



Sentinel Printer Calibration Guide

Triple E Technologies, LLC

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Overview

This guide details the steps for calibrating the printer on the Sentinel island card reader. If you are experiencing the symptoms listed below, follow the steps in this guide to address the issue.

Alternatively, you can also contact Triple E Customer Support to request a replacement device.

Symptoms

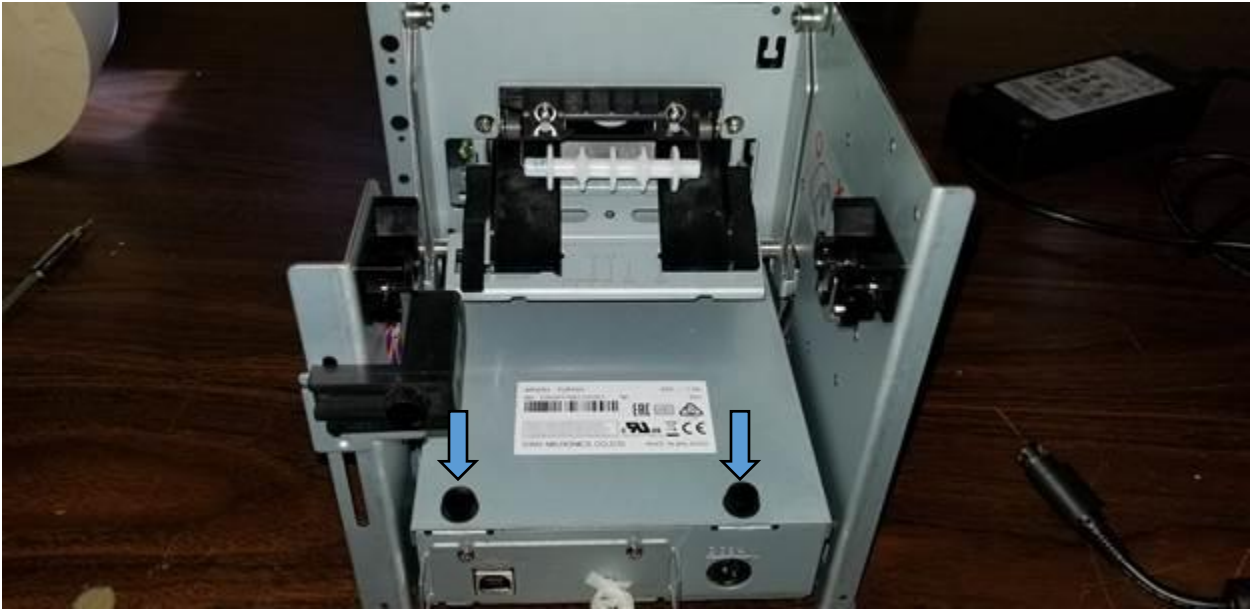
- Intermittent printing issues
- Printer stops printing despite having enough paper
- Issues persist even after SW2 button and power reset

Required Components

- 1/16 flathead screwdriver
- New paper roll
- Isolated bench or workspace with power

Calibration

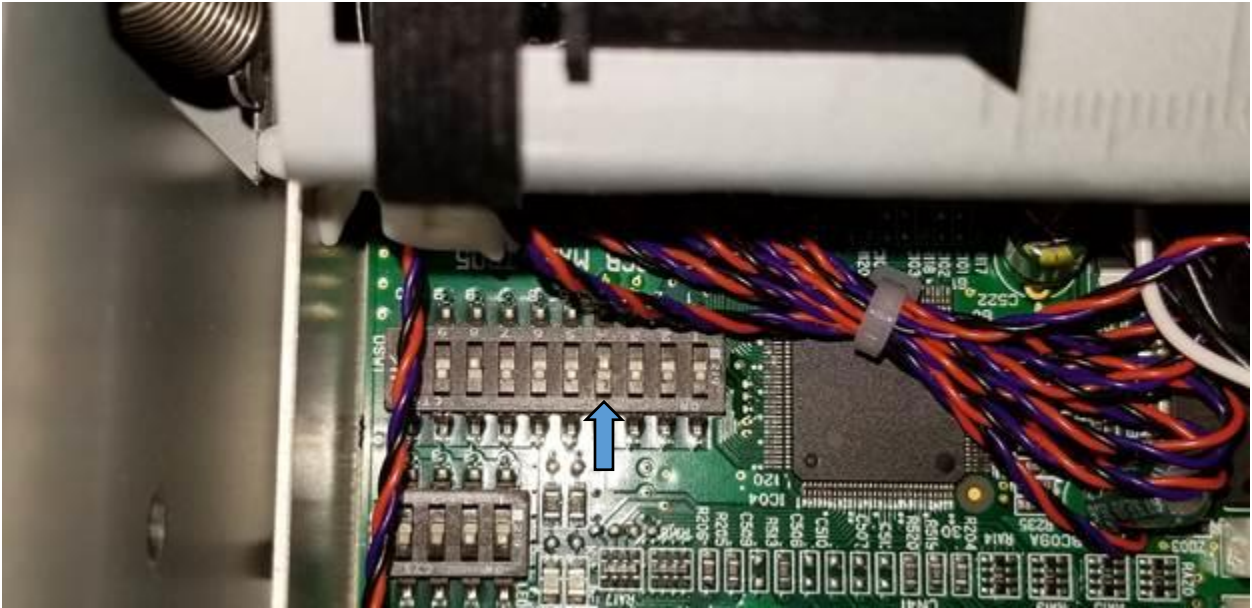
1. Place the printer on the bench or workspace.
2. Disconnect power from the Sentinel printer.
3. Remove the paper roll from the printer.
4. Remove the two black thumb screws from the lower assembly plate of the printer.



