

Digital WiFi Price Computing Scales with Thermal Label Printer



Standard		with Tower	
334PCSP30	334PCSP60	334PCSP30T	334PCSP60T
30 lb.	60 lb.	30 lb.	60 lb.

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General & Safety Information



Read & understand all operating instructions before using this product.



Keep this manual for future reference. For use in dry environments only.

- Allow sufficient warm up time after turning the scale on to allow the internal components and load cell to have enough time to stabilize and balance heat.
- Avoid using in extreme heat or cold. For best results, keep away from wet environments or areas of intensive temperature, humidity, and pressure changes.
- For accurate results, read the scale immediately after the reading is stable. There may be minor fluctuations after an extended time.
- When storing the scale for extended periods, the battery must be charged every 90 days to avoid premature performance degradation. If the operating time is no longer acceptable even after recharging, the battery must be replaced.
- Electronic scales are precision instruments. Do not operate near cell phones, radios, computers, or other electronic devices that emit radio frequencies that may cause unstable readings.

Specifications

Model	334PCSP30/30T	334PCSP60/60T
Min Weight	40g	100g
Max Weight	30 lb.	60 lb.
Weight Range	15 lb. x 0.005 lb. 30 lb. x 0.01 lb.	30 lb. x 0.01 lb. 60 lb. x 0.02 lb.
Accuracy Grade	NTEP Class III	
OIML	R76/2006-A-NL1-18.12	
Test Specifications	OIML R 76-1(2006) and EN 45501:2015	
LCD Display	Info/Weight: 5 byte (APHA) Simple Lattice: 8 byte Total Lattice: 8 byte Unit of weight: lb., kg, oz., g	
Power	Power Supply: 100V-240V, 50/60Hz Power Consumption Standby: 3W Power Consumption Line Printing: 50W Operating Temperature: 32-104°F	
Humidity Range	<90% relative humidity, non-condensing	
Scale Dimension	11 7/16" L x 15 3/16" W x 4 5/8" H	
Platter Size	11" L x 14" W	

Features Summary

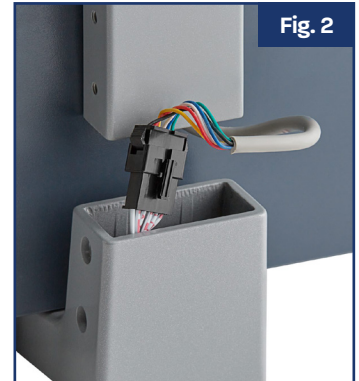
- When using the Ethernet interface, it is recommended that a shielded cable is used with the scale.
- The price look-up codes (PLU) are initiated by the touch of a button.
- Items can be programmed through the 112 direct buttons on the face of the scale, or the 224 available hotkeys, which are a combination of keys on the scale face.

Installation

Installing The Scale

1. Unbox the machine and components
2. Place the scale on a flat surface
3. For the 334PCSP30T/ 334PCS60T models, locate the tower indicator and identify the cable that runs down the length of the pole (Fig. 1). Once located, connect the wire to its counterpart (Fig. 2) on the back of the scale. (The cable connector should be located inside the pole stand fastened to the back of the scale).
4. Once this cable has been connected, slide the indicator in the allotted position on the back of the scale and use the provided screws to fasten the indicator pole in place (Fig. 3).
5. Once the pole has been secured, remove the weighing platform and locate the leveling bubble (Fig. 4) in the front left-hand side of the scale (this can be found if you are looking at the scale face).
6. Once the leveling bubble has been located, ensure that the bubble is in the middle of the black ring for optimal weighing and accuracy. If not, use the adjustable feet on the bottom to level the scale (Fig. 5).
7. Once you have ensured that the scale is level, you can power the scale on using the ON / OFF switch on the bottom of the scale next to the adapter connection.
8. After connecting the power supply, switch the power button to "On" on the bottom of the scale. The screen will then show the logo, edition number, IP address, and a self-test countdown. Then the scale will be ready to use.

