer

1 digit type = 1 = meat

2 digit breed of father = 01 = Charolais

2 digit breed of mother = 01 = Charolais

3 digit scheme licence number = 321

### Receipt carcass

You must enable receipt carcass in order to print carcass information on sales receipts.

### Counter carcass

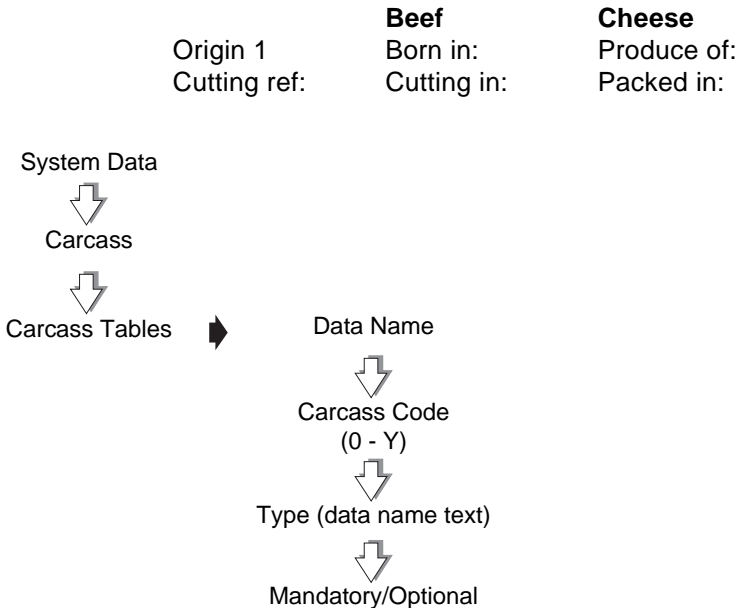
You must enable counter carcass in order to print carcass information on counter receipts and labels.

## 10.6 Data name

The machine contains tables relating the carcass code embedded in the carcass panel format to the data name.

Data names are the text descriptions associated with the carcass codes. The machine is pre-programmed with industry standard codes. You can change these if necessary to suit the products for which you are using the system.

For example:



**Figure 10.6** Editing carcass code data

# 11 Management Totals

---

- 11.1 Totals reports
- 11.2 Carcass totals report
- 11.3 Transaction reports



## 11 Management Totals

Totals are updated whenever a label or receipt has been printed successfully.

If there is no data for a particular field then that field is not printed on the report. For example, if you are printing a Grand or Operator report and no voids have been registered then the Void Value and Void Count lines are not printed.

Sales values show actual turnover and sales totals are not reduced by refunds or returns. Negative PLUs do reduce sales totals.

When printing reports, if you request a non clearing (X) report, the totals for that category are carried forward. If you request a clearing (Z) report, the totals are cleared and the relevant clearing date in the security report is updated.

An **X** report prints the totals for the period and does not reset any totals data.

A **Z** report prints the **X** totals for the period and then resets those totals.

**If the report printing fails for any reason or you abort the report printing, the totals will be unchanged.**

### Configuring reports

You can print reports on receipt rolls or labels. When printing to labels, the label gaps are skipped so that you do not lose any data.

## 11.1 Totals reports

You can print any of the following totals reports:

- Grand Totals
- Machine Totals
- Operator Totals
- PLU Totals
- Group Totals
- Discount Totals
- Security report

You can also:

- Clear All Totals.

### Report numbering

Each totals report has its own sequential number for security purposes. The number increases each time you print a **Z** report.

### Report fields

\* indicates the reports that include this field

\*\* indicates fields that only appear on Z reports.

Field name	Description	Grand	Machine	Operator	PLU	Group	Discount
Sales value	Value of all transactions in PoS mode	*	*	*	*	*	
Sales weight/items	Weight/items sold				*		
Counter value	Value of all transactions in non-PoS mode	*	*	*	*	*	
Counter weight/items	Weight/items labelled				*		
Pre-pack value	Value of all transactions in Pre-pack mode	*	*	*	*	*	
Pre-pack weight/items	Weight/items pre-packed				*		
Transactions	Total number of transactions (Sales + Counter + Pre-pack)	*	*	*	*	*	
Customer	Total number of receipts + Total ADD labels	*	*	*			

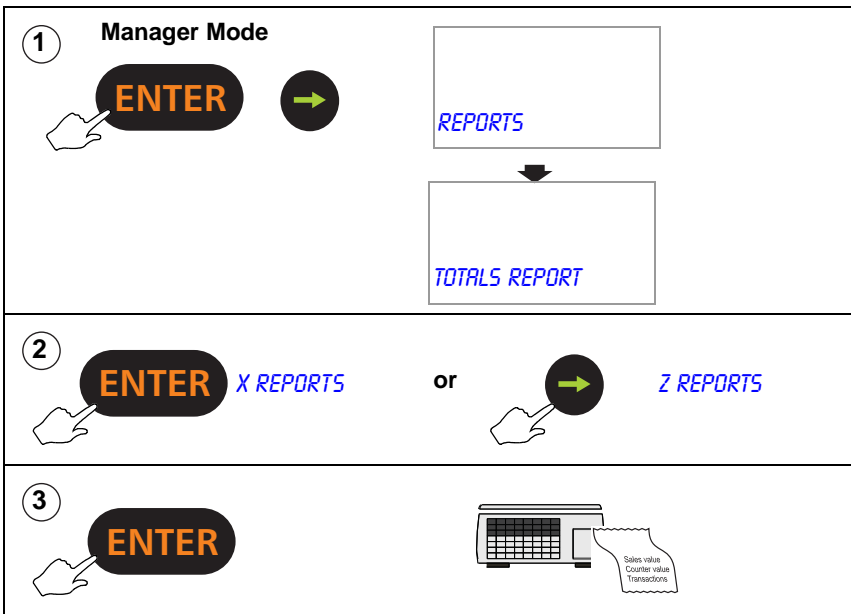
Field name	Description	Grand	Machine	Operator	PLU	Group	Discount
Training value	Value of all transactions in training mode		*	*			
Override value	Value of override transactions	*	*	*			
Override count	Total number of overrides	*	*	*			
Void value	Value of void transactions	*	*	*			
Void count	Total number of voids	*	*	*			
Return value	Value of return transactions	*	*	*		*	
Return count	Total number of returns	*	*	*		*	
Return weight/ items	Weight/items returned				*		
Refund value	Value of refund transaction	*	*	*			
Refund count	Total number of refunds	*	*	*			
Discount value	Value of all discounts	*	*	*			*
Discount count	Total number of discounts	*	*	*			*
No Sale count	Total number of No Sales	*	*	*			
Local Cash value**	Value of local cash payments		*	*			
Payment value**	Value of each payment type (not local cash)		*	*			

**Grand totals report**

A Grand total consolidates data from PLU, Operator, Machine, Group and Discount reports for each machine on the system and prints a report of the total sales. It also provides a tax breakdown for the entire system.

You can select either X or Z totals to print. If you select the Z total, the totals are cleared. If you select the X total, the totals are carried forward and are not cleared.

*Example: Printing Grand totals*





*****Grand Report*****	
X Report	0001#0012
03-08-2002	13:28
Sales Value	£949.25
Counter Value	£7.19
PrePack Value	£5.84
Transactions	58
Customers	23
Override	£3.29
Override Count	8
Voids Value	£0.36
Voids Count	1
Return Value	£14.80
Return Trans	4
Refund Value	£14.80
Refund Trans	4
Tax Ref 0	0.00%
Sales Value	£774.66
Tax Value	£0.00
Net Sales Value	£774.66
Tax Ref 1	10.00%
Sales Value	£174.59
Tax Value	£15.87
Net Sales Value	£158.72
From:	02-08-2002 13:35
To:	03-08-2002 13:28
****Report Complete****	

**Figure 11.1 Grand totals X report (non-clearing)**

### Machine totals report

Machine totals are calculated from the number of transactions so that they may be used to monitor machine utilisation.

