


# HLX Scale System with GCD

## Operator Manual

**ML-29334**
**ML-29335**
**ML-29336**
**ML-29337**

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F-35547 Rev. A (June 2013)

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# Chapter 1: Introduction

## Introduction

### Welcome

The HLX Scale System is perfect for your over-the-counter weighing applications. This weighing system can handle a broad variety of products for deli, produce, seafood, and cheese departments. It enhances your merchandising capabilities with multiple fonts, graphics, and label types.




**HLX Scale System**

All necessary operator data appears on the touch screen.

### FCC Note

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case, the user will be required to correct the interference at their own expense.

### RFID Module Note

NO MODIFICATIONS TO RFID: Modifications to this device shall not be made without the written consent of ITW Food Equipment Group. Unauthorized modifications may void the authority grated under Federal Communications Commission Rules permitting the operation of this device.

### Industry Canada Note

The term “IC:” before the equipment certification number only signifies that the Industry Canada Technical Specifications were met.

## Verify Correctness of Weight and Price

Routinely verify label information. Check the multiplication of price per pound times weight, and check the scale weight against printed label weight. Weigh the same package several times to verify outcome consistency. Packages that weigh near the middle of the 0.005 lb. increment will vary up or down by 0.005 lb. Variation greater than 0.005 lb indicates the need for weigher adjustment. In such a case, or whenever necessary, contact your local Hobart Representative.

## Operator Manual Terminology

This manual uses the following terminology for keystrokes and data manipulation procedures:

- The word TYPE means to touch a series of keys on the Numeric Keypad or the Alpha-numeric or QWERTY Keyboard.
- The word TOUCH means to activate an entry shown on the Operator Display screen.
- The word SELECT means to choose one item from a list brought up on the Operator Screen.

The following special instructions are used in the manual:

**Note**

A **Note** is information that you need to know, but is not an actual step in the process.

**Tip**

A **Tip** is additional information that may be useful when you are using the system.

**Look At This**

**Look At This** is information to alert you that you may be doing something that will permanently alter your system.

## Important Information

The following warning is provided for your protection.

**WARNING**

FLUORESCENT LAMP IN DISPLAY PANEL CONTAINS A SMALL AMOUNT OF MERCURY. PLEASE DISPOSE OF ACCORDING TO LOCAL, STATE, OR FEDERAL LAWS.

# Chapter 2: Understanding the System

## Understanding the System

The HLX Scale System operates on the Microsoft Windows XP Embedded operating system. If configured, you can access the desktop to use the features provided with the operating system. Contact your network administrator with any questions regarding the use of Windows.

The HLX Scale System can store information on thousands of products. Retail store information required for product handling and processing, such as PLU number, UPC number, Pricing, Tare, and Shelf Life is included. Consumer information describing products, such as NutriFacts, Safe Handling, Expanded Text, Health Tips, Meal Planners, Recipes, Cooking Instructions, and Merchandising Graphics is also included.

**Look At This**

The scale should be installed and/or moved only by a qualified Hobart Service Technician. The system can operate in a temperature range from 14°F to 104°F (-10°C to 40°C).

The following topics are discussed in this chapter:


- *Electrical Connections*
- *Communication Connections*
- *Operator Start Screen*

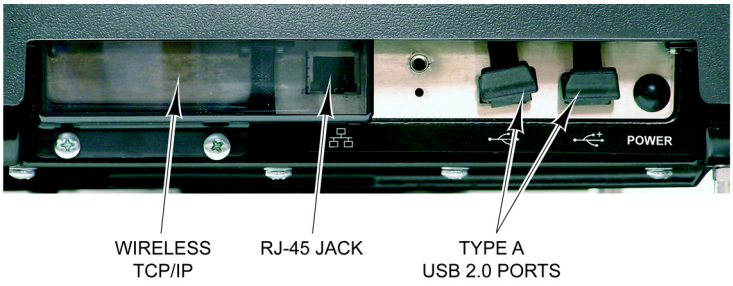

## Electrical Connections

A power cord is located on the bottom of the scale. Electric power of 120 V., 60 Hz., 1 phase (2-wire plus ground) is required.

## Communication Connections

There are several ports that can be configured:

- 2 Type A USB 2.0 Ports
- RJ-45 Jack for an Ethernet Connector (TCP/IP)
  –OR–
- Wireless TCP/IP (optional)



## Operator Start Screen

The Operator Start Screen is a touch screen that enables you to enter information and move through the display screens. The start screen can be with or without flashkeys.

## Without Flashkeys

The without flashkeys option is shown below. This option has softkeys across the top, numeric keypad, PLU number field, search button, and an infomation area across the bottom that displays the weight, tare, and price. There could be more buttons under the search button depending on how the scale is configured. Refer to the chart on page 2-3 for infomation about each section.



## With Flashkeys

The with flashkeys option is shown below. This option has softkeys across the top, flashkeys, PLU number field, search button, and an infomation area across the bottom that displays the weight, tare, and price. There could be more buttons under the search button depending on how the scale is configured. Refer to the chart on page 2-3 for infomation about each section.




| Attributes | Functions |
|---|---|
| Softkeys | The softkeys on the Operator Start Screen are used to access the drop-down menus, which show the subcategories of data available for selection. |
| Check Box | A check box enables or disables optional functions. A check mark or circle appears in the box when a function is enabled. |
| Text Box | A text box is a field into which you enter data. |
| Non-Highlighted Field | A non-highlighted field indicates the field is not available for the current screen or transaction. |
| Flashing Cursor | The flashing cursor in a text box indicates that the field is currently activated and is available for data entry. |
| Light Blue Highlighted Drop-Down Menu | A drop-down menu, shown in light blue, indicates the menu has been activated and a subcategory can be selected. |
| Flashkeys | The Flashkeys provide quick access to frequently used products and functions. The flashkeys will display groups of products that can be weighed by the scale. |
| Numeric Keypad | The numeric keypad appears on the screen when numeric data is to be entered. |
| Alpha-numeric QWERTY Keyboard | The alpha keyboard appears on the screen when alpha data is to be entered. |

# Chapter 3: Using the HLX Scale System

## Using the HLX Scale System

### Power Up the System

To power up the HLX Scale System, plug the power cord into a dedicated electrical receptacle.

### Logging onto the System

The HLX Scale System may require an operator to login before use. Not all systems are setup to require an operator to login.

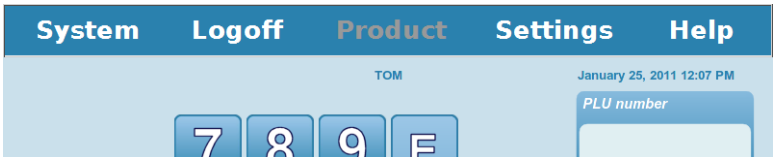
**Note**

- Some systems may use the RFID option. See Using RFID Option.
- The Operator Login Screen can be configured to only show a popup keypad, rather than the full keyboard shown below.

The instructions for using the HLX Scale System are detailed in this chapter. To login to the system you should be at the ***Operator Login Screen*** shown below.




To Login to the System: TOUCH the Operator ID field and TYPE your Operator ID. You should now be on the ***Operator Start Screen***.




To Logoff the Operator Start Screen: TOUCH Logoff on the Operator Start Screen. No further action is required. The Operator Login Screen will be displayed.

## Using RFID Option

The RFID option is used to allow an operator to login quickly and easily to the scale system. The scale senses when an RFID tag is in range. The RFID tag can be a wristband or other device.

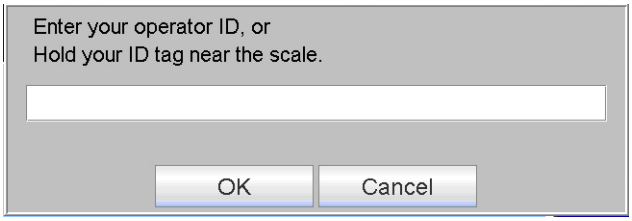


**RFID Tag (Wristband Style)**

To Login to the System Using RFID Tag: Position the RFID tag within approximately 9 inches of the center of the display screen. Your user name or operator ID should now appear in the lower right corner of the display screen.

To Logoff the System Using RFID Tag: Remove the RFID tag from the read zone, the user will be logged off after 5 seconds.

Not all systems are setup to require that the RFID tag be used for all transaction. Some only require the RFID tag when modifications have been made to the product sale or after you TOUCH print.