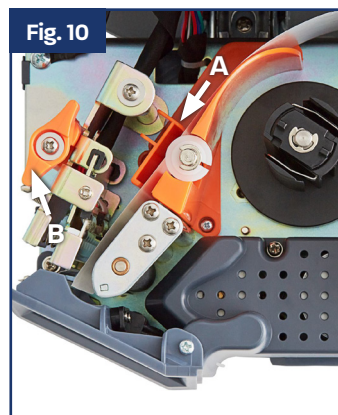
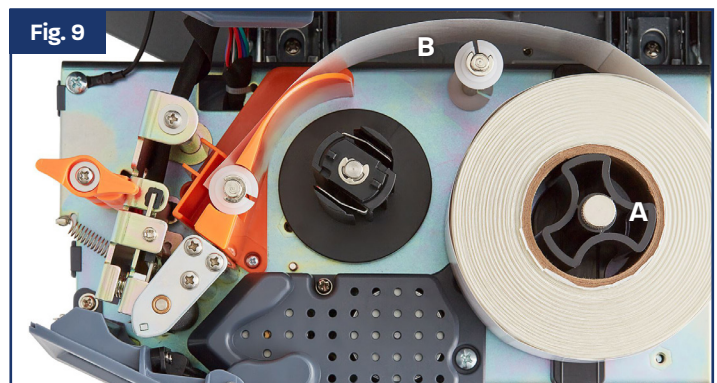
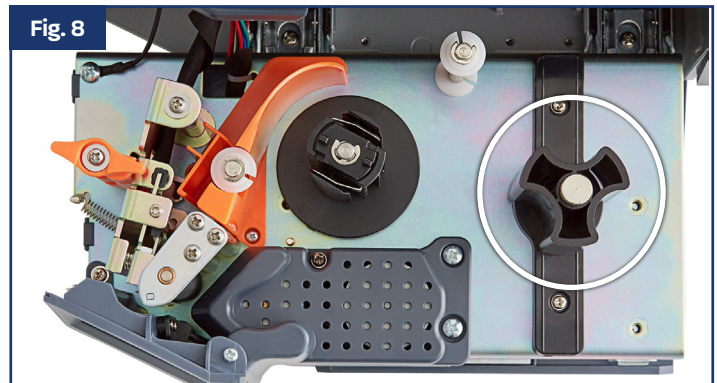
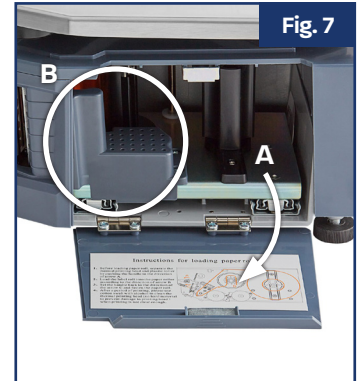
NOTE: To ensure the scale works properly, do not press any buttons or put anything on the scale while self-testing.



Installing The Thermal Label Paper

1. Locate the printer panel on the right side of the scale if you are looking at the face of the scale (Fig. 6).
 2. Pull down on the top of the panel to expose the printer (Fig. 7A).
 3. Once the panel has been opened, grab the handle on the inside of the printer and pull outward to expose the entire printer (Fig. 7B).
 4. Locate your label roll and remove 3-4 labels from the end of the roll to give yourself slack to install the labels into the printer.
 - Roll Width: 30-60 mm
 - Outer Diameter: 100 mm
 - Inner Diameter: 40 mm
 5. Once 3-4 labels have been removed from the end of the label roll, place the label roll on the black three-pronged spool located on the right side of the printer (Fig. 8).
 6. Once the labels have been loaded onto the black spool (Fig. 9A), pull the end of the label roll around the white spool (Fig. 9B) so they are in between the scale body and the spool.
 7. Next, pull the end of the label roll in between the two orange guards (Fig. 10A).
- NOTE:** The printer lock must be disengaged and in a horizontal position. If the printer lock is still engaged, turn the top counterclockwise to disengage the lock and open the exit for the label to pass through. Once this step is complete, the label should be sitting just at the end of the exit.
8. Next, proceed to pull the end of the label roll through the label exit, (Fig. 11) and push it back through the other side so that the labels wrap around the outside of the printer.

Continued on next page.



9. Once the label has been pulled through the outside of the printer, take the end of the label roll and run the labels on the left side and out the right side of the final black spool in the middle of the printer (Fig. 12). Once the label roll has been inserted as shown below, manually spin the spool clockwise to begin wrapping the labels around the spool.
10. Once these steps have been completed, this is what the printer should look like if everything is completed correctly (Fig. 13).

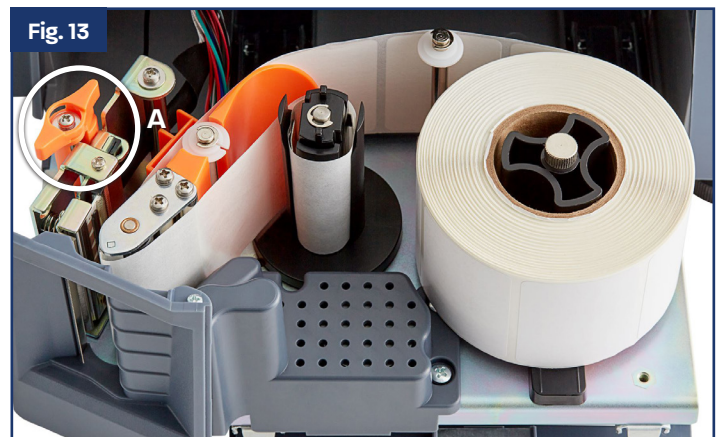
NOTE: Before printing remember to re-engage the printer lock (Fig. 13A). If this is not completed, you will get a notice when trying to print on the scale indicator.

NOTE: If you get a “No Paper” error once you print, it’s because you have the paper on the outside of the two orange guards from step 7. The paper must be put in the middle.

Label Paper

The AvaTek scales use Thermal Seam Marking Label paper.

- Height: 60 mm
- Width: 30-60 mm
- Max. Outside Diameter: 100 mm
- Min. Inner Diameter:
26.8 mm (Fig. 14) or 40 mm (Fig. 15)
- Match inner diameter to corresponding roll mandrel (Fig. 16)



Keyboard

1. Press the **MENU FEED** button to adjust the label position upward.
2. Hold the **↑** button to align the paper.
3. Press the **SET AMT** button to adjust the label position downward.

