Calibrate the Ribbon and Media Sensors

Use the procedure in this section to calibrate the printer, which adjusts the sensitivity of the media and ribbon sensors.
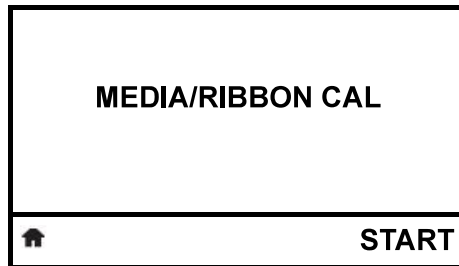
- For issues that may be resolved by sensor calibration, see *Printing Issues* on page 176.
- For a summary of the options for initiating calibration, see *Media and Ribbon Sensor Calibration* on page 113.

Important • Follow the calibration procedure exactly as presented. All of the steps must be performed even if only one of the sensors requires adjustment. You may press and hold CANCEL at any step in this procedure to cancel the process.

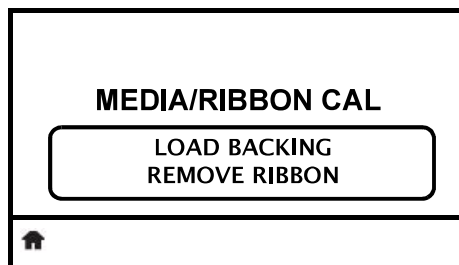## To perform sensor calibration, complete these steps:

1. With the printer in the Ready state, initiate media and ribbon calibration in one of these ways:
   - Press and hold PAUSE + CANCEL for 2 seconds.
   - Send the `ezpl.manual_calibration` SGD command to the printer. See the *Zebra Programming Guide* for more information about this command.
   - Navigate to the following menu item on the control panel display. This item is located under the TOOLS menu and the SENSORS menu. See *Idle Display, Home Menu, and User Menus* on page 17 for information about using the control panel and accessing the menus.

MEDIA/RIBBON CAL

🏠   **START**

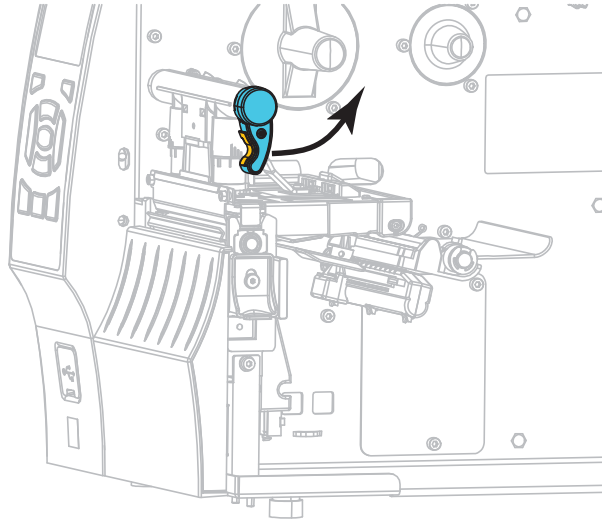   a. Press RIGHT SELECT to select START.

The printer does the following:

   - The **STATUS light** and **SUPPLIES light** flash yellow once.
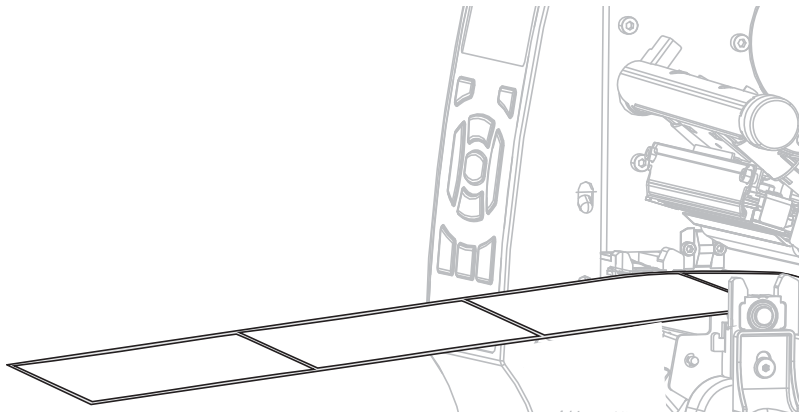   - The **PAUSE light** blinks yellow.
   - The control panel displays:

MEDIA/RIBBON CAL

LOAD BACKING
REMOVE RIBBON

🏠

2.

