

What is a Sensor Threshold setting?

To ensure accurate feeding of labels, the Citizen CLP range of printers attempt to detect the start and end of each label by shining a light through the media onto a sensor. Where there is a gap between the labels as they are mounted on the backing, more light is able to shine through and is registered by the printer as an increased voltage on the sensor. The sensor threshold setting tells the printer how strong the penetrating light must be to trigger the sensor.

Why do I need to adjust the Threshold setting?

Because different materials, or even the same materials from different manufacturing batches, may differ in opacity (the extent to which they permit light to pass through). A sensor adjust operation calibrates the printer to detect the light level (within a certain tolerance) that signifies the inter-label gap for the current media, so a change in media may require recalibration.

When do I need to adjust the Threshold Setting?

Whenever your printer is stopping with the “PAPER JAM” error without there being any apparent obstruction in the media. This is most likely to occur immediately after loading new media but can occur mid-roll.

How do I adjust the Threshold Setting?

By following the simple procedure outlined below.

MANUAL THRESHOLD SETTING (SEE THROUGH SENSOR)

1. Locate the [PAUSE], [FEED] and [STOP] buttons on the front of the printer. Turn the printer off at the printer power switch then after a few seconds turn back on whilst holding in all 3 buttons. Release the buttons when ‘Sensor Cal Mode’ appears on the LCD display.
2. Underneath ‘Sensor Cal Mode’ on the LCD display it should say either ‘See Through’ or ‘Reflect’ indicating that it is set to use either the transmissive (see through) or reflective (black mark) sensor.
 - a) If set to ‘Reflective’ press and hold the [MENU] button then (whilst holding) press the [STOP] button once (then release both keys) – the setting should change to ‘See Through’ *{buzzer sounds once}* – go to 3.
 - b) If already set to ‘See Through’, press and hold the [MENU] button then (whilst holding) press the [STOP] button once to change the setting to ‘Reflective’ *{buzzer sounds twice}*, then repeat to change the setting back to ‘See Through’ *{buzzer sounds once}* (this step is not strictly necessary but refreshes the sensor so that the following operation is more likely to succeed).
3. Open up the printer head assembly and raise the sensor arm. Then remove a label from the backing material to create an area of exposed backing. Close the sensor arm ensuring that only exposed backing is under the sensor. Close the head assembly.
4. Press and hold the [MENU] button then press the [PAUSE] key once (release both keys). The printer should edge the media forward slightly whilst it calibrates to the backing material. The LCD display should change to ‘Sensor Cal Mode Executing’ whilst the operation is being performed then either ‘Sensor Cal Mode Succeeded’ or ‘Sensor Cal Mode Failed’ on completion. Press the [STOP] key to return the printer to normal operating mode.
5. If the calibration succeeded try printing at least two labels – the first may be out of line but the second and subsequent labels should automatically adjust to print successfully.
6. If the calibration failed, or did not cure the problem, contact Hibiscus PLC for further advice.