

Printer Calibration

If your printer seems to be printing out of sequence with the labels as they come out of the printer, the calibration may need to be reset.

Please ensure the label size you are designing is identical to the labels size you have in the printer. The default lengths are 74mm x 45.2mm with a 2.2mm gap for our standard “Delicious Labels”

If you have a different size label, please check.

Easy Method:

Start label Direct

Click the Change... button on the Printer Settings on the right hand side menu (if it is not available, click anywhere in the white space off the label so that no label elements are selected)

Click the Calibrate Sensor button on the top right hand side of the dialogue box

Technical Method:

If the easy method didn't solve the alignment problems you will need to use the more detailed method outlined here

Start Label Direct

Click Diagnostic Tool...

Your printer information should be displayed in the window

Click the “mm” option in the Unit box on the right hand side of the dialogue box

No click the Calibrate Sensor button on the right hand side

Type in the paper height “74” (without quotes) if this is your label length

Type in the gap “2.2” (without quotes) if this is your gap width

Make sure the Media Type option is set to “Gap”

Click the Calibrate button

The printer will now process about 3 labels to verify the gaps.

Test the printer again

If this fails to solve the problem, please conduct a printer reset using the diagnostic tool and recalibrate again. The Reset Printer option is available on the left hand side of the diagnostic tool window, half way down.