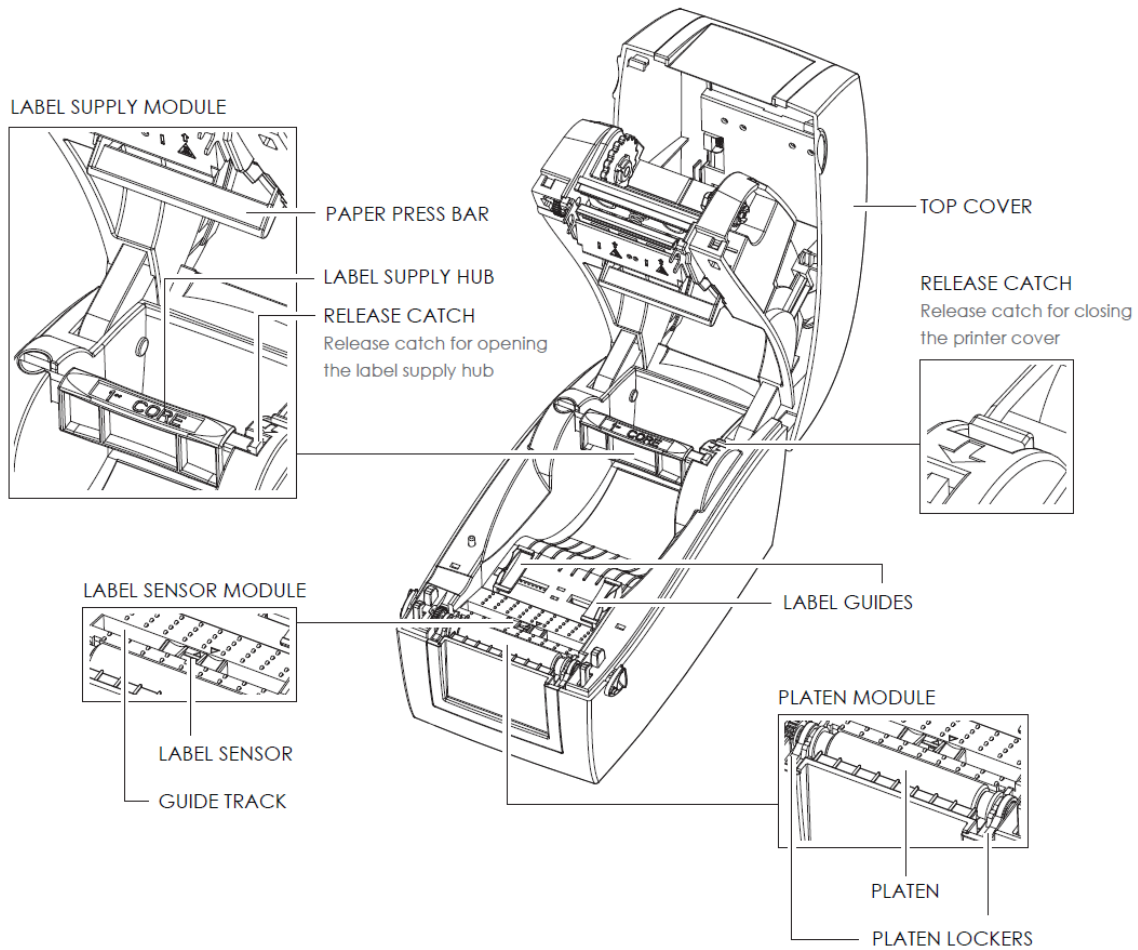


GoDEX Printer Set-Up Instructions

The Internal View of Printer



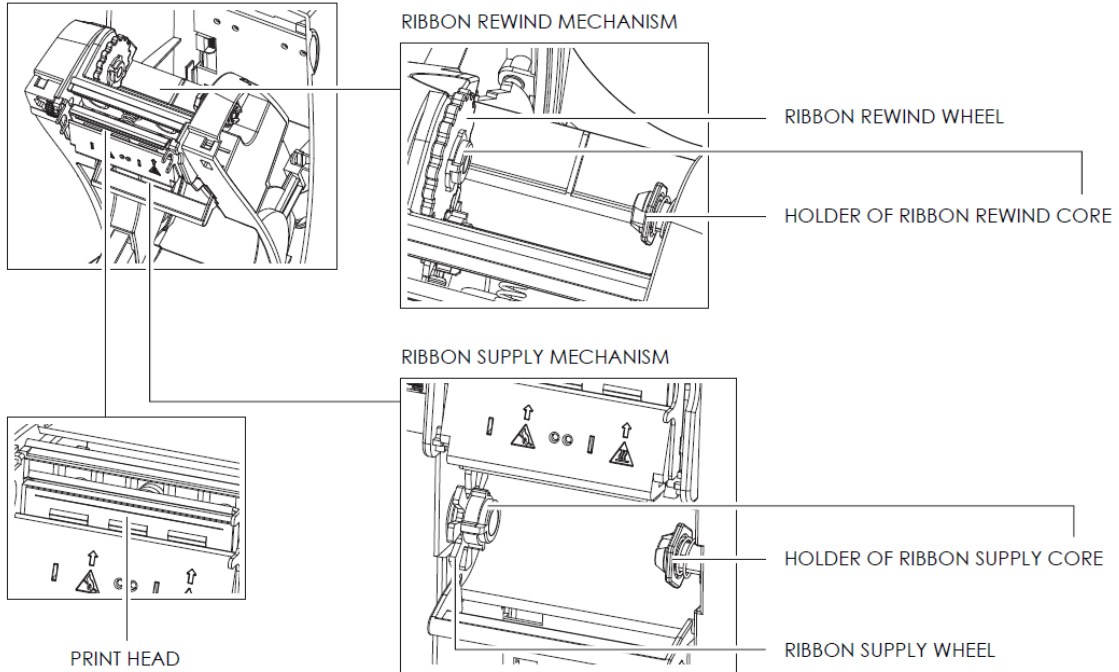
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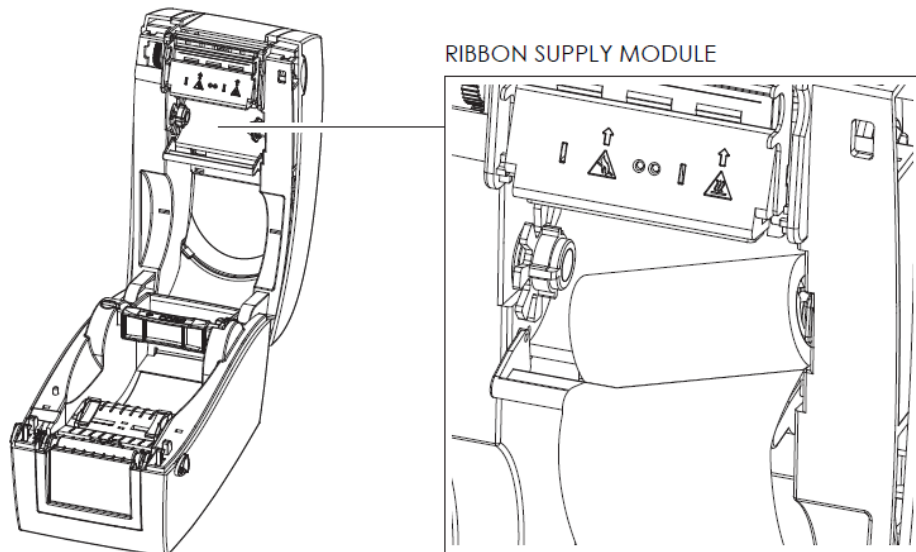
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The Printing Mechanism