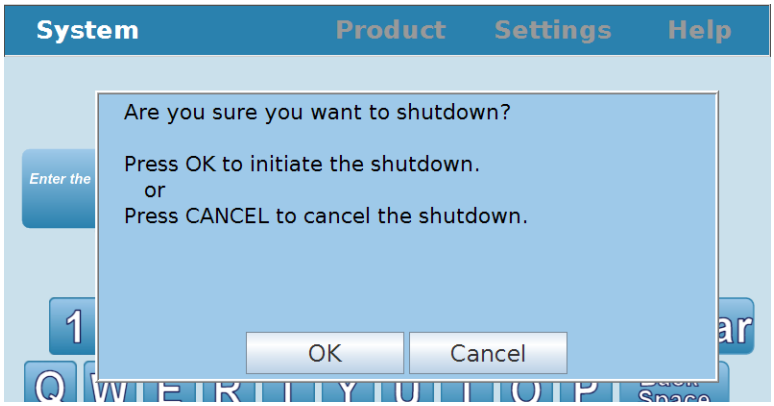


## Shutting Down the System

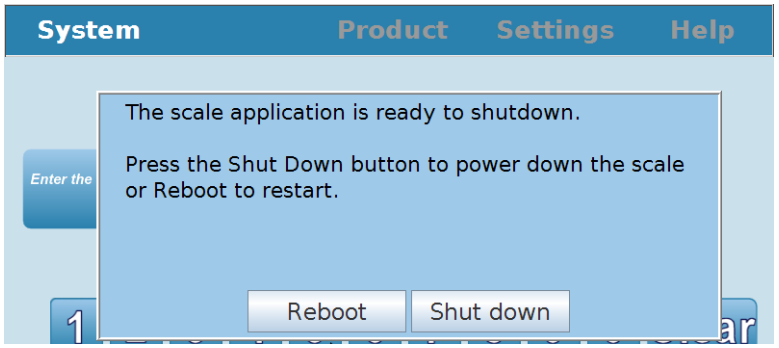
The Shutdown feature is designed to stop all internal functions. Shutdown is required before power can be disconnected from the system.

To Shutdown the System:

1. From the ***Operator Start Screen***, TOUCH System.
2. From the ***System Menu***, TOUCH Shutdown. A screen will appear and ask, "Are you sure you want to shutdown?"




3. TOUCH OK.
4. When the sytem is ready to shutdown, a screen will appear and say, "The scale application is ready to shutdown. Press the Shut Down Button to power down the scale or Reboot to restart." TOUCH Shut Down.



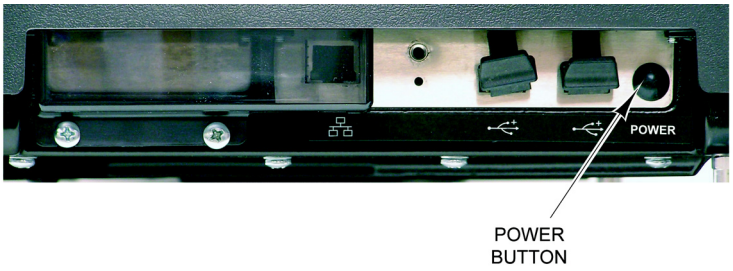

### Look At This

Shutdown may take a few minutes to complete depending on the size of the database in the scale. **DO NOT** disconnect power to the system during shutdown.

5. Wait for the scale system to shutdown (the screen will go black).
6. Unplug scale to remove power.

## Power Button

Located on the left side of the scale is the Power Button. In the unlikely event the scale stops responding, use the Power Button to reboot the scale.




- Press the on/off (power) switch for 2 seconds and it will cause an orderly shutdown of the operating system.
- Press the on/off (power) switch when the scale is off and it will power on.

## Weigh Types

The System drop-down menu provides access to Production Entry mode and Accumulate Items mode when enabled in Supervisor. These modes can be activated through the System drop-down menu or through a softkey programmed to toggle the mode activation. The following section provides a look at the procedures for successfully weighing items and printing labels within each specific Weigh Type (mode of operation).



## Production Entry Mode

This mode enables you to enter several fixed weight PLU's and the number of labels you want to print for each. For example, Production Entry allows you to print 100 bread labels and 50 cupcake labels with one operation.

**Tip**

You may want to set up your scale to stream labels (print labels without removing the backing paper from the label).

To run in Production Entry Mode: Enter Product PLU in the scale. Scale will request the number of labels to be printed. TOUCH Print to print labels.

## Accumulate Items Mode

Accumulate items mode enables you to print one label or a series of labels for multiple PLUs. The scale can be configured to print either Item Total Labels or Itemized Receipts.

When configured, you can print a label for each product and/or an ***Item Total Label*** for all products. The Item Total Label contains only the grand total and barcode. Refer to the following examples.





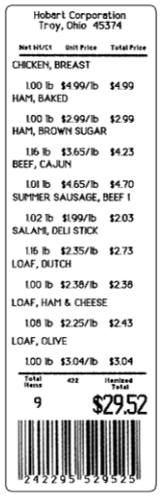




When configured you can print an Itemized receipt for all products entered. This receipt contains all products, a grand total and a barcode. Refer to the following examples.




*Itemized Receipt (2.25" X 3.0")*




*Itemized Receipt (1.5" X 5.0")*




*Itemized Receipt (Continuous X 2.25")*

To run in Accumulate Items Mode: Enter Product PLU in the scale. Place product on scale. Choose "Add This Item". If another item is to be included choose "Add Another Item". Repeat until order is complete.

Operator can choose to "Show All" or choose "Print Label" to print label and complete transaction.

## Operator Start Screen Softkeys and Flashkeys

The Softkeys provide access to drop-down menus showing available menu choices. The use of these keys, the screens accessed, and the functions performed through these keys are described in the next section of this manual.

**Note**

The Product Softkey will only be available when a PLU is entered.

Flashkeys are the keys located below the Softkeys. These keys are configured individually for each system to provide quick access to products and functions frequently used. The buttons under the PLU number field are also flashkeys.

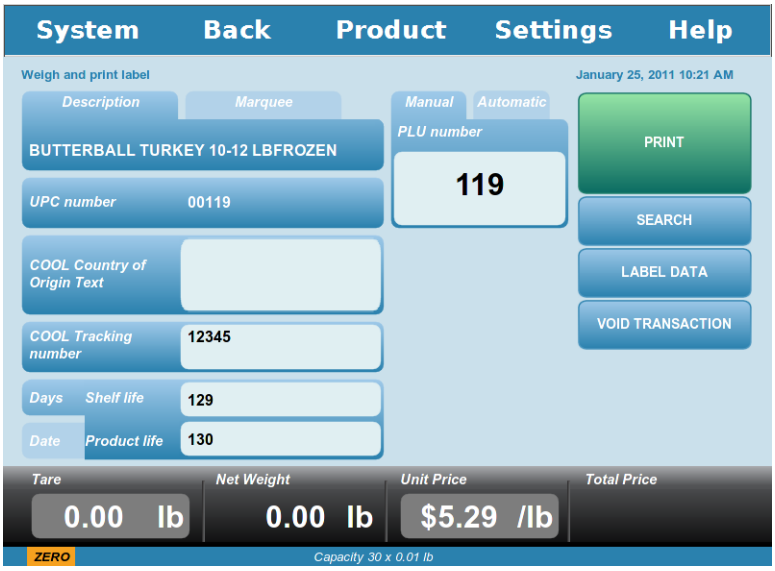


## Run Screen

The Run Screen displays product information for the PLU that is entered. The type of data displayed depends upon the product weigh type of the PLU.

The Run Screen displays the following information, if applicable:

- PLU Number (tabs between Manual/Automatic)
- Description (tabs between Description/Marquee)
- Shelf Life (tabs between Days/Date)
- Product Life (tabs between Days/Date)
- Country of Origin Text (COOL)
- COOL Tracking Number
- UPC Number
- Net Weight
- Total Price
- Tare
- Unit Price
- By Count
- Exception Price
- Volume
- Run Screen Flashkeys
- Product Image (not shown below)




**Note**

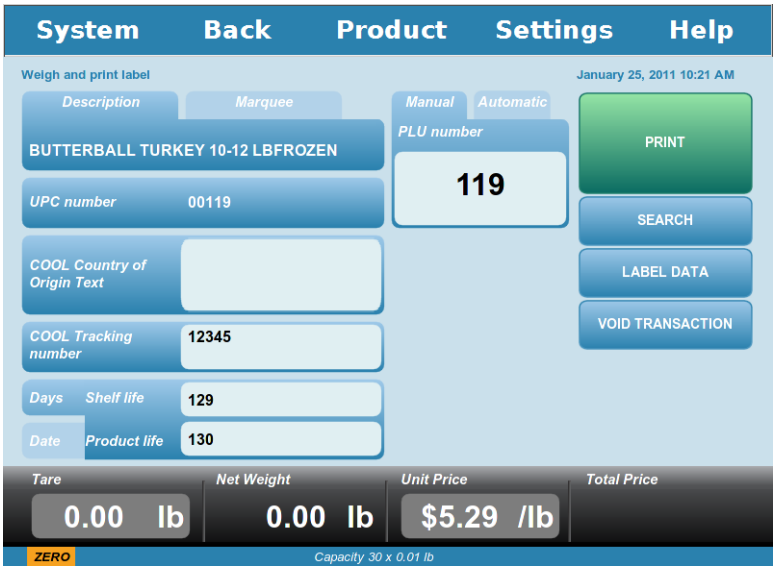
System configuation may show different options.