The machine report gives totals for each machine. You can print a report for an individual machine or all machines.

If you select **All Machines** a consolidated cash up report is printed at the end of Z reports,.

**Note:**

Returns value and Returns Trans are printed if return transactions are not zero.

*****Machine Report*****	
Z Report	0001#0014
02-08-2002	18:28
Machine Start	1
Machine End	4
<b>Machine ID</b>	<b>1</b>
Performance Data	
Sales Value	£ 807.47
Counter Value	£ 0.40
Transactions	127
Customers	84
Exceptional Data	
Voids Value	£ 0.66
Voids Count	1
Return Value	£ 5.60
Return Trans	2
Refund	£ 10.10
Refund Count	2
Discount Value	£ 11.10
Discount Count	3
No Sale Count	2
<b>Machine ID</b>	<b>2</b>
Performance Data	
Sales Value	£ 317.43
PrePack Value	£ 210.40

Return Value	£ 2.46
Return Trans	1
Refund	£ 1.90
Refund Count	1
Discount Value	£ 2.50
Discount Count	5
No Sale Count	1
02 18:29	
From:	02-08-2002 13:35
To:	03-08-2002 13:28
****Report Complete****	

**Figure 11.2 Machine Totals report (clearing)**

### Operator totals report

The machine stores both trading and training totals. The report includes all transactions assigned to the operator and prints the training value, if any, on a separate line. Depending on how your machine is configured, a receipt item count may be printed.

You can choose to print the report for an individual operator or all operators.

***Operator Report***	
X Report	0001#0015
02-08-2002	18:29
Operator Start	0
Operator End	10
<b>Operator Num 1</b>	
SANDRA	
Performance Data	
Sales Value	£633.57
PrePack Value	£59.20
Transactions	103
Customers	58
	4
Exceptional Data	
Voids Value	£14.66
Voids Count	4
Return Value	£2.46
Return Trans	1
<b>Operator Num 2</b>	
MARIA	
Transactions	23
Customers	8
<b>Operator Num 4</b>	
ANNE	
Performance Data	
Sales Value	£873.54
Transactions	181
Customers	66
Exceptional Data	
Voids Value	£14.66
Voids Count	4
Return Value	£2.46
Return Trans	1
From:	02-08-2002 15:30
To:	02-08-2002 18:29
****Report Complete****	

Figure 11.3 Operator totals report (non-clearing)

### PLU and group reports

These are sales analysis reports and show counter, sales and prepack values for each PLU or group.

Returns value and Returns Trans are printed only if return transactions are not zero.

### Printing a group report

You can choose to print the report for an individual group or all groups.

*****Group Report*****		
X Report	0001#0017	
02-08-2002	18:26	
Group Start		1
Group End		1
Group Number 1		
BREAD		
Sales Value	£121.77	
Sales Items	62	
Counter Value	£29.10	
Counter Items	21	
Return Value	£12.87	
Return Items	13	
Return Trans	1	
Transactions	79	
Customers	52	
From:	02-08-2002	16:30
To:	02-08-2002	18:26

**Figure 11.4 Group report**

**Printing PLU reports**

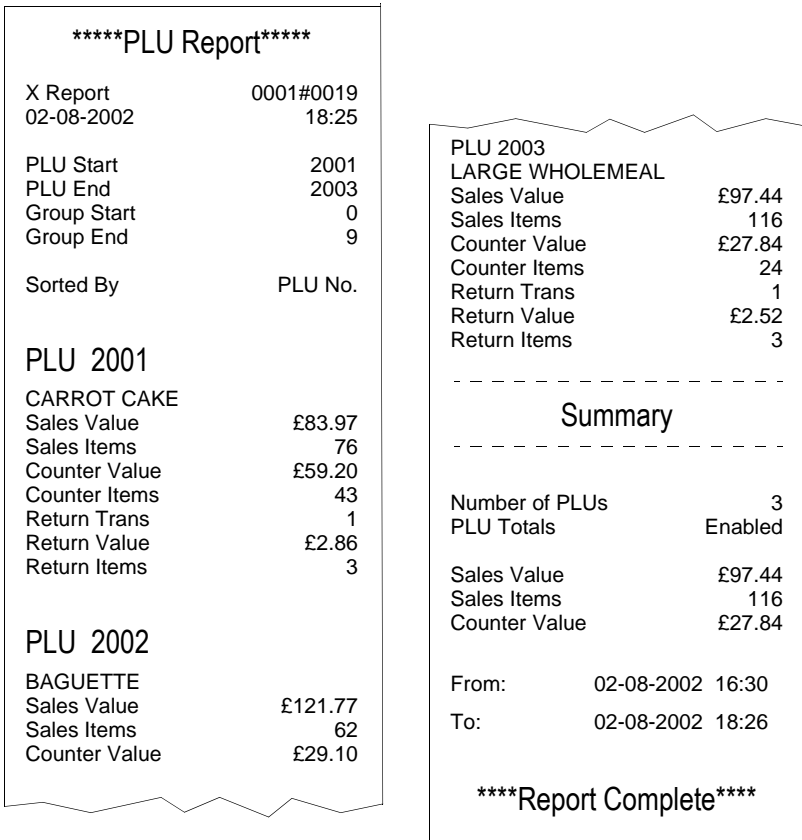
You can choose to print PLU reports with the information sorted by PLU number, counter, sales or transactions.

**Define filter**

You can specify either an individual PLU or a range of PLUs for listing PLU totals. To print the totals for one PLU only, enter the same PLU number for both the start and end value.

**Note:**

*PLU totals reports include weight and items.*



**Figure 11.5 PLU report (non-clearing)**

### Discount totals report

Discount totals include manual transaction and receipt discounts.

```
****Discount Report****
X Report                0001#0026
02-08-2002             18:27

Discount 1
MANAGER SPECIAL
Discount Value         £150.00
Discount Count         30

Discount 2
LOYALTY BONUS
Discount Value         £753.06
Discount Count         497

From:                  02-08-2002 18:30
To:                    03-08-2002 18:26

****Report Complete****
```

**Figure 11.6 Discount report**

### Security report

Security reports are non-clearing reports and list:

- the sequence numbers for the Z reports
- the date and time of the last Z report for each report type

```

****Security Report****
X Report          0001#0000
3-08-2002        18:10

Z Sequence Number

PLU              12
Operator         12
Grand           12
Machine         12
Group           12
Discount        12
Clear All       12

Z Clearing Dates

PLU      02-08-02   18.00
Operator 02-08-02   18.00
Grand    02-08-02   18.00
Machine  02-08-02   18.00
Group    02-08-02   18.00
Discount 02-08-02   18.00
Clear All 02-08-02   18.00

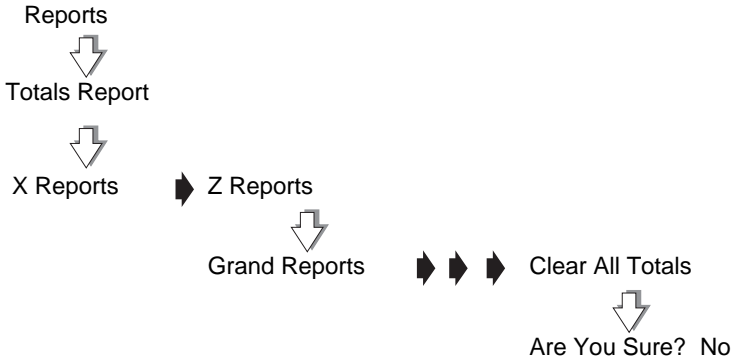
****Report Complete****


```

**Figure 11.7 Security report (non-clearing)**

### Clear All Totals

This function is only available with Z Totals. It clears all totals except carcass totals.



