

User Manual

GoDEX

G500+ Series Thermal Label Printer



User Manual : G500+ Series
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FCC COMPLIANCE STATEMENT FOR AMERICAN USERS

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 **Subpart B** 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.

G500+ SERIES TO WHICH THIS DECLARATION RELATES IS IN CONFORMITY WITH THE FOLLOWING STANDARDS

EN 55032:2015+A11:2020 Class B
EN IEC 61000-3-2:2019
EN 61000-3-3:2013+A1:2019
AS/NZS CISPR 32:2015 Class B
EN 55035:2017+A11:2020

47 CFR FCC Rules and Regulations Part 15 Subpart B, Class B Digital Device

CSA C22.2 No. 62368-1:19, 3rd Ed.,

CNS15598-1、CNS15663、CNS15936

GB 17625.1-2022; GB 4943.1-2022; GB/T 9254.1-2021

SAFETY INSTRUCTIONS

Please read the following instructions carefully.

1. Keep the equipment away from humidity.
2. Before you connect the equipment to the power outlet, please check the voltage of the power source.
3. Make sure the printer is off before plugging the power connector into the power jack.
4. It is recommended that you connect the printer to a surge protector to prevent possible transient overvoltage damage.
5. Be careful not to get liquid on the equipment to avoid electrical shock.
6. For safety and warranty reasons, **ONLY** qualified service personnel should open the equipment.
7. Do not repair or adjust energized equipment under any circumstances.

*This device is not suitable for the areas where children may appear



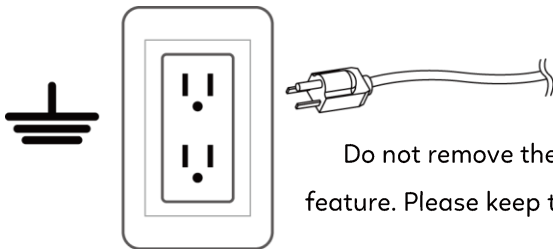
Hot parts!

Burned fingers when handling the parts

Wait one-half hour after switching off before handling parts.



The blade is sharp, please do not touch.



Do not remove the ground pin of power cord. Grounding is an important safety feature. Please keep the power cord grounded all the time

CAUTION

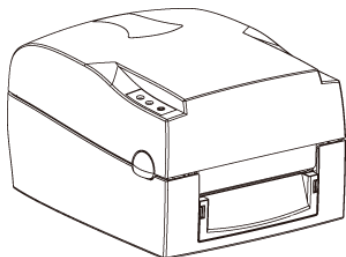
- * Danger of explosion if battery is incorrectly replaced. Replace only with the equivalent type recommended by the manufacturer.
- * Dispose of used batteries according to the manufacturer's instructions.
- * Only use with designated power supply adapter model.
- * Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
- * The cutter is an optional accessory. If the cutter is installed, it is not suitable for children to approach.

1 Barcode Printer

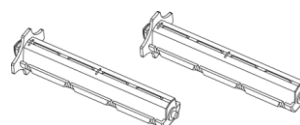
1.1 Box Content

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

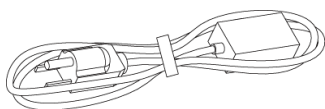
- Barcode Printer



- Ribbon Hubs (set of 2)



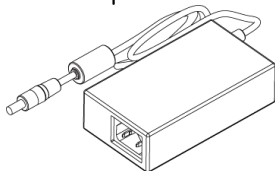
- Power Cord



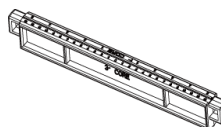
- Empty Ribbon Core



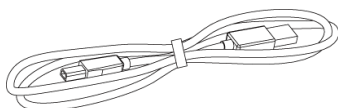
- AC Adapter



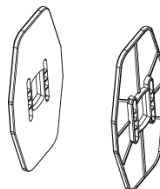
- Label Supply Hub



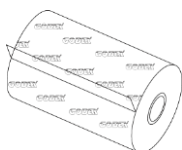
- USB Cable



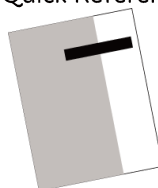
- Label Guide Plates (set of 2)



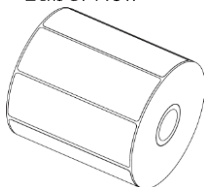
- Ribbon



- Quick Reference Guide



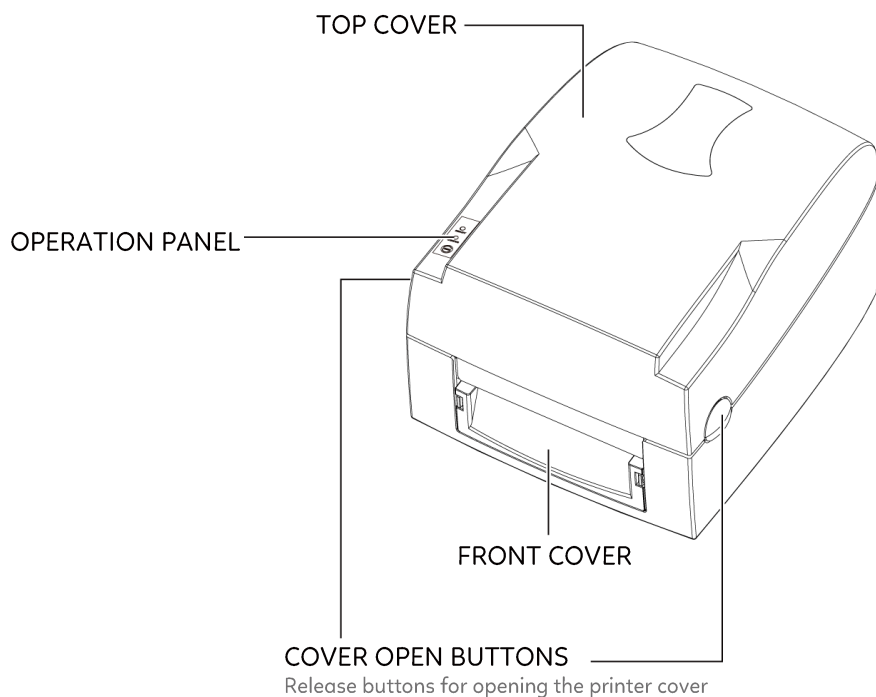
- Label Roll



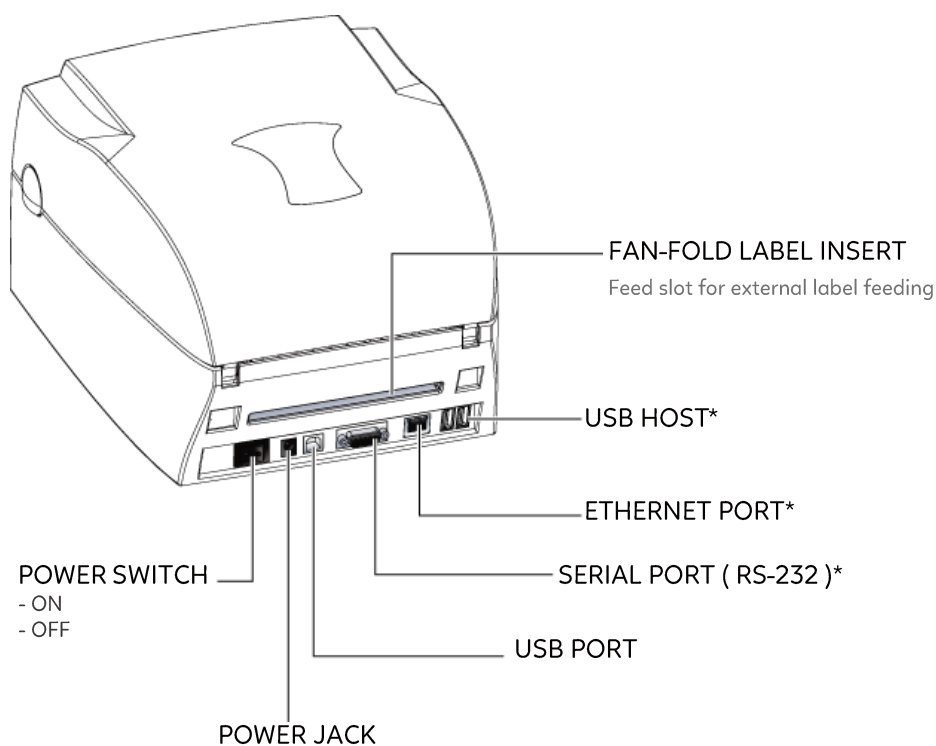
※Package content and Logo style may vary per region.

