Serual





User Manual : MX30(L)+ Version : A.1 Issue Date : 2023.12.11 P/N : 920-019811-00

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FCC COMPLIANCE STATEMENT

FOR AMERICAN USERS

Federal Communication Commission Interference Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 Subpart B of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

EMS AND EMI COMPLIANCE STATEMENT

FOR EUROPEAN USERS

This equipment has been tested and passed with the requirements relating to electromagnetic compatibility based on the standards EN 300 328 V2.1.1(2016-11). The equipment also tested and passed in accordance with the European Standard EN55022 for the both Radiated and Conducted emissions limits.

MX SERIES

TO WHICH THIS DECLARATION RELATES

IS IN CONFORMITY WITH THE FOLLOWING STANDARDS

IEC 62368-1:2014; IEC 60950-1(ed.2), IEC 60950-1(ed.2); am1, IEC 60950-1(ed.2);am2, GB4943.1-2011, GB9254-2008, GB17625.1-2012; EN 300 328 V2.1.1(2016-11), UL 60950-1, 2nd Edition, 2011-12-19, CSA C22.2 No. 60950-1-07, 2nd Edition, 2011-12, FCC part 15 subpartB, NCC LP002.z

Warning:

- replacement of a battery with an incorrect type that can defeat a safeguard (for example, in the case of some lithium battery types);
- disposal of a battery into fire or a hot oven, or mechanically crushing or cutting of a battery, that can result in an explosion;
- leaving a battery in an extremely high temperature surrounding environment that can result in an explosion or the leakage of flammable liquid or gas;
- a battery subjected to extremely low air pressure that may result in an explosion or the leakage of flammable liquid or gas.

Battery Safety Precautions

Make sure to review the user manual carefully prior to product use.

Neglecting to heed the following instructions can result in battery overheating, combustion, explosion, damage and/or decline in performance and product life.

- 1. Do not allow water, seawater or moisture to enter or leak into the battery. If the safety mechanism within the battery becomes oxidized, oxidized the battery may overcharge with abnormal electrical current and/or voltage so that it may overheat, ignite and/or explode.
- 2. Do not place the battery near open flames or heating devices, such as stoves.

 Exposure to excessive heat may cause damage to the resin case and/or insulating materials, thus causing a short circuit within the battery that may result in battery overheating, combustion, and/or explosion.
- 3. Charge the battery only with the exclusive charger specified (optionally provided) by GoDEX.

 The use of an incorrect charger may result in overheating. Combustion and/or explosion of the battery.
- 4. Charging the battery with a modified charger may result in overheating, combustion and/or explosion of the battery by abnormal chemical reaction caused by incorrect polarity.
- 5. Do not directly connect the battery to an electrical power outlet not specified by GoDEX or an automobile's cigarette lighter jack. Doing so may result in overheating, combustion and/or explosion of the battery by over-current and/or over-voltage.
- 6. Do not heat the battery or place it near a fire. Doing so may melt insulation materials, damage the safety mechanism/equipment, and/or ignite the electrolytic solution. There is a potential risk of battery overheating, combustion, and/or explosion.
- 7. Do not reverse the connection of (+) and (-) electrodes of the battery. Charging the battery in reverse polarity may produce an undesired chemical reaction inside the battery cell, causing unexpected behavior during discharging such as overheating, explosion, or fire.
- 8. Do not allow the battery's (+) or (-) pole to come into contact with any metal. In addition, do not carry or store the battery with metallic items, such as necklaces and hairpins.

 Doing so may cause a short circuit of the battery generating an over-current. There is the potential risk to overheat, ignite and/or explode the battery or overheat the metallic items, such as necklaces, hair pins etc.
- 9. Do not throw the battery or subject it to strong shock. If the safety mechanism in the battery is damaged, the battery may be overcharged and, consequently, an adverse chemical reaction may be generated in the battery. There is a potential risk of battery overheating, combustion, and/or explosion.
- 10. Do not pierce the battery with a pointed object, such as nail or awl, or strike with a heavy object, such as a hammer, and take care not to step on the battery. There is a potential risk of battery overheating, combustion, and/or explosion caused by an internal short circuit.
- 11. Do not solder the battery directly. Doing so may melt the insulating materials and/or damage the safety mechanism or safety equipment, resulting in battery overheating, combustion, and/or explosion.
- 12. Do not disassemble and/or modify the battery. The battery contains safety equipment and a safety mechanism to prevent danger. There is a potential risk of overheating, combustion, and/or explosion caused by disassembly.
- 13. Do not charge the battery near open flames and/or under direct sunlight. Charging the ambient temperature at 0°C ~ 40°C. Because exposure to high temperatures triggers the operation of the safety mechanism, the battery may not charge or may overcharge due to destruction of the safety mechanism. There is a potential risk of overheating, combustion, and/or explosion.
- 14. Do not expose the battery to high temperatures over 60° C, and do not use or store it in a hot or humid place.
- 15. Danger of explosion if battery is incorrectly replaced. Replace only with the equivalent type recommended by the manufacturer.
- 16. Dispose of used batteries according to the manufacturer's instructions.
- 17. Only use with designated power supply adapter model.
- 18. Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

1 Mobile Printer

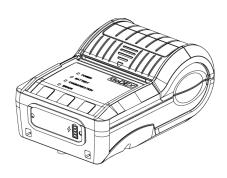
1.1 Box Content

Please check that all of the following items are included with your printer.

Charge the battery for at least 3 hours before use.

※Package content and Logo style may vary per region.