To confirm that you want to clear totals, press  .

**Figure 11.8 Clearing totals**



## 11.2 Carcass totals report

Carcass totals are non-clearing. The report is an audit trail of the last 100 carcasses stored in memory.

You can choose to print carcass totals by date or by lot number. If you select lot number a report is printed for the lot number you enter. If you select date a report is printed for all the lot numbers that have been updated since the date entered.

The date that a lot number was last updated in any way is printed at the end of the details.

```
****Carcass Report****
03-08-02                15:10

Lot Number 20011
Sales Value             £118.85
Weight                  12.800kg
Pre-Weighed            6.000kg
Total Weight           12.800kg
Items                  0
Transactions            35
Group                  12
Discount               12
Last Updated 03-08-02  08:45

****Report Complete****
```

**Figure 11.9 Carcass report (non-clearing)**

## 11.3 Transaction reports

### Print transactions

Printing transactions will show you if there are any incomplete transactions outstanding against any of the operators.

**Note:**

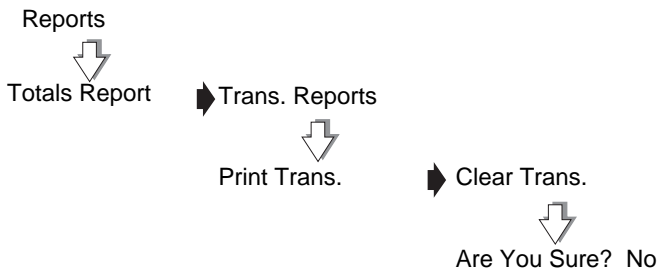
*You cannot print totals if there are any outstanding transactions. You must complete the transactions before printing totals.*

### Clearing transactions

You can clear any outstanding transactions at the end of trading or when you move or replace a machine. Cleared transactions are not added to the totals.



If you clear transactions during trading current sales will be lost.



**Figure 11.10** Transaction reports

# 12 Communications

---

- 12.1** Introducing networking
- 12.2** Configuring networks
- 12.3** Setting machine ID
- 12.4** Network map
- 12.5** Dealing with network faults
- 12.6** Local mode
- 12.7** Network dump



## 12 Communications

**Note:** *Interscale communication is not available on IX110 and IX212 (receipt only) models.*

### 12.1 Introducing networking

You can link up to nine compatible machines in a network. The machines are connected using network cables. These cables enable information to be passed between each connected machine.

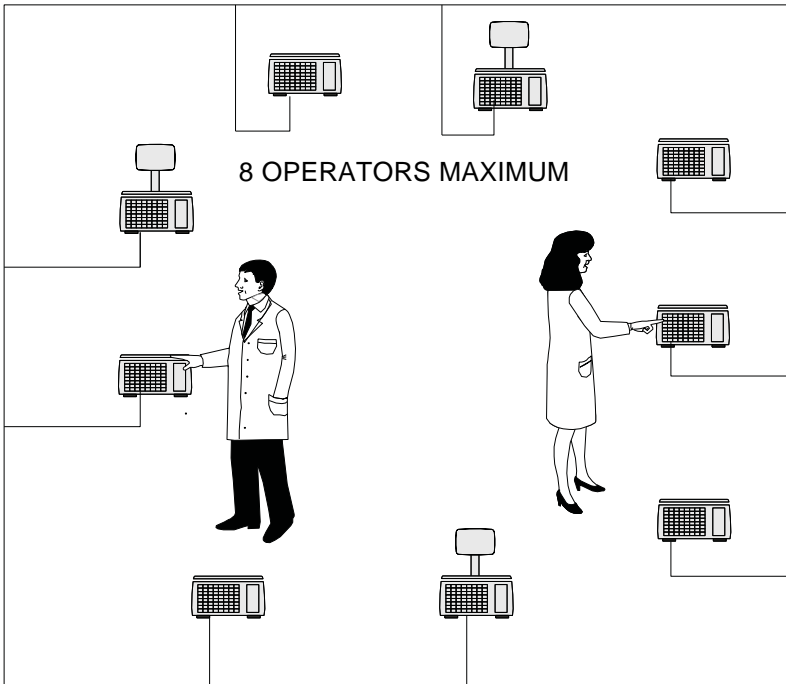
The system will support any combination of machines in the IX series range provided they have the same software version. The machines may be used for weighing or nonweighing applications in counter service, checkout or rear of store operations.

One machine on the network is called the server and is responsible for overseeing the network. The remaining machines are known as client machines. Any machine may be programmed as the server.

All the machines on the network use the same PLU and system data. You can enter data at any machine and the other machines on the network will receive the information provided they are switched on.



The server must be switched on when the client machines are in operation. If a client machine has been connected to the network but not had the machine ID set up it will not be recognised by the server.



**Figure 12.1** Typical network

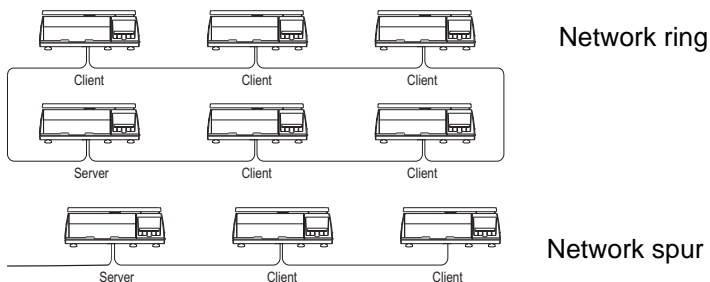
## 12.2 Configuring networks

Machines can be cabled together as a

- ring
- or
- as a spur

Networks cabled as a ring are more secure because if one machine is disconnected from the ring the network will still function.

Network connectors are on the underside of the of the machine see Figure 2.4, *page 21*.



### Setting up a new network:

1. Connect the machines together
2. At each machine set the machine ID and its status (client)
3. At the server, set the machine ID and its status (server).
4. Go to the network map and wait until the server has detected all the scales.
5. Check that the server has correctly identified all the machines in the network.
6. Save the network map.

### Adding machines to an existing network

1. Connect the machine to the network
2. Set the machine ID and its status (client)
3. At the server, go to the network map and wait for the server to detect the new client.
4. Save the network map

### Removing a machine

1. Disconnect the machine from the network
2. At the server go to the network map and change the machine identity to X.

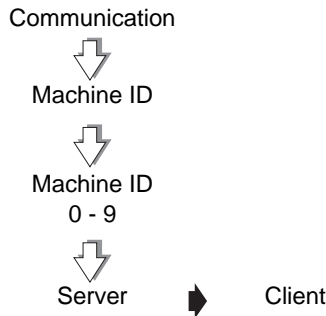
### 12.3 Setting machine ID

The server uses machine identity to distinguish between individual machines on the network. You can enter a value for the machine ID between 1 and 9.

You can select either **Server** or **Client** for the machine status. An S or C will be displayed on the network map at the appropriate position.



If you set the machine ID to 0 it will operate as a stand alone machine.



**Figure 12.2 Setting machine ID**

#### Changing a machine ID

You may need to change the ID if the machine is moved to another location within the store.

1. Set the machine ID to 0.
2. Change the machine ID to the required number (1 - 9).

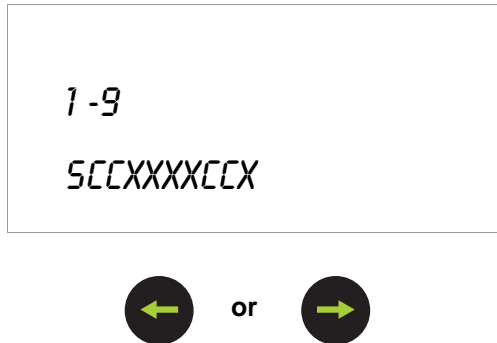


## 12.4 Network map

The network map at any machine shows the positions (machine ID) of all the machines on the network. At each position on the map corresponding to a machine you will see a character indicating the machine status. The flashing character indicates the ID of the machine currently being used to display the network map.