1.2 Getting To Know Your Printer

• Front View



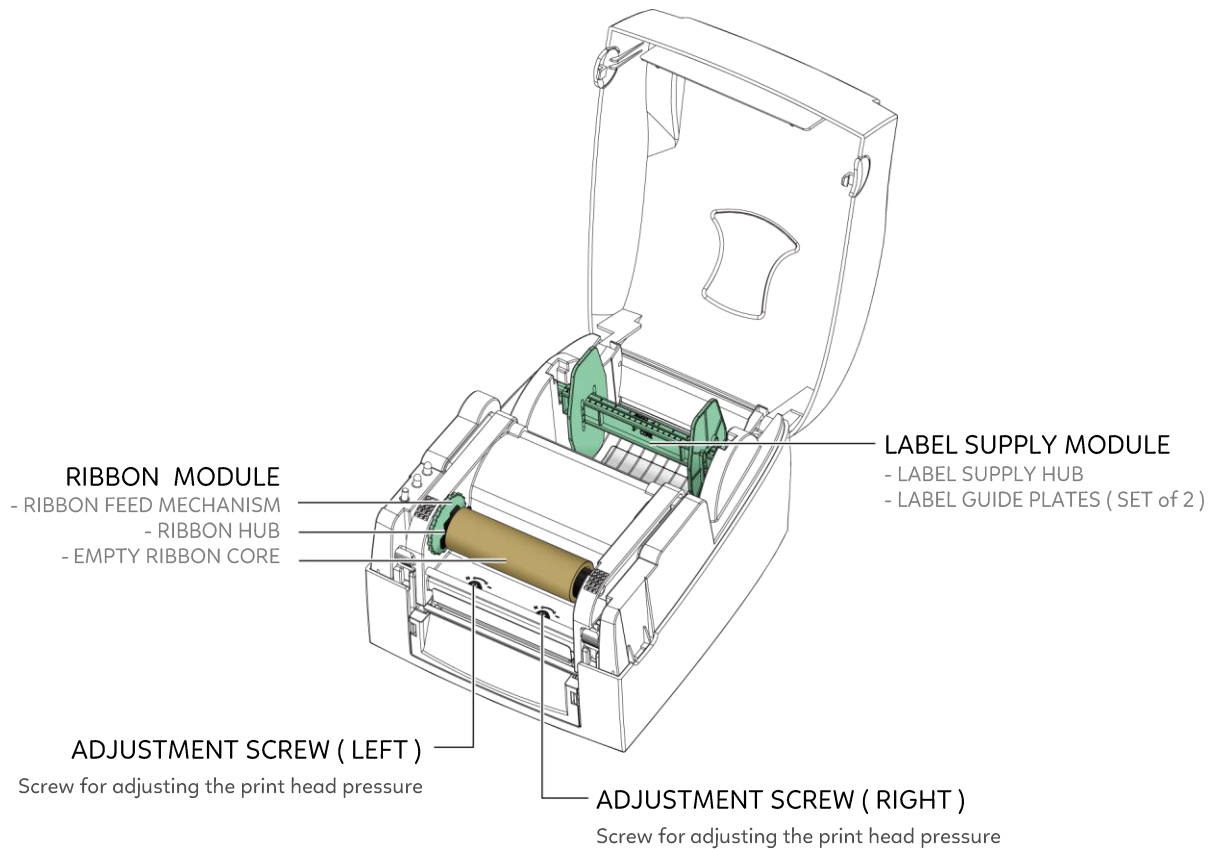
• Rear View



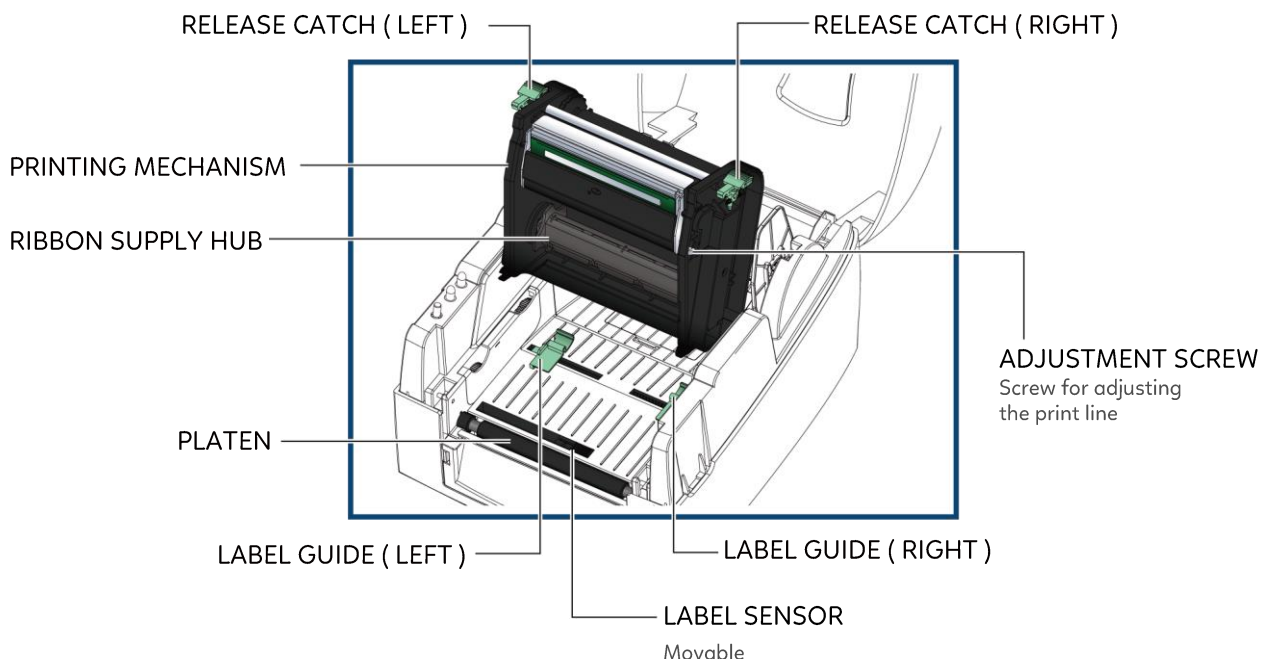
Notice

•The combination of connection ports may vary with printer model.

► Open The Printer Cover



► Open The Printing Mechanism

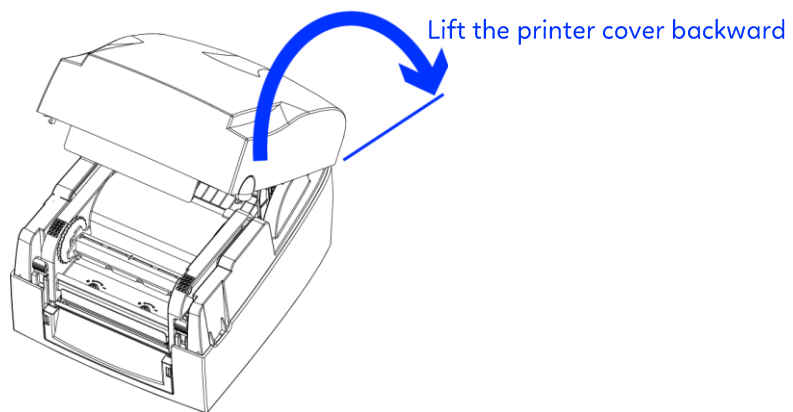
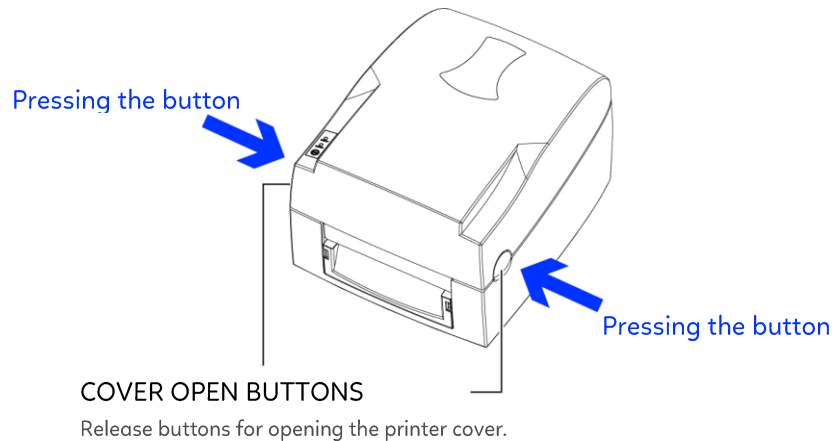


2 Printer Setup

2.1 Open The Printer Cover

► Pressing The Cover Open Buttons

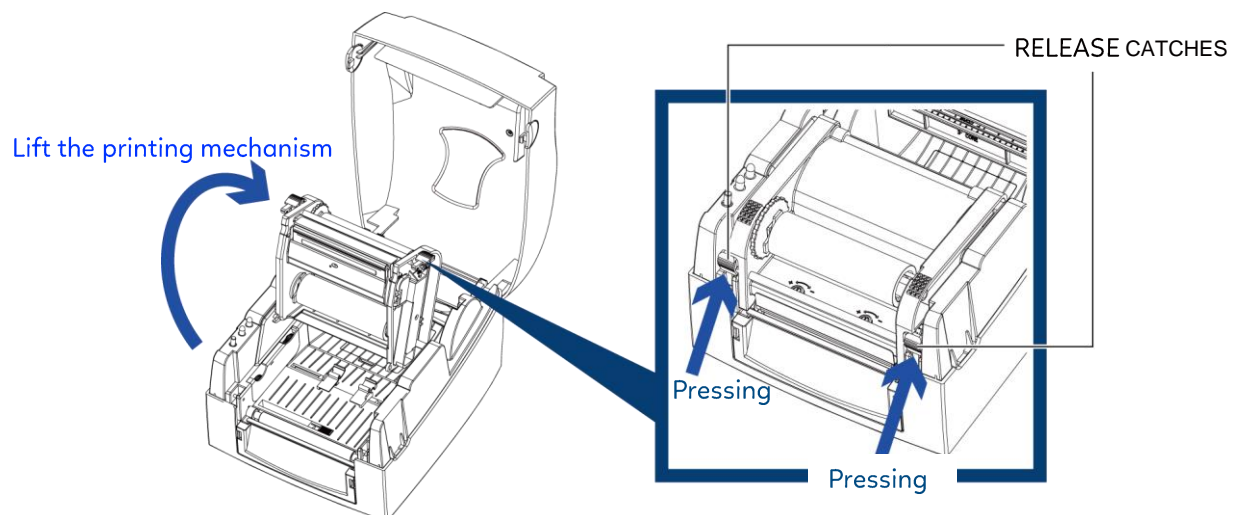
Place the printer on a flat surface. Open the printer cover by pressing the release buttons on both sides of the printer housing and lift the cover.



2.2 Open The Printing Mechanism

► Pressing The Release Catches

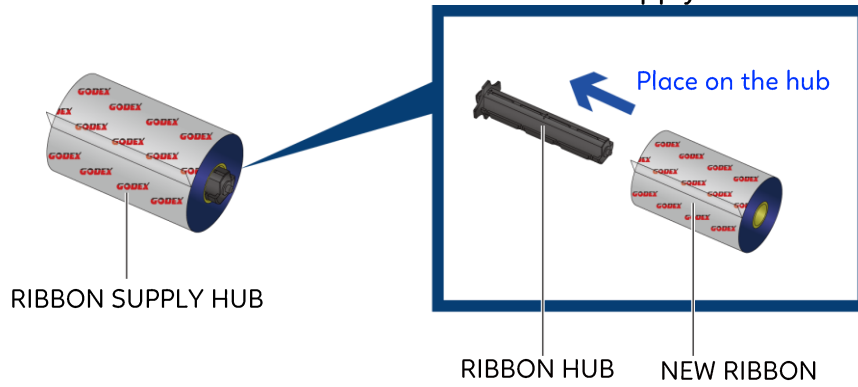
Release and lift the printing mechanism.



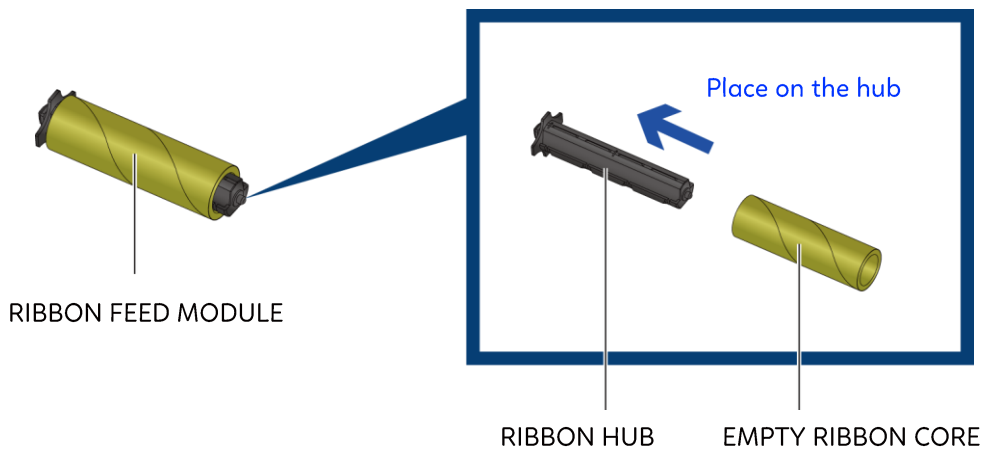
2.3 Loading The Ribbon

► A New Ribbon Module Installation

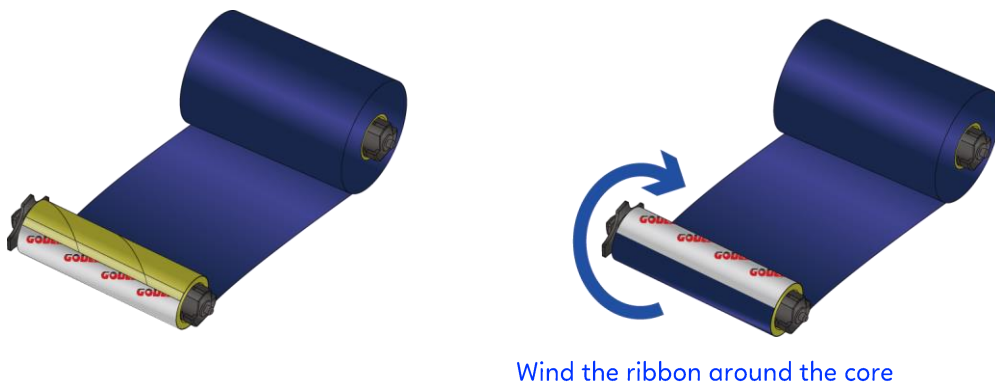
Place the new ribbon on the hub which forms a ribbon supply hub.



Place the empty ribbon core on the hub which forms a ribbon rewind hub.

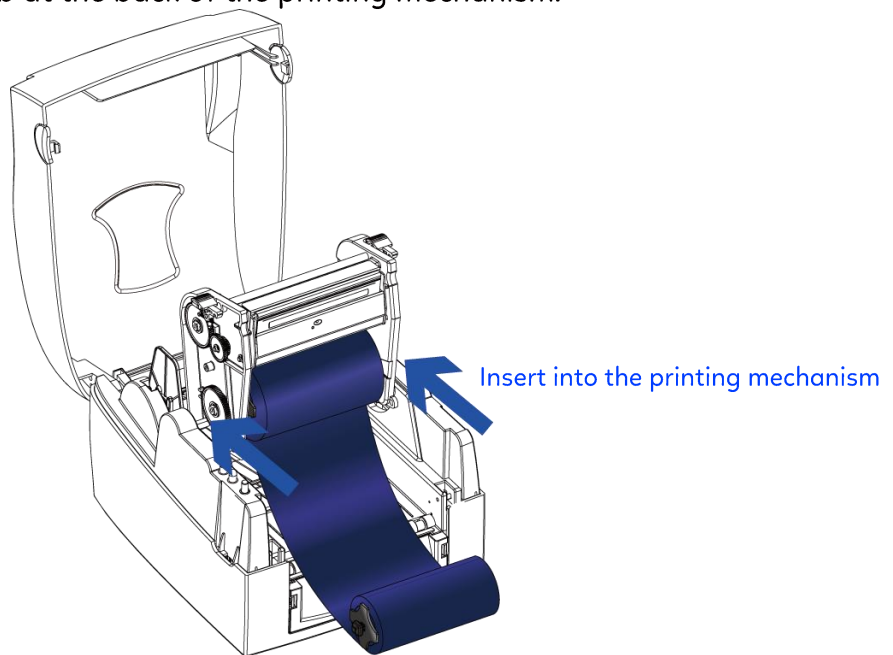


Stick the ribbon supply hub on the ribbon rewind hub and wind the rewind hub 2~3 circles.