334PCSP30 & 334PCSP60T Keyboard

1	2	3	4	5	6	7	8	9	10	11	12	13	14
Esc	@	#	\$	%	^	&	*	(	)	-	=	_	+
15	16	17	18	19	20	21	22	23	24	25	26	27	28
Q	W	E	R	T	Y	U	I	O	P	[	]	{	}
29	30	31	32	33	34	35	36	37	38	39	40	41	42
A	S	D	F	G	H	J	K	L	:	;	Enter	\	
43	44	45	46	47	48	49	50	51	52	53	54	55	56
Shift	Z	X	C	V	B	N	M	.	.	/	<	>	?
57	58	59	60	61	62	63	64	65	66	67	68	69	70
"	~	Space	!	→	←								
71	72	73	74	75	76	77	78	79	80	81	82	83	84
85	86	87	88	89	90	91	92	93	94	95	96	97	98
99	100	101	102	103	104	105	106	107	108	109	110	111	112

334PCSP30 & 334PCSP60 Keyboard

1	2	3	4	5	6	7
space	@	#	\$	%	^	&
8	9	10	11	12	13	14
*	(	)	-	=	_	+
15	16	17	18	19	20	21
Q	W	E	R	T	Y	V
22	23	24	25	26	27	28
I	O	P	[	]	{	}
29	30	31	32	33	34	35
A	S	D	F	G	H	J
36	37	38	39	40	41	42
K	L	:	;	!	\	
43	44	45	46	47	48	49
shift	Z	X	C	V	B	N
50	51	52	53	54	55	56
M	.	.	/	"	~	?

Overall Appearance

Scale Components

1. Main Unit
2. Tray
3. Display Group
 - Liquid Crystal Display
 - Display Bar
 - (4) Screws
4. Thermal Label Paper
5. (1) Fuse
6. User Manual
7. Serial Cable
8. Power Cable

NOTE: To ensure the scale works properly, do not press any buttons or put anything on the scale while self-testing.



334PCSP30 & 334PCSP60

334PCSP30T & 334PCSP60T

Operation & Settings

Weighing, Pricing, and Printing

Using a Hotkey to Recall a PLU and Print a Label

This tutorial will explain how to use a scale HOTKEY to recall a PLU, how to weigh the product, and how to print a label.

- **Hotkey:** The number on the scale keyboard that will be pressed to recall a PLU. There are 112 available hotkeys for the 334PCSP30 and 334PCSP60 and 224 available hotkeys for the 334PCSP30T and 334PCSP60T. There are 56 available buttons which can hold 2 hotkeys each by pressing shift and the hotkey number to access the second hotkey on the 334PCSP30 and 334PCSP60 scales. The shift key can also be used on the 334PCSP30T and the 334PCSP60T to access the other 112 hotkeys.
- **Product Name:** This is the name of the commodity that will be sold.
- **LF Code:** This is a fresh food commodity code (it is suggested to match the LF code with the hotkey) this code will allow you to temporarily change pricing and add product discounts on the scale.
- **PLU:** A Price Look Up or PLU for short is the combination of a hotkey, product name, and the products cost per pound. PLU is the term to describe all the data that is stored for a specific commodity.
- The 334PCSP30T and 334PCSP60T have 112 default PLUs loaded onto the scale during manufacturing. The 334PCSP30 and 334PCSP60 have 56 default PLUs loaded onto the scale during manufacturing. In this tutorial we will be recalling a default PLU. There are two ways to delete/ edit these PLUs:
 - Manual Input (See below, PROCESS FOR MANUALLY INPUTTING PLU DATA ON THE SCALE)
 - Software Download (See software manual on www.webstaurantstore.com)

Start Here

Step 1: Once the 334PCSP scale has been unboxed, leveled, plugged in, and given time to load appropriately, the indicator of the scale will read,

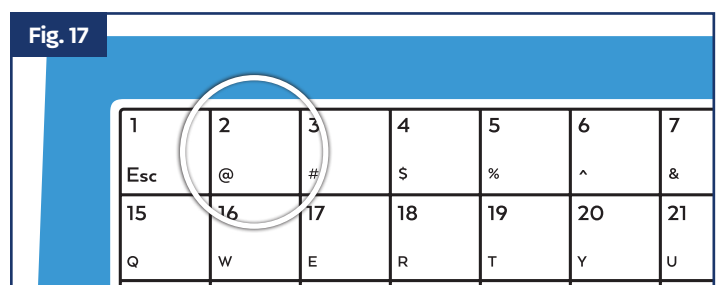
- WEIGHT lb.: **0.000**
- UNIT PRICE \$/ lb.: **0.00**
- TOTAL PRICE \$: **0.00**

This is the normal scale operating screen. If the scale is not reading **0.00** on the **WEIGHT**, **UNIT PRICE** and **TOTAL PRICE** screens, press the **ZERO** key once to return the scale to its proper operating mode.

Step 2: Press hotkey **2** on the scale keyboard (Fig. 17). In this step hotkey **2** is being pressed to recall the PLU information for Celery.

The screen will now read,

- ITEM: **Celery**
- CODE/ PT: **000002**
- WEIGHT: **0.000lb**
- UNIT PRICE \$/lb.: **1.40**
- TOTAL PRICE \$: **0.00**



Step 3: Place Celery onto the platform of the scale to be weighed. In this scenario a ½ lb. of celery has been placed on the scale platform.

