

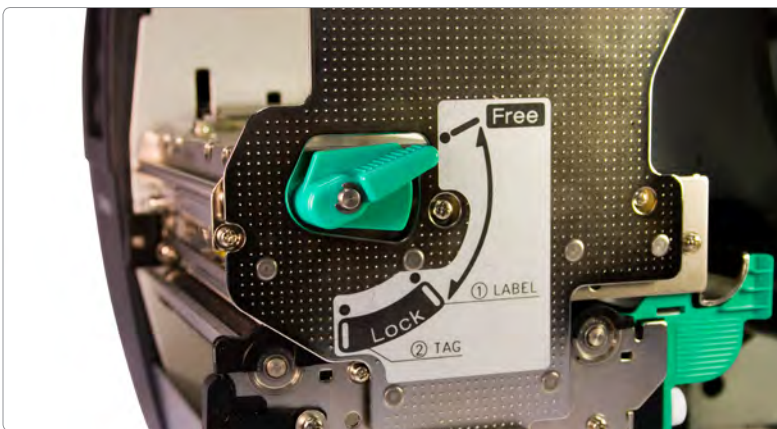
HOW TO ALIGN THE PAPER SENSORS

Summary

The Toshiba B-SX4/B-SX5 features two paper sensors built into the feedpath of the labels. The sensors need to be aligned over the label media otherwise you may receive error messages preventing you from printing. This guide will show you how to correctly align the paper sensors.

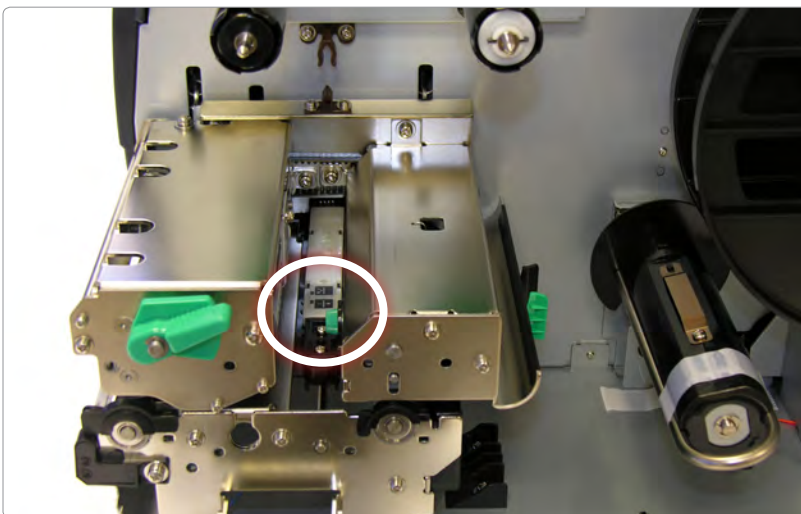
1. Open the printer cabin and side panel

Open the printer cabin then unlock the side panel by turning the green lever to the 'Free' position and open.



2. Locate the paper sensors

These are found on top of the printhead assembly in the gap between the printhead block. The sensors themselves are underneath the diagrams which are marked by two small black bumps on the side of the sensor arm.