► Install The Ribbon On The Printer

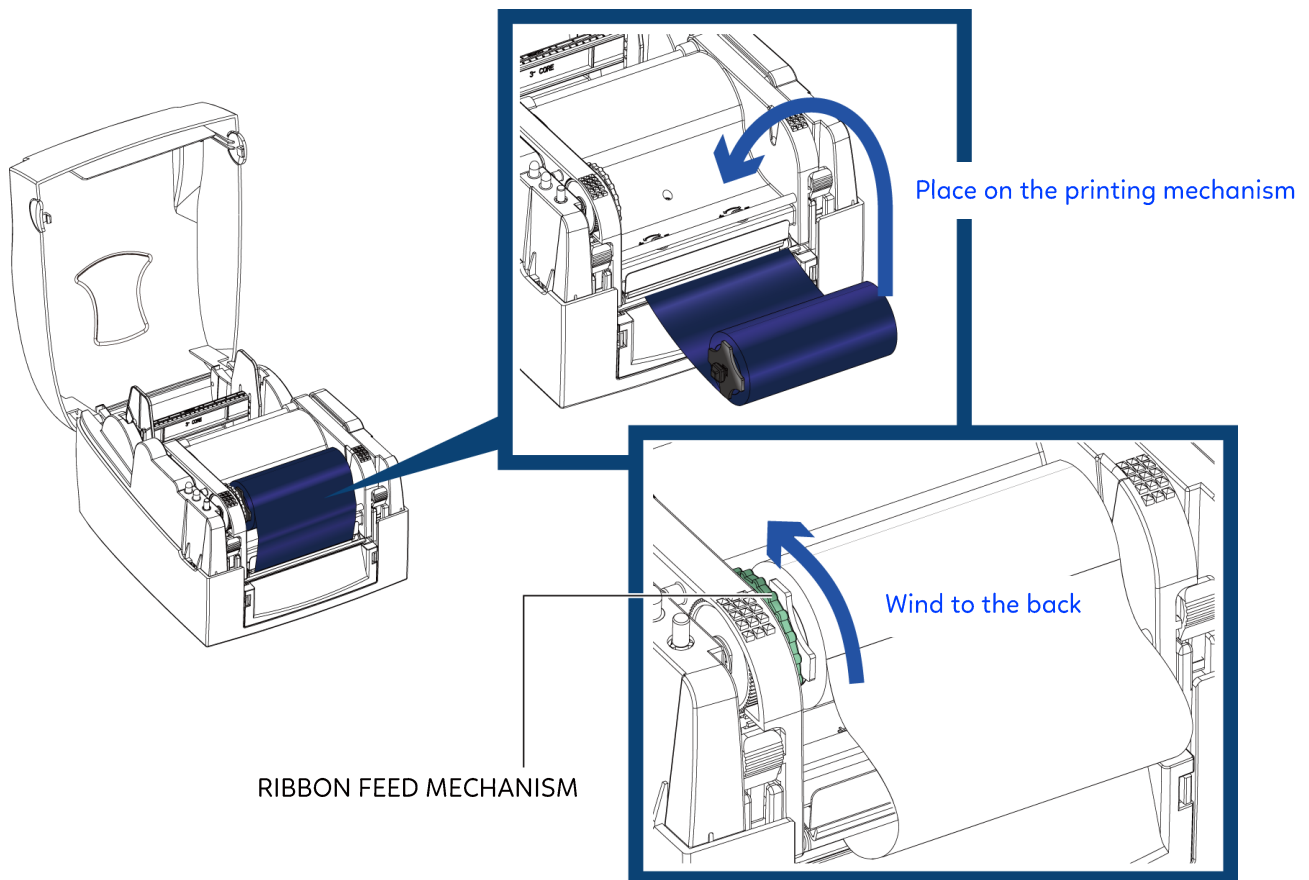
Place the ribbon supply hub at the back of the printing mechanism.



Pass the ribbon supply hub under the print head.

Insert the ribbon rewind hub on the ribbon feed mechanism.

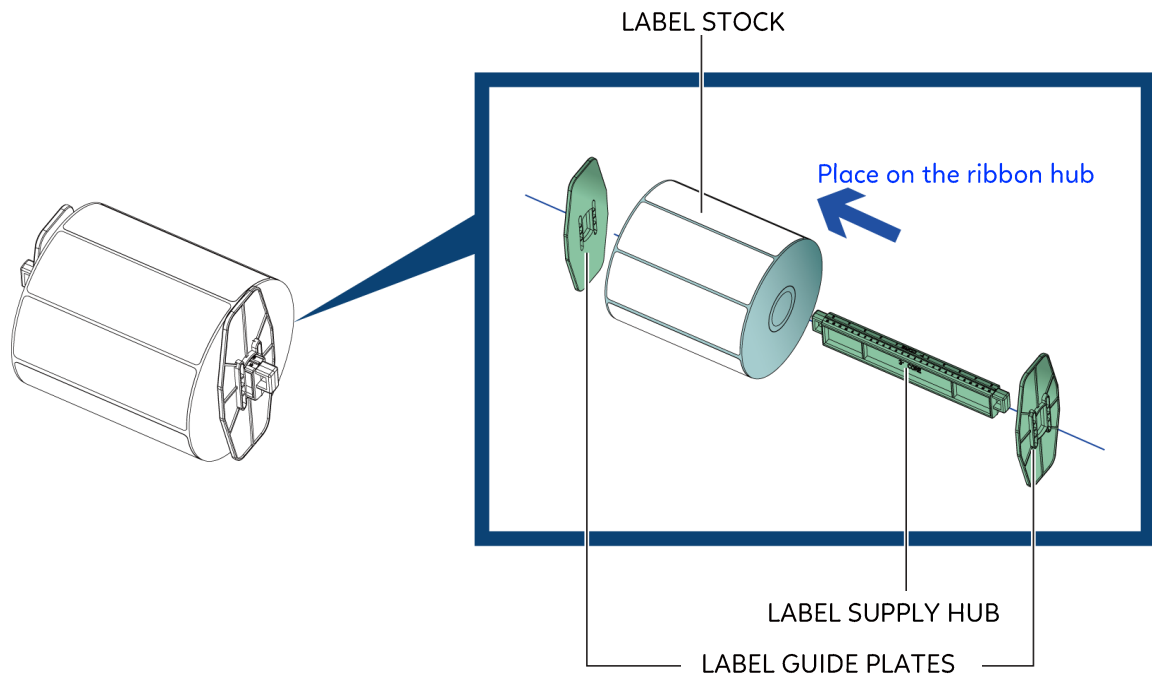
Close the printing mechanism, making sure that it clicks into place.



2.4 Loading The Label Roll

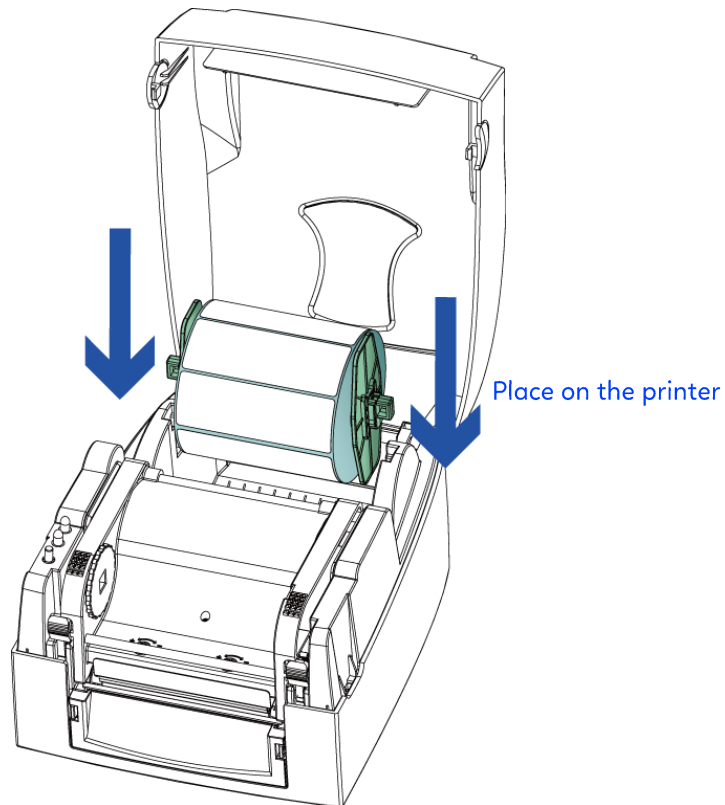
► A New Label Roll Module Installation

Place the label stock on the label supply hub, attach the guide plates to the label stock holder.



► Install The Label Roll Module On The Printer

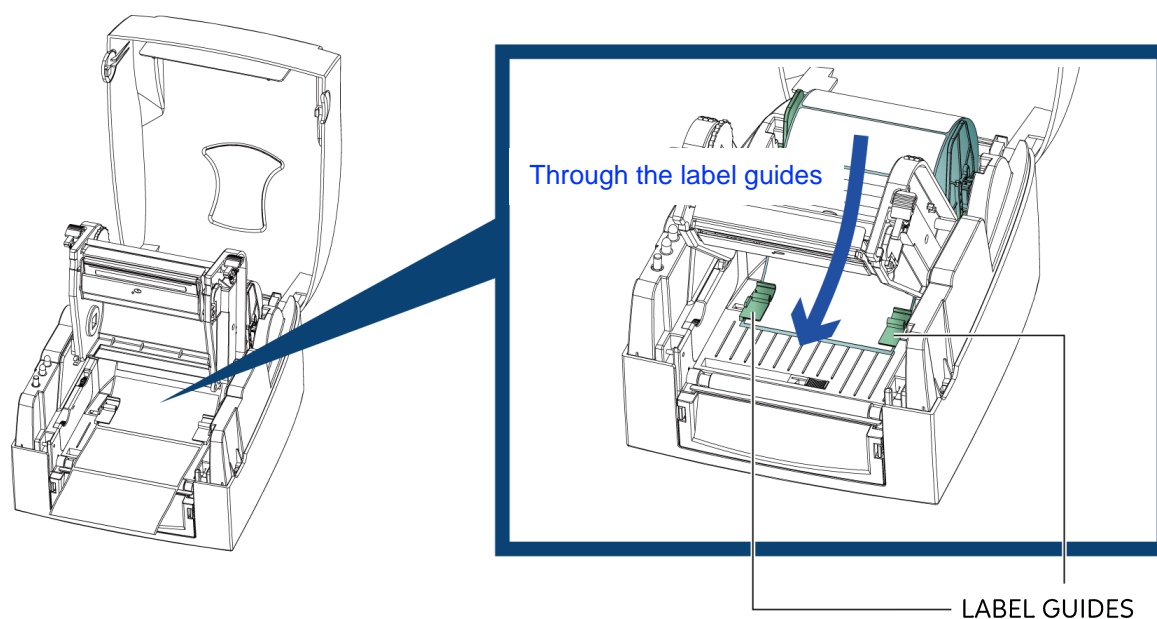
Now load the label stock into the printer.



