

# HOW TO CALIBRATE THE PAPER SENSORS

## Summary

The Toshiba B-SX4/B-SX5 has a dual paper sensor built into the feedpath of the labels. The sensors require calibrating to ensure that they can detect the labels as they pass through the printhead block. This guide shows you how to calibrate the paper sensors from the front panel of the printer.

### 1. Clear the error message

The first step is to clear the 'PAPER JAM' error message. Press and hold the 'RESTART' key until the display shows 'RESET' then press the 'PAUSE' key once. The display should now read 'ON LINE'. (Alternatively switch the printer off then on again)

### 2. Pause the printer

Press the 'PAUSE' key once. The printer will enter into 'PAUSE' mode allowing you to calibrate the sensor. Press and hold the 'PAUSE' key until the display shows 'TRANSMISSIVE'.

### 3. Select the sensor

The next step is to select which sensor to calibrate. This depends on what type of [media] you are printing. In general the 'TRANSMISSIVE' sensor is used for sticky labels and the 'REFLECTIVE' sensor is used for card. Select the sensor by pressing either the 'FEED' key or 'RESTART' key and the display will toggle between 'TRANSMISSIVE' and 'REFLECTIVE'.

### 4. Calibrate the sensor

After selecting the sensor press and hold the 'PAUSE' key until between 5 and 10 labels have fed through the printer (The printer will keep feeding labels until you let go of the 'PAUSE' key). You should hear a regular knocking sound as the label gutter passes the printhead.

### 5. Resume printing

The sensor is now calibrated. To return to 'ON LINE' mode press the 'RESTART' key once and the display will read 'ON LINE'. You are now able to send data to the printer and resume printing.

## Quick procedure

1. Press and hold 'RESTART' display reads 'RESET'. Press 'PAUSE' display reads 'ON LINE'.
2. Press 'PAUSE' display reads 'PAUSE'. Press and hold 'PAUSE' display reads 'TRANSMISSIVE'.
3. Select the appropriate sensor by pressing 'FEED' or 'RESTART' to toggle between 'TRANSMISSIVE' and 'REFLECTIVE' on the display.
4. Press and hold 'PAUSE' and print between 5-10 labels.
5. Press 'RESTART' display reads 'ON LINE'.

## Still need help?

If you are still having problems please give us a call on **01892 837722** or email our support team on [support@progressive-id.co.uk](mailto:support@progressive-id.co.uk) and tell us your issue. When contacting please state your name and the name of your company.

Also check out our website [www.progressive-id.co.uk/help](http://www.progressive-id.co.uk/help) for more user guides and support documents.

# TOSHIBA

## DOCUMENT DETAILS

### Products

Toshiba B-SX4, Toshiba B-SX5

### Article updated

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### Website location

[www.progressive-id.co.uk/help](http://www.progressive-id.co.uk/help)

### Support contact

[support@progressive-id.co.uk](mailto:support@progressive-id.co.uk)  
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