

Codonics Safe Label System Media Loading

**Product
Bulletin**

No. 403

Overview

Thank you for purchasing the Safe Label System™ SLS 500i™.

Issue

There is a known issue with 1.5.0 software. If media is not properly loaded, both the Unload and Load buttons will not work and the auto feed does not work. You have about ten seconds to load the media; the media will auto feed. Refer to Codonics SLS 500i User's Manual for proper media loading procedure.

Work-Around

If you are unable to load the media and the buttons and auto-feed do not work, perform the following procedure.

1. Open the rear cover to gain access to the label media and open the front cover to access the printer's controller buttons.
2. Load label media until the media is in contact with the feed roller.
3. Press the Unload button which will reset the auto-feed capability.
4. The Unload button will now work and will start the motor that will unload the media.
5. Manually retract the labels to the label roll.

6. Feed the label media again. The printer will now allow the loading of labels for ten seconds. The labels must be in contact with the feed roller. If it is not successfully completed within the ten seconds, you will need to start again.

7. If the feeding of the media labels is successful, the printer will load media.

8. Close both covers and carefully feed the labels through the front cover label feed guide. Once both covers are closed, the labels will then retract to the correct starting label print point.

NOTE: The cutter will not cycle until both the front and rear covers are closed and will only cycle the cutter if both the front and rear covers are closed before the unit feeds out its two labels.

Codonics apologizes for the inconvenience and will correct the issue in the next SLS software release.

Technical Support

If problems occur during media loading or operation, contact Codonics Technical Support at any time.

Phone: +1.440.243.1198
Email: support@codonics.com
Website: www.codonics.com

Get it all with just one call
800.444.1198

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