

TallyGenicom TechNote GET_T_010

Calibrating the Platen Sensor - Models T6212 / T6215 / T6218

Issue / Symptom: In the T62xx family of printers, any time new firmware code is loaded or the NVRAM is cleared, it is common to get a PLATEN OPEN error. This error can not be cleared in a normal manner - the sensor HAS TO BE CALIBRATED in order to clear the error. Follow the procedure below.

Solution/Action:

1. Turn ON the Tech Access feature (hold ENTER and LINE FEED keys depressed approx. 5 seconds - until printer "beeps")
2. Turn ON the Fault Override feature (hold ENTER and FORM FEED keys depressed approx. 5 seconds - until printer "beeps")
3. Press the MENU key then UP Arrow to Offline - Test Menu
4. Press ENTER then UP Arrow to Test Menu - Diag
5. Press ENTER then UP Arrow to Diag - Calibrations
6. Press ENTER then UP Arrow to Calibrations - Platen Gap Cal
7. Press ENTER and follow the instructions on the display
8. Turn OFF the Fault Override feature by holding the ENTER and FORM FEED keys depressed until the printer "beeps"
9. Turn OFF the Tech Access feature by holding the ENTER and LINE FEED keys depressed until the printer "beeps"

Continue with your configuration and testing

Need help? Call our knowledgeable sales staff at: [708-597-4222](tel:708-597-4222)