

Frequently Asked Questions

Model : Galaxy Series : Galaxy 104-T, Galaxy 362-T, Galaxy ITP.




1) What are the variants available ?

1. Galaxy 104-T Terminal - Weighing Indicator Model
2. Galaxy 362-T Terminal - Table Top Model
3. Galaxy ITP - Terminal - With Inbuilt Thermal Printer

2) What is the MOC of these terminals ?

Galaxy series terminals are having robust enclosures constructed of industrial grade Stainless steel 304 material along with industry suitable and sleek designs for food and pharma industry which can withstand harsh environments.

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3) What is the Pan MOC , Pan Size & Capacity available ?

1. Galaxy 104-T and Galaxy ITP terminals are available with below models :

- Platform Scales :
 - Pan sizes available from 400 x 400 mm to 1000 x 1000 mm.
 - Pan MOC is available in SS202, SS304 and also on request SS316
 - grade can be customized. Also in Mild steel chequered plate.
 - Platform scale capacity starts from 50 kg to 1500 kg.
- Floor Scales :
 - Floor sizes available from 1000 x 1000 mm to 2100 x 2100 mm.
 - Floor scale capacity starts from 500 kg to 5000 kg.
 - Pan MOC is available in Mild steel and SS304.

2. Galaxy 362-T :


- Pan size available as 180 mm x 255 mm - upto 6 kg.
- Pan size available as 220 x 315 mm - upto 30 kg.
- Table top scale capacity starts from 3 kg to 30 kg.
- The Pan MOC is SS 304 grade.

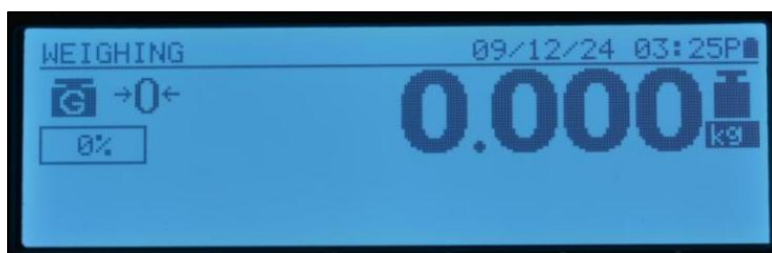
*Kindly refer to the product catalogue or visit the product page on egkantawalla.com website for more details.

4) What is the display type ? And its size ?

Galaxy Series has a 240 x 64 pixel color changing Graphical LCD display,
Display Size : 130 x 40 mm. Digit Height : 15 mm.

Kindly refer to the below image,

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Img 1 : Graphical LCD Display

5) Can the backlight color of the indicator display be customized ?

Yes, the user can customize the backlight color of the display.

6) Can we adjust the viewing angles of Galaxy indicators ?

Yes, Galaxy indicator are having a U shaped mounting bracket along with 2 Knobs, user can set the viewing angle as per his convenience.

7) What kind of keypad does Galaxy series scales have ?

Galaxy series scales are having a alphanumeric keypad along with navigation keys and general function keys, Kindly refer to the below image,



Img 2 : Alphanumeric keypad

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8) What are the functions available ?

Galaxy Terminals advances with various functions listed below,

1. Check weighing
2. Check counting
3. Peak hold
4. Standard Deviation
5. Data Record management
6. Label printing
7. Receipt printing

9) What are the operation modes available ?

Galaxy terminals are having below mentioned operation modes,

1. Simple weighing mode
2. Simple counting mode
3. PLU mode
4. Batch mode

10) How many Product data (PLU) we can store ?

Galaxy terminal allows to store 9999 numbers of Product data (PLU).

11) How many label designs we can upload ?

Galaxy terminals allows to store 99 numbers of different label formats with 'LABEL01.PRN' file format, which can be assigned with the PLU's.

Whereas LABEL99 is used for simple weighing and simple counting modes.

This is used for specific TSC Series printers, user can use Bartender Application which is a PC based application used for label designing.

Whereas user can add Barcode, QR code, logo in the label.

User can upload the label files using pendrive.

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12) How many weighments user can take in a single batch ?


User can take 999 number of weighments in a single batch with the standard deviation statistics.

Also User can take 10,000 number of weighments in a single batch without the standard deviation statistics.

13) What parameters can a user store while adding product data (PLU) ?

While adding a Product data (PLU) manually Galaxy allows below parameters to fill, Its having total 18 Parameters with a certain data entry limit as listed below,

1. PLU Number (Auto Incremented)
2. PLU Code - 60 char.
3. PLU Name - 150 char.
4. PLU Type - Weight/Count.
5. Tare Weight - Manual/Auto.
6. Unit Weight - Manual/Sampling.
7. High Limit - Enter Weight/count value for product higher Limit.
8. Target Limit - Enter the Target Limit.
9. Low Limit - Enter Weight/count value for product lower Limit.
10. Buzzer Type - User can set as below,
 - Buzzer In - Will sound in Target range.
 - Buzzer Out - Will sound in lower and higher range.
 - Buzzer Sequence - Will sound in all ranges with different tone.
 - Buzzer No - No sound.
11. Weight Log Condition - User can set as below,
 - Manual - User can enable or disable as per requirement,
 - On Accepted Range (Target Range)
 - On Low Range
 - On High Range

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- Auto - User can enable or disable as per requirement,
 - On Accepted Range (Target Range)
 - On Low Range
 - On High Range

12. PLU Remark 1 - 60 Char.

13. PLU Remark 2 - 60 Char.

14. Start Limit Value - Weight limit for a function to start Operation.

15. Reset Limit Value - Weight limit allows to log next weight data.

16. Label Format Selection - Here user can select label format.

17. Image Format Selection - Here user can select image format.

18. No. Of. Copies - Can set number of label copies required.


14) What are the Interface ports available ?

