

GoDex – Check Media error

CUSTOMER DOCUMENT
REVISED 8 NOV 2018

Overview:

How to fix the “Check Media” error

Steps:

1. Open the printer as shown
2. In the very front, locate the “Label Sensor Module”.
 - a. This sensor has a pointer on it and guide track has one too.
 - b. Gently push the sensor so the at the two pointers line up.
3. Put your labels in place and close the lid.
4. Next, on the back of the printer where all the cables plug in is small reset button. Press and hold this button until the printer resets. It should eject some labels.
5. Now press the feed button on the top of the printer. The tear bar should now line up on the label.
6. Test by printing a label.

