

Printronix: GAP NOT DETECTED

A “GAP NOT DETECTED” error means that the printer was not able to find the gap/mark between labels. There are a few potential causes for this error:

1. The printer has not performed a media calibration on the labels
 - Solution: [Calibrate your printer.](#)
2. The labels are not feeding out of the printer correctly (most often because the labels were back-fed too far into the printer)
 - Solution: Ensure that at least 1 label is sitting past the [platen roller](#).
3. The media sensor is in the wrong place (it should be underneath the labels, lined up with the gap)
 - Solution: Ensure that the media sensor is sitting directly under the labels, so the gap between the labels will pass over the sensor when feeding/calibrating.
 - After adjusting the sensor, please calibrate your printer again.
4. The printer is set to the wrong media type (Gap vs. Mark)
 - Solution: Ensure that the **Sensors > Control > Gap/Mark Sensor** is set to the value that matches your labels (e.g. Gap).

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