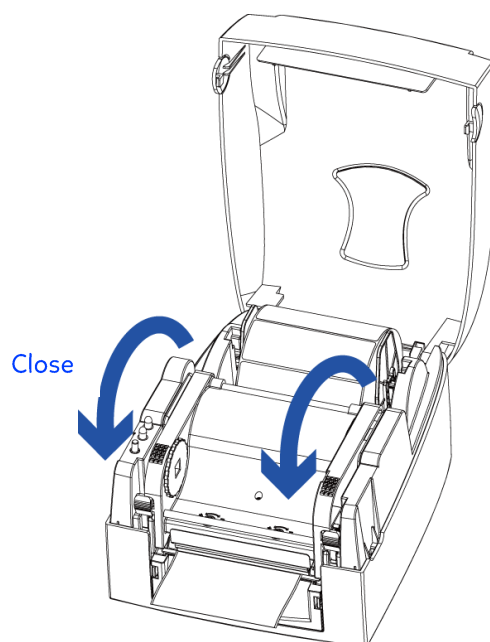
Release the printing mechanism and lift it.

Pass the labels through the label guides up to the tear-off plate.

Adjust the label guides to the label width.



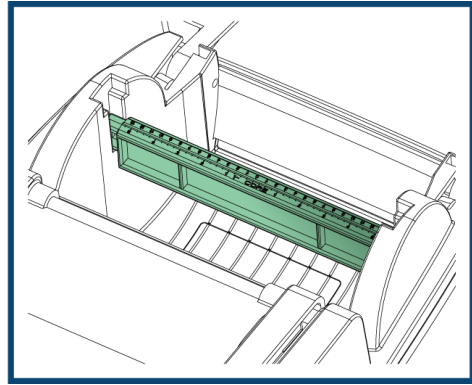
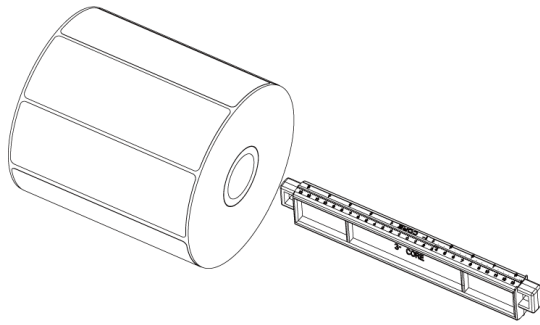
Close the printing mechanism.



2.5 Installing The Label Supply Hub

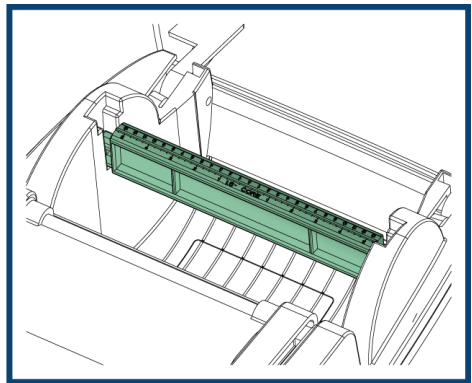
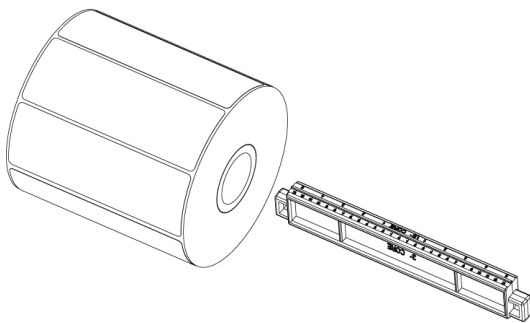
► 1" Cores

Installing the label supply hub for 1" cores.



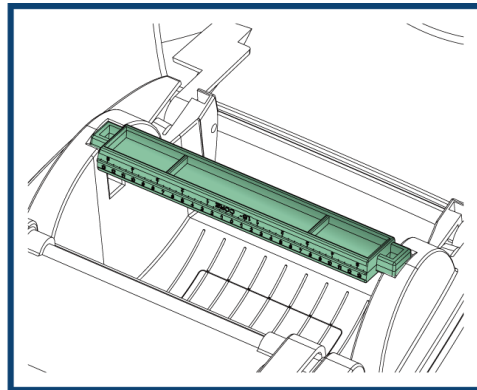
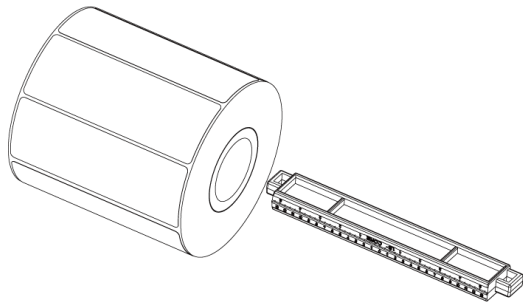
► 1.5" Cores

Installing the label supply hub for 1.5" cores.



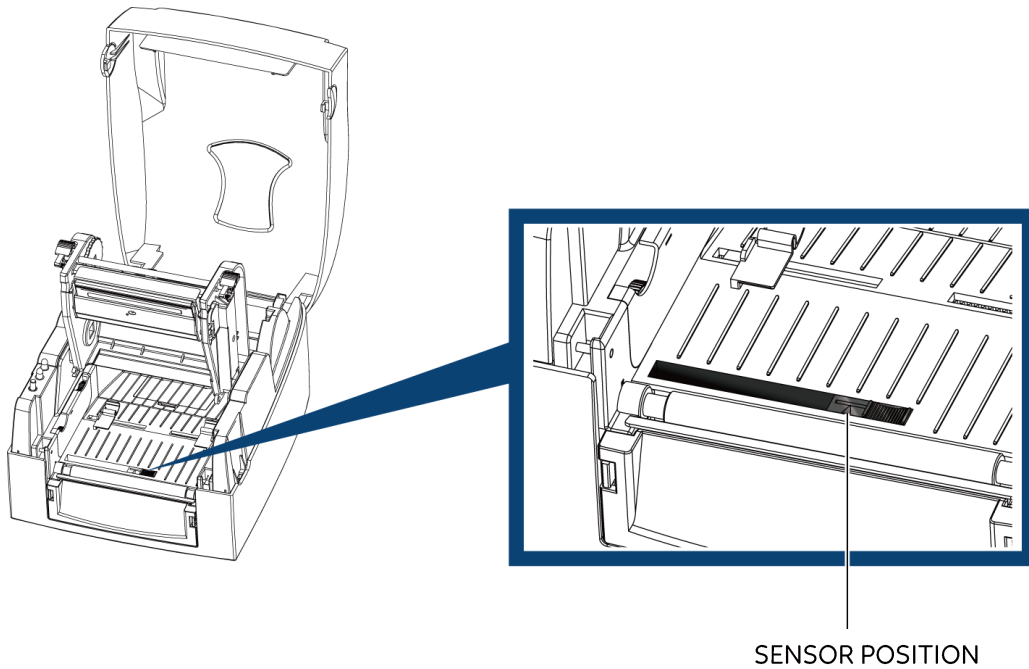
► 3" Cores

Installing the label supply hub for 3" cores.



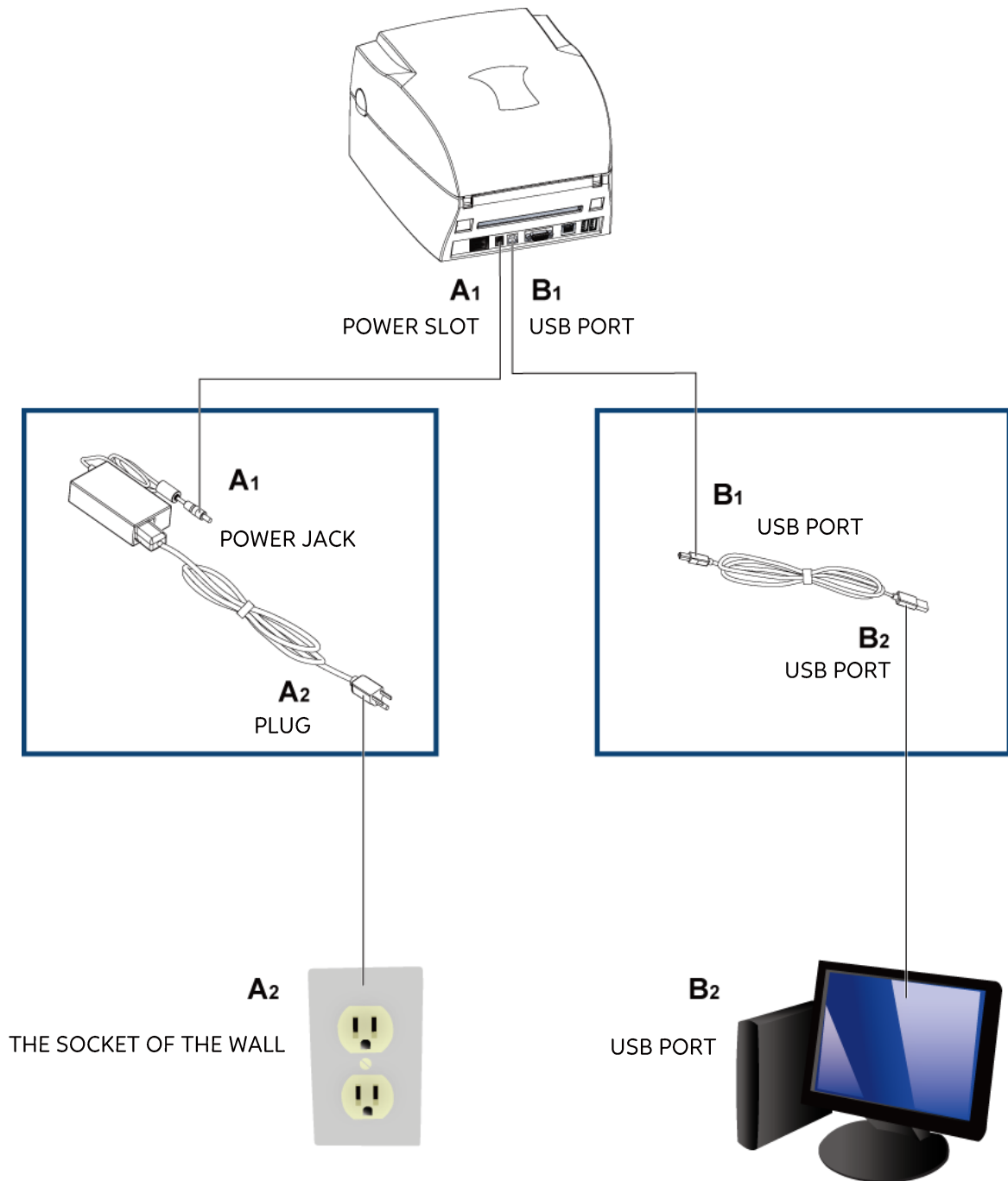
2.6 Preparing For Tag Printing

In tag printing, the tag hole indicates the height of a label. During adjustment, the sensor must therefore be positioned directly below the tag hole as shown in the illustration. The tag hole should be at least 3 mm in diameter to ensure correct functioning.



2.7 Connecting The Printer To The Host Computer

- Please make sure that the printer is switched off.
- Connect the power cord to the AC adapter and connect the adapter to the printer.
- Connect the USB / parallel cable to the printer and host computer.
- Switch on the printer. The LED indicator should now lights up.

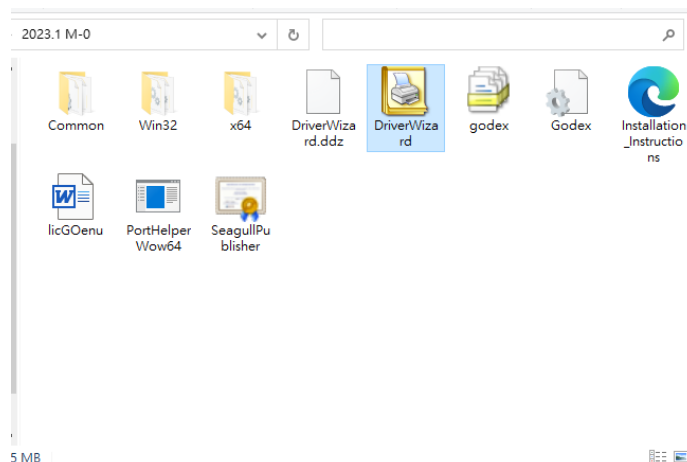


2.8 Installing The Driver and GoLabel II

• For relevant documents and software, please go to the official website to download (www.godexintl.com)

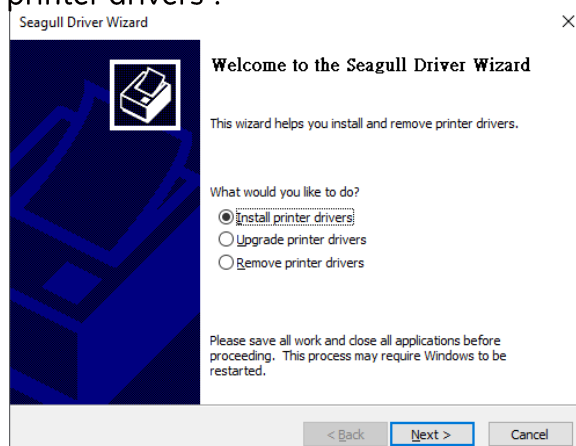
STEP-01 ▶ Open the "Seagull-Driver" folder.