This series comes along with below mentioned port setup,

- Loadcell Connection - Platform 1 - 1 No.
- RS232 Port - 2 No.
- RS485 Port - 1 No.
- USB Port - 2 No (for keyboard & pendrive connectivity).
- Tower Light Connection - 1 No (Optional).
- Loadcell Connection - Platform 2 - 1 No (Optional).
- Analog Output Port - 1 No (Optional).
- Power Supply - 1 No.
- Power Reset - 1 No.



Img 3 & 4 : Reference images for ports available

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15) Can user edit a preadded product data (PLU) ?

Yes, User can Edit, Copy, View or delete a preadded product data (PLU).

16) Can a user rename titles in product data ?

Yes, user can rename title for PLU fields for PLU Code, PLU Name, PLU Remark 1 & PLU Remark 2.

17) Can a user upload the PLU via pendrive ?

Yes, a user can upload PLU's via a pendrive, to process large amount of PLU data, we can use PLU converter application to validate & create excel file of PLU & can upload the same via a pendrive.

Also if user wants to download preadded PLU in a pendrive from a terminal that's also possible.

18) Can a user change colour of PLU limit ranges ?

Yes, user can set PLU range colour for low limit, target limit and high Limit by using RGB colour codes.

19) Does these terminal have RTC card ?


Yes, these are having inbuilt RTC card, also user can set date and time Parameter in system settings.

20) Does these terminal have internal storage ?

Yes, these are having a 16 GB Micro SD card, which allows to store and Process huge amount of record data.

21) Whats are the default units ? Also is unit conversion possible ?

The default units available are gram & kilogram, as well as user can do multiple unit conversions with unit options as kg, g, t, N, kN, lb, L.
(Liter factor can be set in system settings)

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22) Does Galaxy series has password protection to the system settings ?

Yes, Galaxy series has password protection to the system settings as well as for PLU settings.

User with admin login can create 5 numbers of users logins with Passwords for safe and secure operation & data.

23) What are the devices that can be connected through RS232 ports ?

This series comes with 2 numbers of RS232 ports that can be connected to various devices & interfaces listed below,

1. RS232 Port - 1 :


- Connect to PC
- Connect to Remote Display
- Connect to Printer
- Connect to Barcode Scanner

2. RS232 Port - 2 :

- Connect to Scale
- Connect to PC
- Connect to Remote Display
- Connect to Printer
- Connect to Barcode Scanner

24) What are the devices that can be connected through RS485 port ?

This series comes with 1 number of RS485 ports that can be connected to various devices & interfaces listed below,

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1. RS485 Port - 1 :

- Serial Protocol
 - Connect to PC
 - Connect to Remote Display
 - Connect to Printer
- Modbus Protocol
 - Enter Slave ID

25) How many platform a user can connect with Galaxy indicator ?

By adding an optional second ADC card Galaxy indicator is ready to work with 2 platforms, User can easily switch platform from the menu.

26) Can user connect a tower lamp with Galaxy indicator ?

By adding an optional Relay card PCB Galaxy indicator is ready to work with a tower lamp with buzzer. The Relay card has 5 inputs and output pin connectivity option. Not suitable for Galaxy table top.

27) Is analog output option is available in Galaxy ?

By adding an optional Relay card PCB, user can get below mentioned analogue outputs,

1. 4 - 20 mA
2. 0 - 10 V
3. -10 V to +10 V : Bipolar output

28) Is there are any digital input provisions ?

Yes, Galaxy has 4 programmable digital input provisions, which can be used for Zero, Tare, Clear, Print, Peak hold, Peak Release options.

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29) What is the standard data/string format that can be received in the computer ?

=+001.000 kg (If 1 kg is kept in the weighing scale)

We can also disable the sign and unit and can get only numbers in the string.

Here, we can enable and disable starting character, string direction, string decimal point, string leading zero, string sign, string unit transmitted and string line feed to change the format of the data/string.

30) What is the standard data/string format to connect remote display ?

Below mentioned are the string formats for remote display connection

Without decimal point : '=00000000'

With decimal point : '=000.0000'

31) Can we connect wireless barcode scanner with scale ?

Yes, user can connect wired as well as wireless barcode scanner with the Scale.

Note : Barcode scanner is used to recall the pre loaded PLU using the PLU code option.

32) What are the printer types we can connect ?

