Acculab VI/VIR Series Precision Scales

FAQ's

1. (All models) How do I calibrate my scale or balance?

Calibration instructions will depend on the model type of your scale or balance. Calibration instructions are outlined in the operatorâ€[™]s manual supplied with your scale. If you have lost your manual, you can download a copy on this website. Start by pointing your mouse on the SERVICE tab above, click on DOWNLOAD INSTRUCTION MANUAL, click on the manual that corresponds to your model type. For additional technical assistance please call 800-656-4400 ext. 8323.

2. Changing The RS-232 Configuration On A VIR-Series Balance.

The table "User Configurable Internal Menu Codes" shows the balance parameters that are user configurable. Changing configurable internal balance parameters requires accessing the balance internal menu system via the keypad. Navigating the menu system is performed as follows:

1. To gain access to the balance internal menu system, start with the balance turned off. Briefly press the "ON/MEMORY" key and immediately (and briefly) press the "TARE/PRINT" key while all LCD segments are illuminated. You should see a "1" toward the left side of the LCD. This is the "left" segment value.

2. To increment the displayed digit within any segment, briefly press the "TARE/PRINT" key repeatedly until you reach your target value.

3. To switch from one code segment to another, IE. from the left to center digit, center to right digit, or right to left digit, briefly press the "CAL/MODE" key. Increment each digit segment by the method explained in #2, above.

4. When switching from the center to right segment, the number displayed is the setting that is currently selected - marked by a small right facing arrow that points to the $\hat{a}\in \hat{c}eg\hat{a}\in$ indicator on the lower right side of the display.

5. To select a new value, increment the third segment (#2) until you reach the new desired value. To lock in this new value, press and hold the "CAL/MODE" key until the small right facing arrow appears and points to the "g†indicator on the lower right side of the display.

6. If you need to move on and change other internal values, do so by repeating steps 2-5 above.

7. To finalize and save all revised parameter settings, press and hold the "TARE/PRINT" key until the balance resets. All your new settings are now balance defaults at startup.

Note: To reset the balance to all its factory default parameters, specify the menu code "9 - 1" and invoke step #7, above.

3. Data Interface Cable PIN Configuration For VIR-Series Balances.



4. My Scale Reads "H"

"H" -This indicates that there may be an excessive weight applied to the weighing pan. It is critical not to exceed the maximum load capacity by more than 150% or damage to the balance may occur. Try to perform the calibration procedure outlined in the manual. If a calibration is not possible or does not correct the problem the scale will have to be serviced or replaced. Current series manuals can be downloaded from the service page of this website. Please contact customer at 800-656-4400 ext 8342.

Category	Left	Center	Right	Value
Ambient Conditions	1	1	1	very stable
	1	1	2	stable (default)
	1	1	3	unstable
	1	1	4	very unstable
Stability Range	1	3	1	¼ digit
	1	3	2	½ digit
	1	3	3	1 digit
	1	3	4	2 digits
	1	3	5	4 digits
External CAL Units	1	4	1	grams (default)
External Calibration	1	5	1	external calibration is enabled (default)
	1	5	2	external calibration is disabled
Auto Zero	1	6	1	on (default)
	1	5	2	off
Baud Rate	5	1	1	150
	5	1	2	300
	5	1	3	600
	5	1	4	1200 (default)
	5	1	5	4800
	5	1	6	4800
	5	1	7	9600
Parity	5	2	1	mark
	5	2	2	space
	5	2	3	odd (default)
	5	2	4	even
Stop Bits	5	3	1	1 stop bit (default)
	5	3	2	2 stop bits
Handshake	5	4	1	software
	5	4	2	hardware, w/2 chars after CTS
	5	4	3	hardware, w/1 char after CTS (default)
Print Stream	6	1	1	manual print, regardless of stability

5. User Configurable Internal Menu Codes For VIR-Series Balances.

	6	1	2	manual print when stable (default)
	6	1	3	continuous print, regardless of stability
	6	1	4	continuous print, when stable
Printed Output	7	1	1	LCD contents only (default)
	7	1	2	header and LCD contents
Menu Codes Reset	9	1	1	reset balance to factory defaults

6. Verifying A VIR-Series Balance RS-232-to-PC Connection.

First, it is imperative that you use the correct cable when connecting your VIR-Series balance to a PC. You can either make your own cable, as specified on page 17 of your instruction manual, or purchase the proper cable from an authorized Acculab dealer (part #VIR-CAB).

