

## Calibrating the PE or paper end sensor on the CLP 1, 2, 6 & 7000 series

**Question** - The labels are mis-feeding or just feeding erratically

**Answer** - It could just be the paper end sensor not seeing the paper gap correctly. Quite a common problem when labels are not feeding the way they are expected to. It is usually caused by a sudden change of media or more commonly dirt and/or dust in the sensor area.

### **Go to System set up and check the voltage under the PE option.**

A reminder as this information is also in the User Manual -

1 - Turn on printer holding all 3 buttons, wait for the beep and release all buttons. Leaving the buttons depressed for too long, allowing the printer to beep for a second time, causes the printer to do a Factory Reset.

2 – **Only on CLP 7202e printer**, Press the Pause button until you see Adjustable sensor – it should be OFF, there is no sensor in the rear sensor arm, on this printer. If it is ON switch it OFF pressing the feed button once, it could be this which is causing the problem. **Go to 2a**

2a – Press the Pause button until you see PE on the LCD, it will have a slightly varying voltage reading, next to it.

3 - Open the print head (you can do this, in this mode) and remove a label from the backing paper, we usually suggest the second one in the line of labels. This gives a wider area of backing paper to work with.

4 - Close the paper sensor arm and move the wide section of backing paper under the “rear sensor” on all the following printers CLP 1001, 2001, 6001/2, 6401 (or “front sensor” CLP 7201, 7202 & 7401), watch the voltage, it should show about 3.3volts.

5 - Any thing different, take a small, flat bladed screwdriver and **"Very Gently"** adjust the “potentiometer” in the top hole of the 3 on the side of the printer control panel. We have had one customer who put the screwdriver in the hole and turned the screw until the potentiometer broke, hence the "very gently" comment.

6 - When you see about 3.3 (not always easy to do as the numbers can jump about quite a lot.) press the stop button and the new voltage will be saved. If you have any other changes to make, do it **BEFORE** pressing the stop button. The printer will save all settings and then go back **on line**.

7 - Try the printing process again.

### **Please note**

CLP 6001 and CLP 6401 both have the adjustable sensor as default. The CLP 6401 has a second sensor closer to the print head. To turn it on, go to System set up and **turn OFF** the Adjustable sensor, which automatically turns ON the front sensor

CLP 7201 and CLP 7401 both default to the Front paper sensor, to turn this **off** and the adjustable one **ON**, go to system setup and turn ON the Adjustable sensor.

Getting extra labels feeding out after some sort of intervention, such as powering on or opening the print head:

Where the printer has a front sensor (CLP 6401, 7201, 7202 & 7401) it will only need to feed about 25 to 30mm of label out the printer at turn on or when labels and/or ribbon have been changed, before it looks for the label gap. This is in order to allow it to find the correct starting position.

All other printers will feed at least 100mm of label out of the printer after any intervention before looking for the label gap. This is due to the distance between the paper sensor and the print head and cannot be changed, as it is part of the printer’s internal setup.