STEP-02 ▶ Select the icon for the driver file and click it to start the installation.

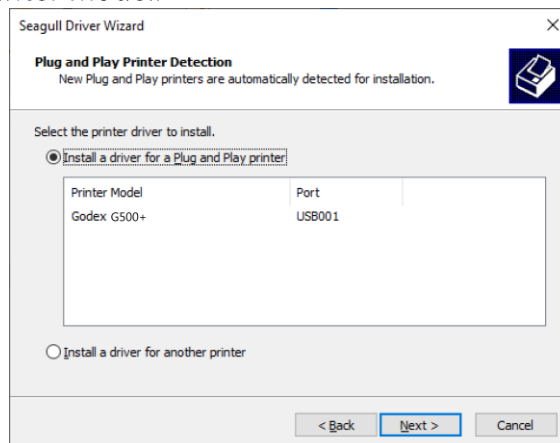


STEP-03 ▶ Follow the instructions on the screen. The Driver Wizard guides you through the installation procedure.

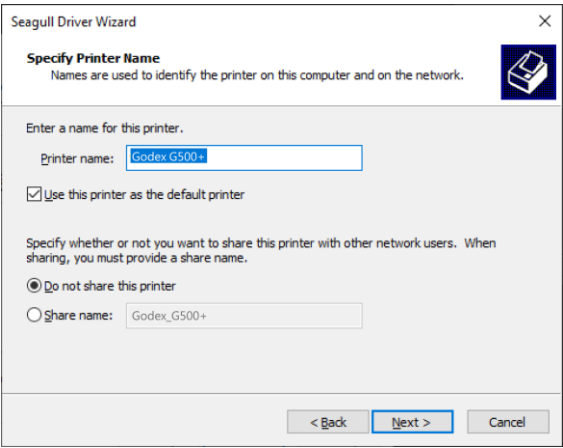
STEP-04 ▶ Select "Install printer drivers".



STEP-05 ▶ Specify your printer model.



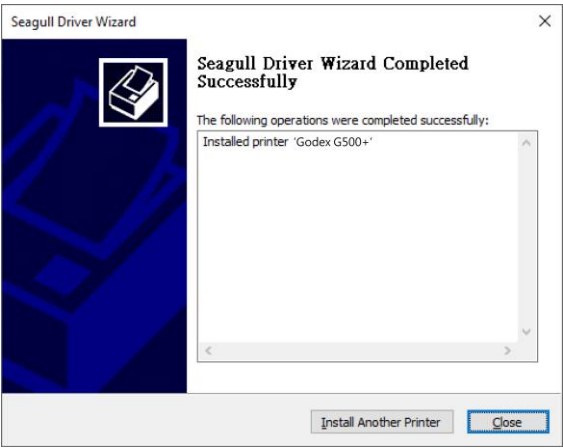
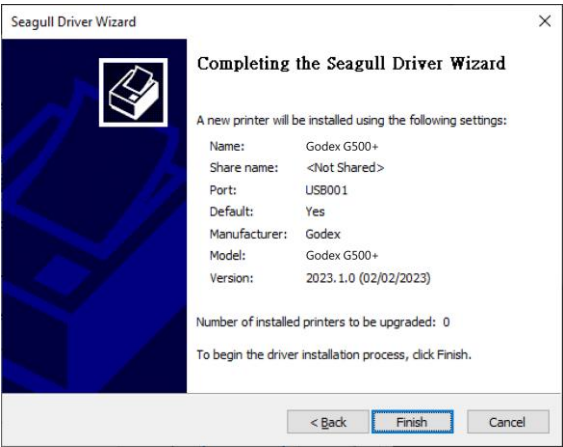
STEP-06 ▶ Enter a printer name and assign the appropriate rights.



STEP-07 ▶ Once the installation is complete, a summary of the printer settings is displayed.

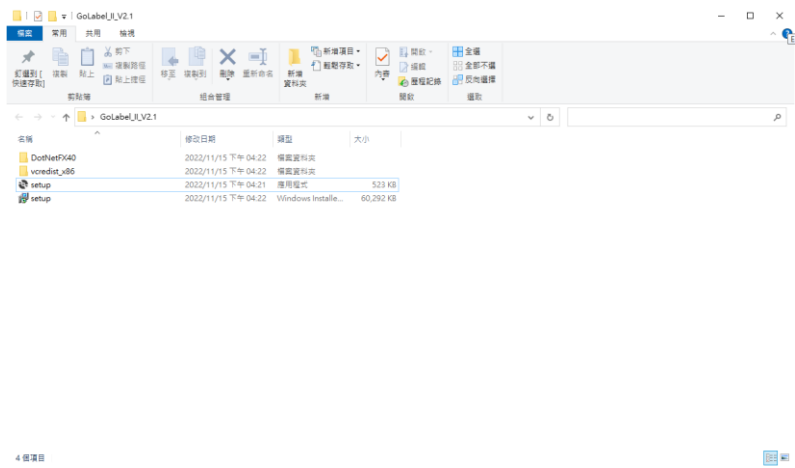
STEP-08 ▶ Check whether the printer settings are correct and click "Finish" to start copying the driver files.

STEP-09 ▶ Wait until copying is complete, then finish the installation.

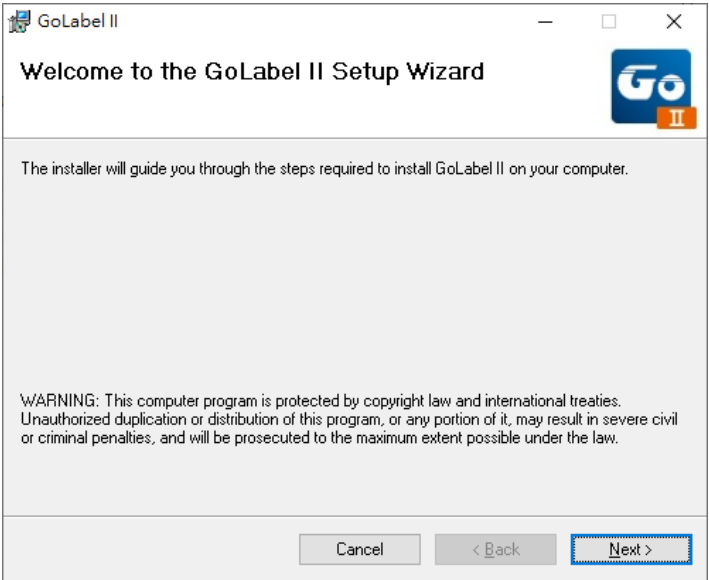


Installing GoLabel II

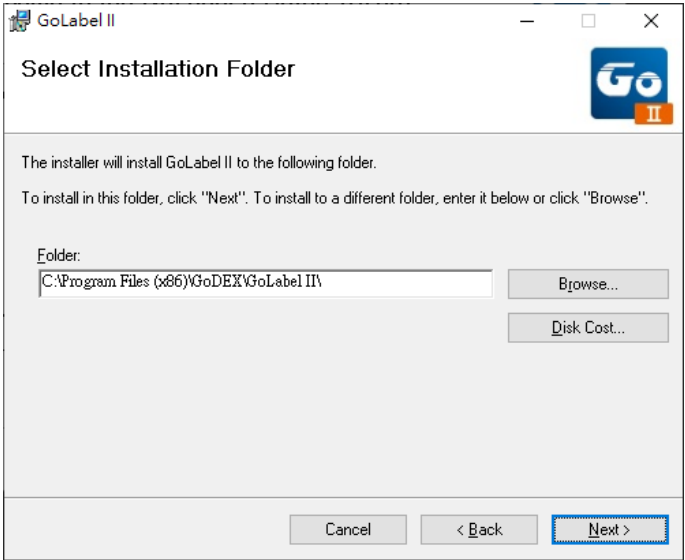
Step1. Click the installer in the folder to install.



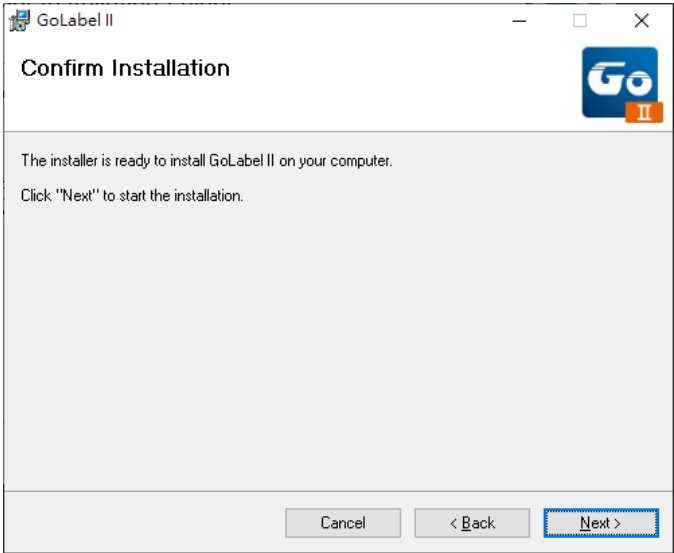
Step2. After entering the installation screen, click “Next”.



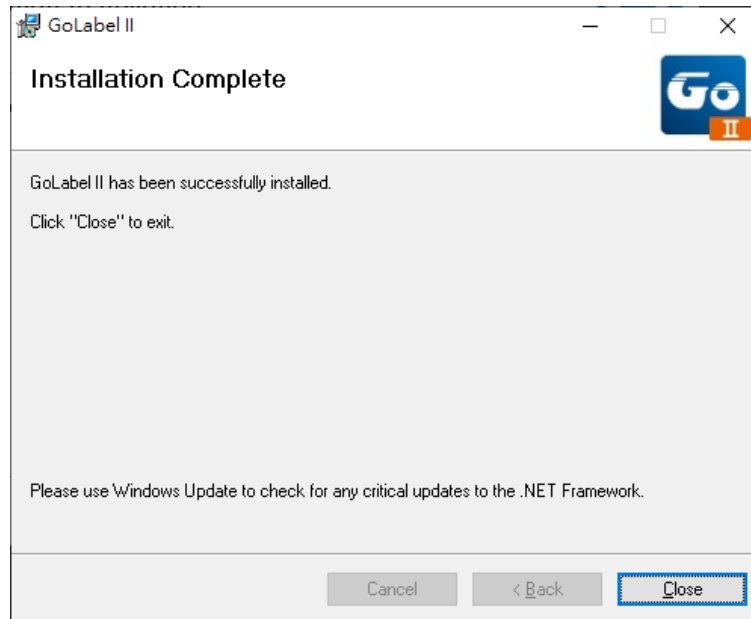
Step3. After selecting the folder to install, click “Next”



Step4. Click Next to start the installation.



Step5. Finish installation




3 Operation Panel

3.1 LED Operation Panel

When you press the FEED button, the printer moves the label to the defined stop position. If you are using continuous labels, pressing the FEED button will move label stock until you release the button again. If you are using individual labels, pressing the FEED button will move only one label. If the label does not stop at the correct position, please run the auto calibration (See Section 3-2. for the label size calibration function) on the label stock.

► LED Indicators

LED indicator		Beeps	Status	Description
	READY	Green	X	Standby mode The printer is ready for operation.
	STATUS	X		
	READY	X	2 x 2 beeps 2 x 3 beeps 2 x 4 beeps	Error mode The printer has detected an error. (See Section 3-3. for Error alerts)
	STATUS	Red		

3.2 Label size calibration and Self Test Page

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.
And the self-test function lets you check whether the printer is functioning normally.
Here is how you run the label size calibration and self test.



