NCR 7875 – Advanced Configuration

After the setup has been completed but the barcodes are not scanning, or the scale is not correctly weighing items please follow the steps below.
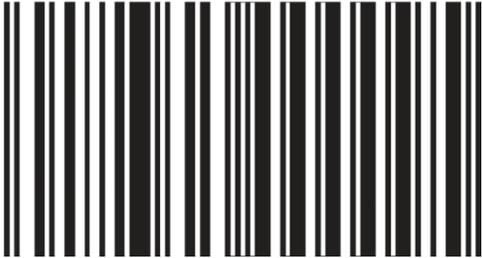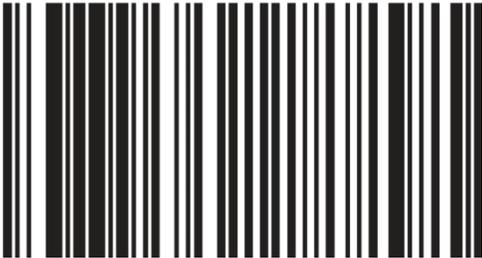
- **Disable Soft Defaults**
    - **Setting Factory Defaults**
- **Check Communications Method**
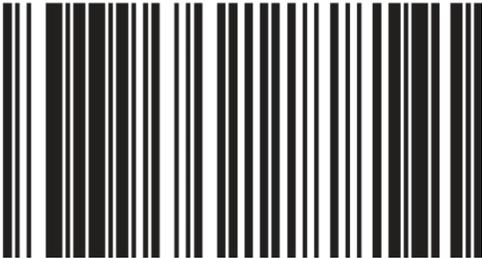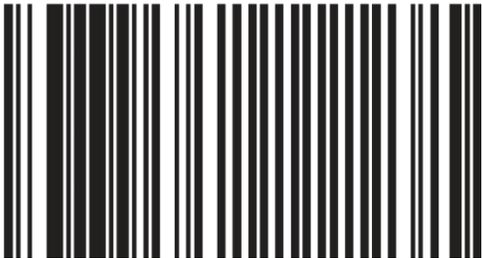- **Set Communication method to RS-232**

Disable Soft Defaults

Scanning the Default tag should reset the device to factory defaults, but in some cases it may not.

To set the system to use the default tags correctly please scan the barcodes in order below:

After making any of the following changes to the scale you will need to contact Weights and Measures to make sure the scale are certified and weighing items properly.
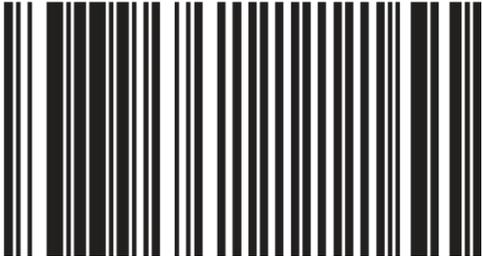
1.	Reset
2.	Programming Mode
3.	Hex 3

4.	Hex 4
5.	Hex 0
6.	Save and Reset

After disabling the soft reset we will then want to try to reset the system to factory defaults see: **Setting Factory Defaults**.

Setting Factory Defaults

After making any of the following changes to the scale you will need to contact Weights and Measures to make sure the scale are certified and weighing items properly.
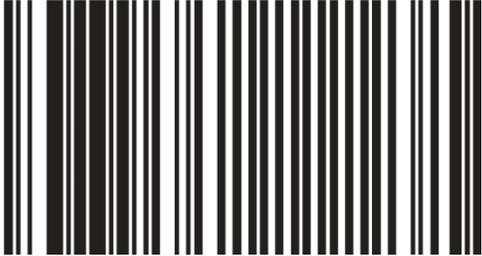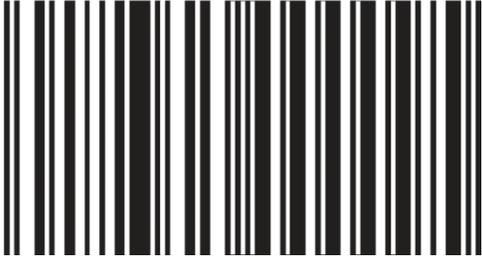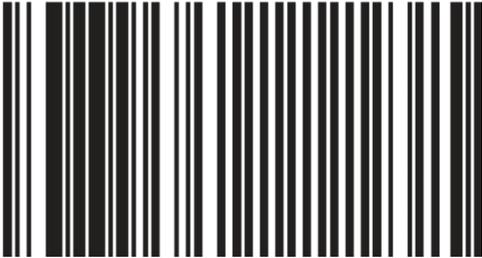
1.	Reset
2.	Default
3.	Save and Reset

After setting factory defaults please open CRE and try to scan a barcode.