The screen will now read,

- ITEM: **Celery**
- CODE/ PT: **000002**
- WEIGHT: **0.500lb**
- UNIT PRICE \$/lb.: **1.40**
- TOTAL PRICE \$: **0.70**

Step 4: On the scale keypad, press the red **PRN/ENTER** button on the bottom right side of the scale face (Fig. 18). The scale will then print a label for the Celery that was just weighed and priced (Fig. 19).

Using a LF Commodity Code to Recall a PLU and Print a Label

LF commodity codes act similarly to hotkeys. The difference between a LF commodity code and a hotkey is that LF commodity codes are recalled using the scale keypad, and hotkeys are recalled using the keyboard. It is suggested when creating PLUs on the scale to use the same number for a products hotkey and LF commodity code.

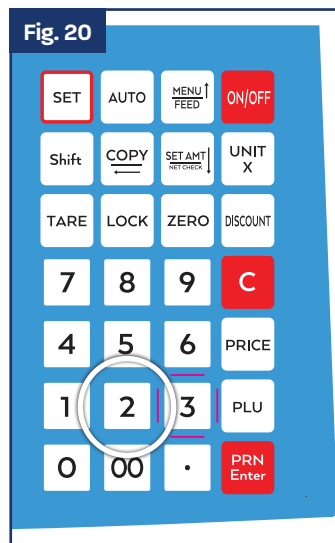
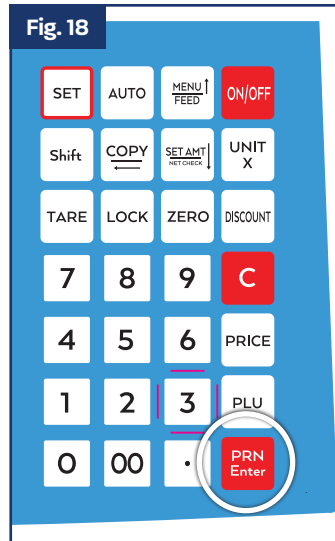
Using the Celery example again a label will be printed for a ½ of Celery recalled using the LF Commodity Code.

Step 1: Using the scale keypad, press **2** (Fig. 20).

The screen will now read,

- ITEM: **Celery**
- CODE/ PT: **1.40**
- WEIGHT: **0.000lb**
- UNIT PRICE \$/lb.: **0.02**
- TOTAL PRICE \$: **0.00**

You will notice that the **UNIT PRICE** and **CODE/PT** sections of the screen are now switched, contrary to what is showed when PLUs are recalled using a hotkey.



Step 2: Place a ½ pound of Celery onto the scale platform.

The screen will now read,

- ITEM: **Celery**
- CODE/ PT: **1.40**
- WEIGHT: **0.500lb**
- UNIT PRICE \$/lb.: **0.02**
- TOTAL PRICE \$: **0.70**

Step 3: Press **PRN/ENTER** on the scale keyboard (Fig. 21). A label will print out which looks identical to the label that was printed when the PLU was recalled using a hotkey (Fig. 22).

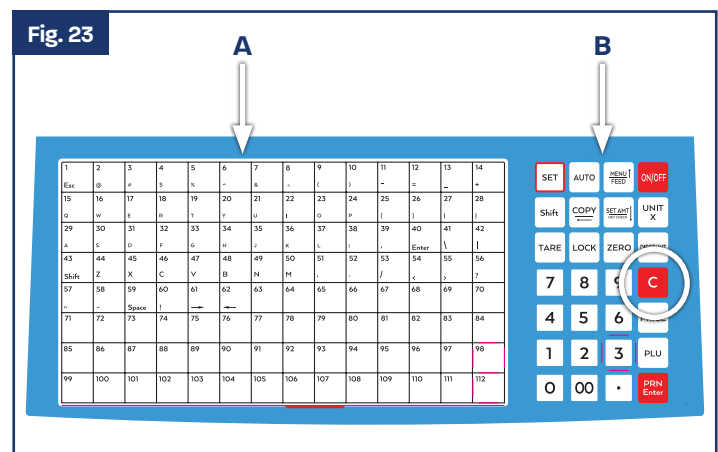
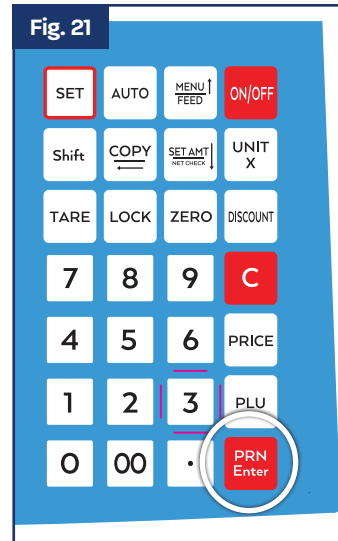
Process for Manually Inputting PLU (Price Look-Up) Data Onto The Scale

This tutorial will explain how to add PLU data onto the scale manually using the buttons on the face of the scale. For advanced settings and how to create PLU data uploads please see the AvaWeigh 334PCSP Software manual at www.webstaurantstore.com.

If at any time you need to go back you can press **C-CLEAR** (Fig. 23) and it will bring you back to the step prior.

Keyboard (Fig. 23A) - You will only use the keyboard to type the PLU name (Ex. Apples).

Keypad (Fig. 24B) - You will use the keypad for all other steps in this tutorial.