This series provides a large compatibility with printer models mentioned below,

1. 32 column serial : Standalone Dot matrix Printer
2. 40 column serial : Standalone Dot matrix Printer
3. RD EK32S : 32 column : Inbuilt Thermal Receipt Printer
4. RD EK32S : 32 column : Inbuilt Thermal Label Printer
5. EPSON LX310 : Standalone Dot matrix Printer

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6. EPSON 80 column : Standalone Dot matrix printer
7. TVS RP45 : 40 column : Standalone Dot matrix Printer
8. TSC TTP244 Pro : Standalone Thermal Label Printer

Note : Galaxy 362-T does not suitable with inbuilt printer.

33) Can a user set Header and Footer ?

Yes, Galaxy series allows users to set header & footer for printing,
Kindly refer the below for available parameters,

1. Header Lines : 3 lines with 50 char. Of data entry for each line.
2. Footer Lines : 3 lines with 30 char. Of data entry for each line.

Also user is having 2 separation lines with multiple options.

34) Can a user set serial number format with serial no. interval ?

Yes, Galaxy does allows to set a serial name with 12 char. Of data and
serial prefix symbol with 1 char.


Also user can set serial number interval.

35) Can a user reset the serial number ?

Yes, Galaxy does allows to reset the serial number with below options,

1. Daily - were user have to select a time, on the set time Galaxy will pop up a massage to reset the serial number along with data backup.
2. Weekly - Has to select a particular day and time.
3. Monthly - On the last day of month.
4. Yearly- In the last month and last day of a year.
5. System reset - Once the terminal resets to factory settings.
6. Manual reset - Whenever a user wants to reset the serial number.

Were user is asked for data backup before the serial number reset.

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36) Can a user set number of copies for simple weighing modes ?

Yes, User can set number of copies required for simple weighing or Simple counting modes (Non PLU) upto 9 copies for each log.

37) Does reprint option is available ?


Yes, User can take reprint of logged data in below formats,

1. Ticket reprint - User can take reprint of simple weighing or simple counting operations by using serial number of it.
2. Batch report reprint - User can take reprint of a batch data by entering batch number and PLU number or PLU code or PLU name.
*This is not applicable for TSC printer and EPSON LX310 model.
3. Batch ticket reprint - User can take reprint of a particular weighment in a batch data by entering batch number and PLU number or PLU code or PLU name.

38) Does it has different data transmission modes for PC as well as Printer ?

Yes, Galaxy series has different data transmission modes for printer as Well as PC, mentioned below,

1. For PC data transmission :
 - Weight/PCS transmit mode
 - On command
 - Once after stable
 - Once after print key

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- Continuously
- Continuous after stable
- Disable Transmission
- PLU transmit mode
 - Once after print key
 - Disable Transmission
- Batch transmit mode
 - Once after print key
 - Disable Transmission


2. For Printer data transmission :

- Printer transmit mode
 - On command
 - Once after stable
 - Once after print key
 - Disable Transmission
- PLU transmit mode
 - Once after print key
 - Disable Transmission
- Batch transmit mode
 - Once after print key
 - Disable Transmission

39) Does these terminals have battery provision ?

Yes, these terminals can be operated using battery (7.4V, 6000 mAh).

It's a lithium ion battery.

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40) What is the charging time & discharging time of the battery ?

Charging time : 4 hrs

Discharging time : upto 8 - 10 hrs.

Note : This is tentative time duration. It is not applicable if any external devices are connected.

41) Can IQ, OQ, PQ, DQ documents provided along with ?

Yes, we can provide IQ, OQ, PQ DQ documents on demand, if the customer is in need of these documents than please mention it in the Sales order.

42) Where this product can be recommended ?

Laboratories, Agriculture, Automobile Industries, Food Processing Industries, Pharmaceutical, Manufacturing and Production Industries, Recycle and waste management system, Retail Industry etc.


43) Can we recommend this scale to washable applications ?

No.

44) RS232 Port 1 & 2 pin connection details ?

RS232 port 1 & 2 pin details :

- Pin 1 : GND
- Pin 2 : RX
- Pin 3 : TX

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45) RS485 port pin connection details ?

RS485 port pin details :

- Pin 1 : GND
- Pin 2 : A
- Pin 3 : B
- Pin 4 : N/A

46) Loadcell pin connection details ?

Loadcell port pin details :

- Pin 1 : Excitation + (E+)
- Pin 2 : Excitation - (E-)
- Pin 3 : Signal + (S+)
- Pin 4 : Signal - (S-)
- Pin 5 : Shield

47) How many Loadcells we can connect with Galaxy indicator ?

At a time 12 loadcells of 350 ohm or 18 loadcells of 750 ohm can be connected.

48) How many Loadcells we can connect with Galaxy indicator ?


At a time 12 loadcells of 350 ohm or 18 loadcells of 750 ohm can be connected.

49) Power supply provision ?

A 3 meter - 15V, 5A DC Adaptor with input of 230V AC $\pm 10\%$ 50HZ.

50) Mounting provision for Galaxy indicators ?

With adjustable viewing angles, Galaxy indicator can be table mounted with super stable U bracket or wall-mounted for versatile installation.

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