

Printer Diagnostics

Diagnostic reports, calibration procedures, restoring factory defaults and other diagnostics provide specific information about the condition of the printer.



Important • Use full-width media when performing self tests. If your media is not wide enough, the test labels may print on the platen (drive) roller. To prevent this from happening, check the print width, and ensure that the width is correct for the media that you are using.

Each self test is enabled by pressing a specific control panel key or combination of buttons while turning ON the printer power. Keep the button(s) pressed until the first indicator light turns off. The selected self test automatically starts at the end of the Power-On Self Test.



Note •

- When performing these self tests, do not send data to the printer from the host.
- If your media is shorter than the label to be printed, the test label continues on the next label.
- When canceling a self test prior to its actual completion, always reset the printer by turning it OFF and then ON.
- If the printer is in dispense mode and the liner is being taken up by the applicator, the operator must manually remove the labels as they become available.

Power-On Self Test

A Power-On Self Test (POST) is performed each time the printer power is turned ON. During this test, the control panel indicators turn on and off to ensure proper operation. At the end of this self test, only the STATUS indicator remains lit.

SmartCal Media Calibration

SmartCal is used to quickly calibrate the printer to the media currently loaded. During SmartCal, the printer will automatically determine the media sensing type (gap, black line or notch) and then measure the length of the media.

To activate Smart Calibration, complete these steps:

1. Make sure media is properly loaded, the printer cover is closed, and printer power is ON.
2. Press and hold **PAUSE + CANCEL** buttons for two seconds.
3. The printer will feed and measure several labels. When done, the printer will return to **READY** status.

If the printer should fail to recognize and correctly calibrate to the media, please refer to the [Manual Media Calibration](#) procedure later in this section.