You can only change the status of a machine at **that** machine. For instructions for selecting client or server status see [Section 12.3 - Setting machine ID, page 208](#).



**Figure 12.3 Network map**

The following table defines the characters you may see on the network map.

Character	Meaning
S	Server: responsible for overseeing the network
C	Client
X	No machine set up.
E	The PLU file in the client machine at that position does not match the server PLU file.

<b>O</b>	The machine corresponding to that position is off line. ( <b>Map Error</b> )
<b>L</b>	The machine is set to <b>Local Mode</b> .
<b>B</b>	Backup server

## 12.5 Dealing with network faults

The server constantly monitors the network and when it detects a network error it will bleep.

If the cause is a faulty client machine, switch off or disconnect the faulty machine. At the server go to **Network Map** in Manager Mode, to display the network map, then press

**ENTER** to stop the bleep.

If the cause is a client machine that has been switched off, then switch the client back on.

Error message	Cause	Action
<b>Memory Full</b>	The system cannot store any more PLUs	Delete any old, unwanted PLUs.
<b>Comms Error</b>	Breakdown in communications between machines.	Check network map
<b>Map Error</b>	The machine corresponding to that position is off line.	Check the network map. Check the network connections and set the machine ID if necessary.
<b>Incomplete Error</b>	The PLU file in the client machine does not match the server PLU file.	Perform a <b>Network Dump</b> at the server (see section 8.8 page).
<b>Local Mode</b>	The machine is in <b>Local Mode</b> .	To reinstate the client see page 213
<b>No Server</b>	Client machine is not communicating with server machine.	Check network cable. Set machine to operate in <b>Local Mode</b> .

## 12.6 Local mode

If you see the message **No Server** followed by **Local Mode ?** when you try to:


- select a PLU
- assign transactions
- print a label

it means that the client cannot operate on the network because there is a communication failure between that client and the server.

### Switching a client to Local Mode

You can set the machine to operate independently of the network when it cannot communicate with the server.


When you switch the client to **Local Mode** any transactions that have been entered but not printed will be lost. You must re-enter any uncompleted transactions.

- Press  to switch the client to **Local Mode**.

If you do not want the client to operate in **Local Mode**

- press any other key just to clear the message.

### Label machines only

Press  to select the PLU and print one label.

The message is repeated next time you select a PLU.

There will be no totals for that label.

#### **Note:**

*If the server is faulty you will see the message **No Server** at whichever client machine you are using.*

If you see the message **Local Mode** at the end of the start up routine when you switch on a machine then that machine is operating in **Local Mode**.

If you see the message **Local Machine(s)** at the end of the start up routine when you switch on the server, there is at least one client operating in **Local Mode**. Go to the **Network Map** to check which machine it is.

### **Operating in local mode**

If you use a client machine in **Local Mode** you will not be able to store totals as these are collected and stored by the server.

### **Reinstating a local client**

When the problem with the network has been resolved the client machine operating in local mode is automatically restored to the network.

Connect the machine to the network (if it has been disconnected).

The server detects the client in local mode and switches the client on-line. The server will then:

- transfer any outstanding live transactions from the client.
- transfer completed transactions to the server as a background task.
- update totals.

## 12.7 Network dump

Network dump synchronises all data held at client machines with that of the server.

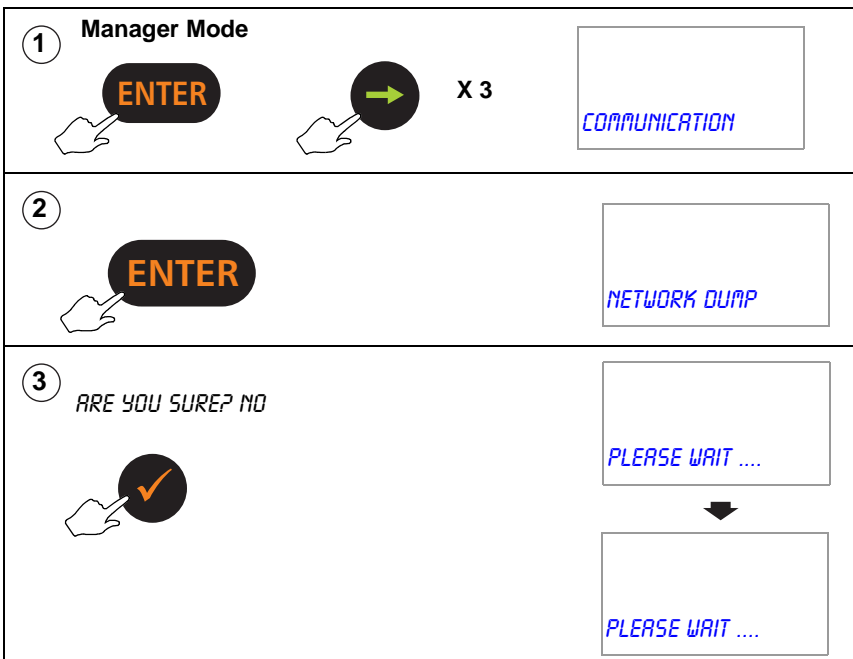
When dumping data to client machines, the server copies the PLU file and all data apart from the positions of programmed keys and assignments.

You will need to dump data to client machines if you:

- programme the data at a server which is not connected to the network
- link a new or replacement machine onto the network.

You will **not** need to dump the data if you:

- programme the data at a server which is connected to the network and all the machines are switched on
- make amendments to the PLU data at any machine provided that all the machines are switched on.



# 13 The Printer

---

**13.1 Changing the printer roll**

**13.2 Routine maintenance**





## 13 The Printer

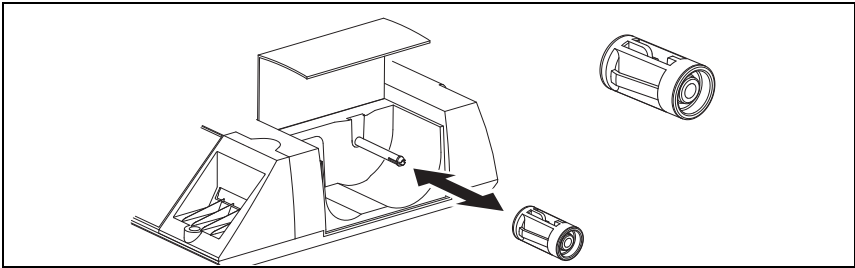
This is a label/receipt printer which will accept label or continuous paper rolls with two core diameters.

The printer is fitted with a small spindle to take paper or label rolls with the small core and has a larger sleeve which clips over the small spindle for use with large core paper and label rolls.



Make sure that the correct size of spindle is fitted before loading the paper or label roll.

Check that the arrow on the spindle points towards the machine.



**CAUTION:**

Should labels become stuck in the printer, under no circumstances use a metal object to clear the jam.

Under no circumstances use sharp or metal objects to remove any accumulated debris



**CAUTION:**

The use of non-approved printer rolls may reduce the life of the print head and invalidate your warranty.



Approved labels and paper rolls are available from a number of suppliers, whose addresses can be obtained from your Avery Berkel centre.

The message **Out Of Paper** appears on the display to warn you that the printer roll is nearly finished or labels are jamming in the printer.



Ensure that the appropriate type of printer roll is loaded before you start to use the machine.