Ensure that the scale is in normal operating mode and the WEIGHT, UNIT PRICE and TOTAL screens are all reading 0.00 prior to starting step 1.

Step 1: Long Press the **"PLU"** Button (3 seconds) - You should hear a delayed beep and the screen should change.

- Screen Now Reads: **LLF Code Input** (6 digits)

Step 2: Using the keypad choose a LLF code for this product. This code can be any number ranging between 1 and 6 digits. In this example we will use **70**. Once you have typed **70** using the keypad press **PRN/ENTER**.

- Screen Now Reads: **Name** - Press **PRN/ENTER**
- Screen Now Reads: **PLU Name**

Step 3: Using the keyboard, input a PLU/ product name. In this example we will use **APPLE**. Press **PRN/ENTER** when you have finished typing **APPLE**.

- Screen Now Reads: **Hotkey Head** - Press **PRN/ENTER**
- Screen Now Reads: **Set hotkey**

Step 4: Using the keypad, input a hotkey for this unit. This can be any number on the keyboard from 1-112(on the PCSP30/60) and 1-224 (on the PCSP30T/60T). For this example, we will match the LLF code with the Hotkey and type **70** on the keypad. Press **PRN/ENTER**

- Screen Now Reads: **Goods code** - Press **PRN/ENTER**
- Screen Now Reads: **Code Input**

Step 5: Using the keypad input a goods code for this product. This could be a code that is used to categorize product (Example: fruits code 1, vegetables code 2). For this example, we will input **1**. Press **PRN/ENTER**.

- Screen Now Reads: **Unit Price** - Press **PRN/ENTER**
- Screen Now Reads: **Price Input**

Step 6: Using the keypad input the price per lb. of the product. For this example, we will use **\$3.00**. Once you are finished press **PRN/ENTER**.

- Screen Now Reads: **Unit** - Press **PRN/ENTER**
- Screen Now Reads: **LB** - Press **PRN/ENTER**
- Screen Now Reads : **Department** - Press **PRN/ENTER**

Step 7: Using the keypad input a department code. For this example, we will use **8**. Once you are finished Press **PRN/ENTER**.

- Screen Now Reads: **Barcode** - Press **PRN/ENTER**
- Screen Now Reads: **Barcode Input**

Step 8: (*): Using the keypad input the barcode type for this product. For this example, we will use default barcode type **2**. Once you have input **2** press **PRN/ENTER**.

*Barcode types can be found

- Screen Now Reads: **Tare Weight** - Press **PRN/ENTER**
- Screen Now Reads: **Tare Input**

Step 9: Using the keypad type in the tare amount that you would like to associate with this product. For this example, we will use **.55 lbs**. Once you have input the tare weight press **PRN/ENTER**. (Note: If you do not have a tare weight, you can press **PRN/ENTER** and skip this step.)

- Screen Now Reads: **Package Type** - Press **PRN/ENTER**
- Screen Now Reads: **Normal** - Press **PRN/ENTER**
- Screen Now Reads: **Package Weight** - Press **PRN/ENTER**

Step 10: Using the keypad, input a package weight for the product that you will be selling. For this example, we will use **.01**. (Note: If your product does not have packaging Press **PRN/ENTER** and skip this step.)

- Screen Now Reads: **Range Input** - Press **PRN/ENTER**
- Screen Now Reads: **Range Input 5** (default) - Press **PRN/ENTER**
- Screen Now Reads: **Shelf days** - Press **PRN/ENTER**

Step 11: Using the keypad to input the amount in days that your product can be safely stored and consumed. For this example, we will input **14** for a 2-week shelf life. Once you are finished press **PRN/ENTER**.

- Screen Now Reads: **Default Message 1** - Press **PRN/ENTER**
- Screen Now Reads: **Message 1 Input** - Press **PRN/ENTER**
- Screen Now Reads: **Discount** - Press **PRN/ENTER**

Step 12: Using the keypad you can input a percent discount for the product. For example, if you type **5** it will discount the item **5%** off of the \$3.00 that was input earlier. For this example, we will not be applying a discount to the product so we will skip by pressing **PRN/ENTER**.

- Screen Now Reads: **Label Format** - Press **PRN/ENTER**
- Screen Now Reads: **D1** - Press **PRN/ENTER**
(Note: Label formats can be changed using the software on the scale's item page.)
- Screen Now Reads: **Save** - Press **PRN/ENTER**.

Press: **C - Clear** three times consecutively to exit the PLU setup mode.

Functions and Operations

Tare Operation

This tutorial will explain how to use a scale **HOTKEY** to recall a PLU, how to weigh the product, and how to print a label.

The tare operation can be used when products are being weighed in a container, but operators would only like to charge customers for the price of the commodity. For example, customers may pick fresh strawberries and put them in a bushel to be weighed for sale. In this scenario only the weight of the strawberries should be charged to the customer, so the operator must tare the scale.

1. Place an empty bushel/ container onto the scale platform.
 2. Press **TARE** on the scale keypad. **WEIGHT, UNIT PRICE**, and **TOTAL PRICE** should now all read **0.00**.
 3. Press hotkey **25** on the scale platform to recall the PLU for Strawberries.
 4. Remove the empty bushel from the scale platform and replace it with the bushel full of strawberries.
 5. Press **PRN/ENTER** to print a label for the weight of the strawberries.
- If you would like to clear the tare weight you can long press the **PLU** button, edit the PLU and press **PRN/ENTER** until you get to the tare section. There you will be able to set the tare weight to **0.00**.