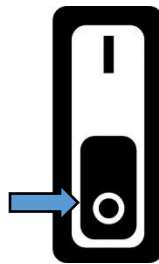
5. Remove the plate and set aside.



6. Move the switch in position 4 to the OFF position.



7. Ensure the power switch is in the OFF position, then reconnect power to the printer.



8. Hold down either the internal or external SW2 button to turn the power on. The LED lights will flash when the printer has powered on.



9. Insert the new paper roll into the paper tray.
10. Set the printer on its side so that the front LEDs are visible.



11. Locate the VR6 screw on the bottom of the printer.



12. Rotate the VR6 screw with the 1/16 flathead screw driver until both LED lights are lit up. **Note:** It should take about a quarter turn; if the screw is too far to the left or right, only one light will be on.

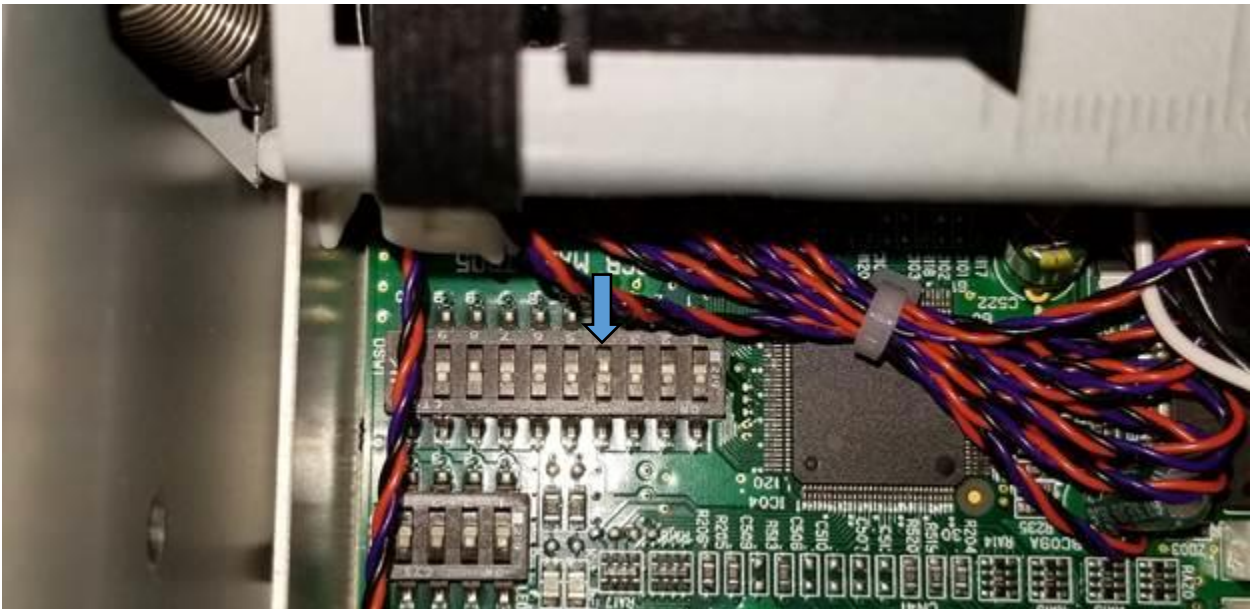


13. Use the switch to turn the power off.



14. Rotate printer back to upright position.

15. Reset the switch in position 4 to the ON position.



16. Power on the printer with the switch.

At this point, the printer should start making sounds as it begins calibrating itself. The paper should also feed and retreat quickly.

If this does not happen, the printer is not correctly calibrated. Repeat Steps 5-15, ensuring that both LEDs are lit up.

- END PROCESS -