## Modifying the Run Screen

The operator can modify certain settings that display on the Run Screen. Only text fields with a light blue background can be modified. Text fields with a dark blue background cannot be edited and provide information only.

**Note**

Changes made at the Run Screen, other than certain COOL information, will be in effect for the current run only. The scale will revert to the system default settings when a different PLU is entered.




To change Field values: TOUCH the field and TYPE the change on the pop-up Numeric Keypad or Alpha-numeric Keyboard. TOUCH Enter. The value change will be displayed in field.

To change COOL or COOL Tracking number: TOUCH the field. You should now be on the ***COOL Screen.*** See *Product Drop-Down Menu - COOL Screen* for information about modifying COOL. The setting changes made will be displayed on the Run Screen.

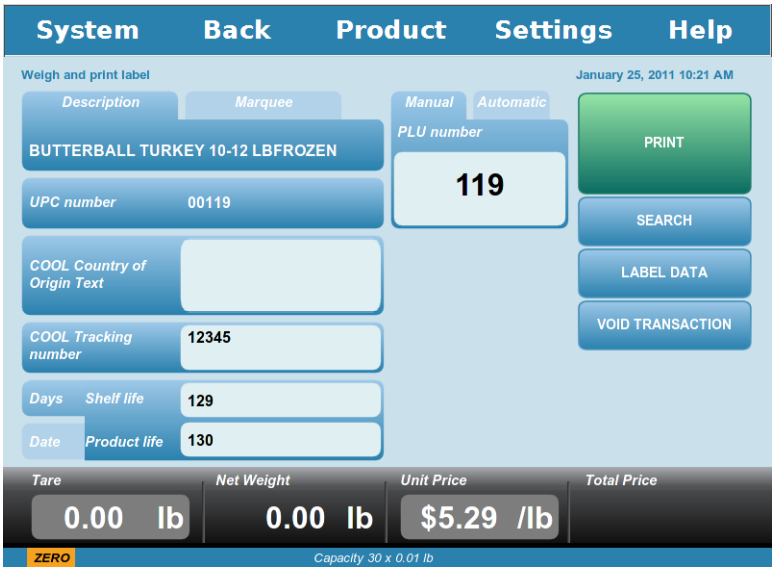
To change Automatic functions: TOUCH the Automatic tab above the PLU number to turn automatic printing on. TOUCH the Manual tab above the PLU number to turn automatic printing off.

To View Message Displayed on Marquee: TOUCH the Marquee tab to view the marquee message. TOUCH the Description tab to view the product description.

## Running a Product

Running a product is the basic function of the operator. This function allows the operator to select the PLU, weigh, and print the label.

From the ***Operator Start Screen***, search for a PLU or name, TOUCH a Flashkey –OR– TYPE the product number on the Numeric Keypad. TOUCH Enter. You should now be on the ***Run Screen***.




**Note**

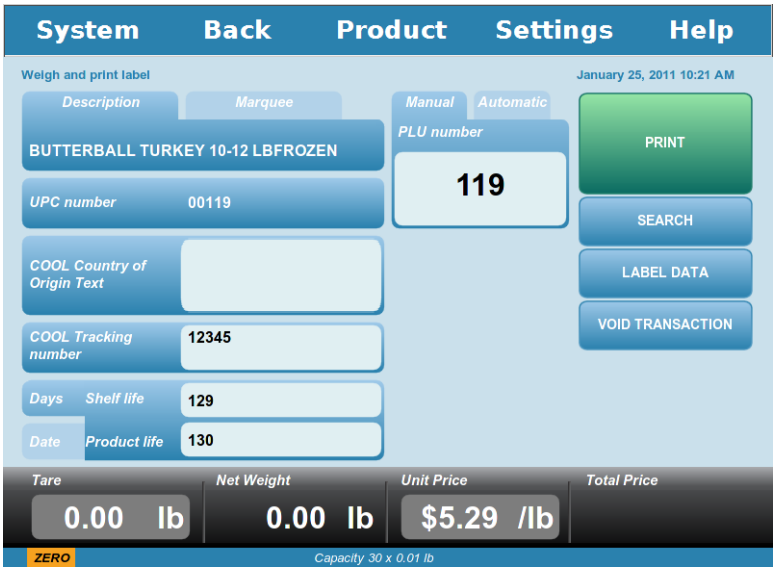
The tab above the PLU number determines whether the scale is in automatic or manual print mode.

To run in Automatic Mode: Place the product on the scale. The label will print automatically when a stable weight has been sensed by the scale.

To run in Manual Mode: Place the product on the scale. TOUCH Print to print a label. The label will print when a stable weight has been sensed by the scale.

## Using the Operator Run Screen Drop-Down Menus

Additional information is available by selecting a softkey; Product, Settings, and Help located on the Operator Screen menu bar as shown on the Operator Run Screen.




The Operator Run Screen drop-down menus include:

For Product

- Label Data
- Product Note
- Product & Shelf Life
- COOL
- Discount Pricing

For Settings

- Printer Settings
- Transaction Types
- Void Transaction
- GCD Settings
- Expiration Label History
- Rezero Weigher

For Help

- Search
- Describe this Page
- Questions
- Operator Note
- Weights & Measures
- About Scale

## Product Drop-Down Menu

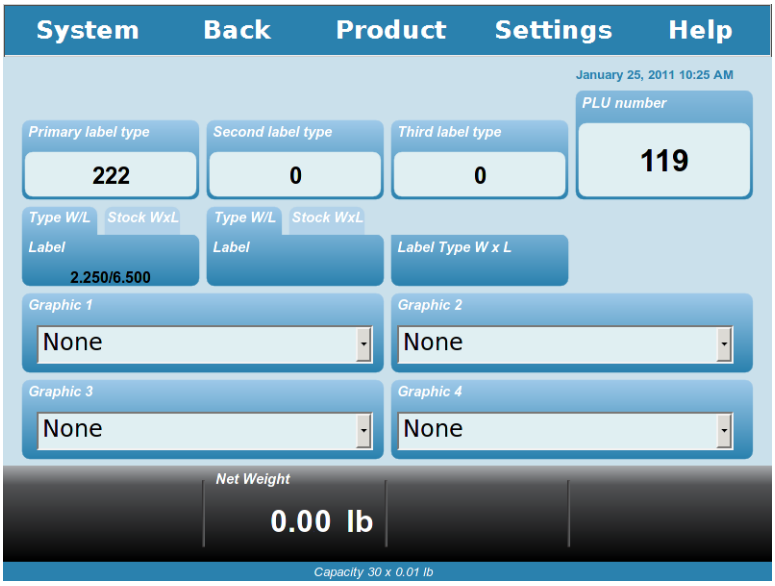
The Product Drop-Down Menu has the following selections:

- *Label Data Screen*
- *Product Note Screen*
- *Product & Shelf Life Screen*
- *COOL Screen*
- *Discount Pricing*

## Product Drop-Down Menu - Label Data Screen

This screen is used to temporarily change the label type or graphic associated with the current product. The changes made are only valid while the current product is selected.

From the ***Operator Run Screen***, TOUCH Product. TOUCH Label Data. You should now be on the ***Label Data Screen***.




To change the Label Type: TOUCH the Label Type text box. The Numeric Keypad will be displayed. TYPE the label number or TOUCH clear to delete the label number and enter another one, then TOUCH enter to complete the label number entry. The width and length of the label will automatically be displayed below the Label Type text box.

To change a Graphic: TOUCH the graphic field and SELECT a graphic from the list.

To exit this screen: TOUCH Back.

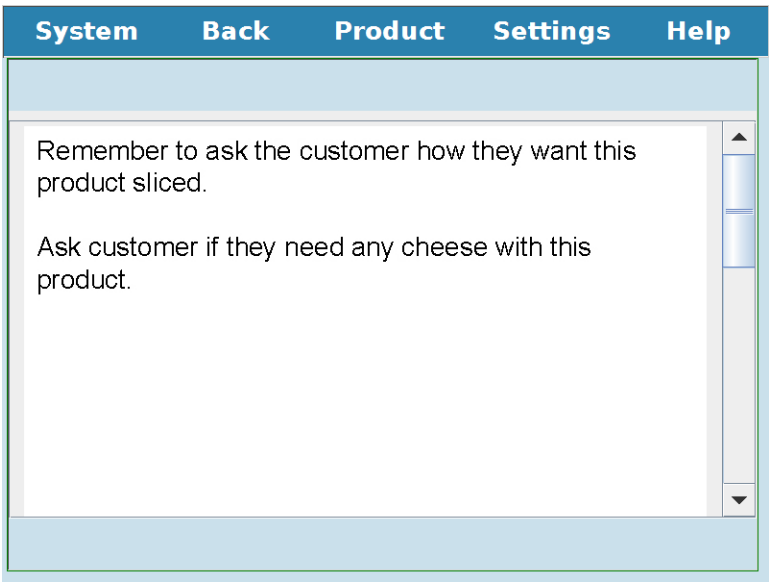
## Product Drop-Down Menu - Product Note Screen

This screen displays notes that your manager or people at headquarters want you to be aware of. These notes may be product specific (like something special that needs to be done with the product) or might be general notes on things that you need to be aware of (recalls, special instructions on something that needs to be done today, etc).