Discounts

Percent discounts can be created manually using the keypad and keyboard. In this example we will be discounting the default PLU: Lettuce which is Hotkey **3**. The non-discounted price of Lettuce is \$4.00/lb.

1. On the scale keypad, type the percent discount that you would like to apply. (Example: a 10% discount should be typed as **0.10**). Once the **.10** has been input, press the **DISCOUNT** key on the scale keypad.
NOTE: If there is a hotkey/LF code created for the number 10 on the scale, the scale will still recall this PLU. This is fine, the discount will not be applied to hotkey **10** (Spinach). The appropriate PLU for the item to be discounted (Lettuce) will be selected in step 2.
2. After pressing discount, the screen will now read:
 - ITEM: **Spinach**
 - WEIGHT: **0.000lb**
 - UNIT PRICE \$/lb: **0.00**
 - TOTAL PRICE \$: **0.00**
3. Press the hotkey of the PLU that you would like to discount. In this example Hotkey **3** will be pressed to recall the Lettuce PLU. The screen will now read,
 - ITEM: **Lettuce**
 - WEIGHT: **0.000lb**
 - UNIT PRICE \$/lb: **3.60** (Notice that the price of Lettuce is now discounted from \$4.00 to \$3.60)
 - TOTAL PRICE \$: **0.00**
4. Place the product on the weighing platform and press **PRN/ENTER** to print a label for the discounted product.

Permanent Price Changes

NOTE: Permanent price changes are completed on the keyboard and temporary price changes are completed on the keypad.

1. Using the **KEYBOARD** press the hotkey for the PLU which will be experiencing the permanent price change.
2. Press the **PRICE** button on the scale keypad.
3. The screen will now read, **PRICE INPUT**. Using the **KEYPAD**, input the new price of the product and press **PRN/ENTER**.
4. The screen will read **FOREVER PRICE CHANGE**.
5. Press **C-CLEAR** key one time to return the scale to its standard operating mode.

Temporary Price Changes

1. Using the **KEYPAD** type the LF Code/ Hotkey number of the PLU that will be experiencing a temporary price change.
2. Press the **PRICE** button on the scale keypad.
3. The screen will now read, **PRICE INPUT**. Using the **KEYPAD**, input the new price of the product and press **PRN/ENTER**.
4. The screen will read **TEMPORARY PRICE CHANGE**; the product can now be placed on the scale platform and a label will print automatically with the temporary price. Temporary prices are only stored for one transaction.

Price Tag Printing

1. Put a product on the scale weighing platform and select the item's hotkey on the scale keyboard.
2. Press **PRN/ENTER** and print a label.
3. Once the label has printed for the first time, press **COPY** on the scale keypad.
4. The screen will read **COPY PIECES**. Using the scale keypad type the amount of price tag copies that should be printed.

NOTE: Each label must be removed from the printing area, before the next label can print.

Continuous Printing Of Same Label

This function can be applied to situations where an operator may need a large number of labels and for products that all have the same weight.

1. Press the **PRODUCTS** hotkey on the scale keyboard.
2. Place the product on the scale platform and press **PRN/ENTER** to print a label.
3. Once the label has printed press **COPY**, then press the number **0** key on the scale keypad.
4. Labels will print continuously. To exit this mode press **C-CLEAR**.

Automatic Fast Packaging

This function can be applied to situations where many labels are needed, but the products are different weights. (Ex: Bushels of apples).

1. Using the scale keypad, press the **AUTO** and **LOCK** keys. An arrow cursor **</** should appear next to the **AUTO** and **LOCK** sections of the indicator confirming that the functions are engaged.
2. Using the **KEYBOARD**, press the hotkey for the product that will be weighed.
3. Place the product on the scale, a label will automatically print.
4. Product can now be added and taken off from the scale and a label will print automatically for the weight of the specific piece on the platform.

NOTE: Labels must be removed from the printing area before another label will print.

Wifi Setup

1. Press **SET** for three seconds. The scale will now enter setup mode.
2. The screen should read **SET IP**. Press the **SET AMT/ NET CHECK** button consecutively to scroll through the scale's setup prompts, stop once the scale reads **WIFI SET**, then press **PRN/ENTER**.
3. The Screen will now read **WIFI SSID**. Press **PRN/ENTER**.
4. The screen will now read **INPUT WIFI SSID**. The WIFI ssid is the name of the network to which the scale will connect. Use the **KEYBOARD** and input the name of the WIFI network. Once finished press **PRN/ENTER**.
5. The screen will now read **WIFI PWD MODE**. Press **PRN/ENTER**.
 - The screen will now read **WPA2-PSK/AES**. Press **PRN/ENTER**.
 - The screen will now read **WIFI PWD**. Press **PRN/ENTER**.
6. The screen will now read **INPUT WIFI PWD**. Using the **KEYBOARD**, type the password for the network. Once the password has been input, press **PRN/ENTER**.

NOTE: Use the shift keys to toggle between uppercase and lowercase letters. Network passwords may not exceed 15 characters.
7. Screen will read **WIFI CONNECT**. Press **C-CLEAR** twice to exit this mode.