- STEP-01 ▶ Check that the label stock is loaded correctly.
- STEP-02 ▶ Switch off the printer.
- STEP-03 ▶ Switch the printer on again, keeping the FEED button pressed. When the READY LED starts to flash red and the STATUS LED lights up orange, release the FEED button. The printer will now measure the label stock and store the label height.
- STEP-04 ▶ Once the printer has successfully measured the label stock, it will print a self-test label.







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

Model & Version	G500+ GX.XXX
USB ID setting	USB S/N: XXXXXXXX
Serial port setting	Serial port : 96,N,8,1
MAC address of Ethernet port	MAC Addr: xx-xx-xx-xx-xx-xx
IP protocol setting	DHCP Enable
IP address of Ethernet port	IP xxx.xxx.xxx.xxx
Gateway setting	Gateway xxx.xxx.xxx.xxx
Netmask setting	Sub-Mask xxx.xxx.xxx.xxx
	#####
Number of DRAM installed	1 DRAM installed
Image buffer size	Image buffer size : 1500 KB
Number of forms	000 FORM(S) IN MEMORY
Number of graphics	000 GRAPHIC(S) IN MEMORY
Number of fonts	000 FONT(S) IN MEMORY
Number of Asian fonts	000 ASIAN FONT(S) IN MEMORY
Number of Databases	000 DATABASE(S) IN MEMORY
Number of Scalable fonts	000 TTF(S) IN MEMORY
Free memory size	2048 KB FREE MEMORY
Speed, Density, Ref. Point, Print direction	^S4 ^H10 ^R000 ~R200
Label width, Form length, Stop position	^W108 ^Q100,0,0 ^E12
Cutter, Label Dispenser, Mode	Option : ^D0 ^O0 ^AD
Sensor Setting	Reflective AD : 1.80 2.01 1.89 [0.21_0]
Code Page	Code Page : 850
Printer is on factory default	Default state= No

3.3 Error Alerts

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

- Flashing 
- Light on 

LED indicator		Beeps	Description	Solution
READY	STATUS			
		2 x 4 beeps	The printing mechanism is not correctly closed.	Open the print mechanism and close it again.
		None	High temperature at the print head.	Once the print head has cooled down, the printer switches to standby mode.
		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.
		2 x 2 beeps	No paper is detected. Paper is finished. Printer feed problem.	Make sure that the label sensor is positioned correctly. If the sensor still does not detect the paper, run the auto-detection function again. Replace the label roll. 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.
		2 x 2 beeps	The memory is full. The printer prints the message "File System full". Unable to find file. The printer prints the message "File Name Not found". A file of the same name already exists. The printer prints the message "Duplicate Name".	Delete unnecessary data or install additional memory. Use the "~X4" command to print all files. Then check whether the files exist and whether the names are correct. Change the name of the file and try storing it again.

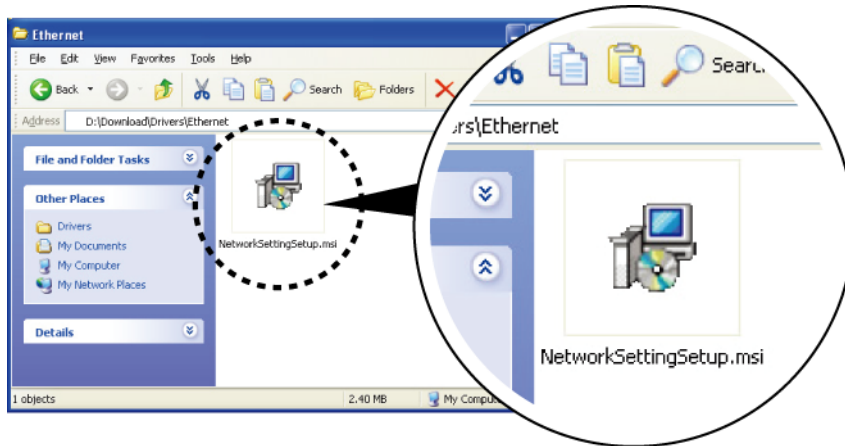
4 NetSetting for Ethernet

4.1 Installing The NetSetting software

The NetSetting software is used to manage the network configurations when connecting the printer via Ethernet port. It can be downloaded from official website. (www.godexintl.com)
To install the NetSetting, please follow below steps.

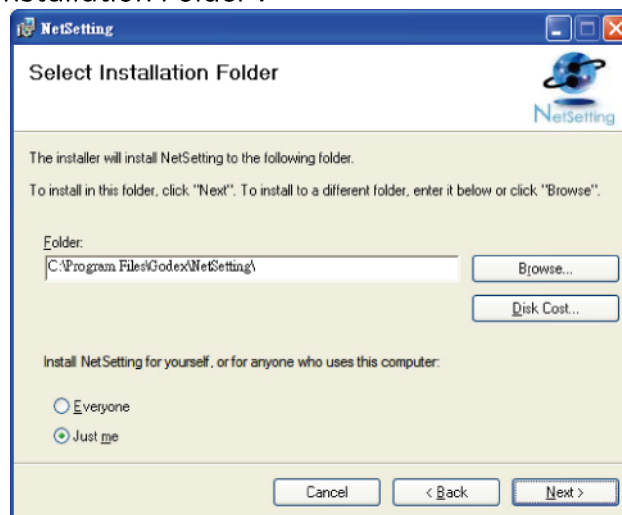
STEP-01 ► Insert the product CD in the CD/DVD drive of the host computer and open the "Ethernet" folder on the CD.

STEP-02 ► Select the icon for the NetSetting installation file and click it to start the installation.



STEP-03 ► Follow the instructions on the screen. The Setup Wizard guides you through the installation procedure.

STEP-04 ► Specify the "Installation Folder".



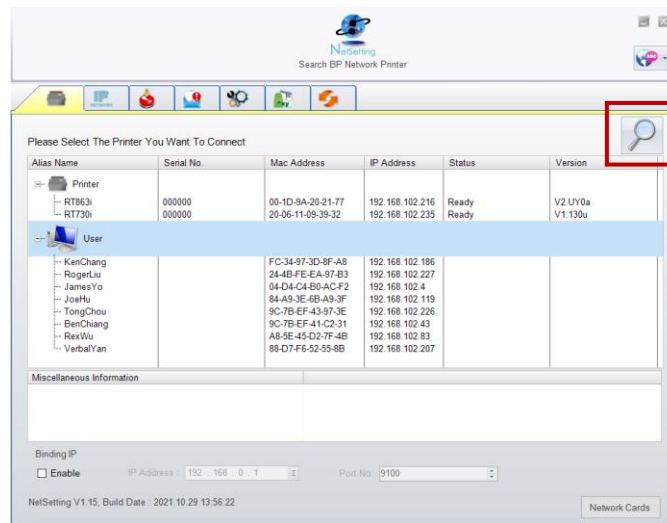
STEP-05 ► Click "Next" to start the installation.

STEP-06 ► Once the installation is completed; you will see the NetSetting icon on your desktop.

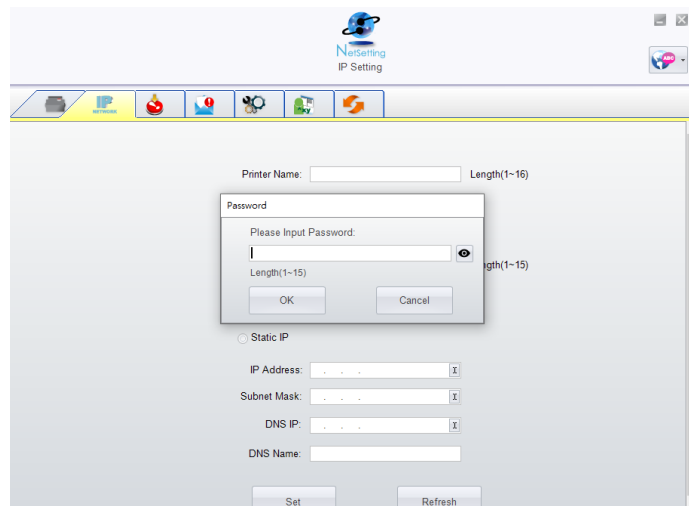


4.2 The interface of NetSetting

Click the NetSetting icon to start the program; you will see the start page as below. The start page will display the basic information of connected printer and your PC.



Click the magnifier icon to search the Godex printers which are connected via Ethernet port in your network environment. Once a connected Godex printer is detected, it will be listed on the start page.



There are six tabs on the top of interface which can configure different types of network settings. But for the data security reason, you need correct password to enter the configuration pages.

Notice • The default password is "1111", you can change the password later from the "IP Setting" tab.

IP Setting

The IP Setting tab can change the printer name, Port number, Gateway setting and the password for configuring the printer. You can also set the printer's IP address either by DHCP or by Static IP.

Printer Name: Godex Length(1~16)

Port No: 9100

Default Gateway: 192 . 168 . 102 . 254

Password: 1111 Length(1~15)

☒ Get IP From DHCP Server

☐ Static IP

IP Address: 192 . 168 . 102 . 235

Subnet Mask: 255 . 255 . 255 . 0

DNS IP: 192 . 168 . 1 . 34

DNS Name: godex.com.tw

Set Refresh

You can press “Set” button to apply the settings and “ReGet” button to refresh the setting values.

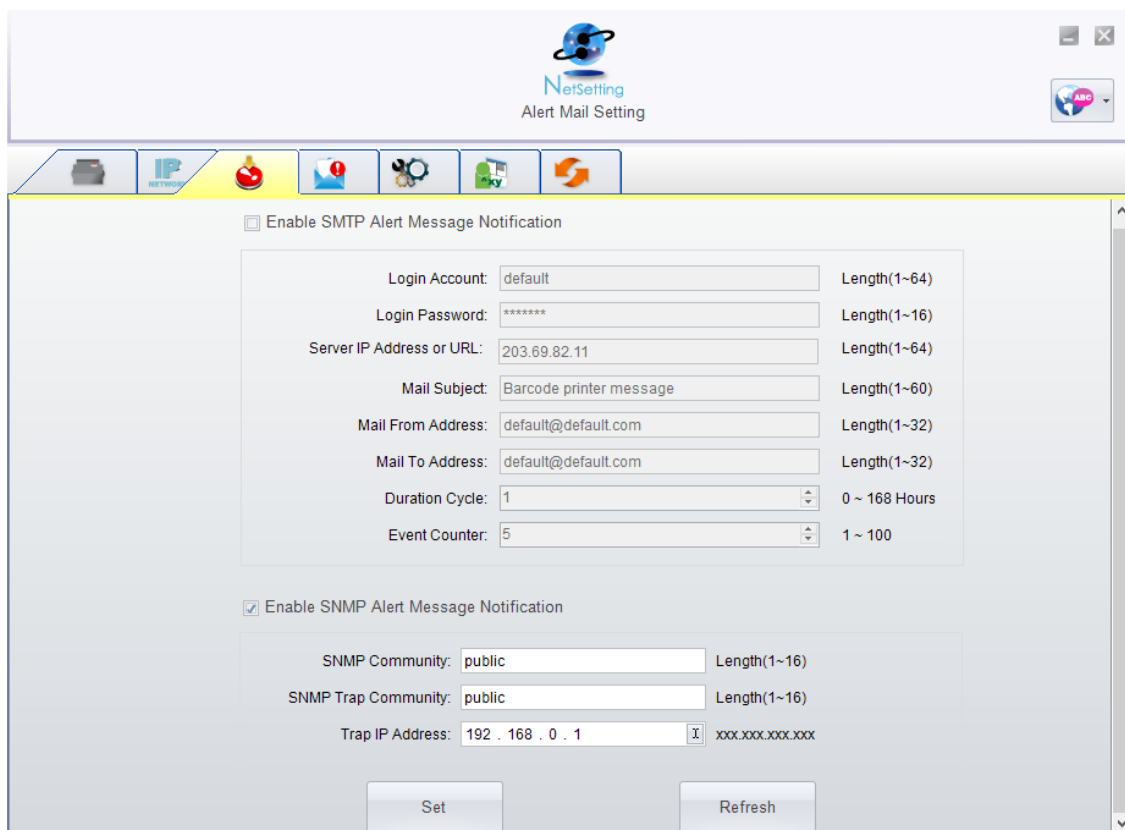
Notice

- To fully benefit from the NetSetting software, you should be familiar with basic networking principles. Please contact your network administrator for related network setting information.

