

**DATE:** 7/15/2015

**PRODUCT:** Neuralog 300x/NeuraLabel 300x printer

**TOPIC:** Mark Sensor Calibration

**ISSUE OR PROBLEM:** Printer does not detect marks on media

**SOLUTION:** Run mark sensor calibration procedure, only if directed by Neuralog support

**RESOLUTION/STEPS:**

The Neuralog/NeuraLabel 300x printer includes a mark detect sensor that facilitates precise label placement. This sensor will be initialized or "calibrated" at the factory. If mark detection on your printer does not seem to be functioning correctly, contact Neuralog support; they will guide you through the following calibration procedure. Because the Mark Sensor Calibration prints a cut sheet at the end of the procedure, make sure the continuous paper is removed from the printer and there is paper in the cut sheet tray 2.



- Make sure the printer is idle and that paper is loaded in the cut sheet tray
- Press **X**, **B**, **X**, **X** to access the Engineering Menu [**B** is the Back Arrow Button] - This may take multiple attempts
- Scroll down to the Service Menu, press **OK**
- Press **B** to see the System Configuration, press **OK**
- Press **B** four times to see the Paper Sensor Calibration, press **OK**
- Press **OK** to Calibrate...? Press **OK** again
- Press **OK** to Calibrate Main Tray?
- A blank page will eject
- Press **X**
- Press **B** to go to Calibrate MP Tray? Press **OK**
- Load the sheet into the MP Tray, press **OK**
- A blank page will eject
- Press **X** 5 times to return to the Main Menu

A blank page is printed when complete. The 300x printer mark detect sensor will now be recalibrated.

Contact Neuralog support at 1-281-240-2525 or support@neuralog.com or support@neuralabel.com