# Troubleshooting

## Feed Button Modes

With the printer power on and top cover closed, press and hold the Feed button for several seconds. The green status LED will flash a number of times in sequence. The explanation at the right (Action) shows what happens when you release the key after the start specific number of flashes and before the next flash sequence starts.

<table>
<thead>
<tr>
<th>Flash Sequence</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>*</td>
<td><strong>Configuration Status</strong> - Prints a detailed printer configuration status label. The label can be used to verify printing, assist printer to computer communication configuration, maintenance, troubleshooting, and help us with customer care communications.</td>
</tr>
</tbody>
</table>
| **             | **Standard Media Calibration** - The printer detects and sets media type and media length, and it adjusts the media sensors for optimal performance with the installed media. The printer will feed one to four labels.  
  \*\*  
  Note: Users familiar with the Zebra EPL desktop printer use this Feed mode to replace power-up AutoSensing calibration. |
| ***            | **Serial Port Configuration** - Applies only to printers with serial interface ports.  
  \*\*  
  To reset the communication parameters. Press and release the Feed button while the LED rapidly flashes amber and green.  
  \*\*  
  For autobaud synchronization: Send the `^XA^XZ` command sequence to the printer while the LED rapidly flashes amber and green. When the printer and host are synchronized, the LED changes to solid green. NOTE: No labels will print during autobaud synchronization. |
| ****           | **Factory Defaults** - Resets the printer to the default factory settings and modes. See the configuration label for a list of the primary settings affected by this Feed Mode option. Other settings are exclusively set, viewed and controlled by programming are also reset. The printer then performs a standard media calibration.  
  \*\*  
  Once the printer has entered the Factory Default mode, the status light will turn amber for three (3) seconds. During that time you may do two things: Do nothing and the printer will reset the factory defaults automatically as described above OR press and hold the feed button to enter a factory default reset modes for printers with a network printer option.  
  \*\*  
  Releasing the button after the first flash resets the network factory options only. Releasing the button after the second flash sequence (two flashes) will reset the printer defaults only. Releasing the button after the third flash sequence (three flashes) will reset both the printer and network settings. |
| *****          | **Print Width Adjustment** - Prints a succession boxes starting at the minimum print width and ending in the printer’s maximum print width in 4mm increments. Press the Feed button once when the printer has reached the desired maximum print width. Note that the printer driver and applications can override this setting.  
  \*\*  
  ***  
  ****  
  *****  
  *****  |
| ******         | **Print Darkness (Density) Adjustment** - Prints a succession of bar code simulation patterns starting at the minimum darkness (print density/heat) and ending in the printer’s maximum darkness in increments of four (4) using the ZPL darkness setting range values. Press the Feed button once the pattern is clear and legible. Do not continue to increase the darkness setting. Bar code line widths may become distorted reducing readability. Note that the printer driver and applications can override this setting.  
  \*\*  
  ***  
  ****  
  *****  
  *****  
  *****  |
| *******        | **Manual Media Calibration** - The printer runs extensive tests to detect and set media type and media length; and then it adjusts the media sensors for optimal performance with the installed media. Manual calibration is recommended whenever you are using pre-printed media, print on the liner or if the printer will not correctly auto calibrate. A graphical profile of the media sensing will print. See Manual Calibration on page 73 for more details and considerations.  
  \*\*  
  ***  
  ****  
  *****  
  *****  
  *****  
  *****  |

If the Feed button remains pressed after a 8-flash sequence, the printer exits the configuration mode when the Feed button is released.
Manual Calibration

Manual calibration is recommended whenever you are using pre-printed media or if the printer will not correctly auto calibrate.

1. Make sure media is loaded.

2. Turn on the printer power.

3. Press and hold the Feed button until the green status light flashes once, then twice and then continuing until the flash groups reach the group of seven flashes. Release the Feed button.

4. The printer will set the media sensor for the label backing being used. After it is done making this adjustment, the roll will automatically feed until a label is positioned at the printhead. A profile of the media sensor settings (similar to the example below) will print. Upon completion, the printer will save the new settings in memory and the printer is ready for normal operation.

5. Press the Feed button. One entire blank label will feed. If this does not happen, try defaulting (refer to the four-flash sequence in “Feed Button Modes” later in this chapter) and recalibrating the printer.

**Note** • Performing a manual calibration disables the auto calibration function. To return to auto calibration, default the printer (refer to the four-flash sequence in *Feed Button Modes* on page 77 in this section).