

## Adjust Transmissive Media Sensors

The transmissive media sensor assembly consists of two parts: a light source and a light sensor. The lower media sensor is the light source, and the upper media sensor is the light sensor. The media passes between the two parts.

Adjust these sensors only when the printer cannot detect the top of the labels. In this situation, the control panel LCD displays **ERROR CONDITION PAPER OUT**, even though there are labels loaded in the printer. For non-continuous media with a notch or hole in the media, the sensor must be directly above the notch or hole.

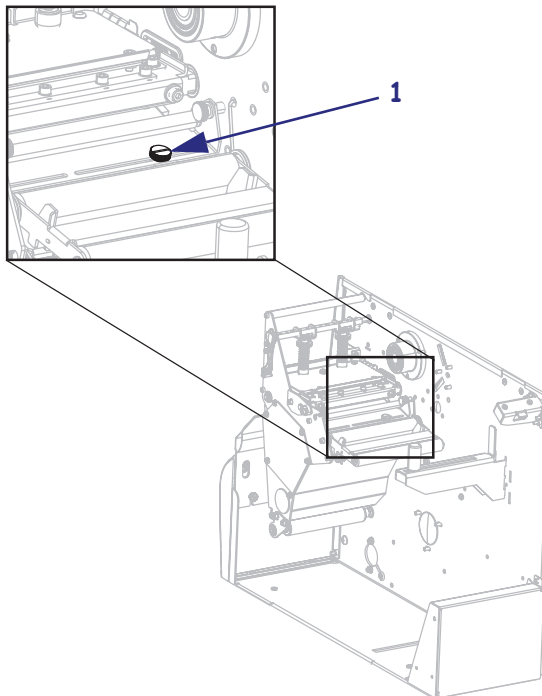
### Upper Media Sensor

**For the 220Xi4** The upper media sensor can be positioned along the inner portion of the media (the side closest to the back frame of the printer).

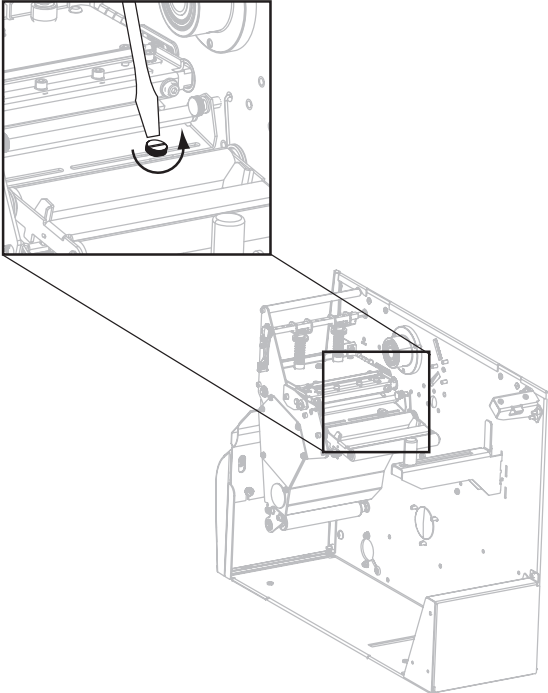
**For all other Xi4 models** The upper media sensor can be positioned along the inner portion of the media (the side closest to the back frame of the printer) or the outer portion of the media (the side farthest from the back frame of the printer). Moving the media sensor to the outer portion of the media should be performed only by a qualified service technician.