Troubleshooting

Scales Crash

Boot Up Without Any Response

Reasons:

- a. Bad contact between the power plug and socket.
- b. The power cord is disconnected.
- c. Fuse blown.
- d. The power board is damaged.
- e. Bad motherboard.

Solutions:

- a. Use millimeter to check them one by one, use method of exclusion to find the solution.

Boot Up Without Any Sound, No Display, Backlight.

Reasons:

- The spark that was generated by the power plug impacted the scale starting up.

Solutions:

- Replace the Motherboard, reset the number, and download all the files.

Boot Up Without Any Sound, Display "Update"

Reasons:

- Program download error.
- Misoperation during the downloading of the program (such as halfway power outage).

Solutions:

- Reload following the correct procedures. Reset the IP (default is 192.168.1.87) when updating by Ethernet. If updating by serial port, input any number as the scale's ID (the maximum baud rate is 115200).

Print Related Issues

Print a Blank Label, Paper Orientation is Normal.

Reasons:

- Setting label type error. Usually the label type computer download is D0, so label type of label scale printing should be set D0. Or the printed label is blank.

Solutions:

- Adjust the settings in following key order (on the scale).
SETTING → Enter the system setting → Press hotkey **L** → Enter the select label type (**0**: D0, **1**: D1) → Press **PRN/ENTER**.
- You can also adjust the software on your computer. Open label scale 334PCSP30T and input the serial number of the scale. Change label type to D0 in set function, then carry out function set command.

Print Half Or A Half Label, Paper Orientation Is Abnormal

Reasons:

- Set paper type detection error.
- Printer rear photoelectric has slanting direction or is dusty.
- Photovoltaic panels were damaged.
- The photoelectric module behind the printer is bad.

Solutions:

- Adjust the settings in following key order on the scale.
SETTING → Enter the system setting → Press hotkey **S** → Enter the select label type (**0**: Label, **1**: Receipt, **2**: Label, without recycle paper roll) → Press **PRN/ENTER**.
It's also available to adjust software on computer. Open label scale 334PCSP30T, set paper type to "**Label**" in set function, then download the setting to the error scale.
- Check whether printer rear photoelectric has slanting direction or is dusty.

Continued on next page.

- c. If the problem still can't be solved, consider changing photoelectric module.

NOTE: It is better to have a technician handle this step.

- d. Wash the rubber roller:
1. Loosen switch wrench and recycle paper spring, remove print paper (Fig. 24).
 2. Set label scale as paper feed menu, long press paper feed menu and let rubber covered roller in idle status (Fig. 25).
 3. Take a clean cotton swab, dip in alcohol, and clean the roller back and forth (Fig. 26).

Label Prints Fuzzy Or Is Not Dark Enough

Reasons:

- a. Printer head has not been fastened well.
- b. Thermal head is dirty.
- c. Print density is too low.

Solutions:

- a. Re-fasten the printer head well.
- b. Wipe the thermal head gently with a soft cloth dipped in alcohol.
- c. Increase print density.

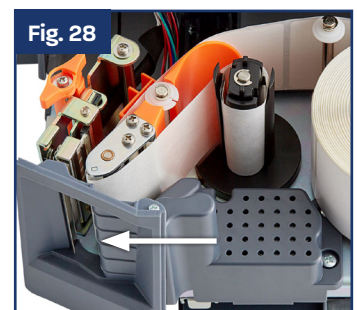
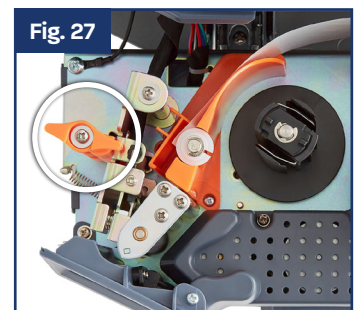
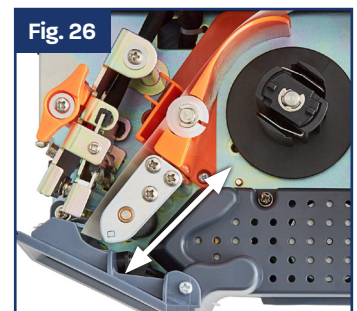
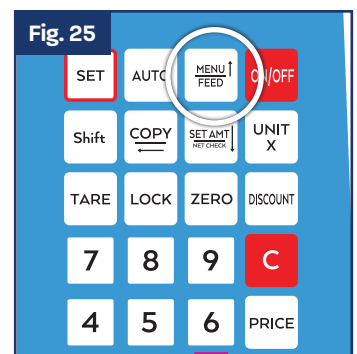
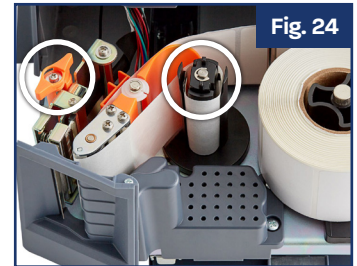
Print A Label With Half Clear And Half Fuzzy Or Even Blank

Reasons:

- a. Printer head has not been fastened well.
- b. Thermal head is dirty.
- c. The print head is deformed.
- d. Motherboard failure.
- e. Poor or damaged head piece wiring harness.