From the ***Operator Run Screen***, TOUCH Product. TOUCH Product Note. You should now be on the ***Product Note Screen***.

**Note**

Not all PLU's have an associated Product Note.

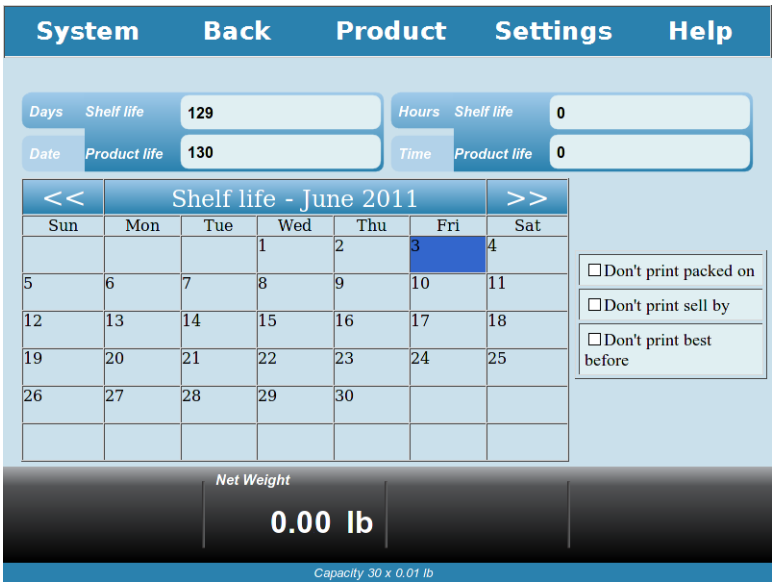



To exit this screen: TOUCH Back.

## Product Drop-Down Menu - Product & Shelf Life Screen

This screen is used to temporarily change the product and shelf life fields that will be printed on the label. It may be used to select which fields not to print on the label. These changes are temporary and will be lost when a new product is selected.

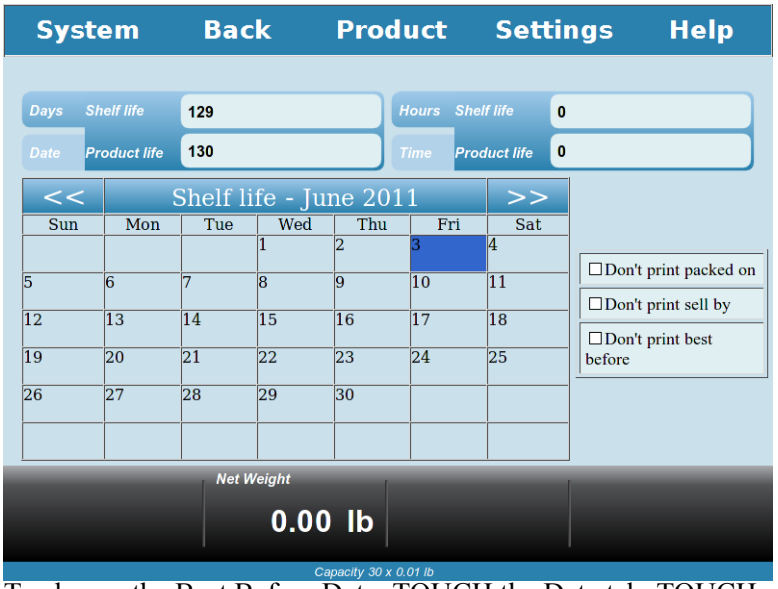
From the ***Operator Run Screen***, TOUCH Product. TOUCH Product & Shelf Life. You should now be on the ***Product & Shelf Life Screen***.




To change the Shelf Life Days: TOUCH the Shelf Life Days box. The numeric keypad will be displayed. TYPE in the number of days. TOUCH enter on the keypad. The number of days will appear in the Shelf Life Days box. The Sell By Date will be calculated automatically and the date will be highlighted in the calendar.

To change the Sell By Date: TOUCH the Date tab. TOUCH the Sell By Date box. The numeric keypad will be displayed. TYPE in the date using two digits each for the day, month and year. TOUCH enter on the keypad. The new date will appear in the Sell By Date box. The Shelf Life Days will be calculated automatically and the date will be highlighted in the calendar.

To change the Product Life Days: TOUCH the Product Life Days box to activate it. The numeric keypad will be displayed. TYPE in the number of days. TOUCH enter on the keypad. The number of days will appear in the Product Life Days box. The Best Before Date will be calculated automatically and the date will be highlighted in the calendar.




To change the Best Before Date: TOUCH the Date tab. TOUCH the Best Before Date box. The numeric keypad will be displayed. TYPE in the date using two digits each for the day, month and year. TOUCH enter on the keypad. The new date will appear in the Best Before Date box. The Product Life Days will be calculated automatically and the date will be highlighted in the calendar.

To change the Shelf/Product Life Hours/Time: TOUCH the Hours or Time tab. TOUCH the Shelf or Product Life Hours box. The numeric keypad will be displayed. TYPE in the number of hours. TOUCH enter on the keypad. The number of hours will appear in the Shelf or Product Life Hours box. The Sell By and/or Best Before Date will be calculated automatically and the date will be highlighted in the calendar.

To change the Don't print check boxes: TOUCH the check box to turn a don't print function on.

**Look At This**

You can also use the calendar to change the best before or sell by date. TOUCH the sell by or best before date field. TOUCH cancel, then SELECT the date on the calendar.

To change the Month: TOUCH the arrow keys to the right and left at the top of the calendar.

To exit this screen: TOUCH Back.

**Note**

If changes are made to the Sell By Date, the Best Before Date will automatically be changed by the same amount.

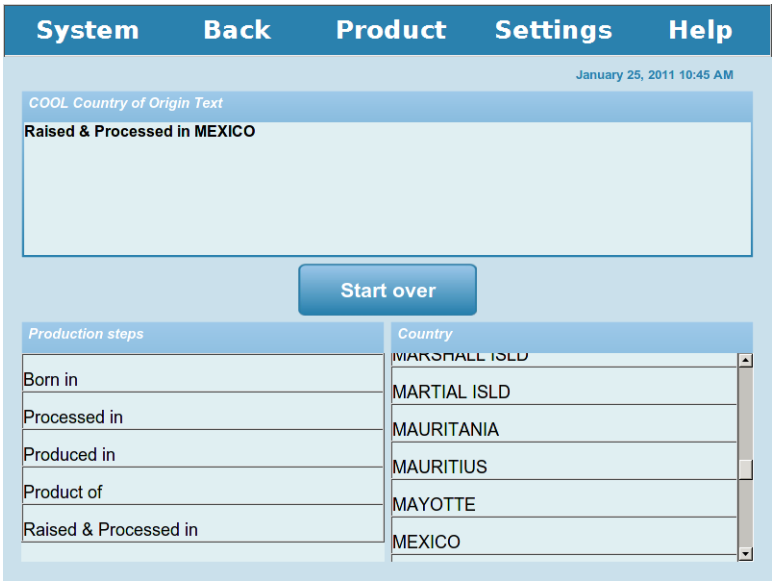
## Product Drop-Down Menu - COOL Screen

From the ***Operator Run Screen***, TOUCH Product. TOUCH COOL. You should now be on the ***COOL Screen***.




To exclude COOL Data: TOUCH the Cool Not Required button.

To create COOL text: TOUCH the Create COOL Text button. You should now be on the ***Create COOL Text Screen***.




SELECT the appropriate production step from those listed in the Production Steps box. Repeat this procedure to SELECT the country from the list in the Country box in which the production step was performed. The production step and country selected will be displayed in the COOL Text box. If needed, TOUCH the Start Over button to delete the COOL text. TOUCH Back when finished creating Cool text. The created COOL text should now appear in the COOL Short List.




To use text from the COOL Short List: TOUCH the text in the COOL Short List field. The text selected should now appear in the Current COOL Text field. This is the COOL text that will be used for this run only.

To create COOL Tracking Number: TOUCH the COOL Tracking Number field to activate it. The alpha-numeric keyboard will be displayed. TYPE in the tracking number.

To exit this screen: TOUCH Back.

## Product Drop-Down Menu - Discount Pricing

From the ***Operator Run Screen***, TOUCH Product. TOUCH Discount Pricing.

The current discounts for this product will be displayed. No modifications can be made to these values by the operator.




To exit this screen: TOUCH Back.