**Load the Ribbon on the Printer
For Ribbon Supply Module**



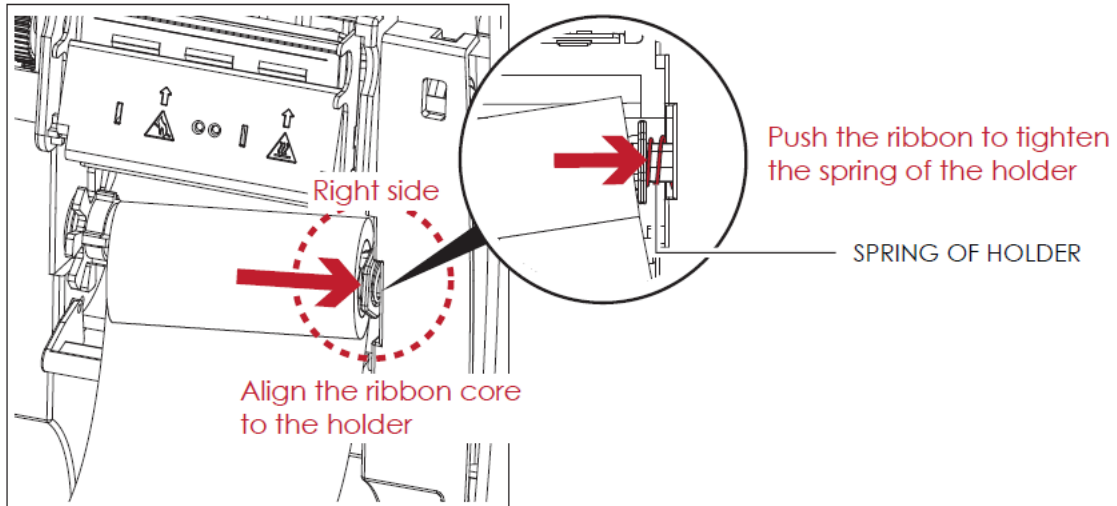
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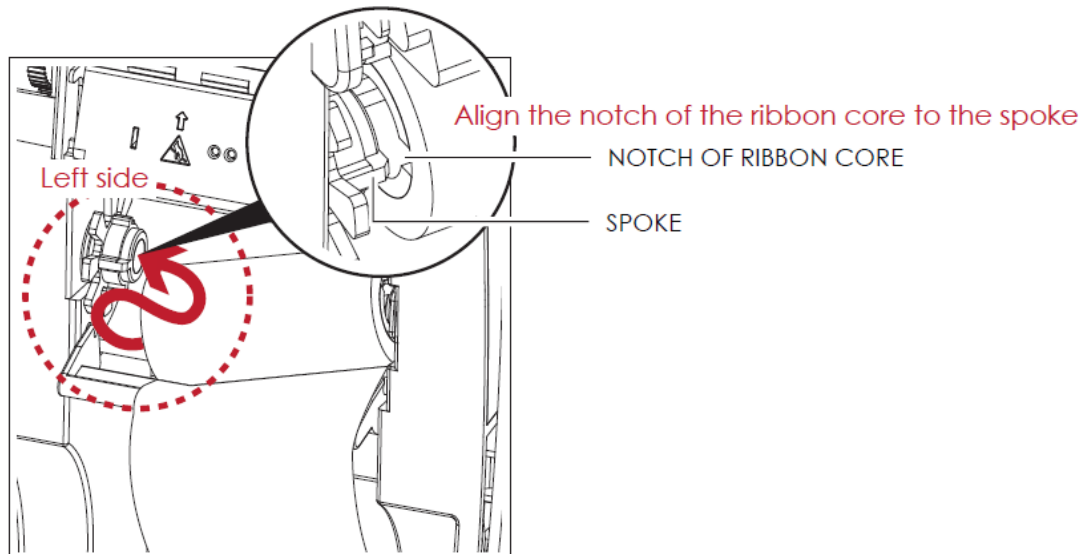
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1. Place the right-hand side of ribbon first.