• MX30+ / MX30L+ Thermal Label Printer



• Thermal Paper



• MX30(L)+ Quick Guide



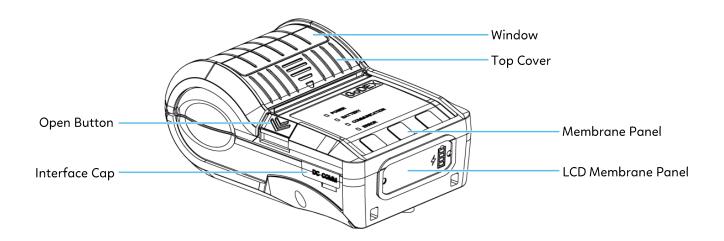


• USB Cable

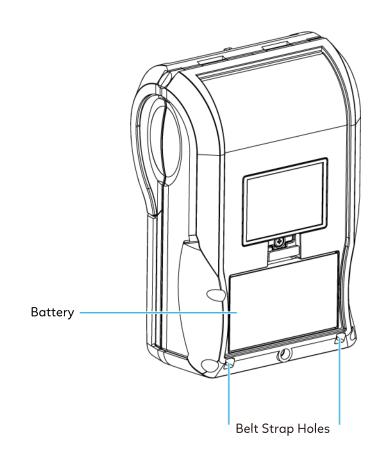




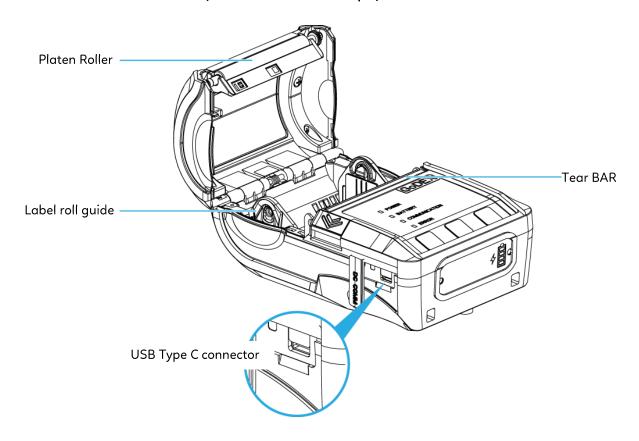
1 Mobile Printer 1.2 Getting to Know Your Printer • Front View (Take MX30+ as an example)

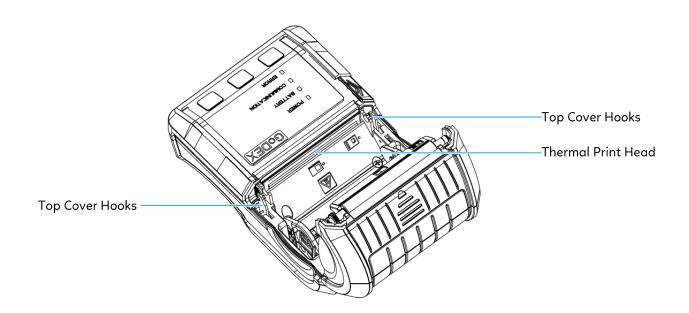


• Rear View



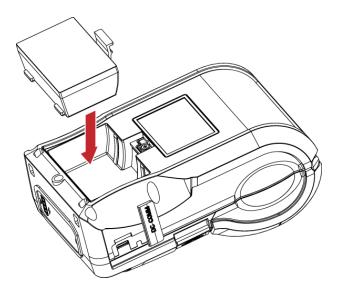
The Internal View of the Printer (Take MX30+ as an example)





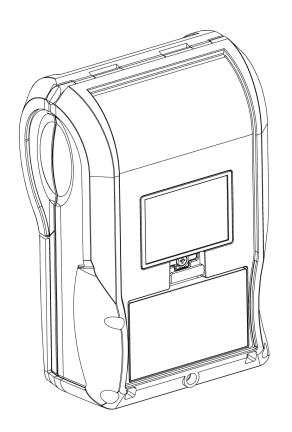
2 Printer Setup2.1 Battery Installation

Make sure to charge the battery for at least 3 hours prior to first use.



Insert the battery on the rear side of the printer, aligning the battery hook properly.

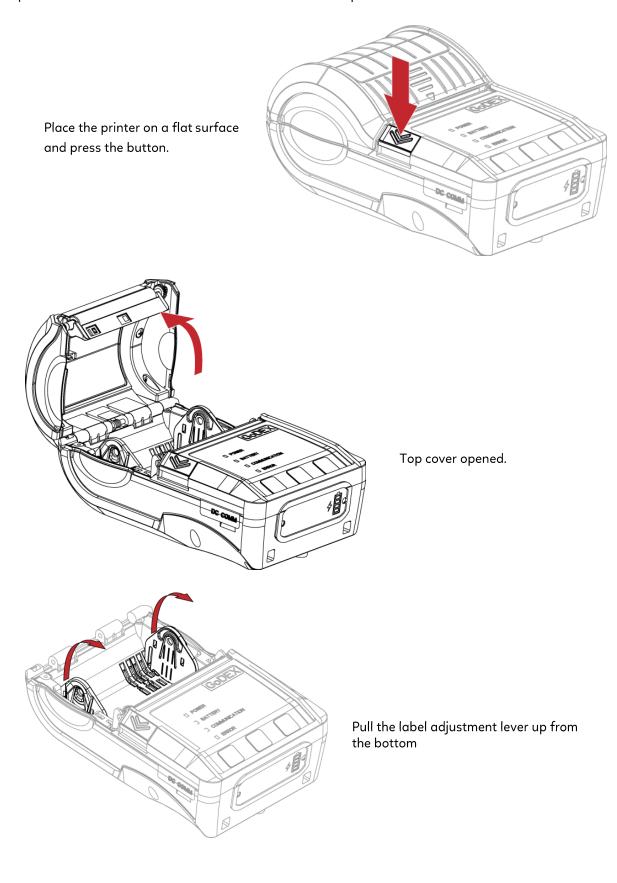
Push the battery into the slot until you hear a clicking sound.