Next, start HyperTerminal on your PC, and specify to connect using "Direct to ComX" ("x" corresponds the COMM port on your PC, ie., Com1, Com2, etc.), and configure the "port settings" to match the balance defaults, 1200 bits per second, 7 data bits, odd parity, 1 stop bit and hardware flow control.

Next, connect one end of your cable to the 9-pin COMM port on your PC, but do NOT connect the other end to your balance until AFTER the balance has been turned on and completed its segment test.

Finally, place a weight on the balance, then press AND HOLD the "TARE/PRINT" key. After hearing the beep, the weight should appear in your Hyperterminal window.

7. What can I do when my scale reads "H"? (AL, VA, VI, VIR, GSI, PP series)

An "H†reading on the display indicates an overload error, usually do to excessive weight on the weighing pan or that the scale has been dropped/mishandled. Remove excessive weight immediately! If the "H" remains try to calibrate your scale or balance. If your scale still reads the error "H†please contact us at 800-656-4400 ext. 8323 for additional technical assistance.

8. What can I do when my scale will not power up? (VI, VIR, GSI, PP series)

Make sure that the scale is properly connected to the AC/DC adapter. You may also want to check the wall outlet that AC/DC adapter is plugged into. If you are using a 9V battery to power your scale, check or replace the battery. Keep in mind your scale is set up to operate on the AC/DC adapter OR a 9V battery NOT BOTH at the same time. If you still have a problem with power after you have checked the adapter and the battery, please contact us at 800-656-4400 ext. 8323 for additional technical assistance.

9. What I can I do when my scale reads "L"? (AL, VA, VI, VIR, GSI, PP series)

An "L†reading on the display indicates an underload error. Make sure that your weighing pan is placed on the balance correctly. If the "L†reading remains on the display after you have checked the weighing pan assembly, try to calibrate your scale or balance. If your scale still reads the error "L", please contact us at 800-656-4400 ext. 8323 for additional technical assistance.

10. What is the error "E 02"? (AL, VA, VI, VIR, GSI, PP series)

The error "E 02" is a calibration error. Common causes for this type of error are:

- 1. The wrong calibration weight is being used
- 2. The scale/balance was not 'Tared' (zero) properly
- 3. The scale is drifting, will not hold a zero reference
- 4. The zero reference is out of tolerance and service is needed

11. What is the error "E 10"? (VI, VIR, VA, series)

The common cause for the error "E 10" is when you are trying to Tare or Zero the scale when a weight value is stored in the scale's memory buffer. Remove the weight from the weighing pan, press the 'ON/MEMORY' key, then press the 'TARE' key to zero out the scale. If you are trying to use the memory feature of the scale follow the steps outlined on page 13 of the VI, VIR Series Instruction Manual. For additional technical assistance please call 800-656-4400 ext. 8323.

12. What is the error "E 11"? (VI, VIR, VA, series)

The most common cause for the error "E 11" is when the 'ON/MEMORY' key is pressed more than once upon power up of the scale. To turn your scale on, press the 'ON/MEMORY' key once, the scale will briefly run a display segment test. You can start your weighing application once the scale initializes a zero reference.

13. Why can't I get stable readings or a stable zero? Drifting or Climbing numbers. (All models)

A drift is mostly caused by air currents and vibrations. Try setting up your scale in location that is relatively free from vibration and air currents. If your environment has these type of conditions and it not possible to move you balance to a better location, try to adjust the Ambient Condition settings of your scale to 'unstable', menu code setting '114' (page 14 and 16 of the Instruction Manual). You may also want to check for any debris underneath the weighing pan. If the scale still drifts after you have checked for air currents, vibrations and debris, please contact us at 800-656-4400 ext. 8323 for additional technical assistance.