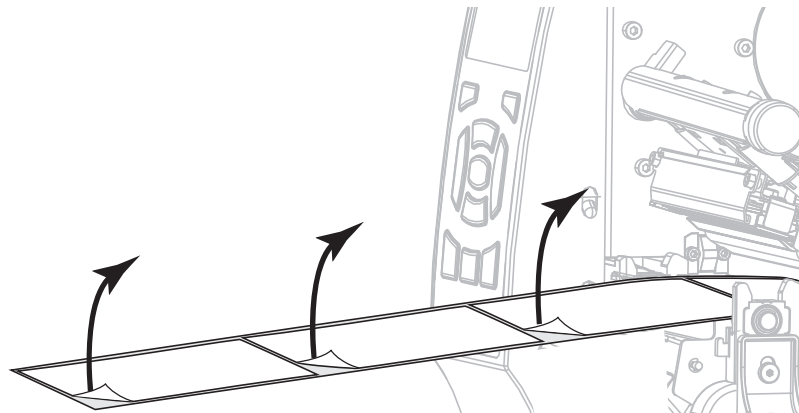⚠️ **Caution** • The printhead may be hot and could cause severe burns. Allow the printhead to cool.

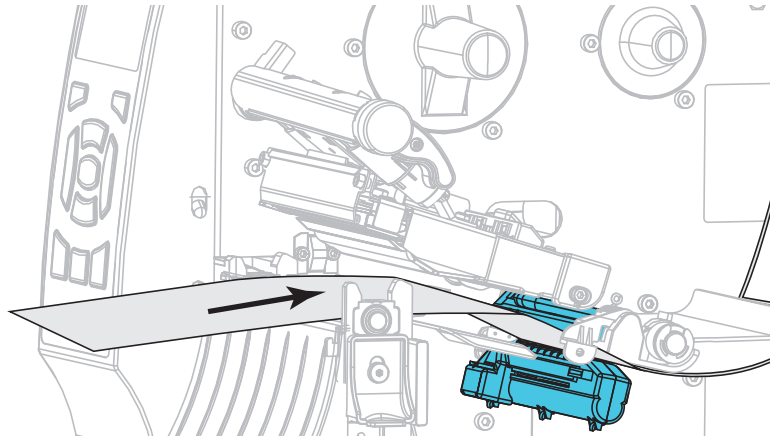Open the printhead assembly by rotating the printhead-open lever.

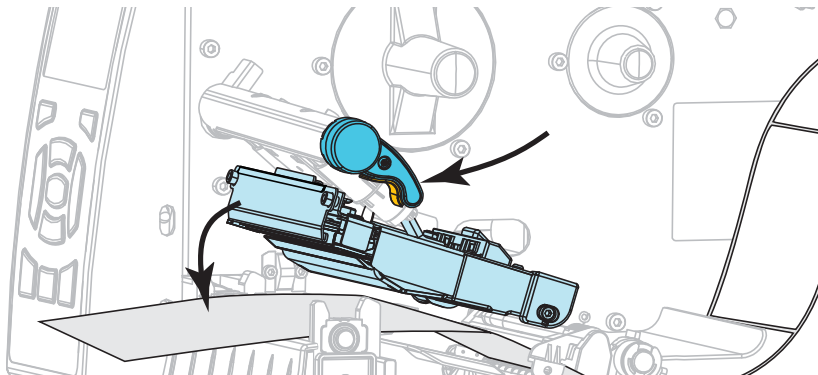**3.** Extend the media approximately 8 in. (203 mm) out of the printer.

4. Remove the exposed labels so that only the liner remains.
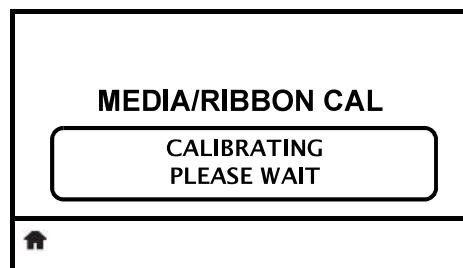
5. Pull the media into the printer so that only the backing is between the media sensors.

6. Remove the ribbon (if used).

7. Rotate the printhead-open lever downward until it locks the printhead in place.
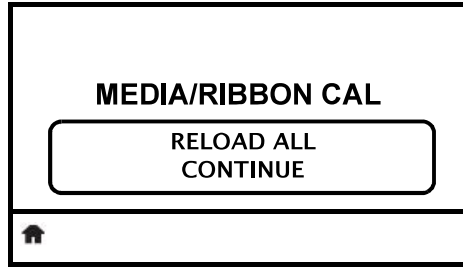

8. Press PAUSE to begin the media calibration process.

   • The **PAUSE light** turns off.

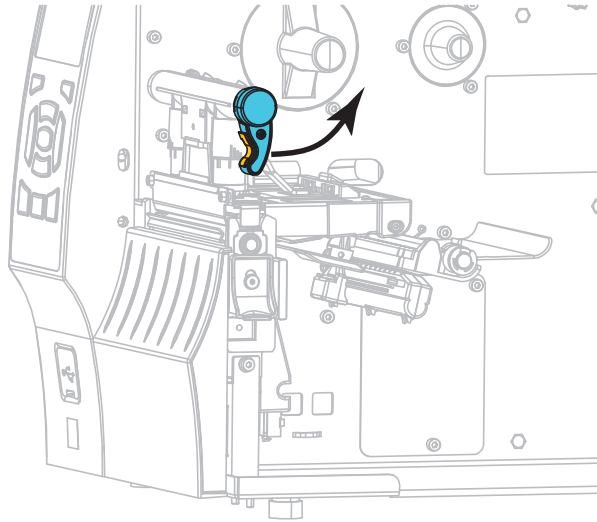   • The **SUPPLIES light** flashes.