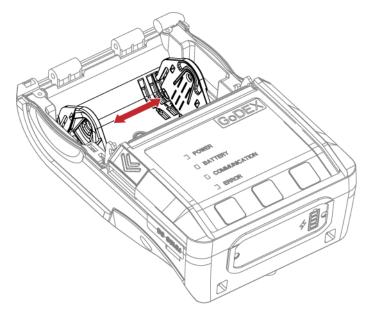


Battery installation completed

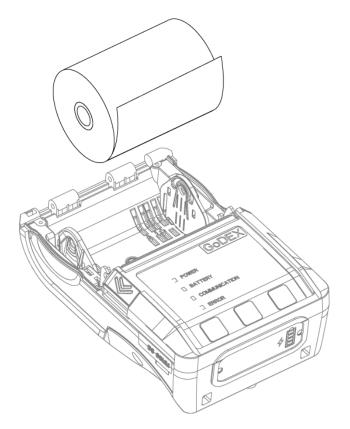
2.2 Paper Installation

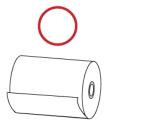
The printer is set to Direct thermal transfer so no ribbon is required.

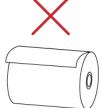




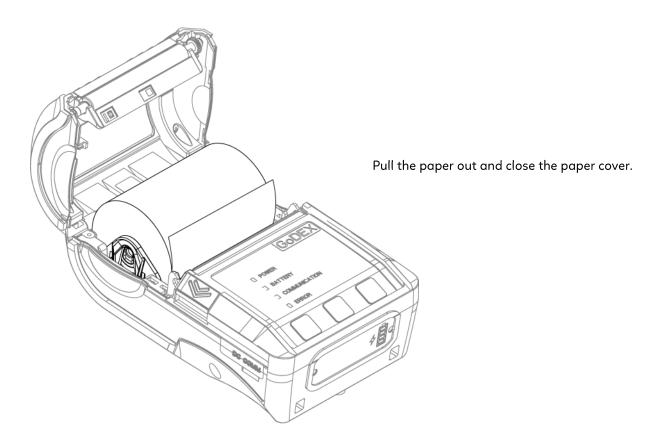
The label guide can adjust the position according to the size of the label

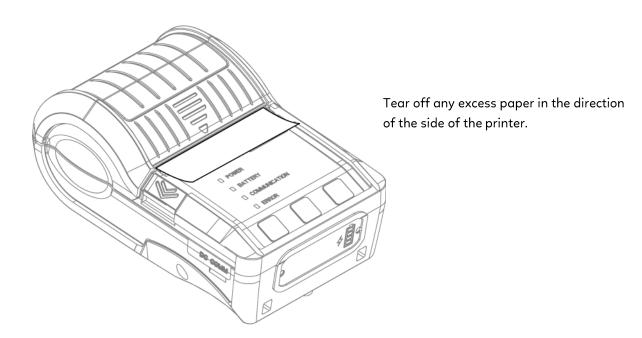






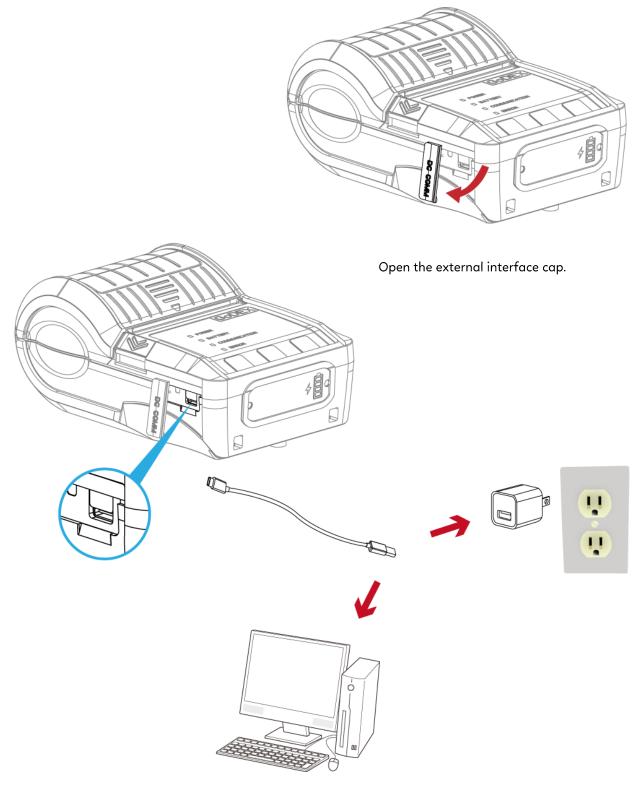
Insert the label roll as shown in the image.





2.3 Battery Charging

- 1. Please make sure that the printer is switched off.
- 2. Connect the jack of the power adapter to the printer and connect the plug of the power adapter to the socket of the wall.
- 3. Turn on the printer. The operator panel should now light up.



Note

^{*} Charge the battery around 3 hours before use please. Charging the ambient temperature at 0° C ~ 40° C.

^{*} Closed the external interface cap when printer do not connect an adapter or cable for avoid dust away.

2.4 Install printer driver and GoLabel II

Relevant documents and software can be found and download on GoDEX official website.

Driver

Step1. Click the compressed driver file in the folder.

Select "I accept the terms in the license agreement." and click "Next".



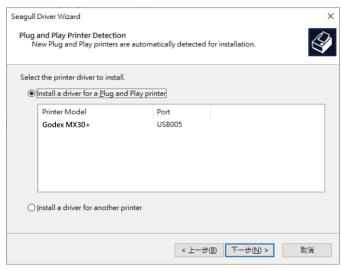
Step2. Select the path to unzip and click "Next"



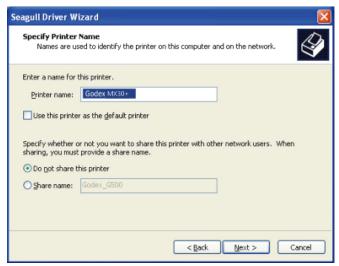
Step3. Click "Finish" and open the Driver Wizard



Step4. The driver installation wizard will automatically detect the model, please click "Next" to start the installation.