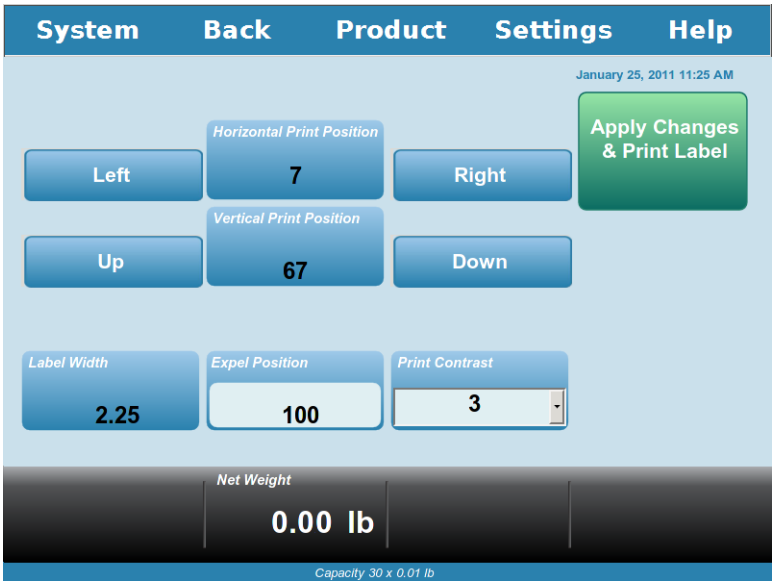
## Settings Drop-Down Menu

The Setting Drop-Down Menu has the following selections:

- *Printer Settings Screen*
- *Transaction Type Screen*
- *Void Transaction*
- *GCD Settings Screen*
- *Expiration Label History*
- *Rezero Weigher Screen*

## Settings Drop-Down Menu - Printer Settings Screen

From the ***Operator Run Screen***, TOUCH Settings. TOUCH Printer Settings. You should now be on the ***Printer Settings Screen***.




To change the Printer Contrast: TOUCH the Printer Contrast field and SELECT a number from 0-7. TOUCH the Apply Changes & Print Label button to save changes and print a sample label.

**Note**

Use the lowest contrast level that produces acceptable print.

To change the Horizontal Print Position: TOUCH the Left or Right buttons on either side of the Horizontal Print Position field to move the print to the left or the right on the label. TOUCH the Apply Changes & Print Label button to save changes and print a sample label.

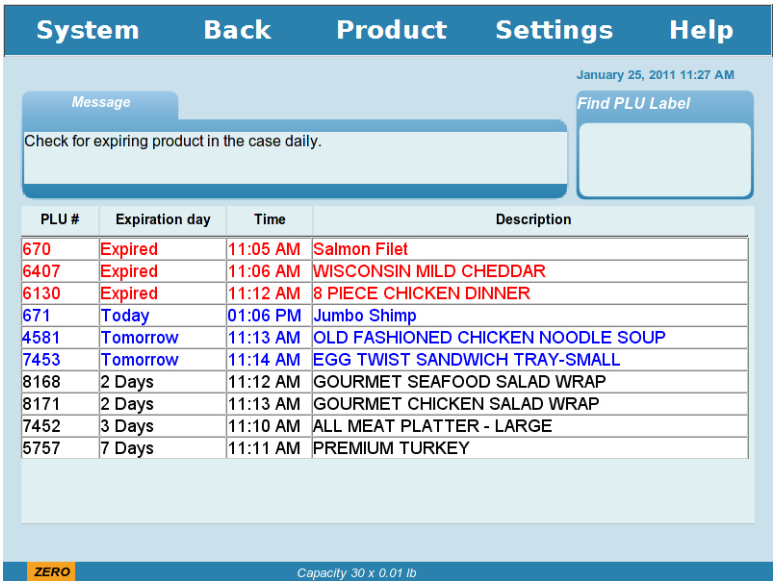
To change the Vertical Print Position: TOUCH the Up or Down buttons on either side of the Vertical Print Position field to move the print up or down on the label. TOUCH the Apply Changes & Print Label button to save changes and print a sample label.

To exit this screen: TOUCH Back.

## Settings Drop-Down Menu - Expiration Label History

This screen is used to view the Expiration Label History Records. A Shelf Life Label can be printed for an opened item (i.e. a deli meat loaf). This page will show the user the items that have had expiration labels printed. Additionally, it will show what items have expired in the past two days and those about to expire.

From the ***Operator Run Screen***, TOUCH Settings. TOUCH Expiration Label History. You should now be on the ***Expiration Label History Screen***.




| PLU # | Expiration day | Time | Description |
|---|---|---|---|
| 670 | Expired | 11:05 AM | Salmon Filet |
| 6407 | Expired | 11:06 AM | WISCONSIN MILD CHEDDAR |
| 6130 | Expired | 11:12 AM | 8 PIECE CHICKEN DINNER |
| 671 | Today | 01:06 PM | Jumbo Shimp |
| 4581 | Tomorrow | 11:13 AM | OLD FASHIONED CHICKEN NOODLE SOUP |
| 7453 | Tomorrow | 11:14 AM | EGG TWIST SANDWICH TRAY-SMALL |
| 8168 | 2 Days | 11:12 AM | GOURMET SEAFOOD SALAD WRAP |
| 8171 | 2 Days | 11:13 AM | GOURMET CHICKEN SALAD WRAP |
| 7452 | 3 Days | 11:10 AM | ALL MEAT PLATTER - LARGE |
| 5757 | 7 Days | 11:11 AM | PREMIUM TURKEY |

Red text Items: These are products whose shelf life have expired. The red text make the items easily identifiable.

Blue text Items: These are products that have not yet expired, but have less than 24 hours until they do expire. The blue text make the items easily identifiable in order for the Operator to select the items for proactive solutions. This may include discounts and sample platters in order to push the items.

Black text Items: These are products that have Shelf Life Expiration dates of more than one day.

Expiration Note: A note to indicate to the operator what should be done to expired and soon to be expiring products.

PLU # Column: The Product Number of the item that an Operator has printed a shelf Life Expiration Label.

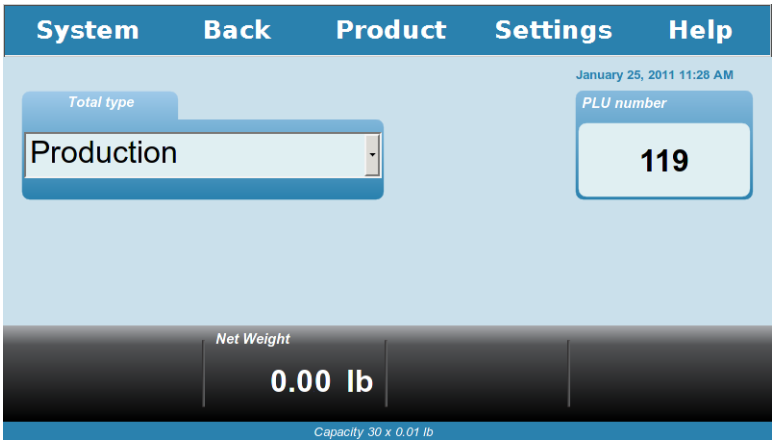
Expiration Day Column: The date, in days, when the product expires.

Time Column: The time of day when the product expires.

Description Column: The product description of the item that had a Shelf Life Expiration Label printed.

## Settings Drop-Down Menu - Transaction Type Screen

From the ***Operator Run Screen***, TOUCH Settings. TOUCH Transaction Type. You should now be on the ***Transaction Type Screen***.

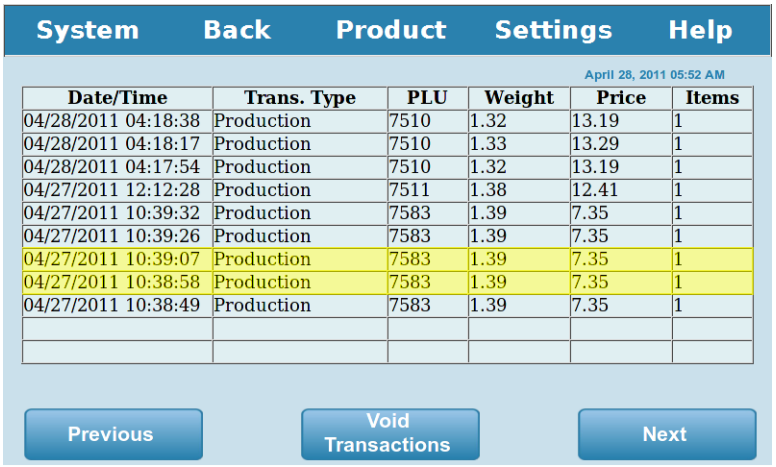



To select a Total Type: TOUCH the Total Type field and SELECT a Total Type.

To exit this screen: TOUCH Back.

## Product Drop-Down Menu - Void Transaction

From the ***Operator Run Screen***, TOUCH Product. TOUCH Void Transaction.