   • The control panel displays:
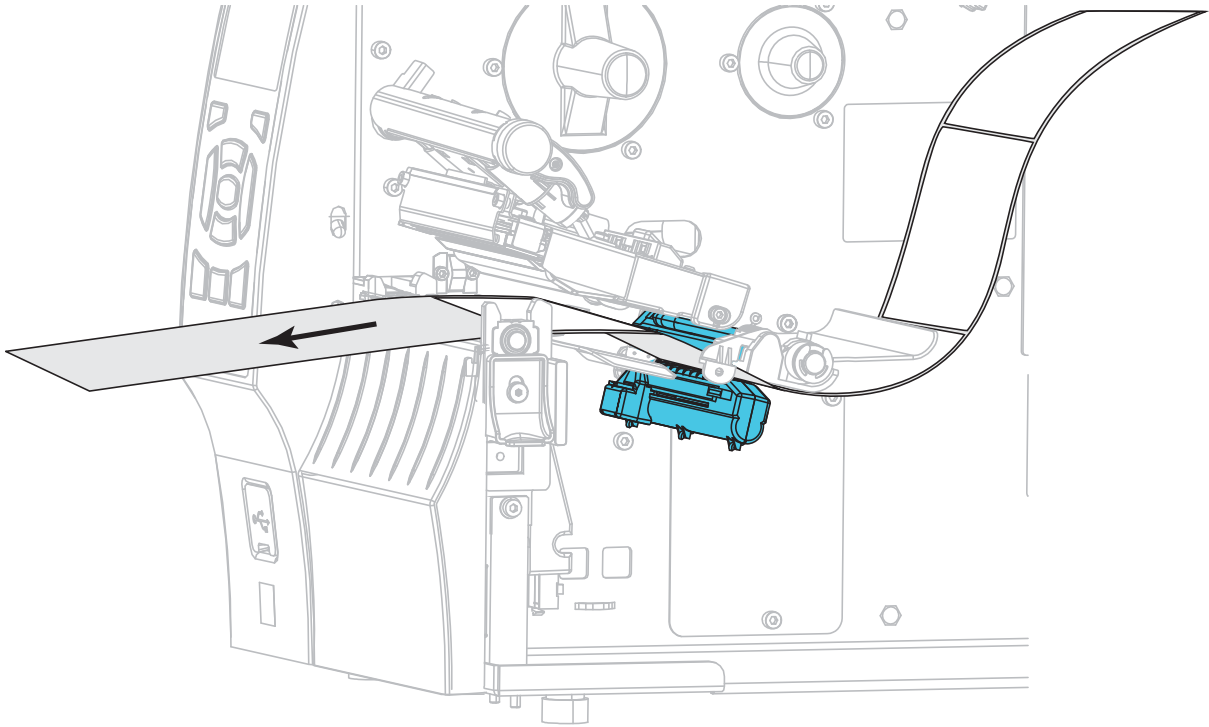
When the process is complete:

- The **SUPPLIES light** stops flashing.
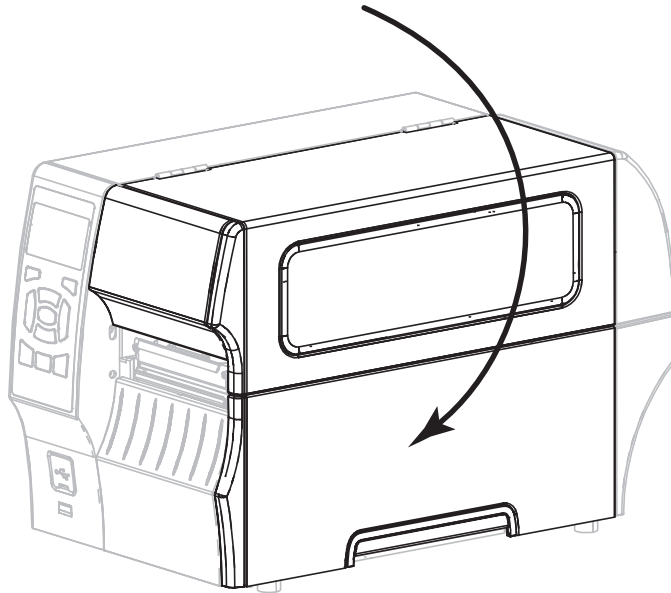- The **PAUSE light** flashes yellow.
- The control panel displays:

MEDIA/RIBBON CAL

RELOAD ALL
CONTINUE

9. Open the printhead assembly by rotating the printhead-open lever.

10. Pull the media forward until a label is positioned under the media sensors.

11. Reload the ribbon (if used).

12. Close the printhead.

13. Close the media door.

14. Press PAUSE to enable printing.