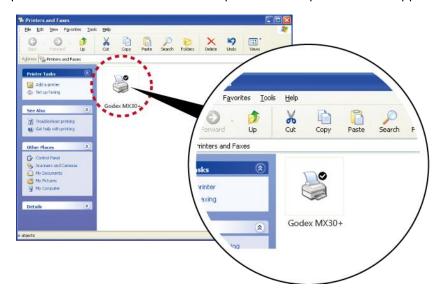
Step5. After entering the printer name, click "Next"



Step6. After confirming the settings, click "Finish" to install.

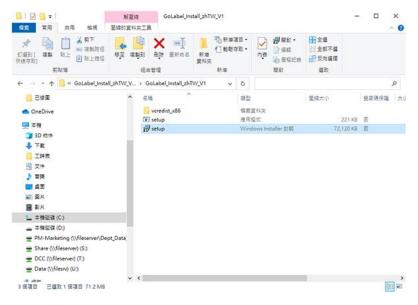


Step7.Once the driver installation is complete, the new printer should appear in the "Printers and Faxes" folder.



GoLabel II

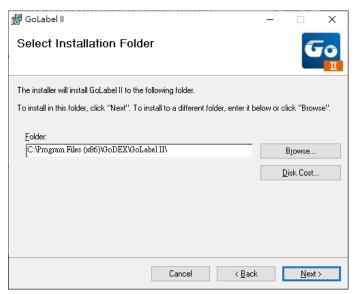
Step1. Click the installer in the folder to install.



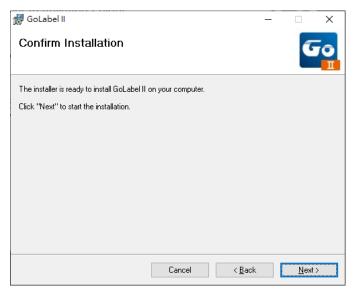
Step2. After entering the installation screen, click "Next".



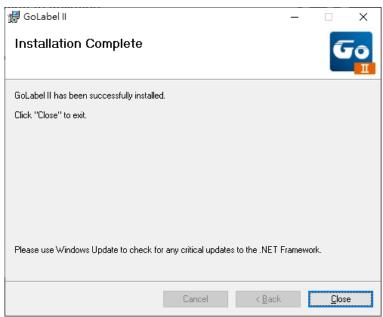
Step3. After selecting the folder to install, click "Next"



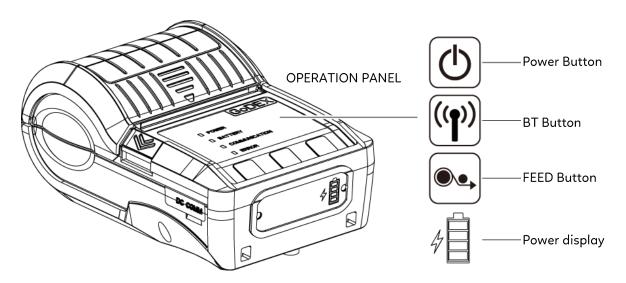
Step4. Click Next to start the installation.



Step5. Finish installation



3 Setting and Control for Operation Panel3.1 Operation Panel



POWER Button

Press the POWER button to turn on the printer, and the POWER LED signal lights appears. While hear one "Beep sound", the LCD screen should display the message "GoDEX" Logo on the screen.

When printer is turned on, hold and press down the POWER button for 3 second will turn the printer off.

FEED Button

Turn on the printer and press the FEED button.

When you press the FEED button, the printer will advance media until the FEED button is released.

If you are using continuous labels, pressing the FEED button will advance a length of media until the button is released.

If you are using media with gaps, pressing the FEED button once will advance only one label.

If the label does not stop at the correct position, you need to run the auto-detection function for your media, please see Section 3.4 Label Calibration and Self-Test.

PAUSE PRINTING_FEED Button

Pressing the FEED button during printing will interrupt printing. While Error LED flash, the printer can't receive commands.

When the FEED button is pressed again, the printer resumes printing. Example: While a 10-label print job is running, you press the FEED button to pause the printer. Two of the labels have been printed. To resume printing and print the remaining eight labels, you will need to press the FEED button again.

CANCEL PRINTING_FEED Button

Press and hold the FEED button for 3 seconds during printing cancels a print job. The current print job is cancelled.

Example: While a 10-label print job is running, you press the FEED button. Two of the labels have been printed. The print job is cancelled and the remaining eight labels will not be printed.

POWER —	— BATTERY 📗 ———	COMMUNICATION ERROR	
20115	OFF	Turn off	
POWER		Turn on	
	OFF	Without battery Power off	
		Battery power supply as normal	
		Recharge finished	
BATTERY		Standby Mode (5 sec f lash one time)	
		Battery is recharging	
	**	Battery must be charged or replaced	
	OFF	No connection	
	OFF	No data transmission	
COMMUNICATION		BT ON	
	-	Transferring data	
Automatic reco		very after troubleshooting. Or push FEED button t	
	clean up error s	clean up error status.	
	OFF	No	
ERROR		Paper out	
LNNON		Door open	
		Label sensing error	
		Printhead overheating	

3.2 Label Calibration and Self Test

Label Calibration

The printer can automatically detect and store label height.

That means the host computer does not need to transmit the label height to the printer.