You may need to adjust the label guide if you load a printer roll of a different width.

Printers using labels automatically adjust to accommodate labels of a different length.

## Advancing the printer roll

To advance the paper roll, or print a blank label, press



when the display shows **Enter PLU** or **Hand Price** or **Pre-Pack** and the unit price and total price are zero.

## Printer roll dimensions



These dimensions are approximate and for guidance only. Refer to the appropriate Thermal Label/Receipt Material Specifications for further information.

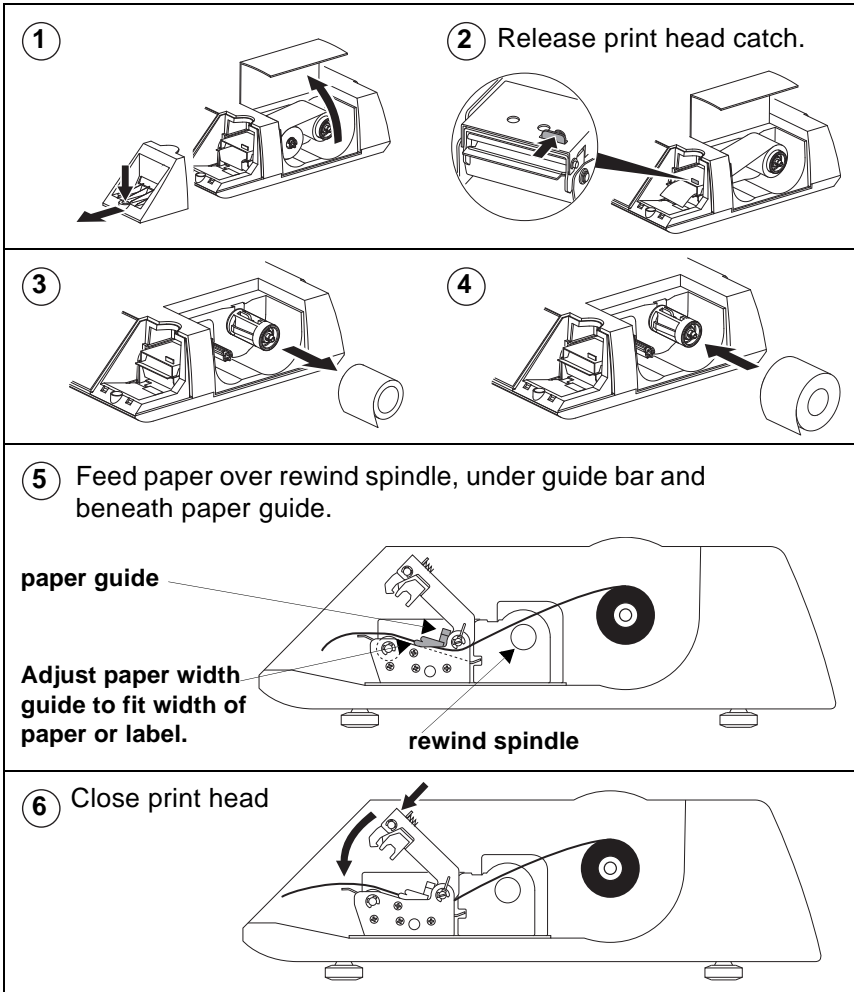
<b>Paper roll</b>	Thermal, 50 - 60mm wide
<b>Labels</b>	Standard width
	59mm standard
	49mm standard
	38mm optional
	Height 40mm to 160mm
<b>Roll diameter</b>	100mm maximum
<b>Cleaning</b>	Daily, using specified kit.

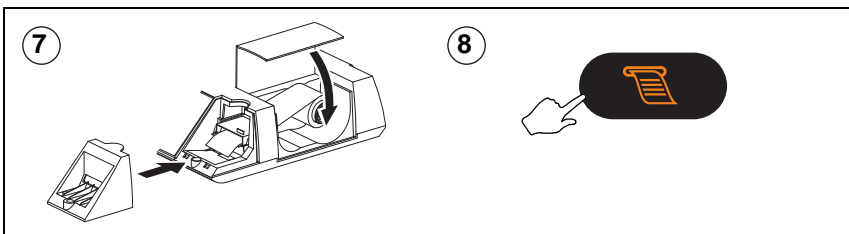
## 13.1 Changing the printer roll

### Changing the label/paper roll

**Note:**

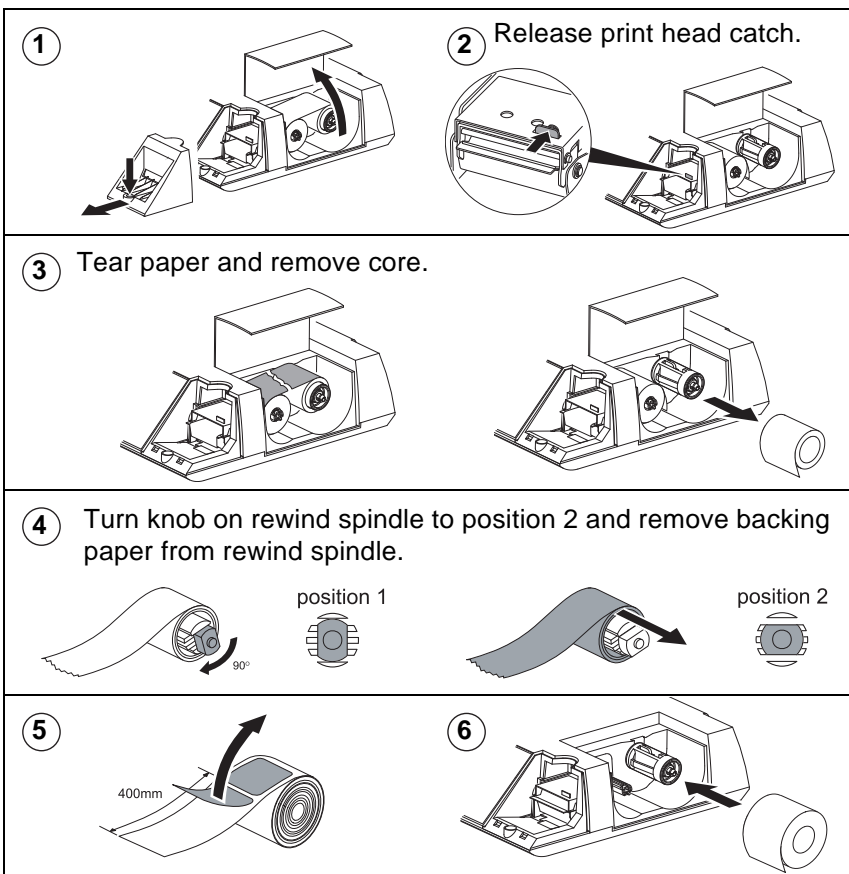
If you are rewinding the backing paper follow the instructions on page 220.