2. Then place the left-hand side of the ribbon.



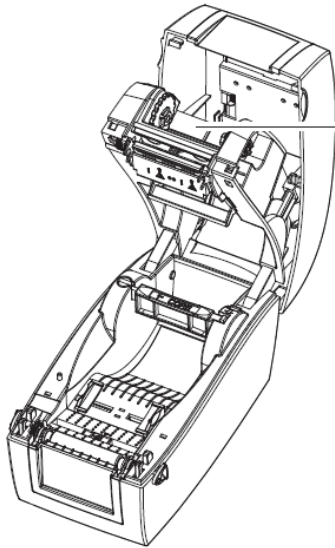
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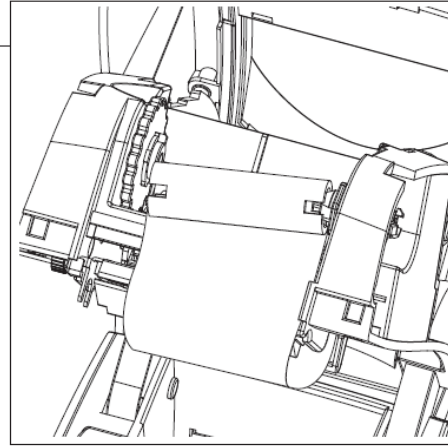
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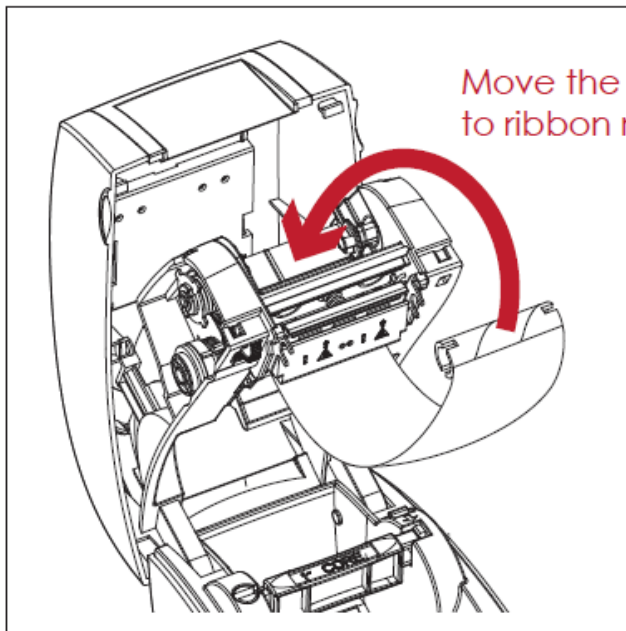
**Load the Ribbon on the Printer
For Ribbon Rewind Module**