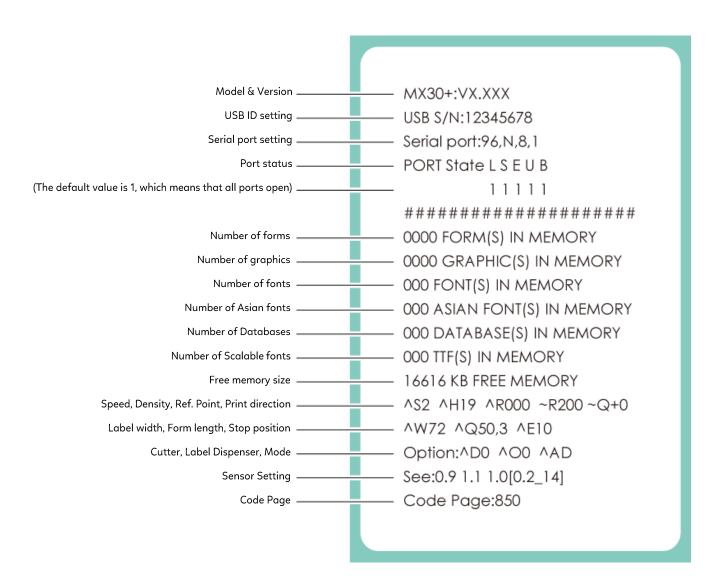
Self Test

Self-test function lets you check whether the printer is functioning normally.

Here is how you run the label size calibration and self test.

- 1. Check that the label stock is loaded correctly.
- 2. Turn off the printer and pressing the FEED button.
- 3. Turn on the printer again, while pressing the FEED button. After waiting for the buzzer sounds twice, the printer will now measure the label stock and store the label height.
- 4. Once the printer has successfully calibrated the label stock, it will print a self-test label.

The contents of a self-test printout are listed below.



3.3 Active / Sleep / Shutdown / Charge Mode

Sleep Mode = LED active. Power saving model.

Active Mode:

All functions active. On active mode, receiving a print job. Go to Sleep mode if no operation over 30~3600 seconds in Active mode.

Sleep Mode:

Only FEED button functions active. Go to Shutdown mode if no operation and over 30~3600 seconds to forever in Sleep mode.

Shutdown Mode:

All function off except Power button and battery charge. Wake up to Sleep mode by pressing the Power button.

Charge Mode:

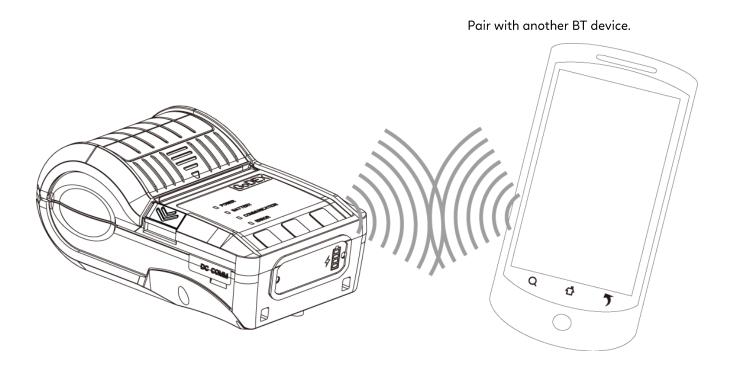
Only charge function active when the battery is charging. When battery is fully charged, the battery LED will turn green.

3.4 BT Connection Terminal

The printer can be connected to devices equipped with BT communication capability.

- 1. Press power button to turn on the printer.
- 2. Press BT button, BT function is turned. So that the printer can be searched.

 Terminal Equipment (BT function of the device must be turned on)



Note:

Do not press BT button while downloading information through standard com port or BT, otherwise the information may lose and malfunction of printer may occur.

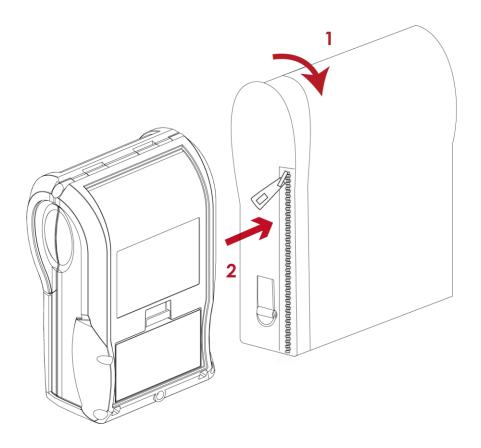
Note:

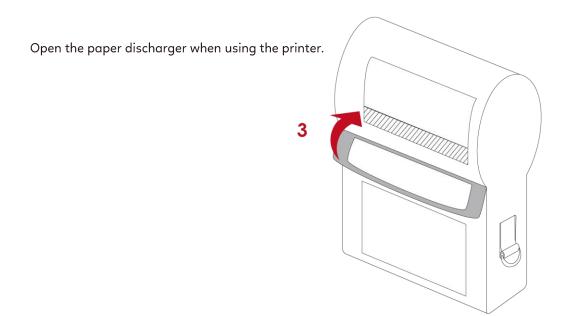
The default password for the BT device is 0000

4 Accessories

4.1 Protective Case

Unzip to open up the protective case and insert your printer into the protective case as shown in the figure on the below.





5 Maintenance and Adjustments

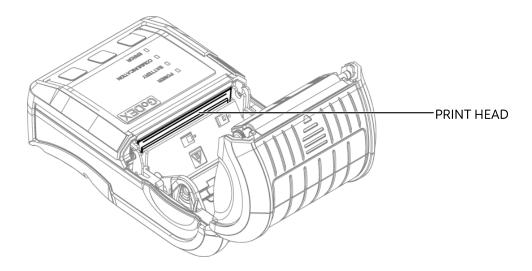
5.1 Cleaning the Thermal Print Head

Dirt on the print head, 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 to clean the print head.

- 1. Turn off the printer.
- 2. Open the printer cover.
- 3. To remove any label residue or other dirt from the print head, please use a soft lint-free cloth dipped with some alcohol.



Note

^{*} Weekly to clean the print head one time. (Recommended)

^{*} When cleaning the print head, please note that if there is attached to metal or hard on soft cloth, if using a dirty soft cloth made printer head damage is not covered under warranty conditions.

