

**Problem No.1**  
**Label LED is lit.**  
**Label Error!!**



What shall I do?

First, set the threshold value.  
See "1. How to Set the Threshold Value".



The printer doesn't work yet.



Check 1

Clean the sensor.  
See "2. How to Clean the Sensor".



The trouble still persists.



Check 2

Check the label size.  
See "3. Check of the Label Format".



Check 3

## Remedies for the Label Error

### 1. How to Set the Threshold Value

Please turn off the power first.  
Then set the labels and ink ribbon.



Turn on the power while pressing [Enter | Pause].  
Press and hold the switch until the buzzer sounds.  
You can release the switch when the buzzer sounds.  
( Be sure that the Buzzer is not OFF. )

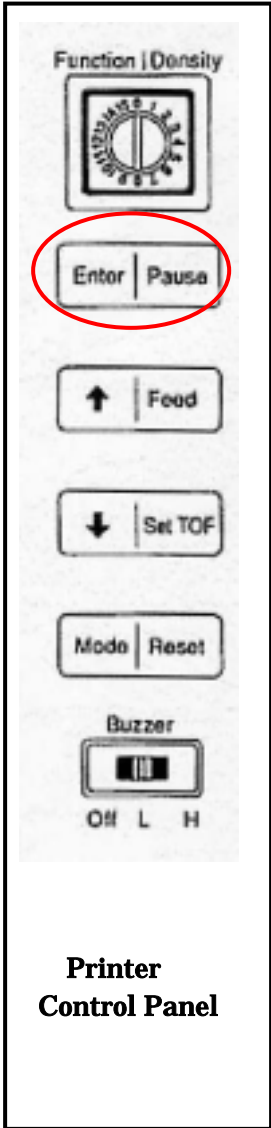


About three labels are fed, the buzzer sounds at the intervals of one second, and the Ready LED flashes to indicate that the threshold value is set successfully.  
Turn off the power.



#### *Note!!*

The buzzer sounds continuously when the threshold value setting fails. In this case, start over again from setting the labels and the ribbon.



**Check whether the printer works normally. Are labels printed correctly?**



### One Point Lesson

What is the threshold value setting?

To make a judgment whether the label exists, the sensor measures the amount of light that passes through label and that which passes through the backing paper. The values are saved in the printer automatically. Therefore, each time you change the label, the threshold value for it must be set.

We suggest you practice this operation each time you replace the labels.

## SR Troubleshooting

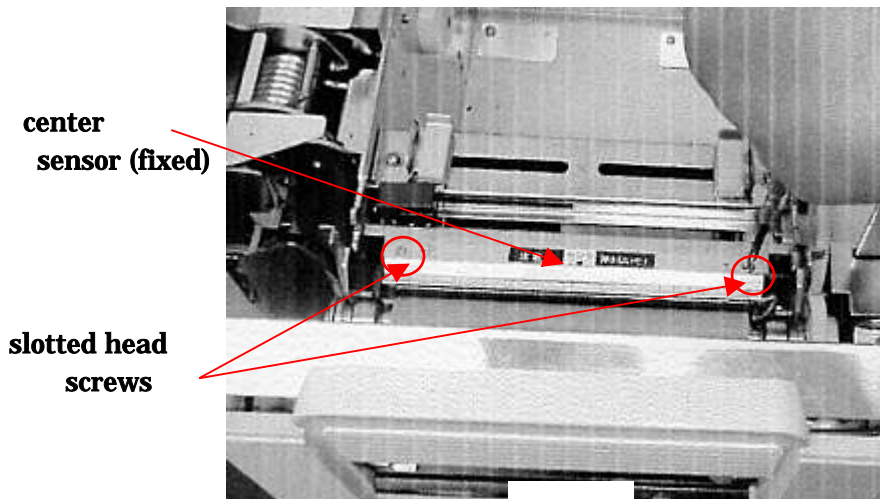
### 2. How to Clean the Sensor

#### Center Sensor (Fixed)

#### Necessary Tools

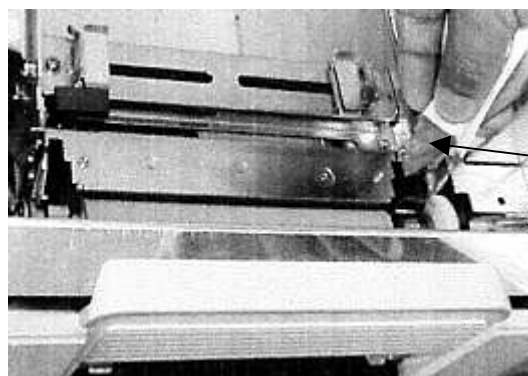
- a minute flat-blade screwdriver
- alcohol (methanol or ethanol)
- cotton cloth

First, remove the center sensor.