RIBBON REWIND MODULE



1. Pass the ribbon to round the print head.



Move the empty ribbon core upward
to ribbon rewind mechanism

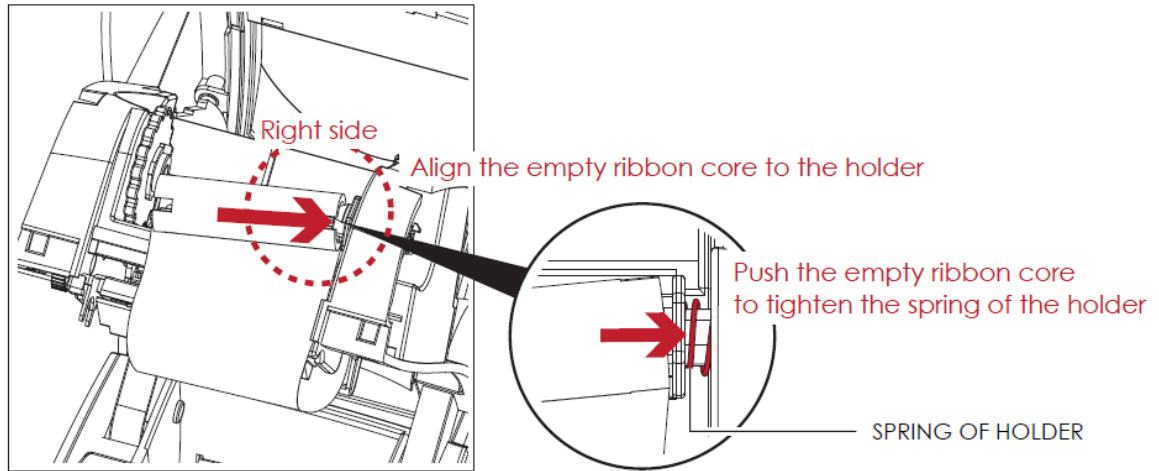
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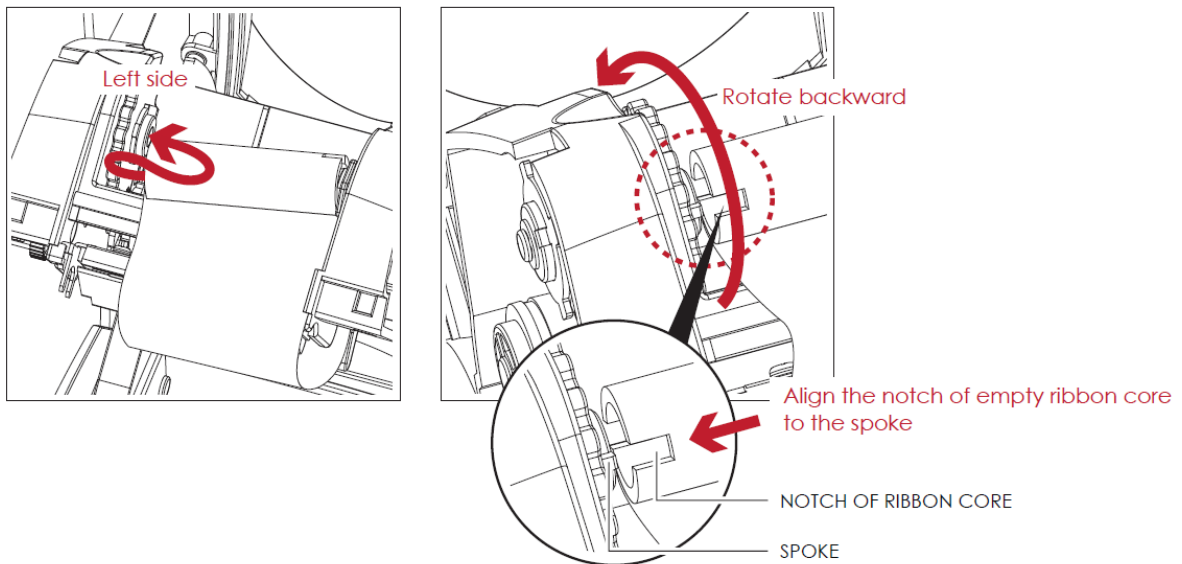
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2. Place the right-hand side of empty ribbon core first.



3. Then place the left-hand side of the empty ribbon core.
Turn the ribbon wheel to align the notch of empty ribbon core to the spoke.