Alert Path Setting

NetSetting will send the alert messages to designated mail account when the error happened on printer. The alert messages are sent by SMTP (Simple Mail Transfer Protocol) or SNMP (Simple Network Management Protocol).

You can set or change the configurations of SMTP and SNMP on this “Alert Path Setting” tab.



The screenshot shows the 'Alert Mail Setting' window in the NetSetting application. The window has a title bar with the NetSetting logo and the text 'Alert Mail Setting'. Below the title bar is a toolbar with icons for printer, IP, alert, settings, and other functions. The main content area is divided into two sections: 'Enable SMTP Alert Message Notification' and 'Enable SNMP Alert Message Notification'. The SMTP section is currently selected and contains the following fields: 'Login Account' (default), 'Login Password' (masked with asterisks), 'Server IP Address or URL' (203.69.82.11), 'Mail Subject' (Barcode printer message), 'Mail From Address' (default@default.com), 'Mail To Address' (default@default.com), 'Duration Cycle' (1), and 'Event Counter' (5). The SNMP section is currently disabled and contains the following fields: 'SNMP Community' (public), 'SNMP Trap Community' (public), and 'Trap IP Address' (192.168.0.1). At the bottom of the window are 'Set' and 'Refresh' buttons.

Enable SMTP Alert Message Notification

Login Account:	default	Length(1~64)
Login Password:	*****	Length(1~16)
Server IP Address or URL:	203.69.82.11	Length(1~64)
Mail Subject:	Barcode printer message	Length(1~60)
Mail From Address:	default@default.com	Length(1~32)
Mail To Address:	default@default.com	Length(1~32)
Duration Cycle:	1	0 ~ 168 Hours
Event Counter:	5	1 ~ 100

Enable SNMP Alert Message Notification

SNMP Community:	public	Length(1~16)
SNMP Trap Community:	public	Length(1~16)
Trap IP Address:	192 . 168 . 0 . 1	xxx.xxx.xxx.xxx

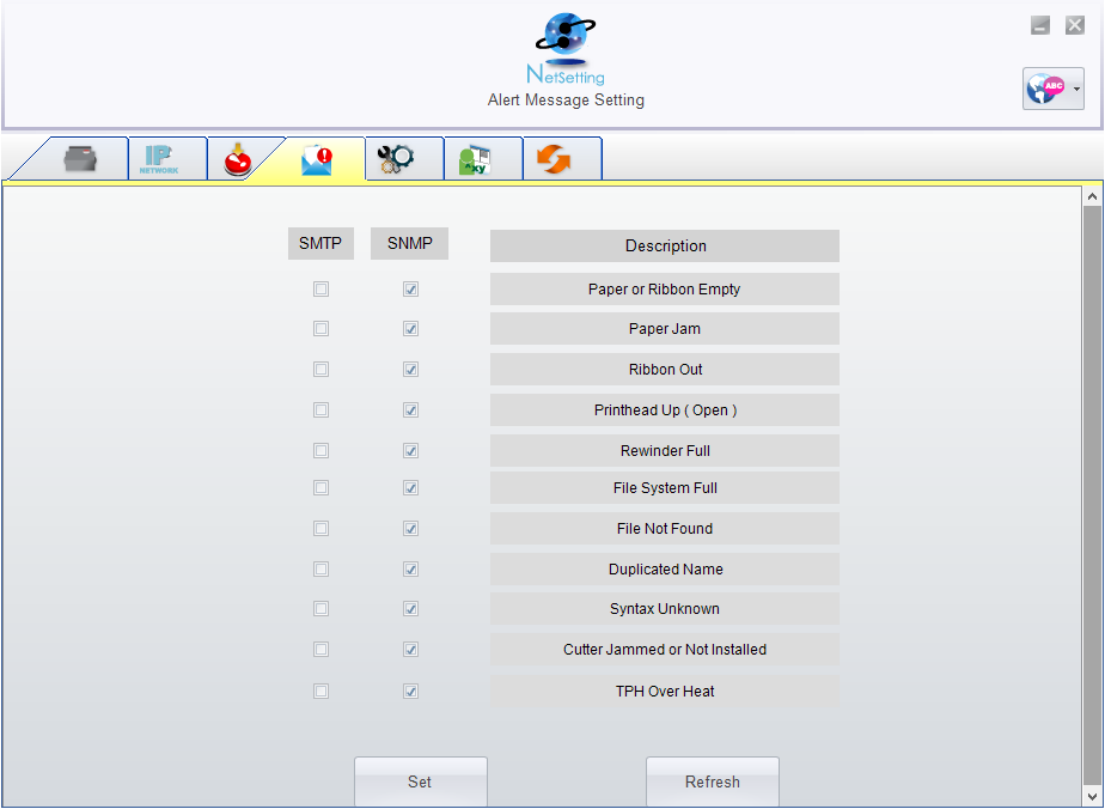
Set Refresh

You can press “Set” button to apply the settings and “Refresh” button to refresh the setting values.

Alert Message Setting

For the alert message notification function, you can decide which error cases need to be sent out to the operator.

Moreover, the alert messages can be set to be sent by SMTP, SNMP or both.



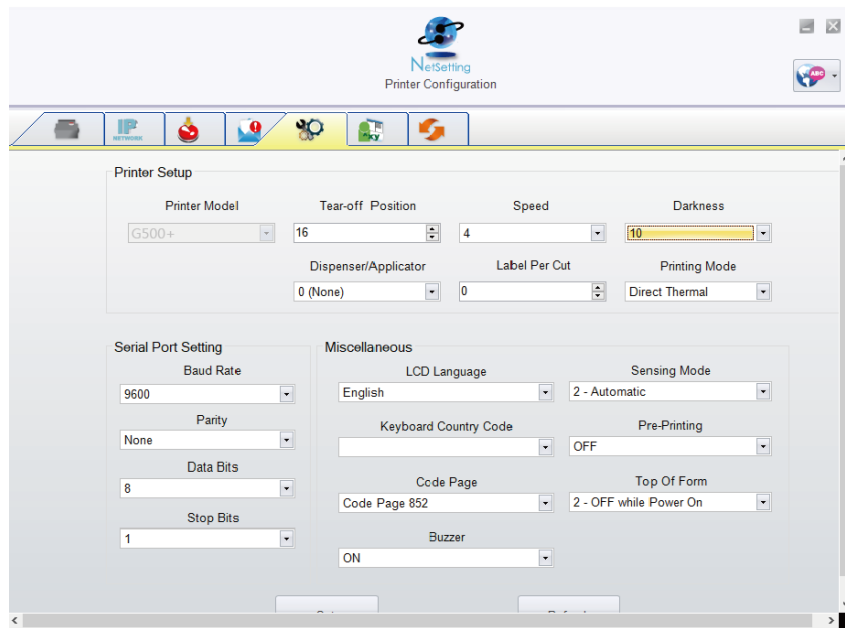
SMTP	SNMP	Description
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Paper or Ribbon Empty
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Paper Jam
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Ribbon Out
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Printhead Up (Open)
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Rewinder Full
<input type="checkbox"/>	<input checked="" type="checkbox"/>	File System Full
<input type="checkbox"/>	<input checked="" type="checkbox"/>	File Not Found
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Duplicated Name
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Syntax Unknown
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Cutter Jammed or Not Installed
<input type="checkbox"/>	<input checked="" type="checkbox"/>	TPH Over Heat

Set Refresh

You can press “Set” button to apply the settings and “Refresh” button to refresh the setting values.

Printer Configuration

Set or change the configurations of connected printer. Most of key settings for the printer operation can be done by this setting page.



The screenshot shows the 'NetSetting Printer Configuration' window. It features a title bar with the application name and standard window controls. Below the title bar is a toolbar with icons for printer, IP, help, settings, and other functions. The main content area is divided into several sections:

- Printer Setup:** Contains settings for Printer Model (G500+), Tear-off Position (16), Speed (4), Darkness (10), Dispenser/Applicator (0 (None)), Label Per Cut (0), and Printing Mode (Direct Thermal).
- Serial Port Setting:** Includes Baud Rate (9600), Parity (None), Data Bits (8), and Stop Bits (1).
- Miscellaneous:** Includes LCD Language (English), Sensing Mode (2 - Automatic), Keyboard Country Code, Pre-Printing (OFF), Code Page (Code Page 852), Top Of Form (2 - OFF while Power On), and Buzzer (ON).

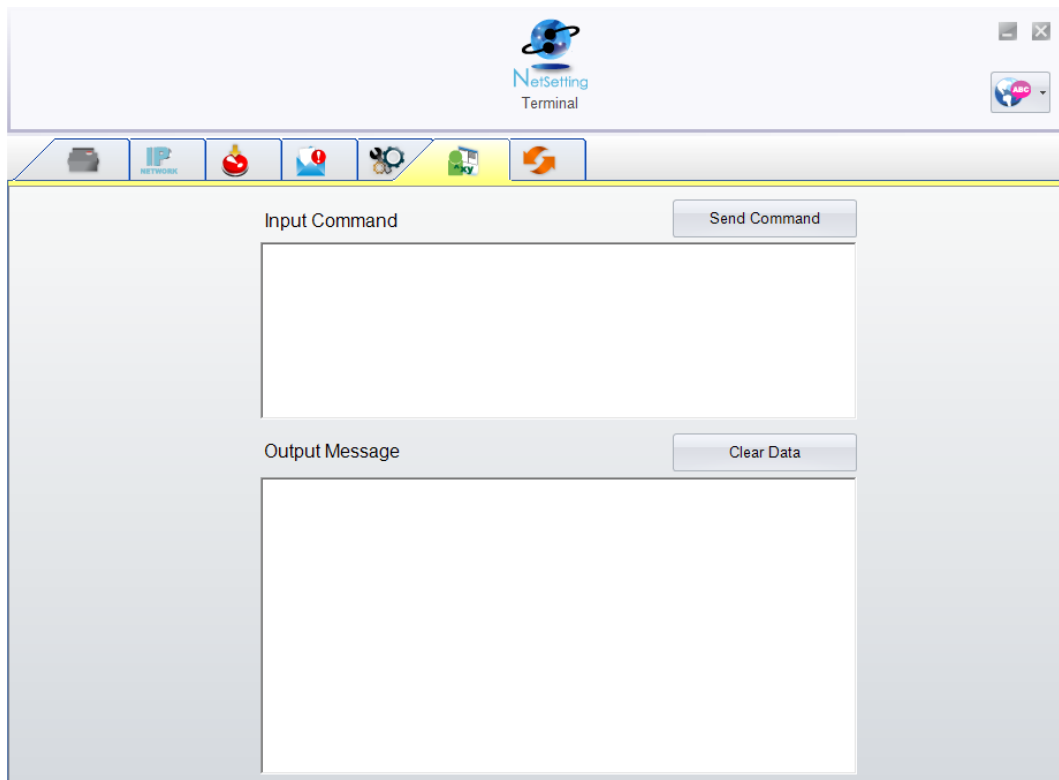
At the bottom of the window, there are buttons for 'Set' and 'Refresh' to apply and refresh the settings.

You can press “Set” button to apply the settings and “Refresh” button to refresh the setting values.

User Command

The “User Command” tab provides a communication interface for operator to control the printer. Input printer commands in "Input Command" window and press “Send Command” button, the commands will be sent to the printer.

For some commands that will return response message, the message will be displayed in "Output Message" window.