Check Communications Method

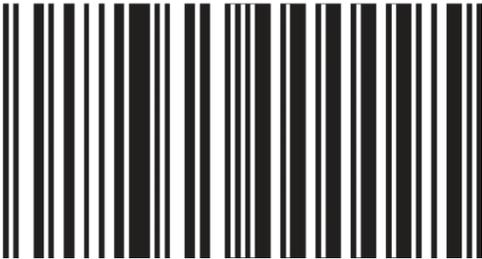To use the NCR 7875 scanner/scale the device must be communicating via RS-232.

To check the communication method that the NCR 7875 is using please scan the barcodes in order below:

1.	Reset
2.	Diagnostic Mode
3.	Hex 3

The scanner scale will then indicate which communication method it is using by one of the following two methods:

The device will beep 6 times stating that it is using RS-232 as the connection method. If it beeps any other number of times then we will need to **Set the Communication Method to RS-232**.
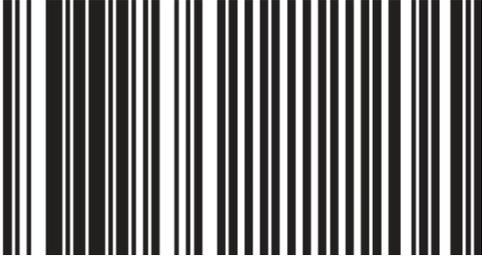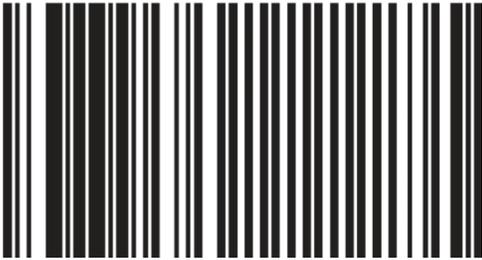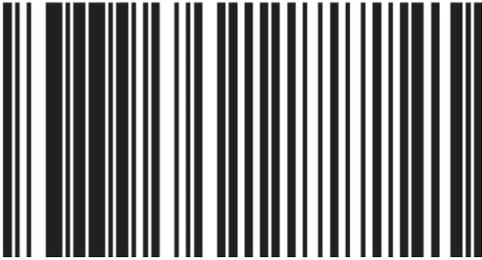
The Device will speak "R-S-2-3-2".

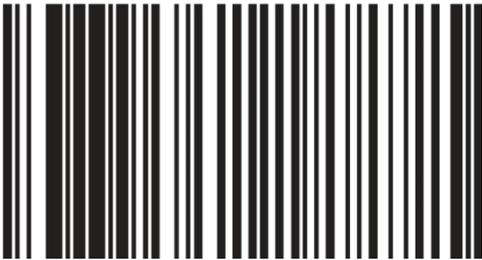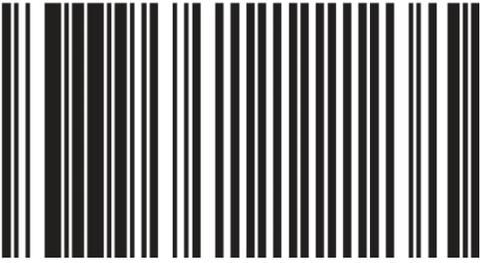|	
4.	Reset

Set Communication method to RS-232

After making any of the following changes to the scale you will need to contact Weights and Measures to make sure the scale are certified and weighing items properly.

To set the system to use RS-232 as the connection methods please scan the barcodes in order below:

1.	Reset
2.	Programming Mode
3.	Hex 1

4.	Hex 0
5.	Hex 5
6.	End

7.	Save and Reset

After setting the correct communication method please open CRE and try to scan a barcode.