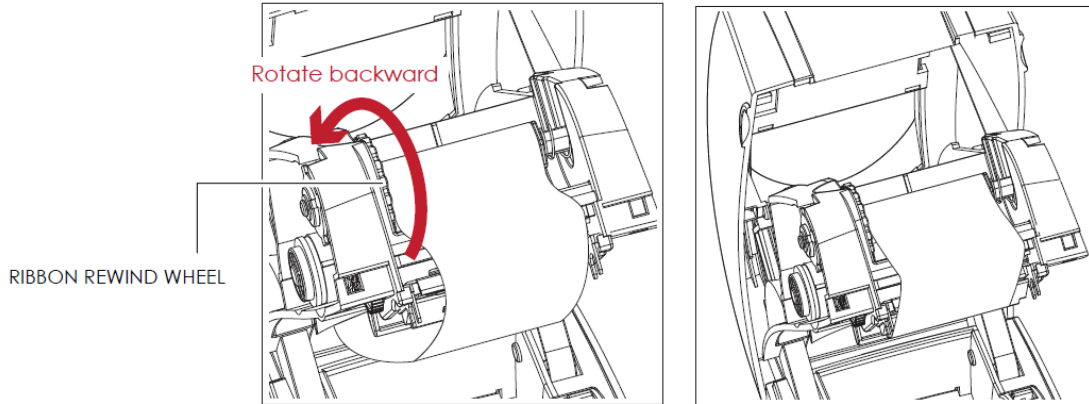
Call: 800.999.6556 x 3333

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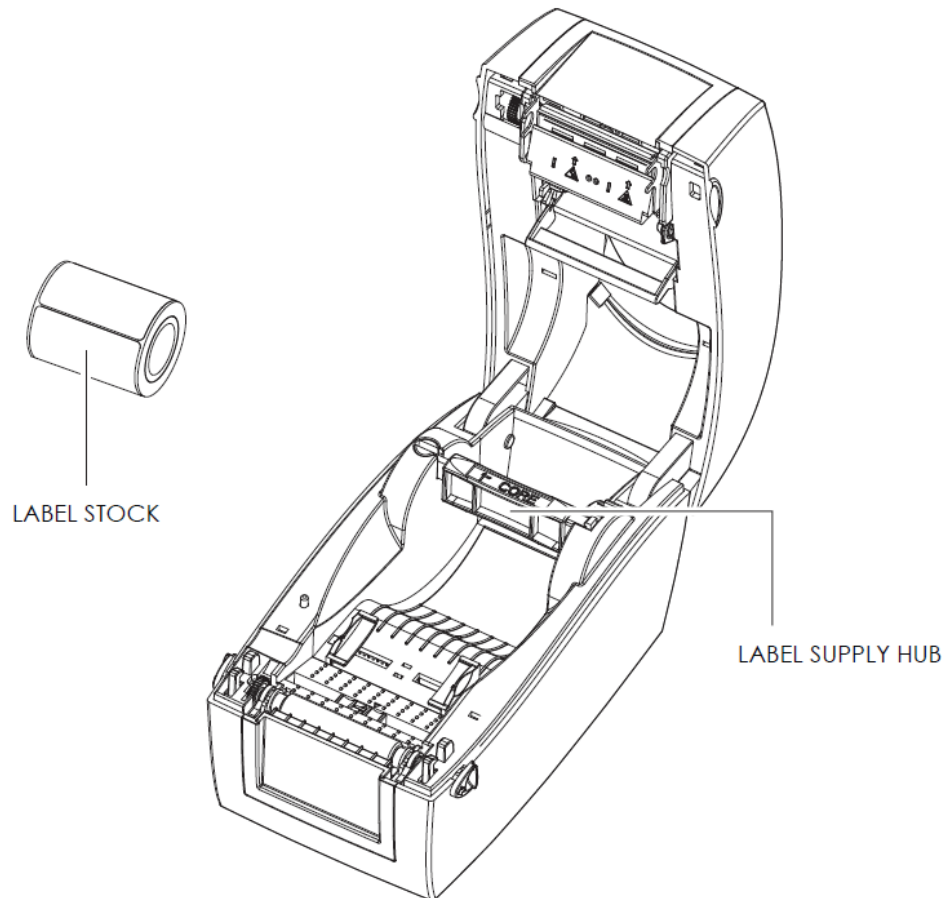
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4. Turn the ribbon rewind wheel to tighten the ribbon until it has no wrinkles.
The ribbon loading is completed once the ribbon supply module and ribbon rewind module are assembled correctly.



A New Label Supply Module Loading



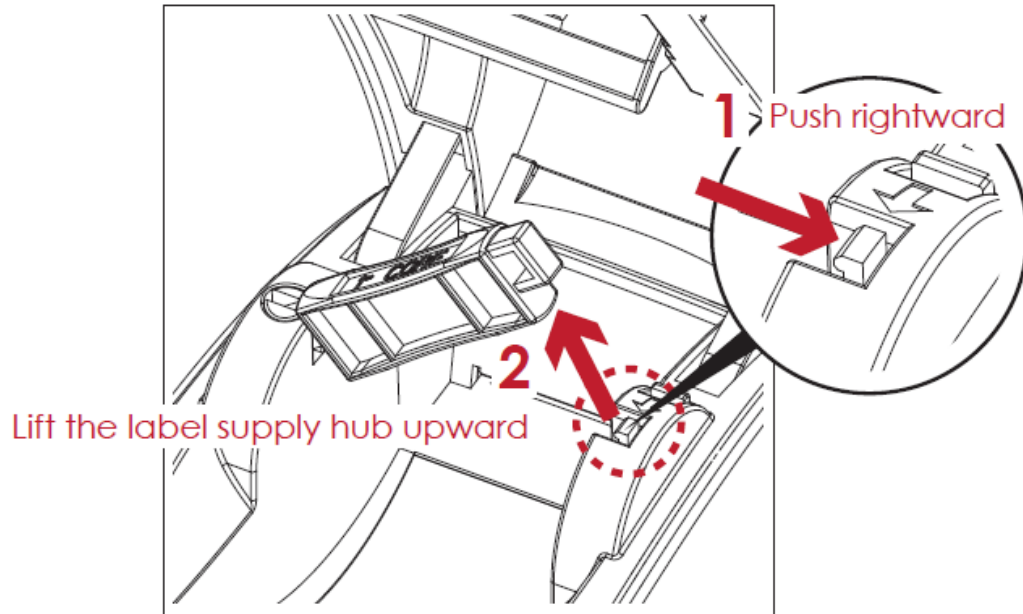
Call: 800.999.6556 x 3333

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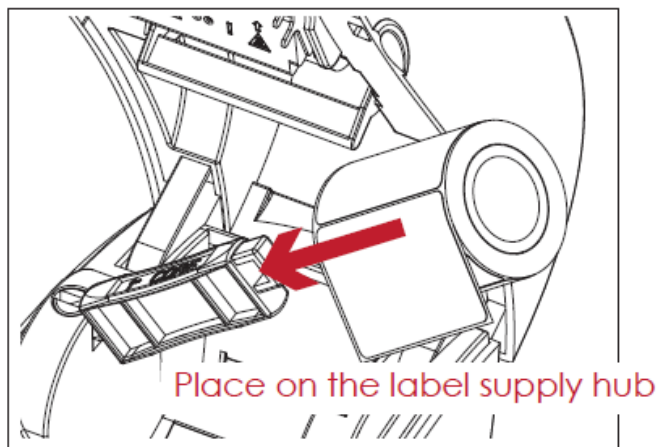
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1. Unlock the release catch to lift the label supply hub.