TOSHIBA

DOCUMENT DETAILS

Products

Toshiba B-SX4, Toshiba B-SX5

Article updated

21 August 2009

Website location

www.progressive-id.co.uk/help

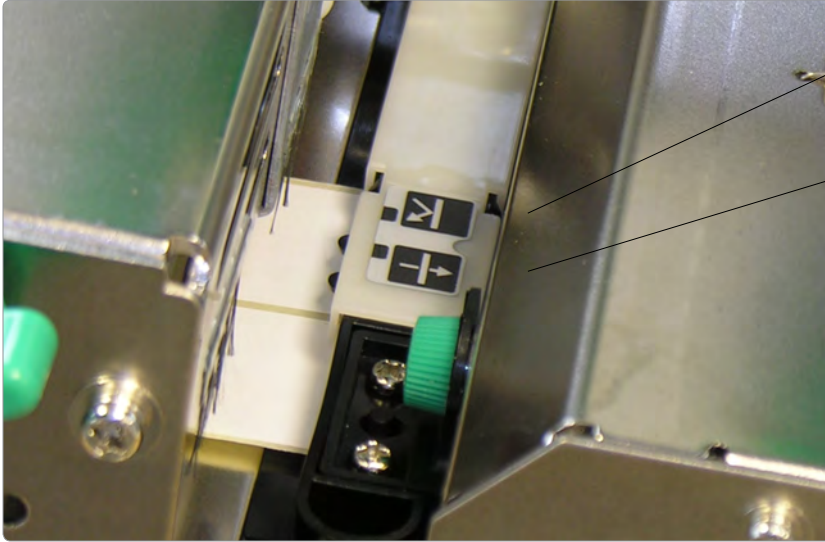
Support contact

support@progressive-id.co.uk

01892 837722

3. Transmissive sensor and Reflective sensor

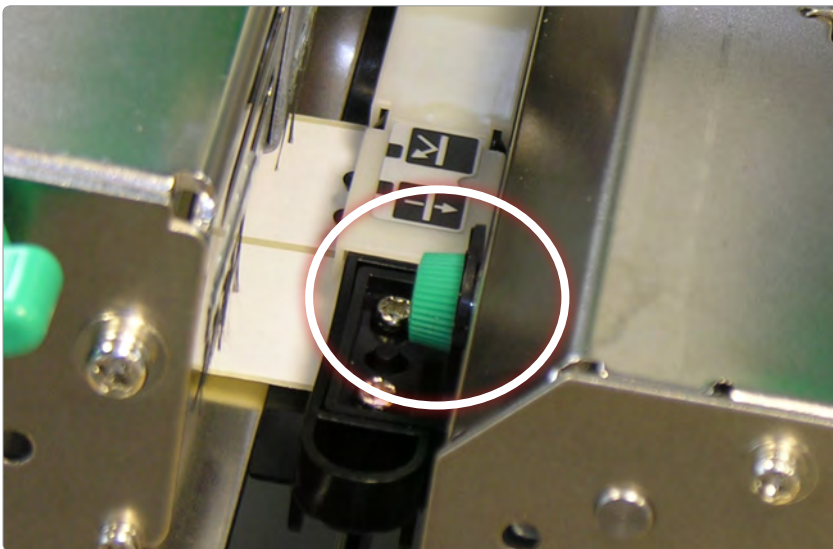
The Toshiba B-SX4 and Toshiba B-SX5 use two paper sensors for detecting the gap between different types of label media. Which sensor is to be aligned is decided by what label media you are printing onto:



1. **Reflective sensor**
is used with a black line or registration mark printed on the underside of a label or card stock.
2. **Transmissive sensor**
is used with sticky labels or punched out holes in a continuous material.

4. Aligning the paper sensors

Both sensors are aligned by loosening the green 'Adjustment locking nut' then sliding the sensor arm into a correct position. To secure the sensor arm in place re-tighten the green 'Adjustment locking nut'.



5. Correct sensor alignment

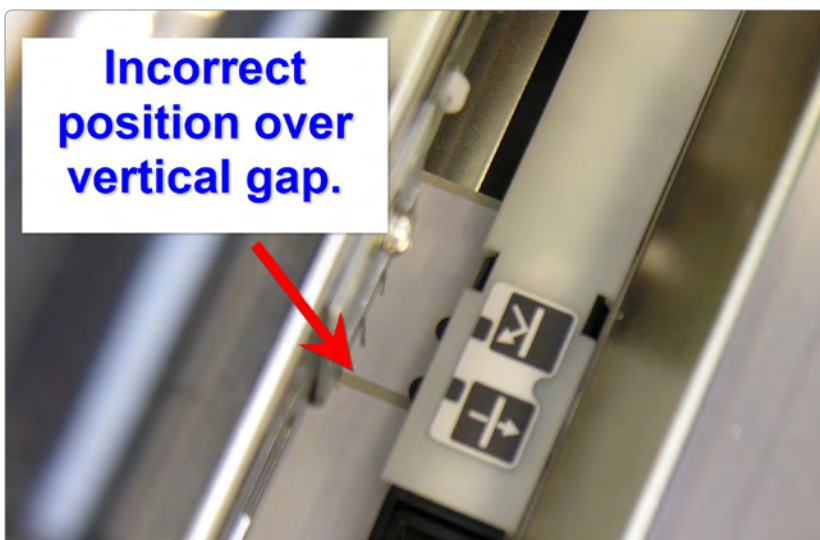
For the sensors to be correctly aligned it must be over the horizontal gap between labels. The black nodules on the front of the sensor arm indicate exactly where the sensors are.



Note: When there is more than a single row of labels, the sensors only need to be over one row of labels and not all of them. For round, oval and irregular shaped labels the sensors need to be over the narrowest point between labels.

6. Incorrect sensor alignment

The sensor must not be positioned over the vertical gap between labels or at the edge of the backing paper. The sensors cannot detect the gap between any labels as no labels will pass through this position.



7. Calibrate the paper sensors

The media sensors will need calibrating to ensure that they can detect the gap between labels. This is done from the front panel of the printer:

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'.

For a more in depth guide to calibrating the paper sensors please see **TOSHIBA B-SX4/B-SX5: HOW TO CALIBRATE THE PAPER SENSORS**.

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** 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** for more user guides and support documents.