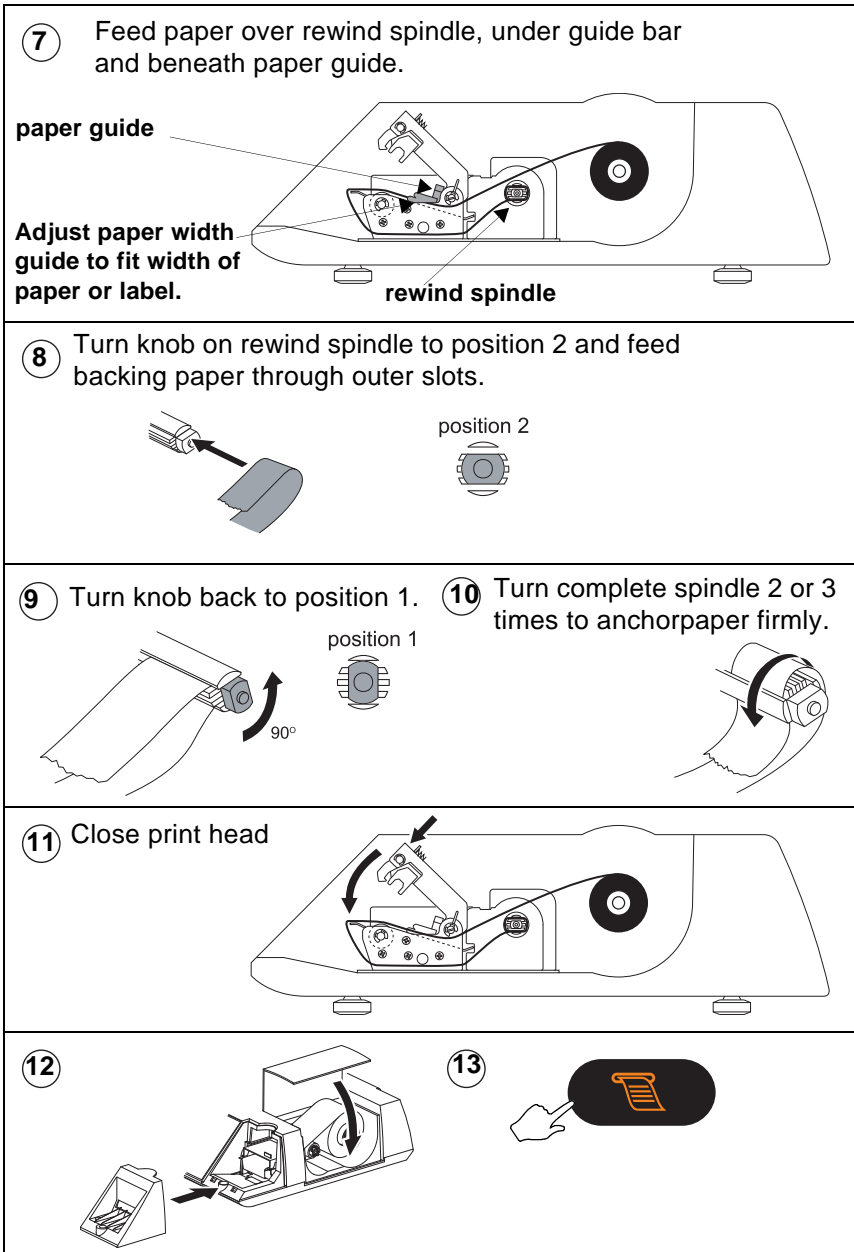




## Rewinding the paper

If you are using a label roll you should rewind the backing when serving customers. If you are using a paper roll you can rewind the paper when printing reports.





## 13.2 Routine maintenance



### WARNING:

To avoid the possibility of electric shock or damage to the machine, always switch off the machine and isolate from the power supply before carrying out any routine maintenance.

### Cleaning the print head



### CAUTION:

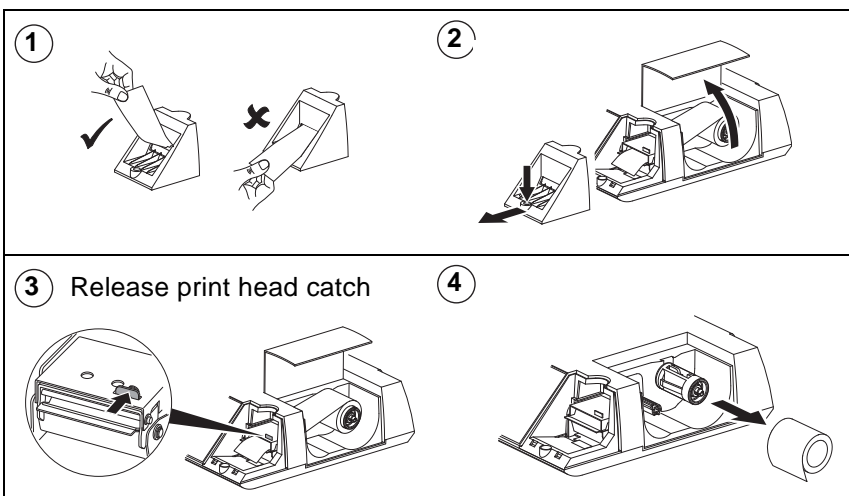
We recommend that the print head is cleaned regularly in order to ensure maximum life and to maintain the quality of print.



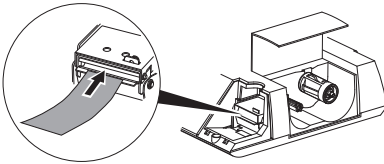
The print head should be cleaned regularly with the cleaning kit included with the machine. Additional cleaning kits, part number SER/GSI/0236, are available from your Avery Weigh Tronix centre.



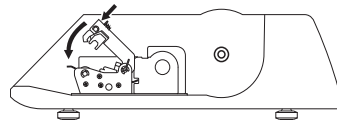
Always follow the instructions on the cleaning kit.



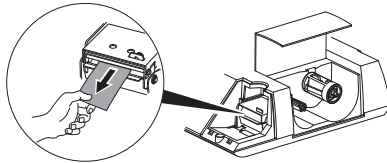
5 Insert cleaning card



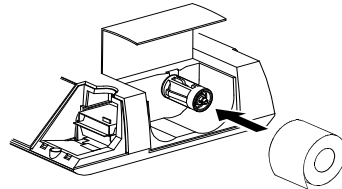
6 Close print head.



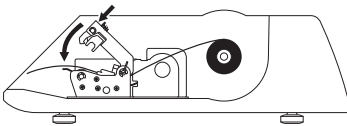
7 Pull cleaning card through.



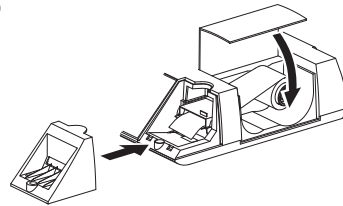
8



9 Close the print head.



10







# 14 Help

---

- 14.1 Set-up mode**
- 14.2 Error messages**
- 14.3 If things go wrong**



## 14 Help

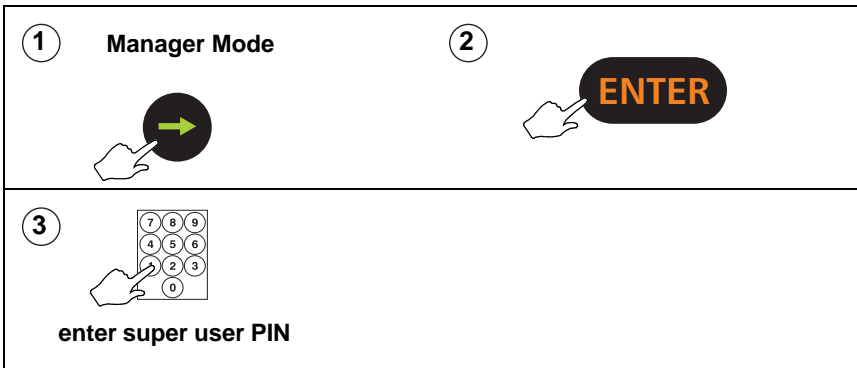
### 14.1 Set-up mode

It is possible to inadvertently set all users security levels so that security levels can no longer be modified and no user has access to any sales or manager functions. This could happen, for example, if:

- manager's security level initially set to 2
- all sales and manager functions set to perhaps level 2
- manager changes own security level to 1

The manager can no longer use any function or change his/her own security level.

If no user has a security level set to 2 the Super User function becomes available. This function permits access to all functions regardless of the security level set, provided the user knows the Super User PIN



**Note:**

If you do not know or cannot remember the Super User PIN, contact [Avery Weigh-Tronix](#).