2. Place the label stock on the label supply hub.



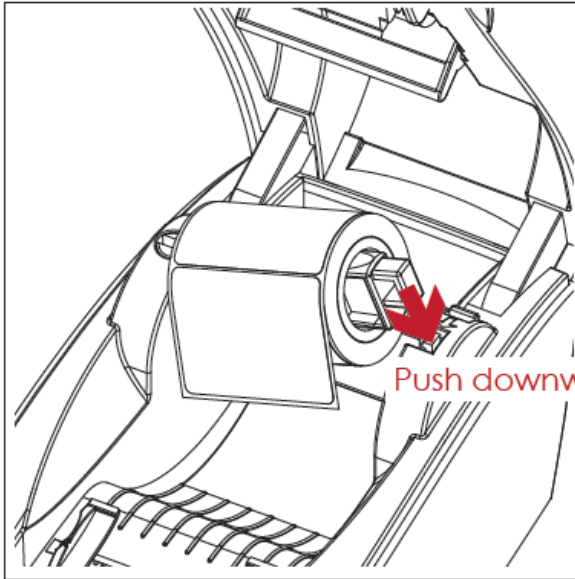
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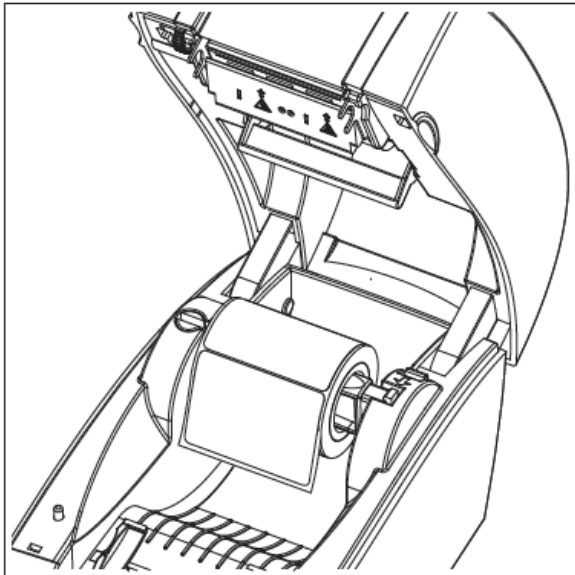
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3. Push the label supply module downward and close the release catch.



Push downward to fix the module

4. A new label supply module is completed.



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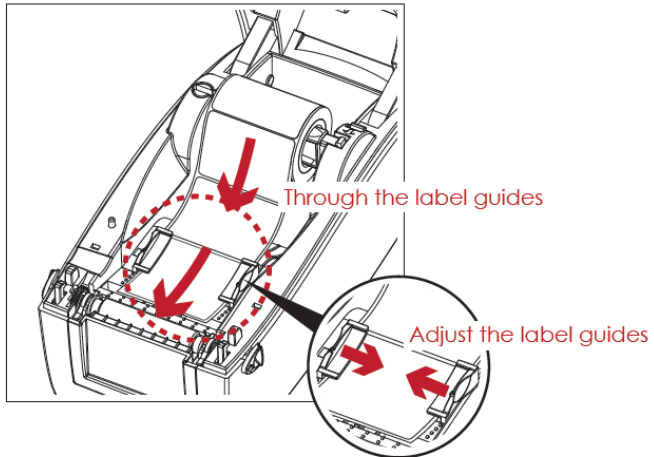
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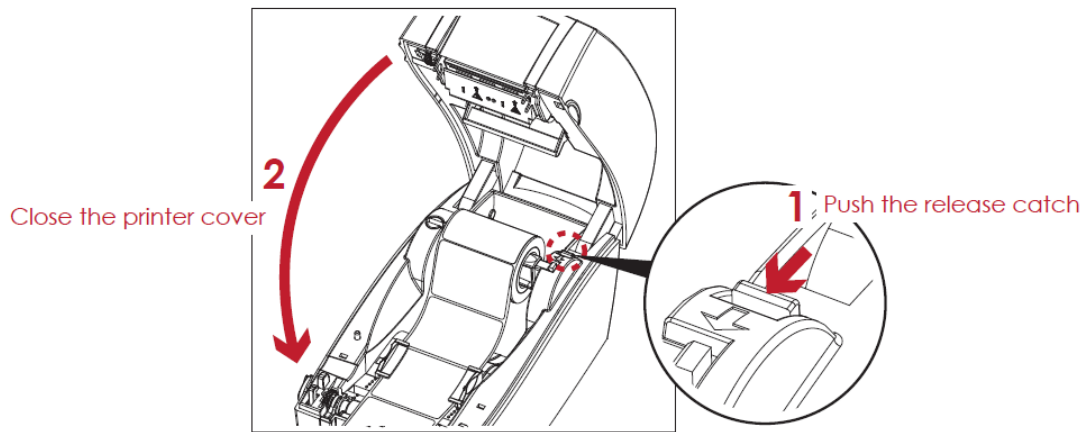
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Loading the Label Roll Module on the Printer

1. Feed the Label through the label guides and adjust the label guides to the label width. The label guides will help to prevent the label swaying.



2. Unlock the release catch to close the printer cover.



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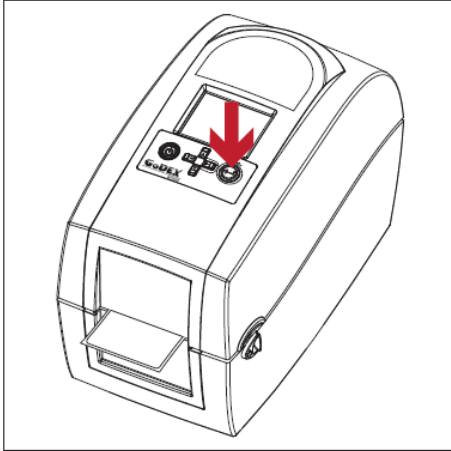
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3. Press the FEED key and make sure the label is fed smoothly. The label loading is completed now.



