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 118.
- For a summary of the options for initiating calibration, see Media and Ribbon Sensor Calibration on page 87.

**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 through the print engine’s display:
   a. Navigate to the following parameter. See Control Panel Display on page 17 for information about using the control panel.
   b. 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: LOAD BACKING
2. **Caution** • The printhead may be hot and could cause severe burns. Allow the printhead to cool.

Rotate the printhead-release latch to the open position.

3. Extend approximately 8 in. (203 mm) of media past the peel bar. Remove and discard the labels from the liner on this exposed media.
4. Pull the media back into the print engine so that only the liner is between the media sensors.

5. Press **PLUS (+)** to continue.
   
   The control panel displays:
   
   **REMOVE RIBBON**

6. Remove the ribbon (if used).

7. Rotate the printhead-release latch to the closed position, and close the media door.

8. Press **PAUSE** to begin the media calibration process.
   
   The control panel displays:
   
   **CALIBRATING**
   
   **PLEASE WAIT**

   When the process is complete, the control panel displays:
   
   **RELOAD ALL**

9. Rotate the printhead-release latch to the open position.

10. Reload the media and ribbon (if used).
11. Rotate the printhead-release latch to the closed position.

12. Close the media door.

13. Press **PAUSE** to enable printing.