Solutions:

- a. Re-fasten the printer head well.
- b. Gently wipe the thermal head with a soft cloth dipped in alcohol.
- c. If the problem still can't be solved by above method, then cause of the error is the print head deformation, need to change printer. Bad printer should be handled by a trained professional.
- d. Replace the motherboard
- e. Re-plug and replace the head piece wiring harness
- f. Wash the thermal head by rotating orange handle to open the print head (Fig. 27), dip a soft, dry cloth in alcohol and wipe the thermal head (Fig. 28).



Weird Characters Show On Label Or Character Can't Be Printed Out (Including Chinese and English)

Reasons:

- a. Haven't downloaded fonts or single-byte character.
- b. Font conflict.

Solutions:

- a. Re-download fonts (including single-byte and double-byte character).
- b. Re-select single-byte and double-byte fonts by files/option/label scale fonts, then download Chinese and English fonts.

Key Issues

Keys Are Ringing But The Display Is Normal

Reasons:

- a. A line piece on a key caused a short circuit.
- b. The key is blocked by a sharp object.

Solutions:

- a. Change the line piece of the key.
- b. Move the sharp object.

If Some Keys Do Not Ring

Reasons:

- a. The ribbon cable that connects between the keyboard and the motherboard is not plugged in.
- b. The Mylar button FPC ribbon cable is not plugged in.
- c. The key is damaged.

Solutions:

- a. Remove the key ribbon cable and re-insert properly.
- b. Re-plug in the Mylar button FPC ribbon cable.
- c. If the problem isn't resolved by the above methods, the key may be damaged and need replacement.

Weighing Problems

If Good Is Weighing Inaccurately

Reasons:

- a. The rubber mat that's supporting the scale pan is touching the top cover.
- b. Dampness, module aging, or regional differences may be causing the inaccurate weight.
- c. The load cell is damaged because it is overloaded.
- d. The gravitational acceleration was not adjusted.

Solutions:

- a. Check to see if the top cover is installed properly. Once installed, re-install the load cell's support frame.
- b. Replace the mainboard, AD board, and load cell.
- c. Replace the load cell and support frame.
- d. Adjust the gravitational acceleration.

NOTE: If there are problems with the AD board and load cell, the scale should be returned.

Zero Point Instability

Reasons:

- a. Environmental impact, such as vibration, wind, or strong magnetic interference.
- b. The weighing electric circuit is damp.
- c. The wind resistance function has not opened.
- d. The leveling mat is not level.

Solutions:

- a. Remove the interference factors.
- b. Replace the mainboard.
- c. Open the wind resistance function (set it in function setting).
- d. Adjust the leveling mat to be level.
- e. If problem is not resolved with the above methods, return the scale.

Unable To Weigh

Reasons:

- a. Bad mainboard, bad AD board or bad load cell.

Solutions:

- a. Replace the mainboard.
- b. Check that the AD board is working properly. If not, return the scale.

Communication Problem

Unable To Communicate

Reasons:

- Communication ports are set up incorrectly.
- The incorrect serial number of the scale, or the incorrect IP address was entered.
- The interface can't connect or there is a problem with the Ethernet cable.
- There is a problem with the communication board or mainboard.

Solutions:

- Confirm the available communication ports.
- Confirm the same serial number on the scale and 334PCSP30T software, and confirm the same IP address on the scale.
- Check if the network cable is damaged and see if the network port is securely inserted.
- Replace the mainboard or communication board if the problem is not resolved.

Display Problem

No Display Or Display But No Characters

Reasons:

- Display pole is not installed properly, which results in poor contact with the control board.
- There is water in the display pole base, causing a shortage and corrosion on the circuit board.
- The display is damaged.

Solutions:

- Re-install the display pole with a lock fixed bolt.
- Change circuit board or display pole.
- Change display pole.

Error Codes

CODE	ERROR
ER-01	Total amount over
ER-02	Label is too high
ER-03	Nothing to copy
ER-04	Gap error
ER-05	Weight error
ER-06	PLU has no sale data

CODE	ERROR
ER-07	Unit price cannot be zero
ER-08	Exit tare mode
ER-09	Salesman error
ER-10	Close orange handle
ER-11	No PLU / LF code
ER-12	Change weight

CODE	ERROR
ER-13	No paper
ER-14	----- (weight over)
ER-15	Take out label
ER-16	Hotkey does not define PLU

Other Problems

Printer Paper Difficulty, Paper Roll Fixed

Reasons:

- a. There may be a size difference between the paper roll and shaft, or the shaft wasn't installed properly.

Solutions:

- a. Return the printer for reinstallation.

There Is A "Ka Ka" Sound When Printing.

(Note: If this is the problem, don't press the "print" button or the mainboard may burn out).

Reasons:

- a. The paper wasn't installed correctly, causing a paper jam.
- b. The paper receiving shaft is jammed.
- c. There is debris between the small and big gear.

Solutions:

- a. Reinstall paper correctly.
- b. Reinstall paper receiving shaft.
- c. Check gear, remove debris.

When The PLU Hotkey Is Pressed, It Doesn't Print, But The Keyboard Responds

Reasons:

- a. The tray is unstable.
- b. No PLU data has been downloaded to the scale.
- c. The label paper wasn't removed after printing.

Solutions:

- a. Position the label scale horizontally.
- b. Download all PLU data to the scale from the software.
- c. Remove label paper promptly after printing.

There are two communication ports on the label printing scale. The RS232 and TCP/IP (Ethernet).