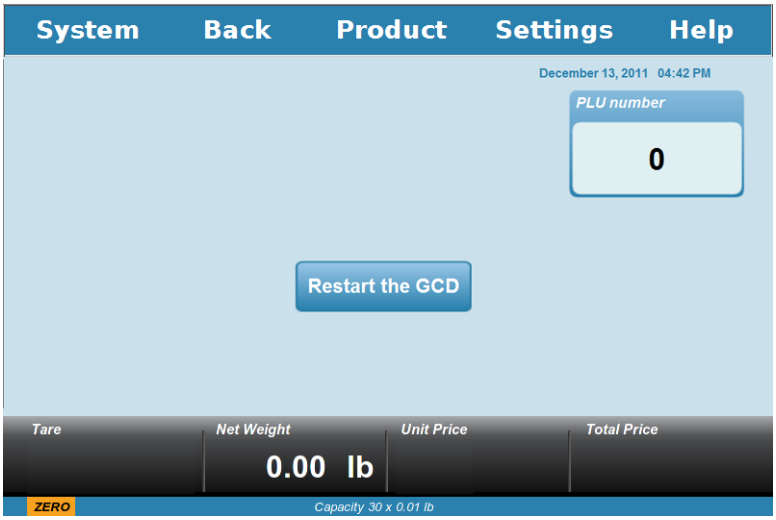



| Date/Time | Trans. Type | PLU | Weight | Price | Items |
|---|---|---|---|---|---|
| 04/28/2011 04:18:38 | Production | 7510 | 1.32 | 13.19 | 1 |
| 04/28/2011 04:18:17 | Production | 7510 | 1.33 | 13.29 | 1 |
| 04/28/2011 04:17:54 | Production | 7510 | 1.32 | 13.19 | 1 |
| 04/27/2011 12:12:28 | Production | 7511 | 1.38 | 12.41 | 1 |
| 04/27/2011 10:39:32 | Production | 7583 | 1.39 | 7.35 | 1 |
| 04/27/2011 10:39:26 | Production | 7583 | 1.39 | 7.35 | 1 |
| 04/27/2011 10:39:07 | Production | 7583 | 1.39 | 7.35 | 1 |
| 04/27/2011 10:38:58 | Production | 7583 | 1.39 | 7.35 | 1 |
| 04/27/2011 10:38:49 | Production | 7583 | 1.39 | 7.35 | 1 |

Transactions can be highlighted (multiple if desired) and the Void Transactions button can be pressed, at which point ALL the highlighted transactions will be voided. There will be no further indication on the screen that the transaction has been completed.

## Settings Drop-Down Menu - GCD Settings Screen

From the ***Operator Run Screen***, TOUCH Settings. TOUCH GCD Settings. You should now be on the ***GCD Settings Screen***.




To restart the GCD: TOUCH the Restart the GCD button.

To exit this screen: TOUCH Back.

## Settings Drop-Down Menu - Rezero Weigher Screen

Ensure that nothing is on the scale. From the ***Operator Run Screen***, TOUCH Settings. TOUCH Rezero Weigher. A process box will appear briefly; no other action is required.

## Help Drop-Down Menu

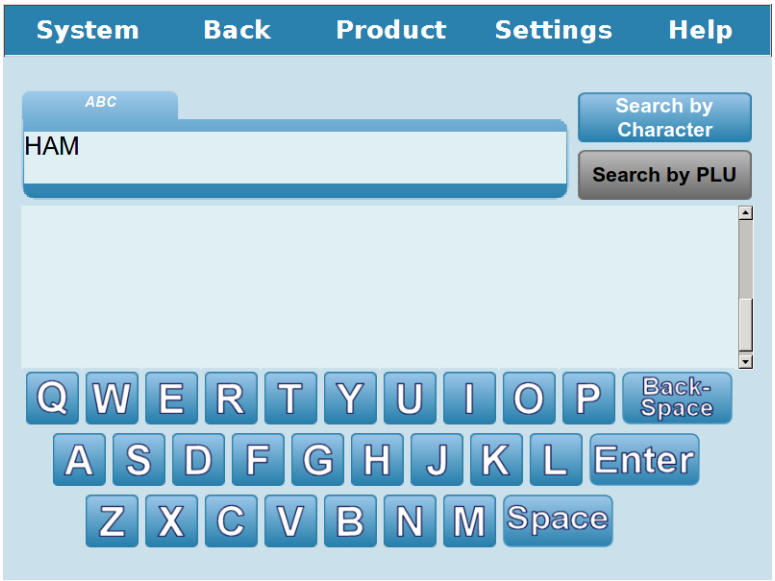
The Help Drop-Down Menu can be accessed at anytime and has the following selections:

- *Search Screen*
- *Describe this Page Screen*
- *Questions Screen*
- *Operator Note Screen*
- *Weights & Measures Screen*
- *About Scale Screen*

## Help Drop-Down Menu - Search Screen

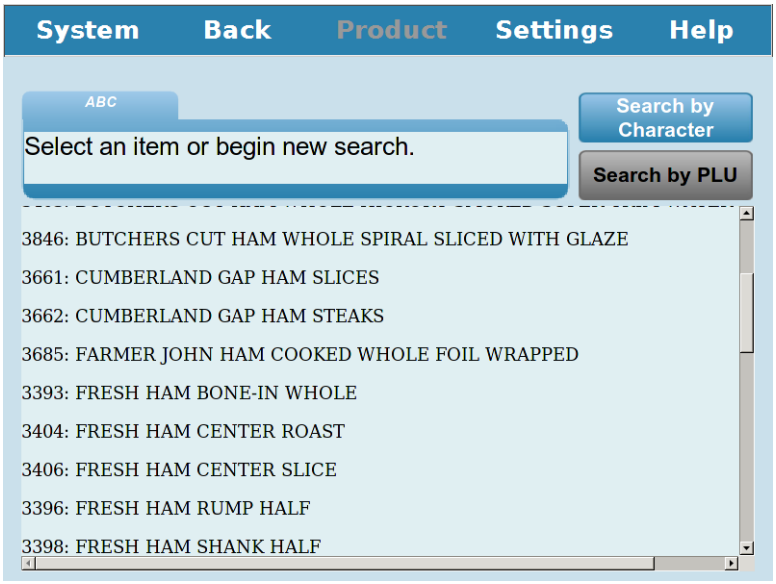
From any screen, TOUCH Help. TOUCH Search. You should now be on the ***Search Screen***.

A search can be performed by a product number or by a product description. TOUCH either the Search by character button to perform a search by product description or Search by PLU button to perform a search by product number.




To perform a Search by character: TOUCH the button Search by Character. The Alpha Keyboard will be displayed on the screen. TYPE the letters on the keyboard describing the product. You can enter up to four characters at which point the search will begin automatically. If you want a search based on less than four characters, TOUCH Enter on the alpha keyboard to start the search.

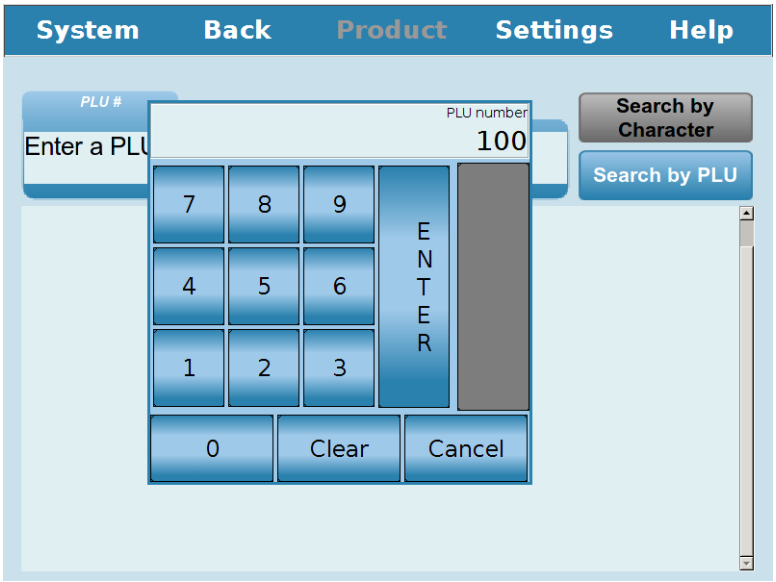
As shown on the screen below, a list of products is displayed.



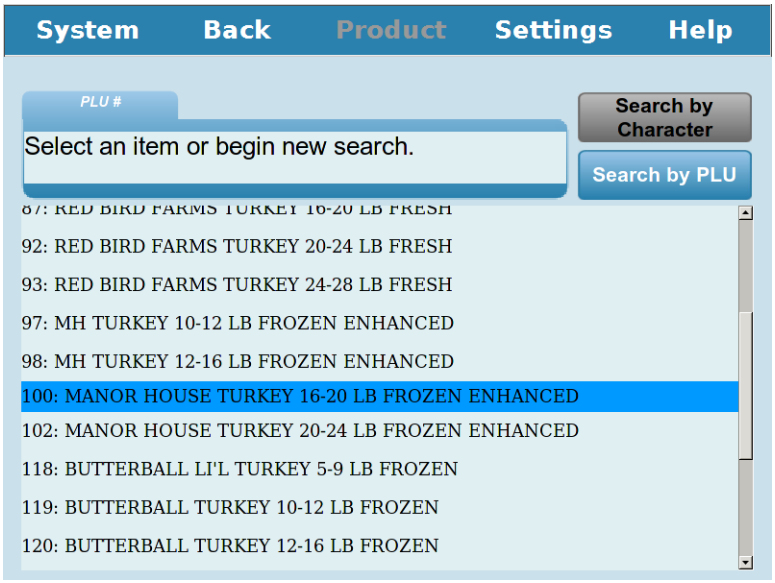

TOUCH the scroll bar arrows to the right of the box containing the product list to scroll up or down and view all of the products listed. TOUCH the scroll bar arrows below the box to view list entries that are wider than the box.

