

# CL5200/CL5500/CL7200 LABEL GAP & ADJUSTMENT – AUG 2022 (LABEL PRINTING)

## Introduction – What to do if the label is not printing correctly

After installing a new roll of labels, or for whatever reason the labels are not printing in the correct position, you can re-calibrate the printing sensor. You will use Menu 1733 to complete an AUTO CALIBRATION. Once done you will test it by printing out a couple of PLUs. If the label is still not printing in the correct position you will then need to check and adjust the feed length in Menu 1736.

See instructions below:



To enter the Printer Hardware Menu press Menu key then either scroll through the menu or simply type in the menu number starting from the second digit – example type 730 to get to menu 1730.

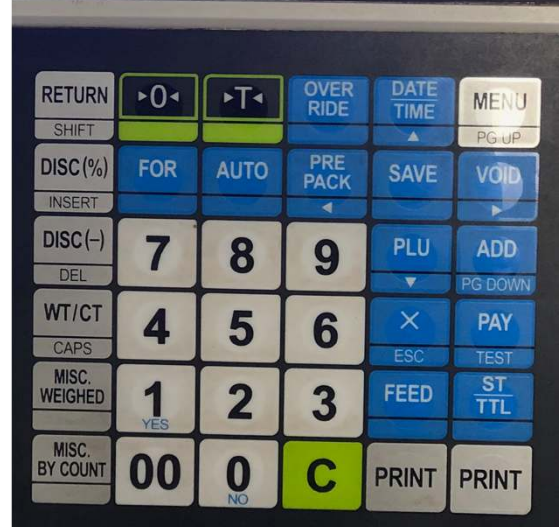
If you have been prompted for a password then please try entering 011 and press the PRINT key. If not successful please contact your dealer for alternative password.

## Check Label Size

Before calibrating the sensor, it pays to check that the scale has the correct label dimensions.

All following examples will be for labels sized (W)58mm x (H)110mm. **NOTE:** All CAS labels are 58mm in Width but when entering this information into the scale we use 60mm.

1. menu 1730 – Printer Hardware : Select “Label/Ticket Size” by pressing number 2.
2. menu 1732 – Label/Ticket Size : Check to see if Width is set to 60mm and the Height matches the size of the label you are using (our example will use 110mm). The Gap



Length should say 2mm. **NOTE:** If you are using non-CAS labels then you must measure the gap and enter that amount. Then press Save. This will return you to the previous Menu 1730.

## Check Label Pre-Print Length

The pre-print area is the area where we print the shop information. This is at the bottom of the label and pays not to change it unless under the guidance of a CAS technician. This area is pre-printed in preparation of the next weighed item.



### Checking Pre-Print Length:

1. menu 1730 – Printer Hardware : Select “Label Pre-Print” by pressing number 7.
2. menu 1737 – Label Pre-Print : Check to see if mode is set to Y and the Pre-Print Length is set to 10. If it is not 10 then use the arrow keys to move the flashing cursor into the [ ] brackets and then enter 10 and press the SAVE key.

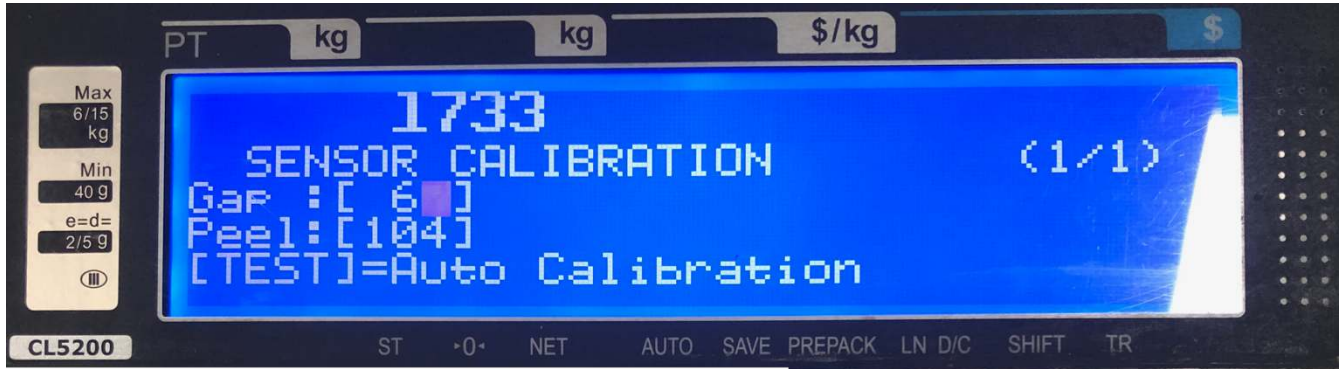
**NOTE:** If you are using non-CAS labels and they are preprinted with logos and borders then please let your dealer know so that they can take into consideration how the pre-printed area will work with your custom labels.

We do not recommend turning off the pre-printed area. We also do not recommend decreasing the value to below 6 or greater than 12.

Only place information such as shop details, thank you message etc in this area. If you put changing information such as weight, price etc, you will find it will print the information on the next label and not the one you have currently pulled from the machine. You will be reliable for any misprinted information.

## Sensor Calibration

When you calibrate the sensor, the scale will print out 2-3 labels. The last label will print information such as Gap and Peel. Please pay no attention to the numbers that are printed.



To calibrate the print sensor follow the instructions below:

1. menu 1730 – Printer Hardware : While in the Printer Hardware menu, press number 3 to select “Sensor Calibration”.
2. menu 1733 – Sensor Calibration : Don't change any numbers, just simply press the Test key (also known as the PAY key) and the scale will print out 3 labels. Press the FEED key twice to print 2 blank labels. Once done just return to weighing mode by pressing ESC key 3 times. Then test by printing two PLU labels.



## Making Additional Adjustments

Sometimes you need to make additional adjustments after doing the auto Sensor Calibration. The scale is capable of adjusting up and down. So if your label design is cutting off at the bottom or it is close to the top you can make small adjustments to the feed length to position the label design to print in the middle.



### Using “Adjust Feed Length” Option:

1. menu 1730 – Printer Hardware : While in the Printer Hardware menu, press number 6 to select “Adjust Feed Length”.
2. menu 1736 – Adjust Feed Length : If you want to move the printed information towards the top of the label then firstly make sure inside the brackets [ ] is the + sign. If you want to move the printed information towards the bottom of the label then you must change the + sign to a – sign. To do this you use the ZERO key to switch back and forth from +/- . Once you have decided, simply input a numeric value such as 10 (**NOTE:** the numeric value is just a guess, you need to play around and try different values). Press the SAVE key.
3. Return to weighing mode by pressing ESC key 3 times. Then test by printing a label or two. If you need to make further adjustments, just repeat step 2 above.