## 14.2 Error messages

Whilst using the machine, you may see messages on the display to help you when things go wrong. These messages, and the action you should take, are listed below.

### CALIBRATION LOST

The machine is not weighing accurately. Do not use the machine. Contact [Avery Weigh-Tronix](#).

### CHECKSUM FAILURE

Contact [Avery Weigh-Tronix](#).

### COMMS ERROR

There has been a breakdown in communications between machines. Check network map.


### FILE TYPE ERROR

The files stored by the data back up tool or PC do not match those set in the machine.

### FORMAT ERROR

You are trying to load the wrong type of file from the data back up tool or PC. Check the file format.

### HARDWARE ERROR

If necessary, press  to stop the machine beeping.

Switch off the machine and switch it back on. Contact [Avery Weigh-Tronix](#) if the fault persists.

### HARDWARE FAILURE

Contact [Avery Weigh-Tronix](#).

### INVALID ENTRY

You are trying to enter a tare value which is not a multiple of the display division. Enter a correct tare value.

You have tried to enter an incorrect barcode format.

You are trying to enter a machine ID that conflicts with another client machine.

### INVALID OPTION

You are trying to select an option not permitted at your machine.

### LABEL FEED ERROR

The printer has run out of labels or is not feeding the labels correctly. Check the printer.

You are trying to print the wrong type of label. Check printer set up.

If you are using pre-printed labels check with [Avery Weigh-Tronix](#) that the labels are suitable.

### LABEL NOT TAKEN

You are trying to obtain a label before removing the previous one.

### MAP ERROR

Network map error. Check the network map and the network connections. Set the machine ID if necessary.

Perform a **Network Dump** at the server, see [Section 12.7 - Network dump, page 214](#).

### NO SPACE LEFT

You cannot enter any more characters in the text. Edit the text.

You have selected a weighed PLU with no goods on the machine.

### NO TARE SELECTED

Tare interlock has been set on at the machine and you are trying to print a label without first selecting a tare. Weigh the goods in a container.

### NOT FOUND

The PLU, department, carcass etc. entered does not exist in the selected department.

PLU:

Ensure you selected the correct PLU number. Program the PLU.

Carcass:

Ensure you selected the correct PLU number. Ensure the machine is in pre-pack mode. Program the carcass details.

### OUT OF PAPER

The printer is out of paper.

Replace the roll. Press  to clear the message .

### PRICE OVERFLOW

The value of the transaction or the subtotal exceeds 9999,99. If you are using an open PLU, ensure you entered the correct unit price. If you are in receipt mode, print the receipt for any current transactions.

### PRINT HEAD HOT

Print head overheating. Allow the print head to cool. Contact **Avery Weigh-Tronix** if the fault persists.

### SERIAL FAILED

Communications failure with PC. Check connectors and serial cable.

### TRANSMIT ERROR

The machine and the DCU cannot communicate with each other. Switch off the machine and switch it back on. Contact **Avery Weigh-Tronix** if the fault persists.

The DCU has no spare memory.

### WEIGHT BELOW MIN

You are trying to complete a transaction with no goods on the machine or the goods weigh less than the minimum permitted.

**ZERO TOTAL PRICE**

Total price is zero. If you are using an open PLU, check that you have entered the unit price.

## 14.3 If things go wrong



IX series machines are sophisticated computers that employ the latest techniques and components that are commercially available. Reliability and accuracy have been designed into the machines which should give you trouble free use.

They will not operate as expected if set up incorrectly. The following section lists some problems which may occur and the action you should take.

### **Wrong scroll message or store name**

Check that you have programmed the correct information and the reference for the scroll message has been assigned correctly.

### **No barcode**

Ensure you have programmed the correct assignments.

### **Function key does not operate**


Function not configured. Contact [Avery Berkel](#).

### **Cannot print continuous labels**

Ensure that **Continuous** is selected for **Label Type**.

### **Machine not at zero**

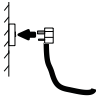
Ensure that there are no goods on the weigh plate. Check that no food has accumulated on or under the weigh plate or

under the machine. Press  .

### **Blank or unreadable display**

Check that the display contrast is correctly adjusted, see [Section 5.5 - Adjusting the display brightness, page 87](#).



**Should your machine fail to operate correctly check that:**

- the machine is connected



- the machine is switched on



- the fuse in the plug is the correct rating and is working



- there is power to the socket outlet (plug in an electrical appliance that is known to be working)



- you have followed the correct procedure for the operation you are trying to perform



- you have looked up any error message to see if it is a situation you can resolve for yourself.



Should the machine still fail to operate correctly, contact **Avery Berkel** for expert advice and prompt attention.



# 15 Appendix

---

## 15.1 Extended character sets





# 15 Appendix

## 15.1 Extended character sets

When creating or editing printable text such as sales messages or PLU text, you can create additional text characters using the extended character facility. Enter the appropriate numeric code for the character you require from the tables in this section.

To enter a character:

- press  then  followed by the numeric code keys for the character required.

### Roman character set

**Example:** To enter the character **Æ**.

To determine the code for the character you require:

- Read the number in the left hand column of the row (112)
- then add the number in the top row of the column (11)

This gives you the code for **Æ** - 123.

	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
000											LF	FONT	CLF			
016																
032	SP	!	°	#	\$	%	&	'	(	)	*	+	,	-	.	/
048	0	1	2	3	4	5	6	7	8	9	:	;	<	=	>	?
064	@	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
080	P	Q	R	S	T	U	V	W	X	Y	Z	À	Ã	Ä	Å	Ø
096		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o
112	p	q	r	s	t	u	v	w	x	y	z	Æ	£	f	€	
128	Ç	Ğ	Ý	Ş	±	ä	ö	â	ü	ø	æ	ç	ğ	ı	ş	ı
144	Á	À	Ã	Ä	Ć	Č	Đ	Ď	É	Ě	Ë	È	Í	Ł	Ł	N
160	Ñ	Ó	Ô	Õ	Ö	Ř	Š	Š	Ť	Ú	Û	Ü	Ů	Ý	Ž	Ž

	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
176	Ž	À	Ö	Ü	Ñ	Ł	Ł	Ř								
192																
208																
224																
240																

**Greek character set**

*Example:* To enter the Greek character Ψ.

To determine the code for the character you require:

- Read the number in the left hand column of the row (080)
- then add the number in the top row of the column (7)

This gives you the code for Ψ - 087.

	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
000											LF	FONT	CLF			
016																
032	SP	!	°	#	\$	%	&	'	(	)	*	+	,	-	.	/
048	0	1	2	3	4	5	6	7	8	9	:	;	<	=	>	?
064	@	A	B	Γ	Δ	E	Z	H	Θ	I	K	Λ	M	N	Ξ	O
080	Π	P	Σ	T	Υ	Φ	X	Ψ	C	D	Ω	F	G	J	L	Q
096		α	β	γ	δ	ε	ζ	η	θ	ι	κ	λ	μ	ν	ξ	ο
112	π	ρ	σ	τ	υ	φ	χ	ψ	R	S	ω	U	V	W		g
128																
144																
160																
176																
192																
208																
224																
240																

### Cyrillic character set

The following countries use the Cyrillic alphabet:

- Bulgarian
- Belarus
- Macedonia
- Russia
- Serbia
- Ukraine

The IX series scale software uses the extended character set given in the Table below to print and display the Cyrillic alphabet.