5.2 Troubleshooting

Problem	Solution	
The printer is switched on but the LED does not light up.	◆Check if the battery is full charged.	
The LED lights up red and printing is interrupted.	 Check the software settings (driver settings) or command codes. Look for the error alert in the table in Section Error Alerts. Check whether the print mechanism is closed correctly. 	
The paper roll passes through the printer but no image is printed.	 Please make sure that the paper roll is loaded the right side up and that it is a suitable material. Choose the correct printer driver. 	
	◆Choose the correct paper roll and a suitable printing mode.	
	igspaceClear the paper jam. Remove any label material left on the thermal print	
The label stock jams during printing.	head and clean the print head using a soft lint-free cloth dipped in alcohol. Please see the Section 5.1	
	◆Check whether any label material is stuck to the thermal print head.	
There is no printed image on some parts of the label.	 Check for errors in the application software. Check whether the starting position has been set incorrectly. Check the paper for wrinkles. Check the power supply is correct 	
	◆Check the thermal print head for dust or other dirt.	
There is no printed image on part of the label or the	◆Use the internal "~T" command to check whether the thermal print head	
image is blurred.	will carry out a complete print job. Check the quality of the print medium.	
The printed image is positioned incorrectly.	 Check the quality of the print medium. Check whether there is paper or dust covering the sensor. Check whether the label stock is suitable. Contact your supplier. Check the paper guide settings. 	
A label is missing during printing.	 Check the label height setting. Check whether there is dust covering the sensor. Run the auto-detection function. 	
The printed image is blurred.	 ◆Check the darkness setting. inted image is blurred. ◆Check the thermal print head for dust or dirt. Please see the Section 5.1 	

Note

^{*} If this does not resolve the problem, contact your dealer.

PRODUCT SPECIFICATIONS

Model	Name	MX30+	MX30L+
Print Method		Direct Thermal	
Resolution		203 dpi (8 dots/mm)	
Print Speed		up to 4 ips (101.6 mm/s)	
Print Width		2.8" (72mm)	
Print Length			Max. 374" (9500 mm)
Processor		32-bit RISC CPU	
Memory	Flash	128MB	
wemory	SDRAM	128MB	
Sensor Type		Fixed transmissive sensor, fixed reflective sensor	
	Туре	Direct thermal receipt, anti-UV receipt, gap label, central of	alignment (Standard) / left side alignment (Project Only),
	width	Inter-label gap size from 2mm to 4mm, 3mm preferred	
Media		Tear: Min. 1.55" (39.4 mm) ~ Max 3.15" (80 mm)	
	Thickness	Min. 0.002" (0.0508 mm) – Max. 0.0065" (0.165 mm)	
	Media roll diameter	Max. 2.35" (60mm) on 0.5" (12.7 mm) core (MX30L+)	
Printer Langua		GPOS simulation or EZPL/GZPL/GEPL/GDPL auto switch	
	Label design software	GoLabel (for EZPL only)	
Software	Management	GoTools (Windows / Android)	
	tools	GoUtility (Windows)	
	APP	GoAPP (Android / iOS)	
Driver		Windows 7, Windows 8 & 8.1, Windows 10, Window 11, Window 11, Windows 10, Window 11, Windows 10, Windows 10, Windows 11, Windows 10, Windows 11, Windows 11, Windows 10, Windows 11, Windo	dows Server 2008 R2, 2012, 2012 R2, 2016, 2019, 2022,
SDK		Win CE, .NET, Windows 7, Windows 8 & 8.1, Windows 10, W	indows 11, Android, Mac, iOS
		6, 8, 10, 12, 14, 18, 24, 30, 16X26 and OCR A & B	
Resident Fonts	Bitmap fonts	0°, 90°, 180°, 270° rotatable, single characters 0°, 90°, 180°	°, 270° rotatable
		8 times expandable in horizontal and vertical directions	
-	TTF fonts	(Bold / Italic / Underline) 0°, 90°, 180°, 270° rotatable	
Download	Bitmap Fonts	0°, 90°, 180°, 270° rotatable, single characters 0°, 90°, 180°	
Fonts	Asia fonts	16x16, 24x24. Traditional Chinese (BIG-5), Simplified Chine 0°, 90°, 180°, 270° rotatable and 8 times expandable in ho	
	TTF fonts	(Bold / Italic / Underline) 0°, 90°, 180°, 270° rotatable	
1-D Bar Codes Barcodes		China Postal Code, Codabar, Code 11, Code 32, Code 39, Co & 5 digits extension), EAN 128, FIM, German Post Code, GS 2 of 5), Interleaved 2-of-5 with Shipping Bearer Bars, ISB Plessey, Planet 11 & 13 digit, RPS 128, Standard 2 of 5, Tele extension), UCC/EAN-128 K-Mart, Random Weight and Ph	61 DataBar, HIBC, Industrial 2 of 5 , Interleaved 2-of-5 (I T-128, ITF 14, Japanese Postnet, Logmars, MSI, Postnet, epen, Matrix 2 of 5, UPC-A/UPC-E (with 2 or 5 digit
	2-D Bar Codes	Aztec code, Code 49,Codablock F, Datamatrix code, Maxid TLC 39, GS1 Composite, DotCode, Marco PDF 417	
Code Pages		Codepage 437, 737,850, 851, 852, 855, 857, 860, 861, 862, Windows 1250, 1251, 1252, 1253, 1254, 1255, 1257	863, 865, 866, 869
		Unicode UTF8 \ UTF16BE \ UTF16LE	
Graphics		Resident graphic file types are BMP and PCX, other graph	ic formats are downloadable from the software
Interfaces		USB 2.0 (Type C) (* Power input only) WiFi and BT (BLE 5.0) combo module	
Control Panel		4 dual color LEDs for Power, Battery, Communication, Erro 3 buttons for Power, Feed and Wireless functions Battery level indicator	status indication.
RTC		Option	
Power		5V/3A or 5V-1A	
Battery		Rechargeable DC 7.4V Li-ion battery, 3300mAH or equival	ent
Гандага <i>г</i>	Operation temperature	32°F to 122°F (0°C to 50°C)	
Store	Storage temperature	-4°F to 140°F (-20°C to 60°C)	
Lumiditu	Operation	10-90%, non-condensing.	
Humidity	Storage	10-90%, non-condensing.	
IP Rating		Intrusion Protection, IP42 requirement for case design, IP5	64 for protective case
Drop Level		1.5 meter height	
Agency Approv	als	CE (EMC) · FCC Class B · CB · cULus · BSMI · UKCA · Ene (The safety certification marks may be different depending	
Dimension	Length	172 mm (6.77")	
	Width	114 mm (4.48")	
	Height	79mm(3.11")	
Weight		680 g (1.5 lbs), excluding consumables	
Ontions		Real Time Clock (RTC) Protective case	
Options		Li ion battoni	