Updating the Name & Phone Number programmed in the Printer

Several fields inside the forms are user configurable. For example – Phone Number.

To update the shop name and phone number, from the forms list press the ESC (escape) key.

This will bring up a list of fields. Use the arrow key on the keyboard to scroll down to the field you wish to update.

Using the backspace key the current information may be deleted. Enter the data you wish to program.

Press the ENTER key to save the data. Press ESC and Recall Label.

All forms will be updated with the new information.

Printing a label (Stand Alone Printer Kit)

Once the printer lid is closed, attach the keyboard to the printer. Then plug in and power on the unit with the power button.

When the USB Keyboard is plugged into the printer, the LCD panel will display "Standalone Mode". Press the "Enter" key on the keyboard. This will enter the "Recall Label" operation. Press "F1" from the "Ready" screen will also enter the "Recall Label" operation.

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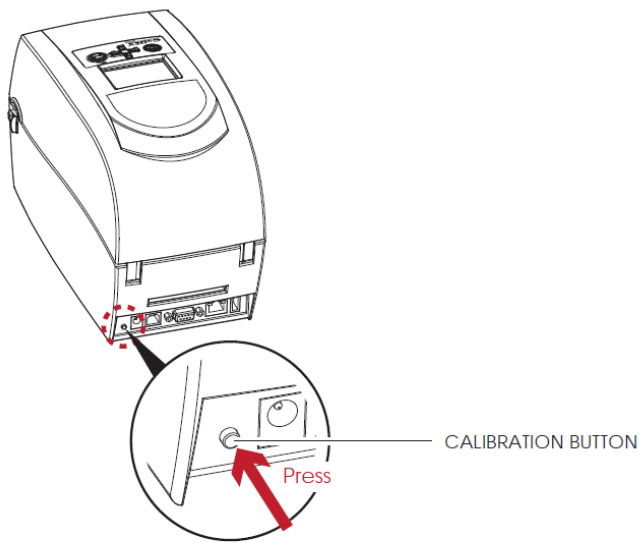


Choose the corresponding form or message number of the label desired and press the "Enter" key on the keyboard. The printer will then ask for information needed to fill in the desired label. When information is entered, press the "Enter" key to print the desired number of labels.

Autosense Instructions - perform when loading a new roll of media or ink.

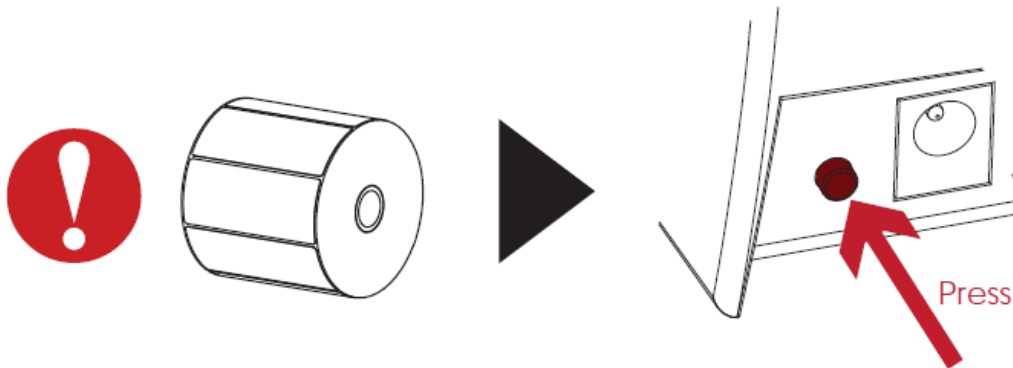
Label Calibration Button

A hardware button to make a Label Calibration while printer encountering "Media Error" during the cases when first-time printer start up or change label or ribbon to another type, such as change using gap label to continuous or black mark labels.



Press C-button for 2 seconds, it will make an auto-sensing to calibrate the label and ribbon's parameters.

*Note: If printer feeds out more than 4 labels, the calibration process did not complete properly. Please check label sensor module position.



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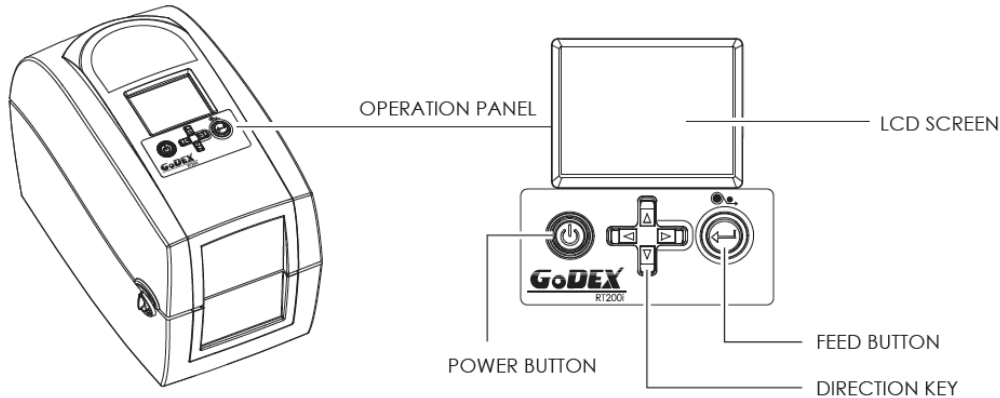
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Error Alerts

In the event of a problem that prevents normal functioning of the printer, you will see an error message on LCD screen and hear some beep signals. Please refer to below table for the error alerts.