Tens\units	0	1	2	3	4	5	6	7	8	9
3			<space>	!	<degree>	#	\$	%	&	'
4	(	)	*	+	,	-	.	/	0	1
5	2	3	4	5	6	7	8	9	:	;
6	<	=	>	?	@	A	B	C	D	E
7	F	G	H	I	J	K	L	M	N	O
8	P	Q	R	S	T	U	V	W	X	Y
9	Z	#	#	#	#	#	<space>	a	b	c
10	d	E	f	g	h	i	j	k	l	m
11	n	O	p	q	r	s	t	u	v	w
12	x	Y	z	#	£	f	€	#	A	Б
13	В	Г	Д	Е	Ж	З	И	Й	К	Л
14	М	Н	О	П	Р	С	Т	У	Ф	Х
15	Ц	Ч	Ш	Щ	Ъ	Ы	Ь	Э	Ю	Я
16	Ё	Ђ	Ѓ	Ѕ	Є	Ї	І	Ј	Љ	
17	Њ	Ќ	Ў	Џ	Ґ	а	б	в	г	д
18	е	Ж	з	и	µ	й	к	л	м	н
19	о	П	р	с	т	у	ф	х	ц	ч
20	ш	Щ	ъ	ы	ь	э	ю	я	ё	ђ
21	ћ	Ѓ	є	ѕ	і	ї	ј	љ	њ	ќ
22	џ	Џ	Ґ	§						

### Icelandic character set

The IX series scale software uses the extended character set given in the Table below to print and display the Icelandic alphabet.

**Note:** Characters 92 to 173 are already supported by the Roman IX fonts.

92	123	134	138	144	150	152	156	161	169
Ö	Æ	ö	æ	Á	Ð	É	Í	Ó	Ú
173	200	201	202	203	204	205	206	207	208
Ý	á	é	ð	í	ó	ú	ý	þ	þ



# Index

---



**A**

- ADD key 38, 127
  - prepack 145
- ADD key label 38

**B**

- Barcode format
  - creating a barcode reference 162
  - defining the barcode format 161
- Barcodes 149
  - barcode overflow 163
  - dry article 151, 154
  - for branded goods 151
  - for in-store goods 154
  - price embedded 152, 156
  - scanning 158
- Battery backup 25
- Bovine traceability 171

**C**

- Carcass setup
  - carcass barcode 184
  - carcass format 182
  - counter carcass 185
  - custom barcode 185
  - receipt carcass 185
- Carcass tracking 171
  - breed messages 180
  - category message 180
  - counter service 173
  - creating messages 179
  - cutting reference 180
  - data names 186
  - origin messages 179
  - pre-pack operation 174
  - programming carcass tables 179
  - slaughter reference 180

- type messages 180
- Cash drawer operations 124
  - float 117
  - no sale 124
  - paid out 117, 118
  - pick up 117
- Clear key 26
- Communications 205
- Connections and switch positions 21
- Customer display 17

**D**

- Data tables
  - discount keys 47
  - discount rates 46
  - payment tables 47
  - tare weight (stored tare) 45
  - tax rate 45
  - verify labels 98
- Dealing with network faults 211
  - switching a client to local mode 212
- Dedicated keys
  - 'hot' keys 77
  - ECR keys 80
  - generic keys 80
  - payment keys 80
  - standard keys 79
- Display contrast 87
- Displays
  - customer 17
  - vendor 18

**E**

- Error messages 228
- Euro
  - printer set-up 84

### F

- FIX key 111
  - retaining the PLU 111
  - retaining the unit price 111
- Fixed weight key 109
- Function keys 26
- Fuse
  - replacing 22
  - type 22

### H

- Hand priced
  - non-weighed items 103
  - weighed goods 103
- Help 227
  - error messages 228
  - if things go wrong 232
  - set-up mode 227
- Home key 29

### I

- Installation 20
  - handling 20
  - legal requirements 20
  - levelling 20
  - operator keyboard 26
  - solving problems 24

### L

- Local mode 212

### M

- Machine programming
  - cooking time 43
  - creating and editing text 33
  - creating messages 41
  - date code 42
  - function security 57
  - getting into manager mode

- 28
- leaving manager mode 29
- loyalty points 43
- menus 29
- navigating the menus 29
- printing data reports 95
- product groups 37
- sales message 42
- setting the date and time 36
- sign on/off text 41
- store name 41

### Machine setup

- display brightness 87
- floating vendor mode 88
- operating modes 88, 92
  - Point of Sale (PoS) 88
  - self service 90
- self service machines 89

### Management totals 189

### Model range 17

### N

- Network dump 214
- Network map 209
  - network faults 211
- Networks 205
  - compatibility 206
  - local mode 212
  - machine ID 208
  - network map 209

### O

- Operator details
  - log on/off 56
  - operator name 53
  - operator PIN 54
  - security levels 54
  - trading mode 55
  - training mode 55
- Overriding prices 108

**P**

- PLUs 63, 66, 104
  - copy 74
  - customising menus 63
  - delete 73
  - display text 69
  - edit 66
  - net weights 71
  - non-weighed items 104
  - overriding prices 108
  - PLU texts 68
  - price multiple 70
  - product group 70
  - proportional tares 71
  - quick price change 65
  - sell by dates 70
  - tax reference 69
  - text 1 69
  - text 2 69
  - voiding a transaction 112
  - weighed goods 104
- Power supply
  - external battery 25
  - mains 22
    - fuse 22
  - voltage selection 22
- Pre-pack 131
  - multiple labels 141
  - returning labels 143
  - using tares 135
    - free 135
    - keyboard entered 138
    - proportional 139
    - stored 136
  - using the FIX key 131
- Pre-pack PLU lock 133
- Pre-pack PLUs 133
  - nonweighed items 134
  - weighed goods 133
- Printer 217
  - changing the roll 219
  - rewinding the paper 220
  - routine maintenance 222
- Printer set-up
  - default operator 83
  - duplicate receipt 84
  - euro 84
  - label format 82
  - label type 82, 84
  - machine message 85
  - pre-pack 83
  - print immediate 83
  - print on request 83
  - talon 83
  - tare interlock 82
- Printing data reports
  - listing the PLU file 97
- Printing receipts
  - sales receipt 118
- Product groups 70
- Product traceability
  - carcass setup 182
  - data capture 177
- Promotions
  - discount 53, 54, 55, 56

**R**

- Receipt Mode
  - counter receipt 116
  - displaying the customer's change 118
  - displaying the the operator subtotal 116
  - printing a receipt 116
- Refunds 125
- Returning products 114

**S**

- Safety 13
  - warnings 13
- Sales 26

- Sales discount 123
- Sales keyboard 26
- Security
  - manager functions 57
  - sales functions 57
- Servicing customers
  - fixed weight key 109
- Serving Customers
  - advancing the printer roll 102
- Serving customers 101
  - euro prices 110
  - operator PIN 101
  - selecting label mode 101
  - selecting receipt mode 101
- T**
- Tares 105
  - cumulative 105
  - free 105
  - keyboard entered 106
  - preset tare key 107
  - preset tare keys 140
- Tax print key 118
- Text editing
  - clearing text 35, 237
  - correcting text 34
  - deleting characters 34
  - displaying text 34
  - extended character sets 35, 237
  - inserting text 34
  - size of printed text 33
- Totals
  - carcass 201
  - clearing 189
  - clearing totals 200
  - department 196
  - discount 198
  - grand 192
  - group 196
  - machine 193
  - non clearing 189
  - operator 195
  - PLU 196, 197
  - security 199
  - transactions 202
- Totals reports 190
- V**
- Vendor display 18
- Voids 112
- Voltage selection 22
- Z**
- Zero key 26



**Avery Berkel - a division of ITW Ltd.**

Foundry Lane,  
Smethwick, West Midlands,  
England B66 2LP

Tel: +44 (0)870 903 2000

Fax: +44 (0)870 904 2223

Email: [info@averyberkel.com](mailto:info@averyberkel.com)

[www.averyberkel.com](http://www.averyberkel.com)

