

Possible Error Messages and Reasons

If the printer is unable to complete the adjustment, it will move the paper a slightly longer distance, usually **2 or 3 cms** causing the **ERROR** and **CONDITION** lights flash.

Usually the error is caused by the upper and lower sensors being mis-aligned. Please refer to the later section “**Easy Media Sensor Adjustment**”.

Once the problem is fixed, usually, repositioning the paper sensors, ensuring they line up, the **Auto Calibration** function can be repeated.

If the media is very thin, very thick or even an unusual colour, it can sometimes confuse the automatic adjustment process. Generally, we would recommend you contact your dealer or Citizen for further information on advanced configuration information.

Performing a Self-Test

After performing the calibration, the simplest way to see if it was successful is to **RESTART** the printer and then press the **FEED** button. Each successive press of the **FEED** button will advance to the start of the next piece of media.

To perform a printing self-test, follow the procedure. The self-test is designed to print on two square labels approximately **100mm X100mm** in size.

1. Turn the printer **ON** holding the **FEED** button.
2. The Printer will **BEEP**. Print **LED** will flash slowly. **Release** the button at this point.
3. **NOTE:** If you leave your finger on the **FEED** button the print **LED** will start to flash faster and the self-test will be done using continuous paper mode rather than single labels.
4. The first page will print test page with **TEST PRINT**, the second page will consist of a series of graduated grey scales to ensure all elements are firing correctly.
5. If the label size is larger, the printer will print on two separate pages. Smaller, and it may print on several labels ignoring page breaks.

NOTE: This is the only test that looks at the paper sensor, making sure it is working correctly. It is a very good idea to do this test as it also checks the print quality.

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