

# HOW TO ALIGN THE FANFOLD GUIDE

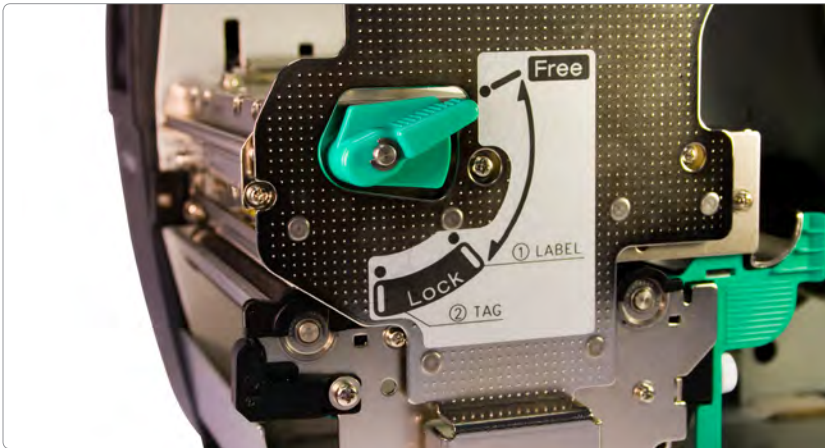
## Summary

The fanfold label guide on the Toshiba B-SX4/B-SX5 is designed to hold the labels centrally along the feedpath of the printer. This guide shows you how to align the fanfold guide.

**Note:** If the guide is not set correctly label data can be printed out of position. While this can be adjusted from within your labelling software it would mean an adjustment being made to every label design.

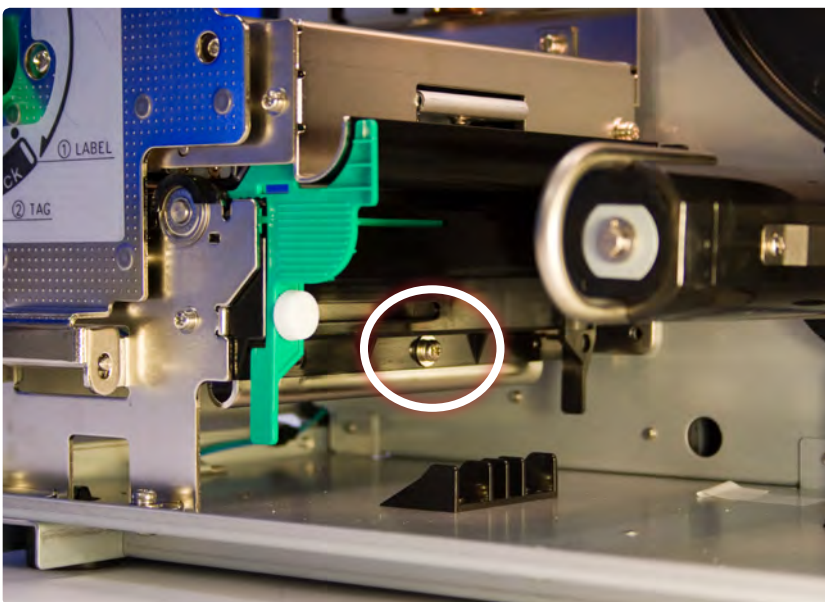
## 1. Open the printer cabin, side panel and raise the printhead

Open the printer cabin then unlock the side panel by turning the green lever to the 'Free' position and open. Raise the printhead to provide better access to the fanfold guide.



## 2. Locate the fanfold guide and remove

Locate the fanfold guide at the back and base of the printhead assembly and release the guide by removing the screw at the base holding the guide in place.



