



Zebra LP2844 hood sensor Printer Fix

Title: Orange Light Error LP/TLP2844

Symptoms:

LP/TLP2844 orange light fails to extinguish due to head open sensor tolerance drift.

Goals:

Describes correcting orange light problem if head up sensor calibration is the cause of the problem

Facts or Affected Items:

.LP/TLP2844
Firmware 4.21.36, 4.28, 4.29

Problem:

The hood-up sensor in every 2844 printer is calibrated at the factory; however, the hood-up sensor may drift over time and require recalibration. Normally, simply powering up the printer, then opening and closing the hood will automatically recalibrate the hood-up sensor. In a small percentage of printers, especially if the normal calibration procedure has not been performed for a long period of time, the hood-up sensor may drift far enough that to the printer it appears the hood is up when in fact the hood is in the normal latched position. **In this condition, the status indicator turns orange upon power up and the printer is unresponsive. Normally, pressing down on the corner of the hood nearest the feed switch/status indicator temporarily clears the condition, and the status indicator changes from orange to green until the pressure is released. If this does not occur, the printer must be returned to Zebra for repair; however, if it does occur, the customer can recalibrate the hood-up sensor by following the special procedure listed below.

** Bright lights can affect the printers ability to calibrate the head up sensor. If this is the nature of your environment perform the procedure below in a darker environment or shade the printer during step 4.

Solution:

1. With the hood down and latched, press down on the corner of the hood nearest the status indicator/feed switch until the status indicator turns green, and hold it firmly through steps 2 and 3.
 2. Turn the power switch off.
 3. Once the status indicator turns off, turn the power switch back on. Verify that the status indicator is green; if not, repeat steps 1 through 3.
 4. Release the hood, unlatch it, and raise it fully.
 5. Lower the hood, latch it, and press down on it until the status indicator turns green.
 6. Release the hood. The status indicator will remain green, and the Hood-Up Sensor will now be calibrated.
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