Loosen and remove the two slotted head screws shown in Fig.1

Next, clean the center sensor.



Wipe the part behind the sensor with the attached cleaning cloth or a clean cloth dampened with ethanol or isopropyl-alcohol. Wipe the light-emitting part at the center carefully enough. (Note: Be sure not to damage the code connected to the sensor!)

## SR Troubleshooting

Wipe carefully the surrounding part of the light-receiving part (Fig.3).

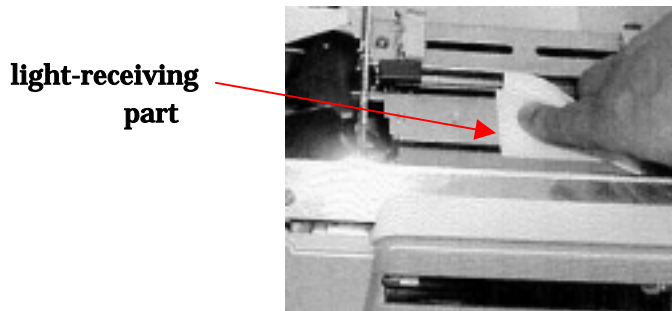
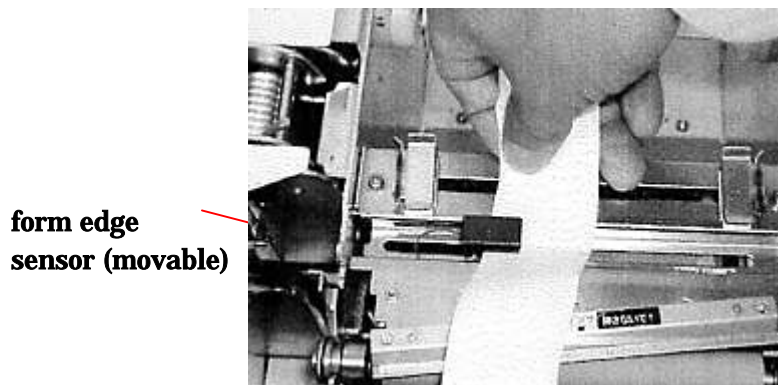


Fig.3

Form Edge Sensor (movable)

Clean the form edge sensor (movable),



Pass the cleaning cloth through the region where the labels pass and, lifting up the cloth slightly, move it back and forth several times (You can clean the form edge sensor without removing the center sensor.).

Reassemble the sensor.



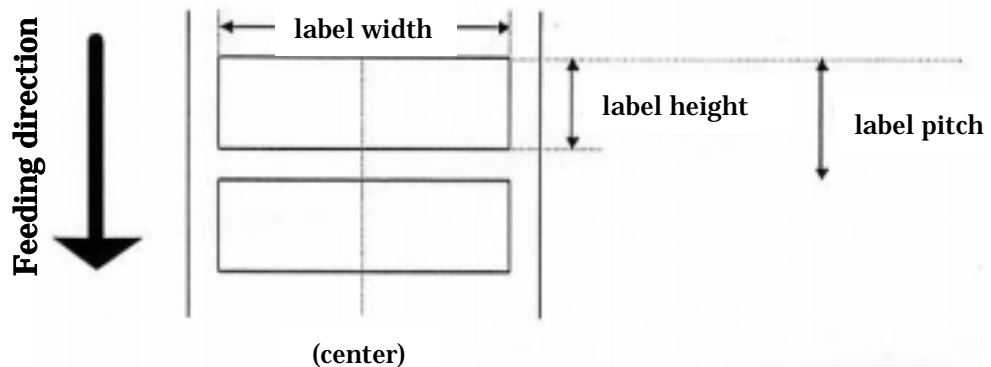
Mount the center sensor and tighten the two slotted head screws.

Set the labels and the ink ribbon and then set the threshold value, following the steps in 1.1.

### 3. Check of the Label Format

Check whether the values of label height, width and pitch designated in the program are identical with the actual values. Especially the difference in the height or the pitch causes the label error.

If the values in program are different from the actual ones, correct the label format.



**Label pitch :** The label pitch means the sum of the label height and the gap between labels.

When the value in the program is different from the actual value, the label error occurs.