* Specifications are subject to change without notice. All company and/or product names are trademarks and/or registered trademarks of their respective owners.

Li-ion battery

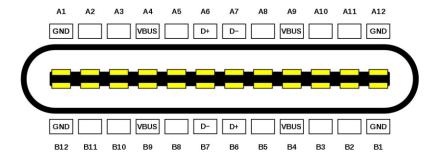
* Minimum print height and maximum print speed specification compliance can be dependent on non-standard material variables such as label type, thickness, spacing, liner construction, etc. Godex is pleased to test non-standard materials for minimum print height and maximum print speed capability.



INTERFACE

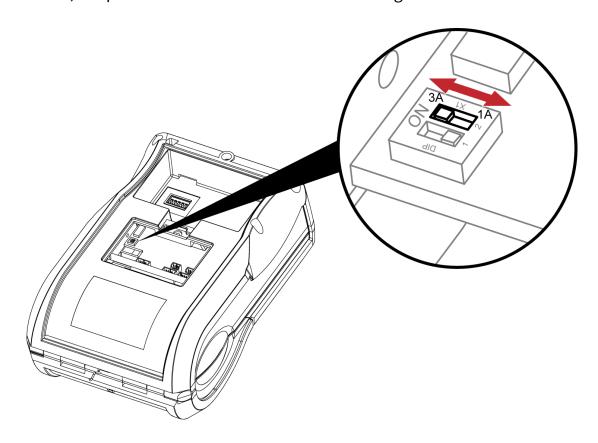
Pinout Description

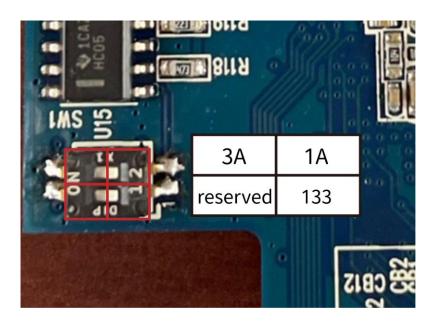
· USB Port (Type C)



fast charge switch

MX30(L)+ can choose whether to turn on the fast charging function. After removing the bottom cover, the position of the switch is shown in the figure below.







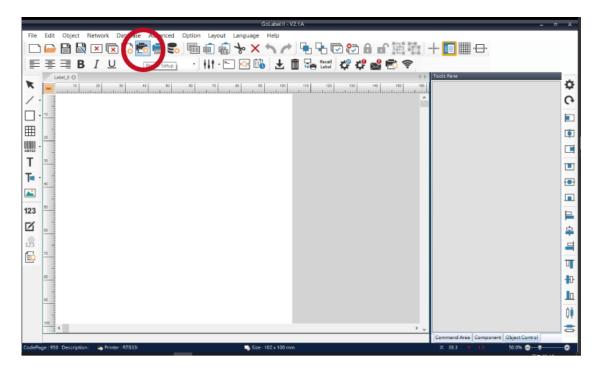


Quick setting only supports GoLabel 1.15K and Arm 7 (FW1.100)

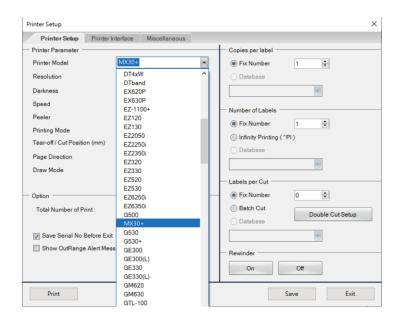
Or Arm 9 (FW2.00A) or higher version

Set up wireless network through GoDEX WiFi tool

- 1. Turn on the printer, connect printer and computer by USB cable.
- 2. Start GoLabel.
- 3. "Generic" → "Printer Setup".



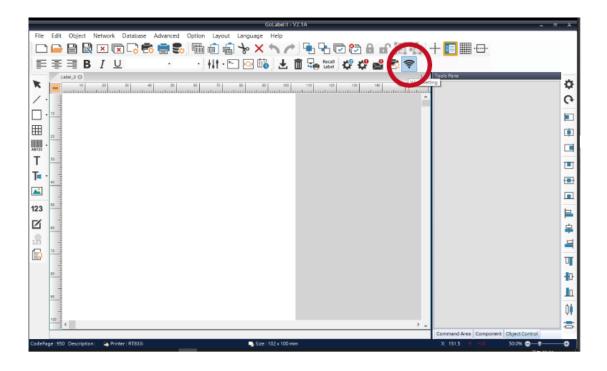
4. Select printer moedel(Wi-Fi supported models).