# TOSHIBA

### DOCUMENT DETAILS

#### Products

Toshiba B-SX4, Toshiba B-SX5

#### Article updated

21 August 2009

#### 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)  
01892 837722

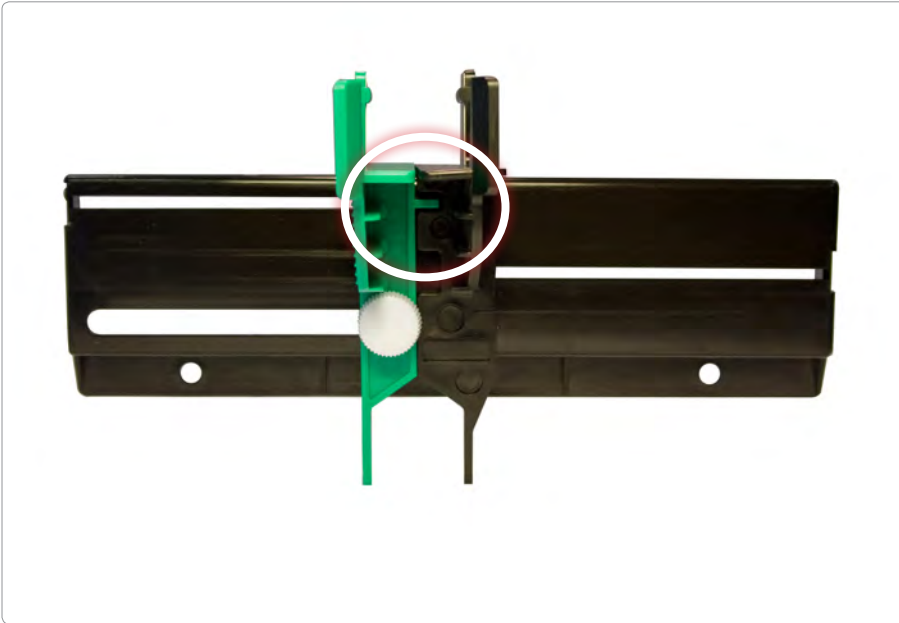
**Note:** Please take care when removing any screws as they are small and often have one or two washers which are easy to lose.

### 3. Checking for correct alignment

To check for correct alignment you will need to inspect both sides of the fanfold guide.

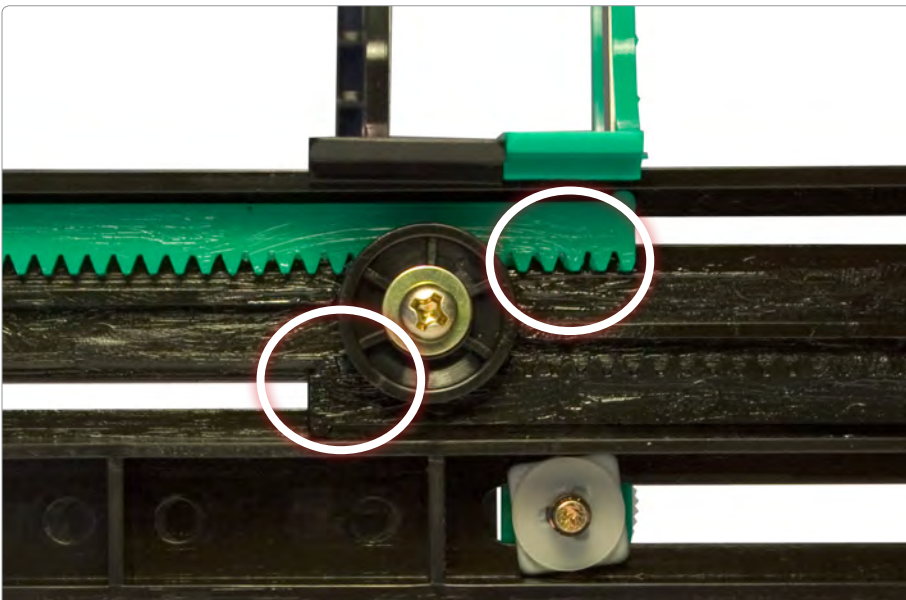
#### Side A

On the front side ensure that the green ratchet is pushed towards the centre as far as it will go and that the small protrusion fits within the notch on the black ratchet.



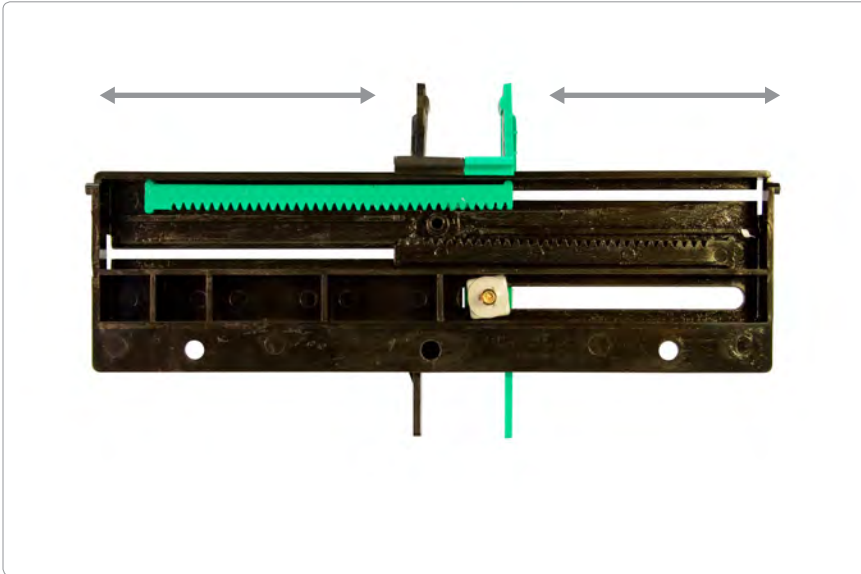
#### Side B

On the reverse side there must be five green ratchet teeth to the right of the central cog and two black ratchet teeth to the left of the central cog.