**To reposition the upper media sensor along the inside portion of the media, complete these steps:**

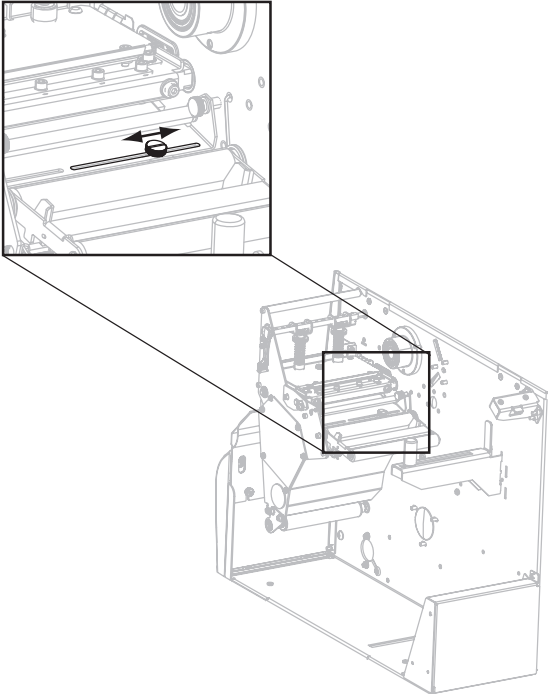
1. Remove the ribbon (if ribbon is used).
2. Locate the upper media sensor adjustment screw (1). The upper media sensor eye is directly below the adjustment screw head.



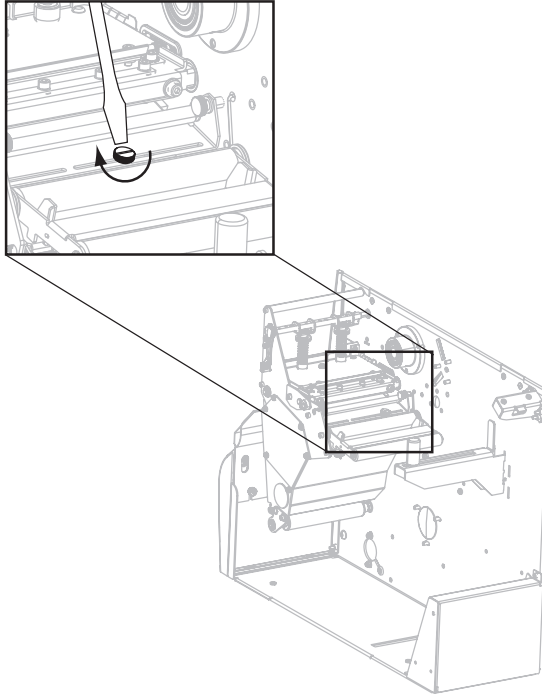
3. Using a thin, flat-blade screwdriver, loosen the upper media sensor adjustment screw.



4. Slide the upper media sensor along the slot to the desired position.



5. Tighten the adjustment screw to secure the upper media sensor in its new position.



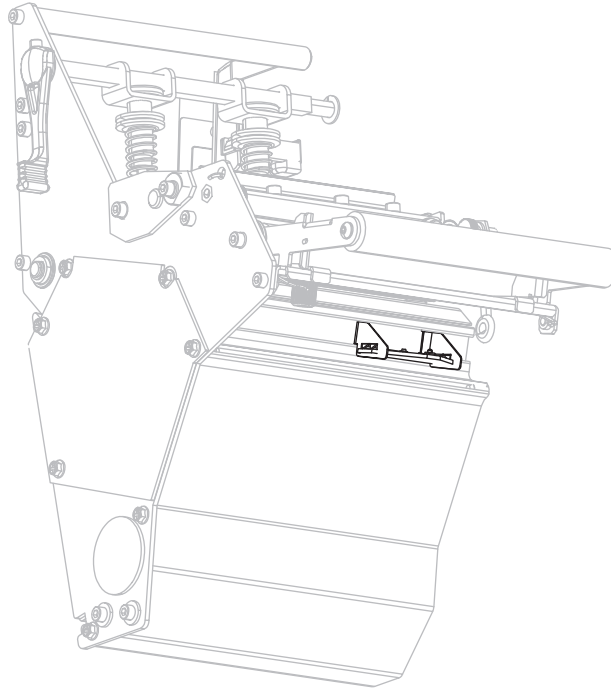
6. Adjust the lower media sensor to match the new position of the upper media sensor. See *Lower Media Sensor* on page 81.

## Lower Media Sensor

After you adjust the upper media sensor, adjust the lower media sensor to match its new position.

### To adjust the lower media sensor, complete these steps:

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



2. Slide the lower sensor until it is under the upper media sensor. Use the light that shines from the lower sensor to help align it with the upper sensor. Gently pull the wires as needed (wires should have a little slack).