Operation Panel Status	Type	Beeps	Description	Solution
  TPH opened	Print Head Error	2 x 4 beeps	The printing mechanism is not correctly closed.	Open the print mechanism and close it again.
  TPH overheat	Print Head Error	None	High temperature at the print head.	Once the print head has cooled down, the printer switches to standby mode.
  Check ribbon setting	Media Error	2 x 3 beeps	No ribbon is installed and the printer displays an error. The ribbon is finished or the label supply hub is not moving.	Make sure that the printer is set to direct thermal printing mode. Replace the ribbon roll.

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	No paper is detected.	Make sure that the label sensor is positioned correctly. If the sensor still does not detect the paper, run the auto-detection function again.
Media Error	2 x 2 beeps	Paper is finished. Replace the label roll. Printer feed problem. Possible reasons: the print medium has become trapped around the rubber roll; the sensor cannot detect a gap or black mark between the labels; there is no paper. Please reset the sensor.

RT200i Troubleshooting

Problem	Solution
<ul style="list-style-type: none"> ◆The printer is switched on but the LCD screen does not light up. ◆Keyboard doesn't work ◆The LCD screen show the notice icon and printing is interrupted. ◆The sticker stock passes through the printer but no image is printed. 	<ul style="list-style-type: none"> ◆ Check the power supply. ◆ Disconnect keyboard and reconnect then power cycle your printer. ◆ Check whether the print mechanism is closed correctly. ◆ Please make sure that the label stock is loaded the right way up and that it is suitable material. ◆ Check whether the sticker stock is suitable. Contact your supplier.
<ul style="list-style-type: none"> ◆The label stock jams during printing. 	<ul style="list-style-type: none"> ◆ Clear the paper jam. Remove any label material left on the thermal print head and clean the print head using a soft lint-free cloth dipped in alcohol.
<ul style="list-style-type: none"> ◆There is no printed image on some parts of the label. 	<ul style="list-style-type: none"> ◆ Check whether any label material or ribbon is stuck to the thermal print head. ◆ Check the ribbon for wrinkles. ◆ Check whether the sticker stock is suitable. Contact your supplier.
<ul style="list-style-type: none"> ◆There is no printed image on part of the label or the image is blurred. 	<ul style="list-style-type: none"> ◆ Check the thermal print head for dust or other dirt. ◆ Check whether there is paper or dust covering the sensor.
<ul style="list-style-type: none"> ◆The printed image is positioned incorrectly. 	<ul style="list-style-type: none"> ◆ Check whether the sticker stock is suitable. Contact your supplier. ◆ Check the paper guide settings.
<ul style="list-style-type: none"> ◆A label is missed out during printing. ◆The printed image is blurred. 	<ul style="list-style-type: none"> ◆ Check whether there is dust covering the sensor. ◆ Check the thermal print head for dust or dirt.

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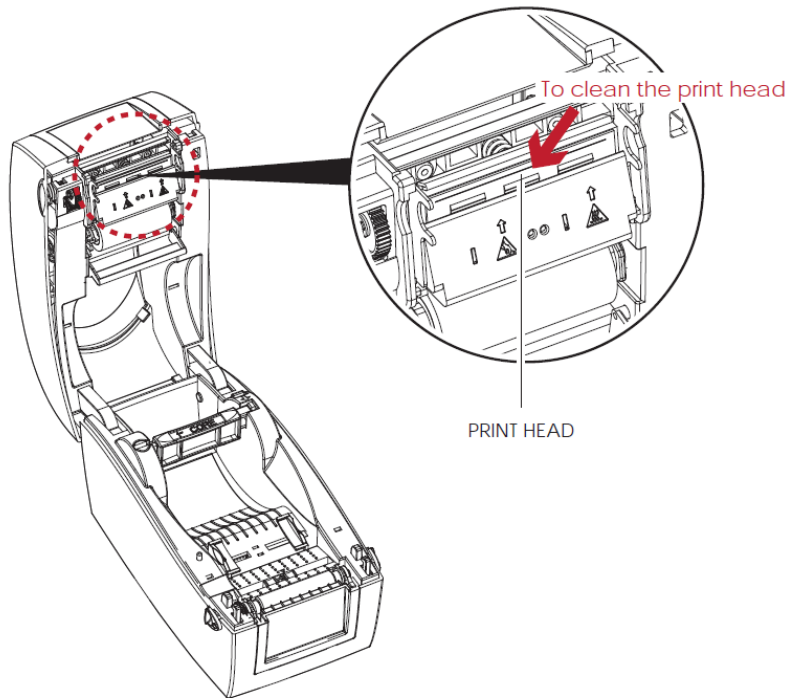
Cleaning the Print Head

Dirt on the print head or ribbon, or glue residue from the label stock may result in inadequate print quality. The printer cover must therefore always be closed during printing. Keeping dirt and dust away from the paper or labels ensures a good print quality and a longer lifespan of the print head.

Cleaning Steps

Here is how you clean the print head.

1. Turn off the printer.
2. Open the printer cover.
3. Remove the ribbon.
4. To remove any label residue or other dirt from the print head (see red arrow), please use a soft lint-free cloth dipped in alcohol.



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