SELECT the desired product on the list. The ***Run Screen*** for the selected product will be displayed.

To perform a Search by PLU Range: TOUCH the button Search by PLU. The Numeric Keypad will be displayed on the screen. TYPE the product number. If the search does not begin automatically, TOUCH Enter.



As shown on the screen below, a list of products is displayed.



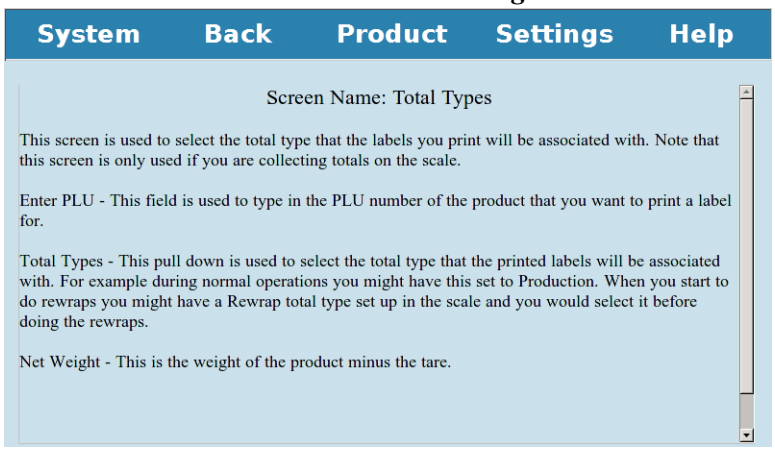

TOUCH the scroll bar arrows to the right of the box containing the product list to scroll up or down and view all of the products listed. TOUCH the scroll bar arrows below the box to view list entries that are wider than the box.

SELECT the desired product on the list. The ***Run Screen*** for the selected product will be displayed.

## Help Drop-Down Menu - Describe this Page Screen

The Describe this Page Screen will give you tips about the current screen.

From any screen, TOUCH Help. TOUCH Describe this Page. You should now be on the ***Describe this Page Screen***.

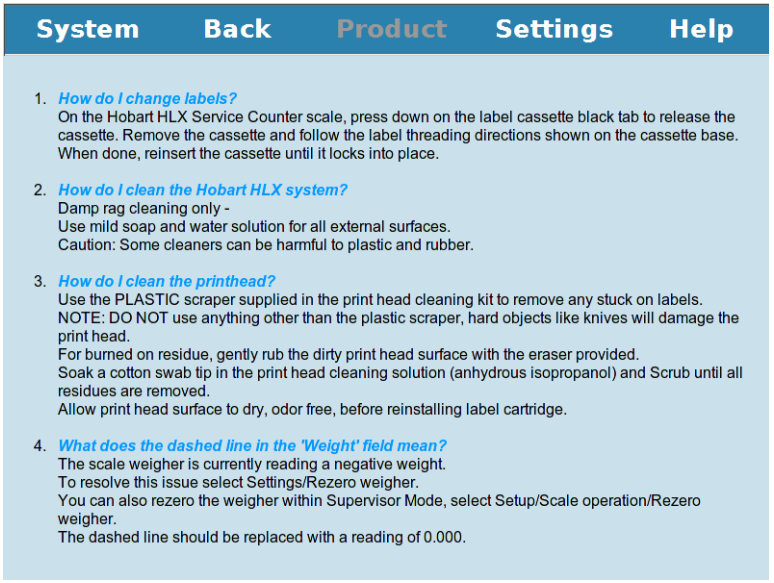



To exit this screen: TOUCH Back.

## Help Drop-Down Menu - Questions Screen

The Questions Screen will show a list of frequently asked questions regarding the HLX Scale System operation and maintenance.

From any screen, TOUCH Help. TOUCH Questions. You should now be on the ***Questions Screen***.

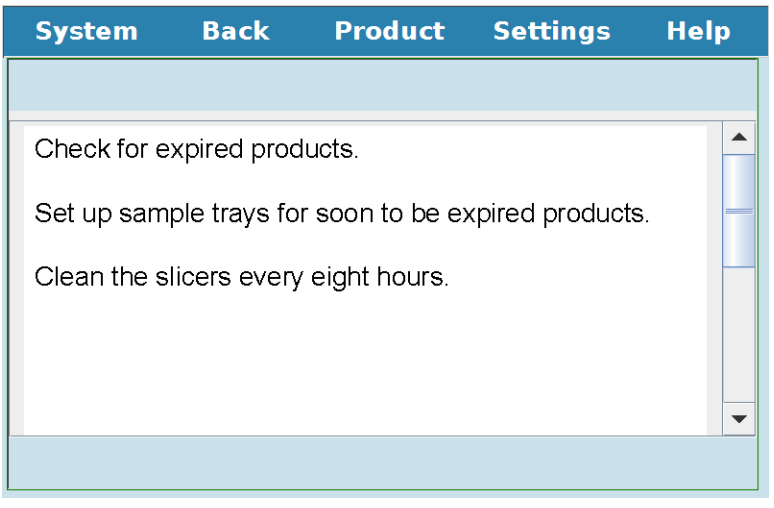



To view Questions: TOUCH the scroll bar on the right of the list of questions to scroll up and the down the list of questions.

To exit this screen: TOUCH Back.

## Help Drop-Down Menu - Operator Note Screen

From any screen, TOUCH Help. TOUCH Operator Note. You should now be on the ***Operator Note Screen***. This screen is only available if there is a note.



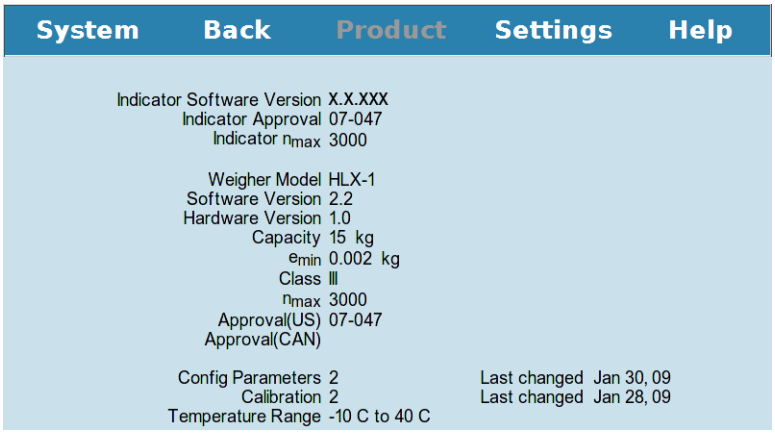

To exit this screen: TOUCH Back.

## Help Drop-Down Menu - Weights & Measures Screen

From any screen, TOUCH Help. TOUCH Weights & Measures. You should now be on the ***Weights & Measures Screen***.

**Note**

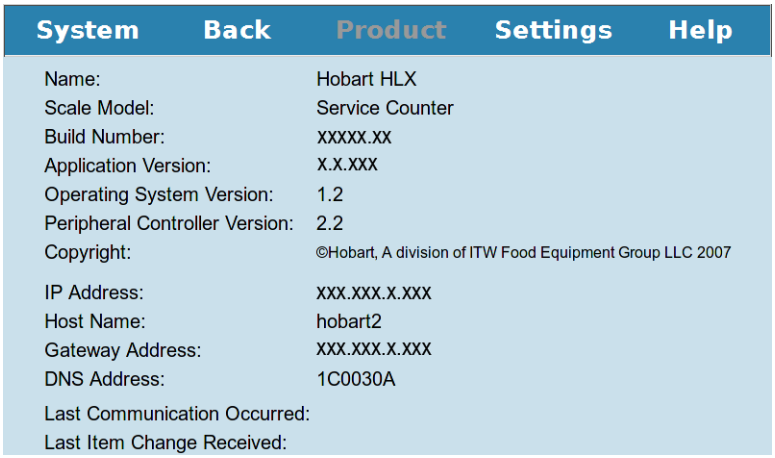
The information on this screen will vary depending on the peripherals attached.




To exit this screen: TOUCH Back.

## Help Drop-Down Menu - About Scale Screen

From any screen, TOUCH Help. TOUCH About Scale. You should now be on the ***About Scale Screen***.




