

Adjust Media Sensors

The transmissive sensor consists of two sections: a light source (the lower media sensor) and a light sensor (the upper media sensor). The media passes between the two.

Adjust these sensors only when the printer cannot detect the top of the label. The control panel LCD displays **ERROR CONDITION PAPER OUT**, even though there are labels loaded in the printer.



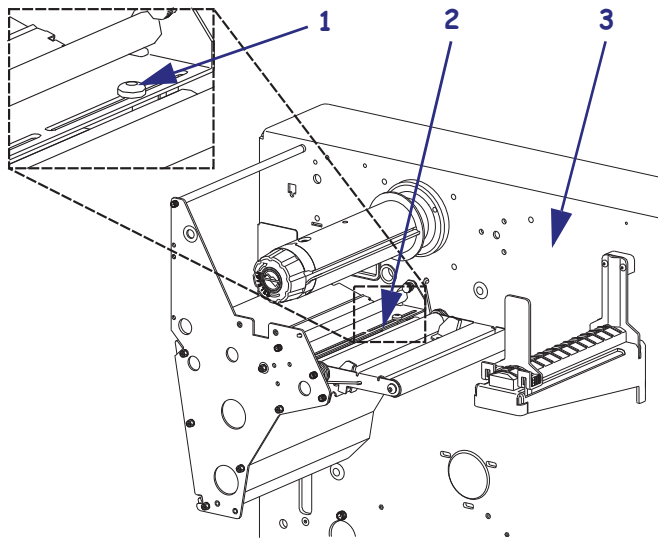
Note • For most models of *XiIIIPlus*, the upper media sensor can be positioned along the inside half of the media (the side closest to the back frame of the printer) or the outside half of the media (the side farthest from the back frame of the printer). However, for the *220XiIIIPlus*, you cannot move the sensors to the outside half of the media.

Upper Media Sensor—Inside Half of Media

To adjust the upper media sensor for the inside half of the media, complete these steps:

1. Remove the ribbon (if ribbon is used).
2. See [Figure 12](#). Locate the upper media sensor. The upper media sensor eye is directly below the adjustment screw head.

Figure 12 • Upper Media Sensor Location



1	Upper media sensor adjustment screw
2	Upper media sensor
3	Printer back frame

3. Using a Phillips-head screwdriver, slightly loosen the upper media sensor adjustment screw.

4. Using the tip of the screwdriver, slide the upper sensor along the slot to the desired position (for non-continuous media with a notch or hole in the media, the sensor must be directly above the notch or hole).
5. Tighten the adjustment screw to secure the upper media sensor.

Upper Media Sensor—Outside Half of Media

To adjust the upper media sensor for the outside half of the media, complete these steps (all models except the 220XiIIIPlus):

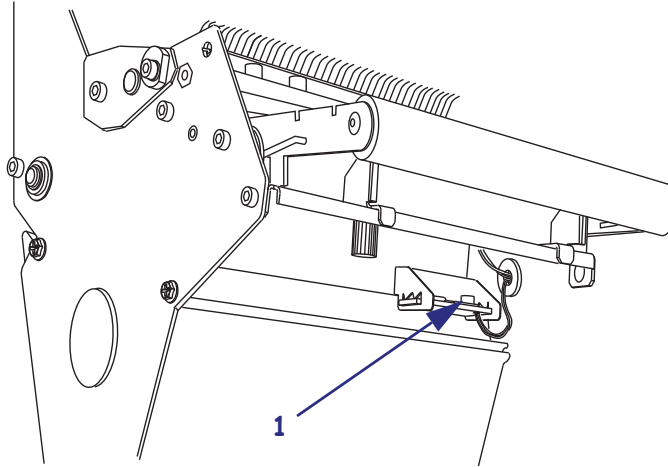
1. Remove the ribbon (if ribbon is used).
2. See [Figure 12](#). Locate the upper media sensor. The upper media sensor eye is directly below the adjustment screw head.
3. Using a Phillips-head screwdriver, remove the upper media sensor adjustment screw.
4. Lift the upper media sensor assembly from the slot, and move it and the wire cover to the outside slot. Carefully pull the wires through the cable tie. You may need to set aside the sensor wire cover if the adjustment is too far to the outside.
5. Replace and slightly tighten the adjustment screw.
6. Slide the upper media sensor along the slot to the desired position (for non-continuous media with a notch or hole in the media, the sensor must be directly above the notch or hole).
7. Tighten the adjustment screw.
8. Make sure that the wires are routed back into the groove of the media sensor bracket.

Lower Media Sensor

To adjust the lower media sensor, complete these steps:

1. Locate the lower media sensor assembly under the rear roller (Figure 13). The sensor is a spring clip holding a circuit board.

Figure 13 • Lower Media Sensor Location



1	Lower media sensor
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2. Slide the lower sensor until it is under the upper media sensor. Gently pull wires out as needed (wires should have a little slack).