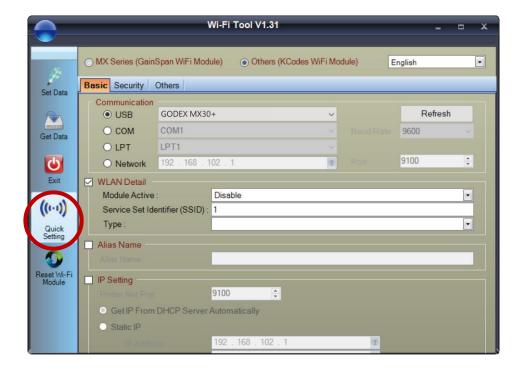


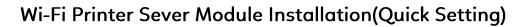


5. Click "WiFi Setting" icon.



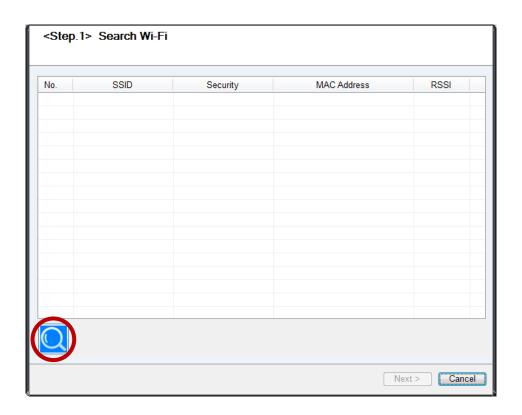
6. Click "Quick Setting" icon.

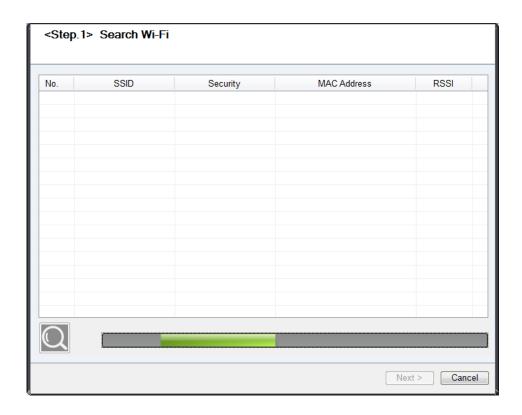






7. Click the Search button.

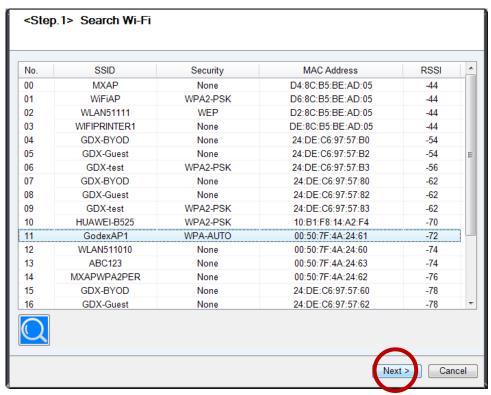




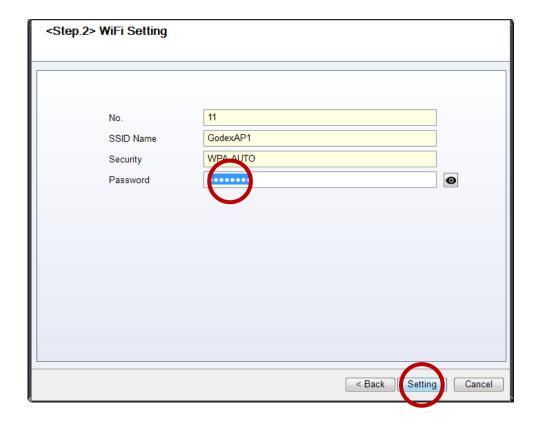




8. Select server and click next button.



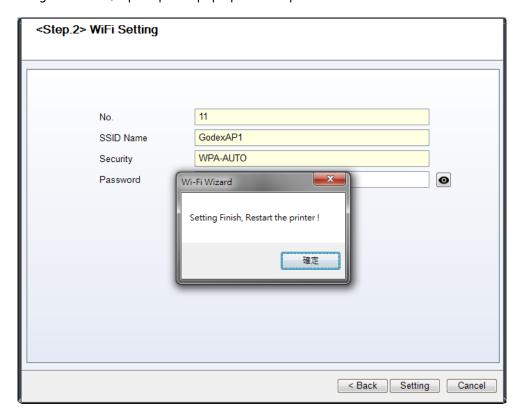
9. Enter the password set on the server side and click the "Setting" button.



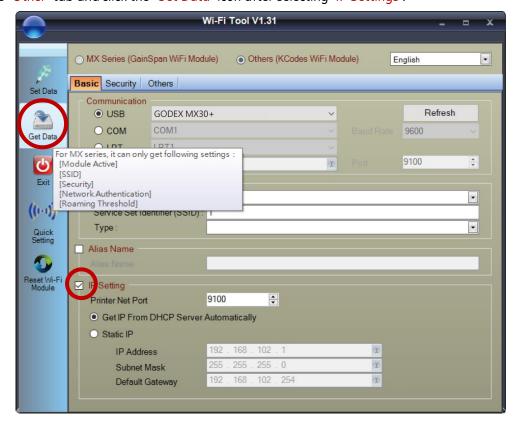
Wi-Fi Printer Sever Module Installation(Quick Setting)



10. After the setting succeeded, a prompt will pop up and the printer will restart.



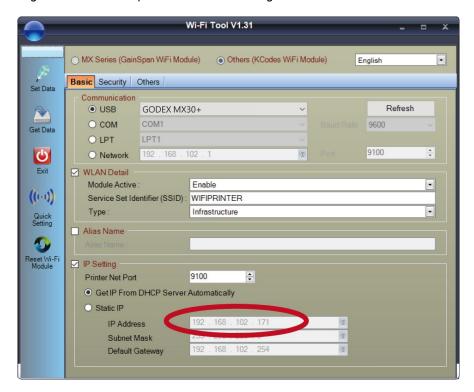
11. Select the "Other" tab and click the "Get Data" icon after selecting "IP Settings".







12. After remembering the IP address, open the "Printer Settings" window.



13. Select the "Printer Interface" tab, fill in the IP address and click "Save" to complete the setting.