To exit this screen: TOUCH Back.

# Chapter 4: Maintenance & Cleaning

## Maintenance & Cleaning

### Removing the Label Cassette

To remove the Label Cassette:

1. Press down on the black label Cassette Eject Button. The Label Cassette will partially eject one to two inches.
2. Grasp the Label Cassette and slide it toward the front.




### Installing the Label Cassette

To install the Label Cassette:

1. Line up the Guide Rail on the Label Cassette with the track on the base of the scale.
2. Slide the Label Cassette into the Printer Area.

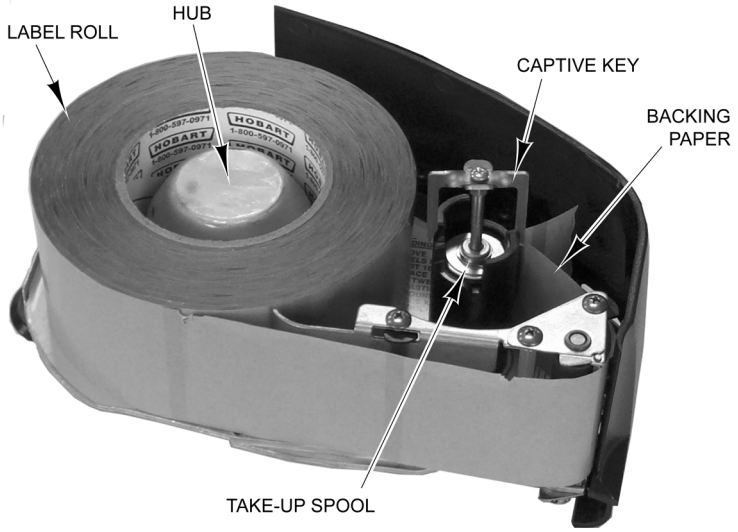



3. There will be a slight resistance the last 1-2 inches of travel as the mechanism engages. The motion should be similar to closing a cash register drawer.
4. Press it *firmly* until you hear the cassette latch lock into place.

## Removing the Label Roll

To remove the label roll:

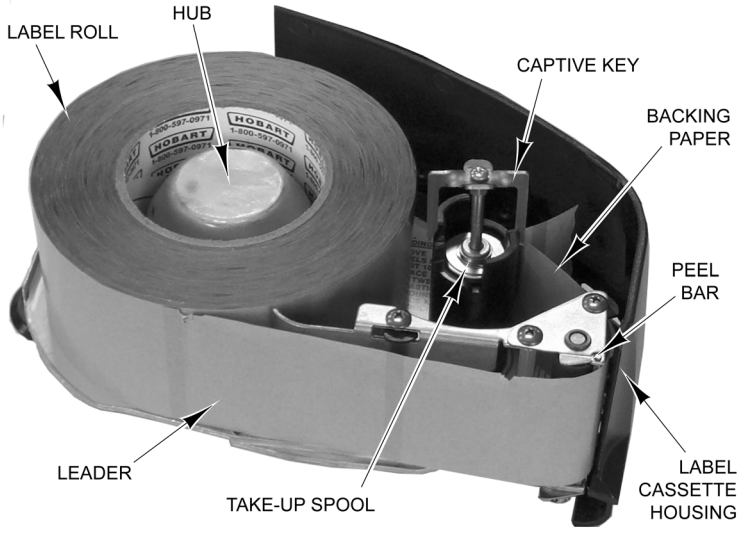
1. Remove the Label Cassette.
2. Lift the metal Captive Key up and remove any remaining labels and backing paper from the take-up spool.
3. Remove the label roll from hub.




## Loading the Label Cassette

To load the Label Cassette:

1. Remove labels from the first 10 inches of the label roll.
2. Place the label roll on the Hub in the Label Cassette.
3. Thread the leader between Peel Bar and Label Cassette Housing.




4. Pull the Captive Key up and wrap leader around the take-up spool, then Slide the Captive Key down onto spool.
5. Turn spool counterclockwise until edge of first label is even with peel bar.
6. Install the Label Cassette.

## Removing the Scale Platter

To remove the Scale Platter:

1. Lift up on the front lip of the platter.
2. Pull it straight up to remove.




## Installing the Scale Platter

To install the Scale Platter:

1. Locate the Platter Locating Studs on the bottom of the platter.
2. Line the Studs up with the hole in the Center of the Rubber Platter Mounts on the sub-platter.

## Adjusting Console Position

The HLX Scale System is designed so you can place the scale anywhere in your operation and adjust the screen for best visibility.

The Console may be pivoted into eight different positions. To adjust the console position:

1. Press the two Console Adjustment Buttons located on each side of the Console.
2. Pivot the Console to the desired position for best viewing.
3. Release Console Adjustment Buttons to lock it into place.



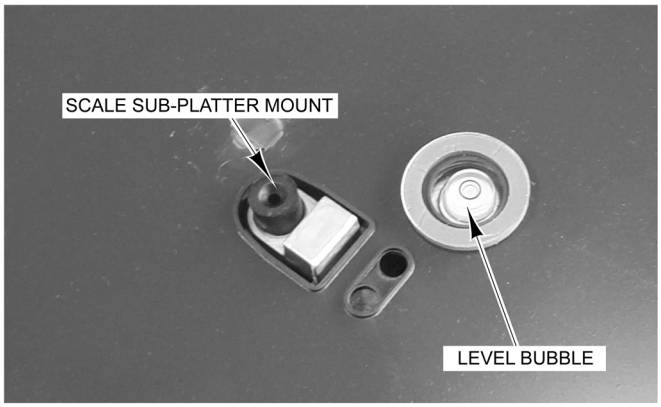
## Adjusting the Scale Feet

There are four Scale Feet located underneath the Scale System. You may need to adjust these feet slightly in the event the scale isn't sitting on the table/case properly.

Proper adjustment of these feet helps you maintain the proper scale balance.

To check Scale balance:

1. Remove the Platter.
2. Locate the Level on the Scale sub-platter. It can be seen through a hole in the Scale main housing.




3. Adjust the feet until the "bubble" is in the middle of the level.

To **increase** the length of the scale feet:

1. Rotate the feet in a counterclockwise direction.
2. Rotate the lock nut until it is firmly against the scale base housing to lock the adjustment in place.




To **decrease** the length of the scale feet:

1. Rotate the feet in a clockwise direction.
2. Rotate the lock nut until it is firmly against the scale base housing to lock the adjustment in place.

## Cleaning the Printhead

The printhead of your HLX Scale System should be cleaned approximately once each week, or whenever labels are obstructed due to a residue buildup on the printhead and/or roller. It is a good idea to clean the printhead roller whenever a new roll of labels is installed. To obtain a Printhead Cleaning Kit, contact your local Hobart Representative; request Part Number 00-184326.

### Look At This

- ***Do not use a metal tool on the printhead.*** This could scratch or break the printhead. In addition, monitor the printer to look for labels stuck on the printer parts. If found, remove these labels at once following the instructions given below.
- Do not dampen labels, electronic parts, or connections. Do not allow water to enter the openings in the housing. This could damage the scale system.

1. Use the scraper from the Printhead Cleaning Kit to remove stuck-on label stock.
2. To remove burnt-on adhesive, gently rub the printhead surface with the eraser from the Printhead Cleaning Kit.
3. Using the cleaner and a swab from the Printhead Cleaning Kit, scrub the printhead until all of the residue is removed.
4. Clean the roller with the cleaner and swabs.
5. Allow the printhead and roller to dry before loading the labels.

## Cleaning the Exterior of Scale

Carefully clean the exterior of the HLX Scale System with a clean sponge or cloth and a warm water and mild detergent solution (i.e., Palmolive green or Ivory liquid dishwashing detergents).

**CAUTION**

- Do not dampen labels, electronic parts, or connections.
- Do not allow water to enter the openings in the housing. This could damage the scale system.

## Troubleshooting

In the event that your HLX Scale System does not operate as expected, please reference the following troubleshooting steps before calling for service.

If you are experiencing problems with the system, the following scenarios may be of help.

| Problem | Possible Cause | Action/Solution |
|---|---|---|
| There is no display on the display unit. | You may not have power running to the system. | Verify the following connections:<br>• *Power cord is plugged into a working electrical outlet.*<br>• *Power cord is plugged into the console.* |
| The Operator ID was not accepted. | You may have entered the wrong ID. | Verify that you are entering the proper ID. If correct, have your supervisor check the ID number. |
| Product number was not found. | You may have entered an invalid product number. | Verify the product number. |
| System prompts you to take a label. No label is present. | A portion of the label may be 'hidden' in the label exit. | Make sure that the label exit is clear. |
| Partial non-printed label is exposed. | The labels may be improperly threaded. | Verify that labels are properly threaded. |
| System prints blank labels or partially printed labels. | The labels may be improperly threaded or the printhead or roller may be dirty. | Check to see that labels are threaded properly. If the problem persists, clean the printhead using the Hobart Printhead Cleaning Kit. |

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