#### 4. Adjusting the fanfold guide

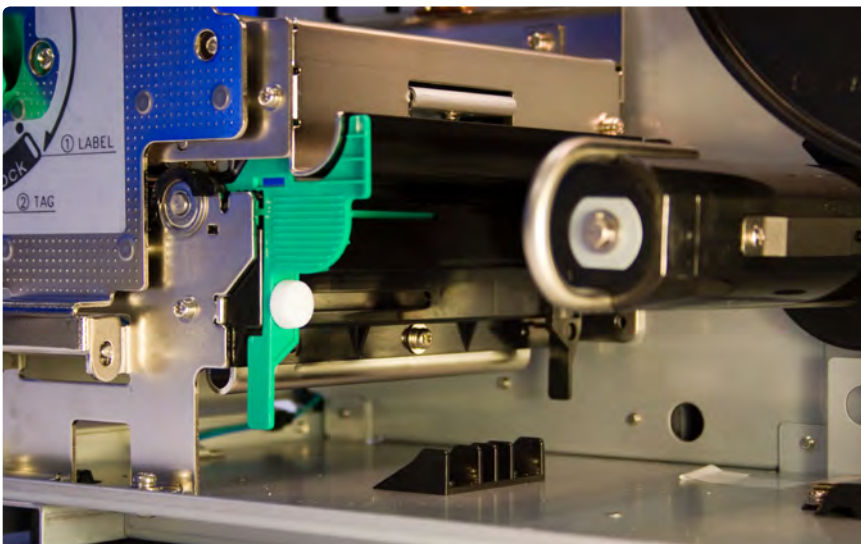
To adjust the ratchets unscrew and remove the central cog. To slide the green and black ratchets loosen the white 'securing nut' on the Side A then adjust the ratchet positions accordingly. The correct alignment is five green teeth (to the right of the cog) and two black teeth (to the left of the cog). Once the position is set refit the central cog back in place.



**Note:** Please take care when removing the central cog as the cog, screws and washers are small and easy to lose.

#### 5. Refit the fanfold guide and lower the printhead

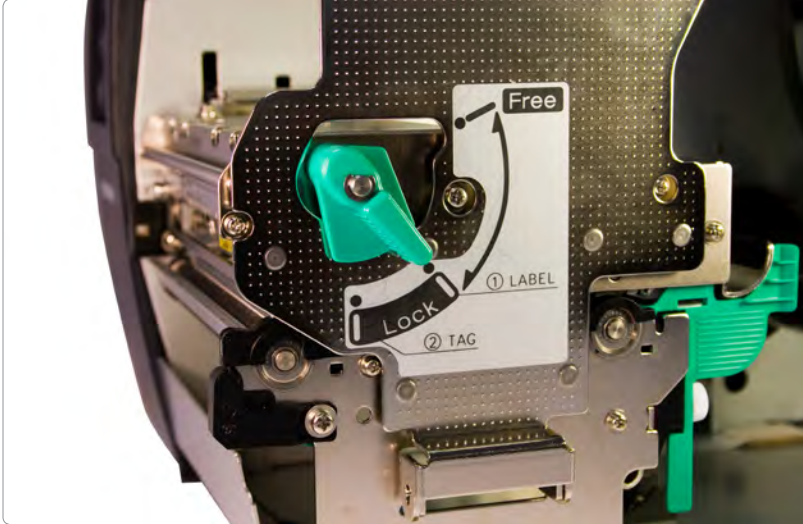
Refit the fanfold guide and secure by tightening the screw then lower the printhead. The fanfold guide can now be aligned with the label media to guide them through the feedpath.



**Note:** When aligning the guide be careful not to over tighten the white 'securing nut' as this can lead to premature failure of the fanfold guide.

## 6. Close the side panel and the printer cabin

Close the side panel and secure by turning the green lever to the 'Lock' position. Close the printer cabin.



### Damaged or needs replacing?

If your fanfold guide is damaged and needs replacing please call us on **01892 837722** for advice. Please note that the repair of this component is not covered by any service contract.

### 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.