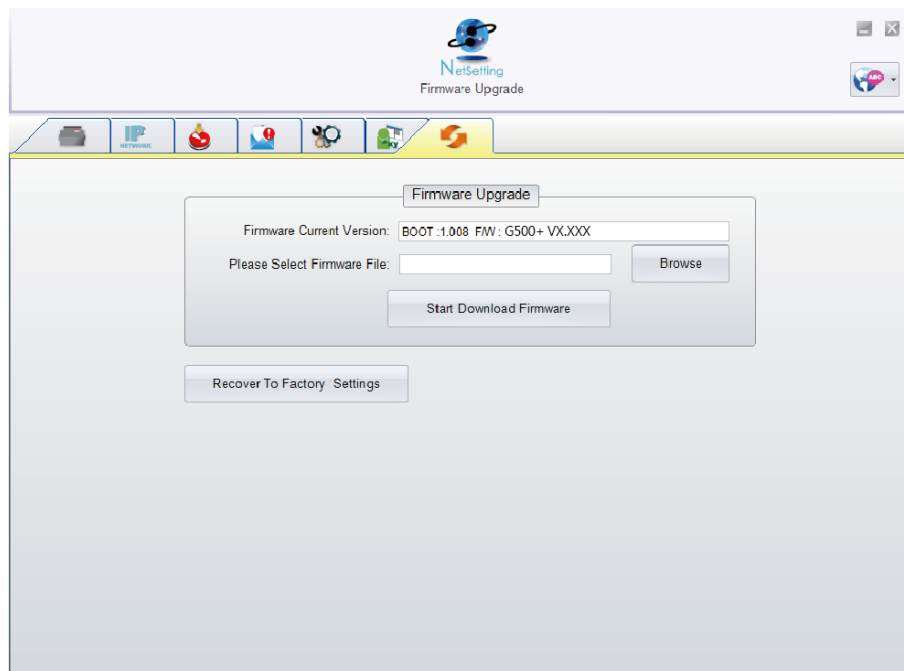


You can press “Send Command” button to send printer commands via Ethernet port and control the printer remotely.

Firmware Download

On “Firmware Download” tab, the current version of printer firmware will be showed on the screen. If you need to update the printer firmware, just specify the file location of firmware file and press “Start Download Firmware” button.

The printer firmware then can be updated remotely.



In addition to the firmware update, you can press “Recover To Factory Settings” button to restore the printer configurations back to factory default.

5 Accessories

► Preparation Steps

Before installing the optional modules, please make some preparations as follows.

STEP-01 Turn Off The Printer :

Remember to switch off the printer before installing any module.

STEP-02 Open The Printer Cover :

Open the printer cover by pressing the release buttons on both sides of the printer housing.

Please see the Section 2-1 for further information about Open The Printer Cover.

STEP-03 Open The Printing Mechanism :

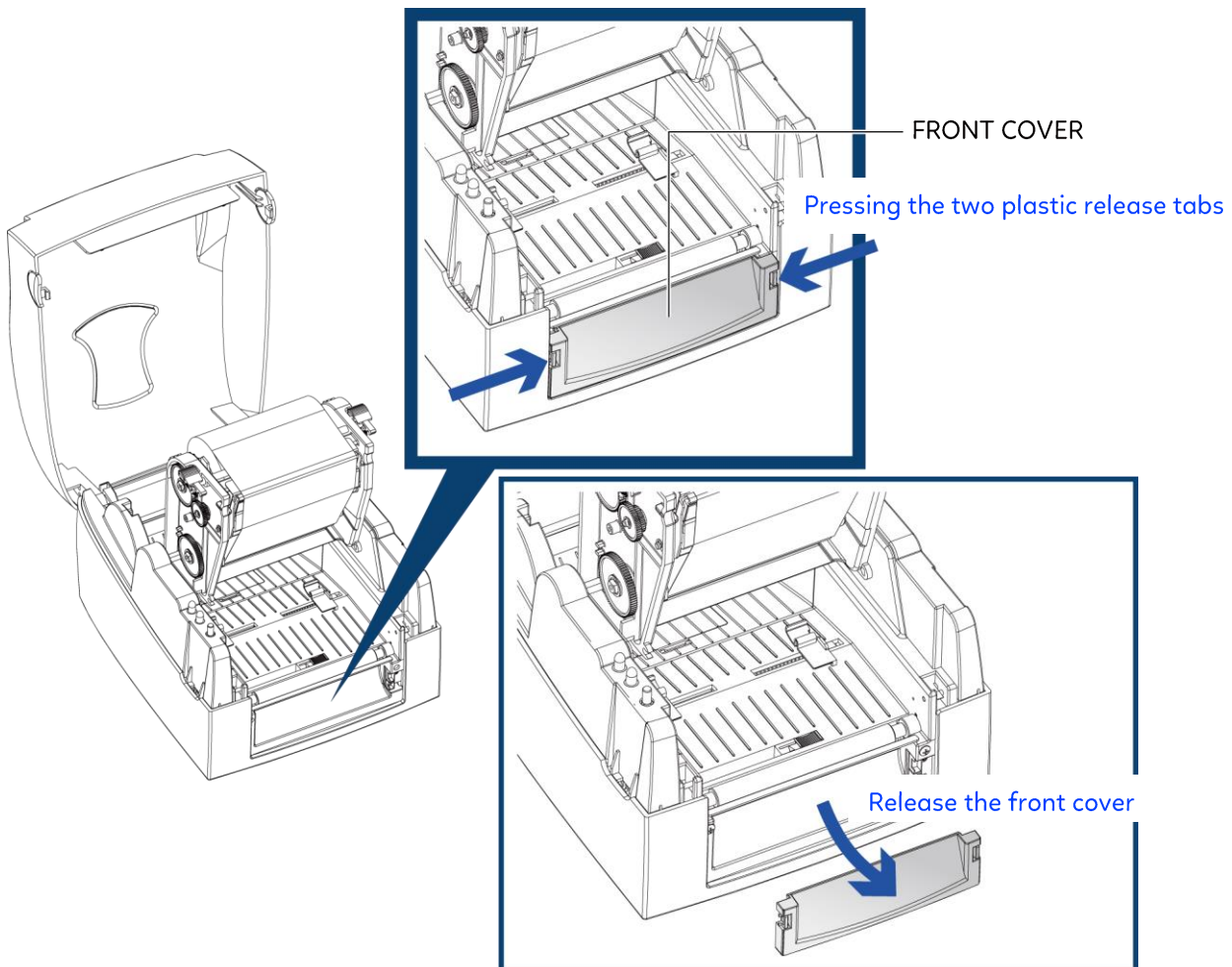
Press the release catches on both sides of the printing mechanism to open and lift the printing mechanism.

Please see the Section 2-2 for further information about Open The Printing Mechanism.

STEP-04 Remove The Front Cover :

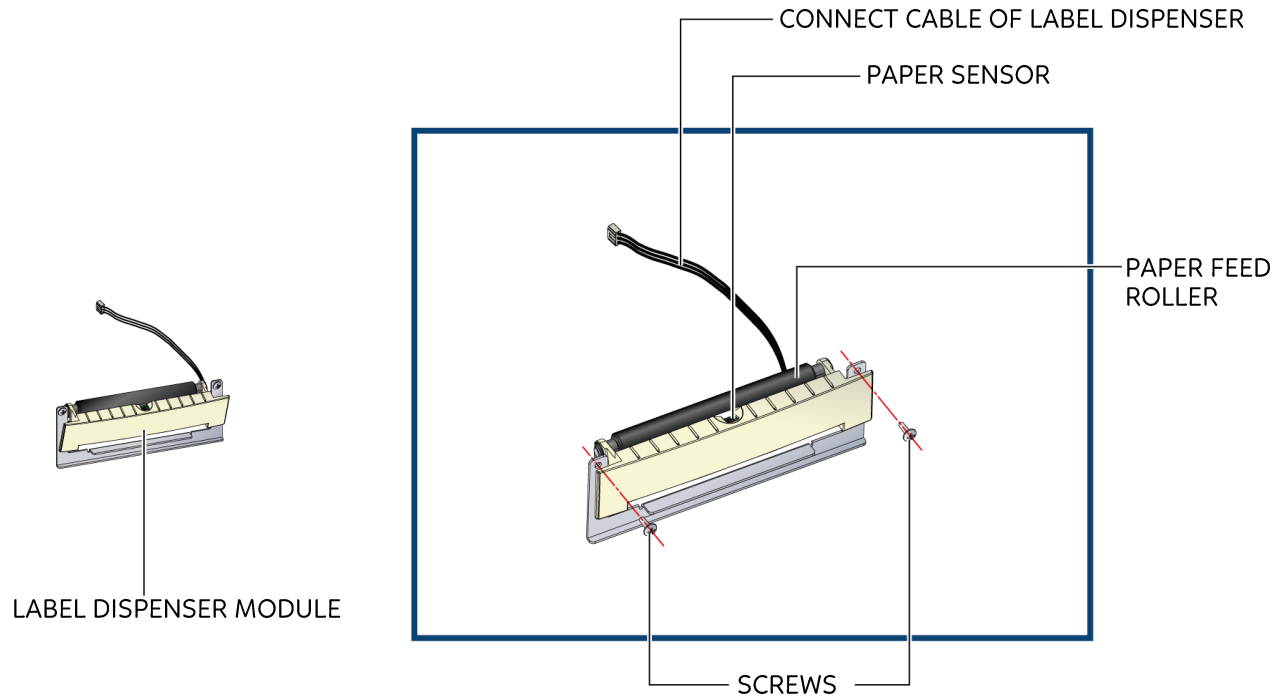
To remove the front cover, press in the two plastic release tabs.

Remove the front cover as shown in the illustration.



5.1 Installing The Label Dispenser

► The Overview Of The Label Dispenser



Notice

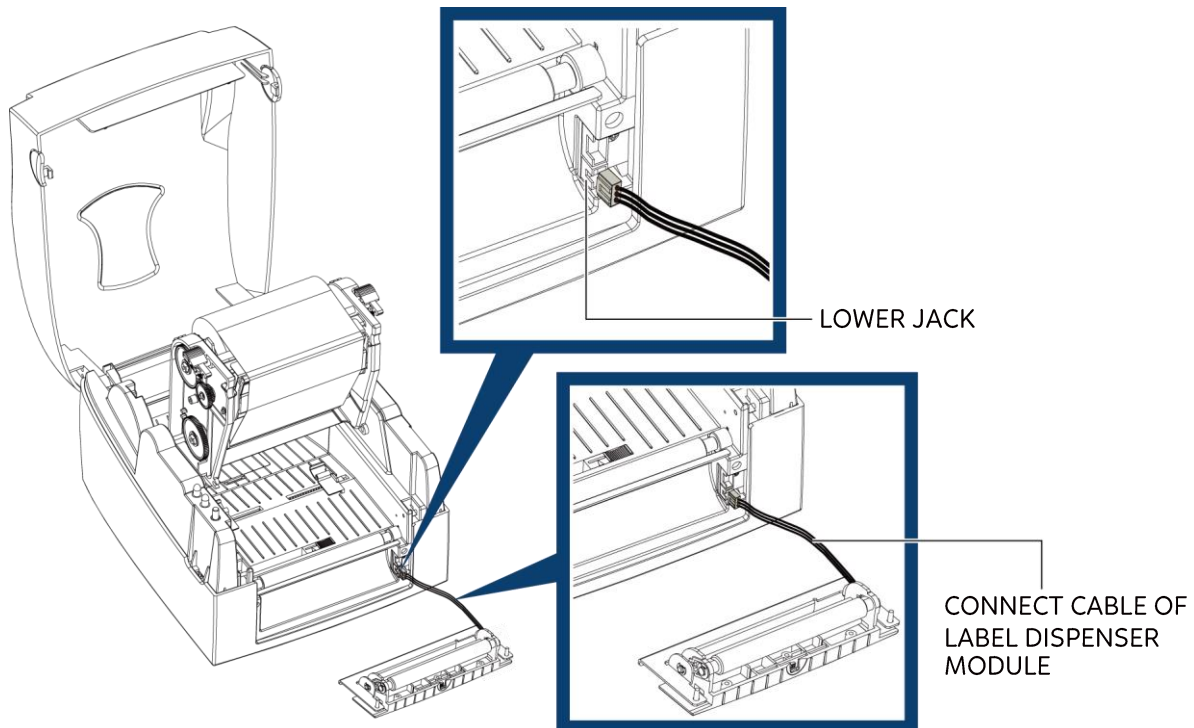
- A label liner thickness of $0.006 \text{ mm} \pm 10\%$ and a weight of $65 \text{ g/m}^2 \pm 6\%$ are recommended.
- The label dispenser will take labels up to a max. width of 110 mm.
- When using the label dispenser, set the stop position to 9 mm.

► Preparation Steps

Please complete the preparation steps before installing the label dispenser.

► Installing The Label Dispenser

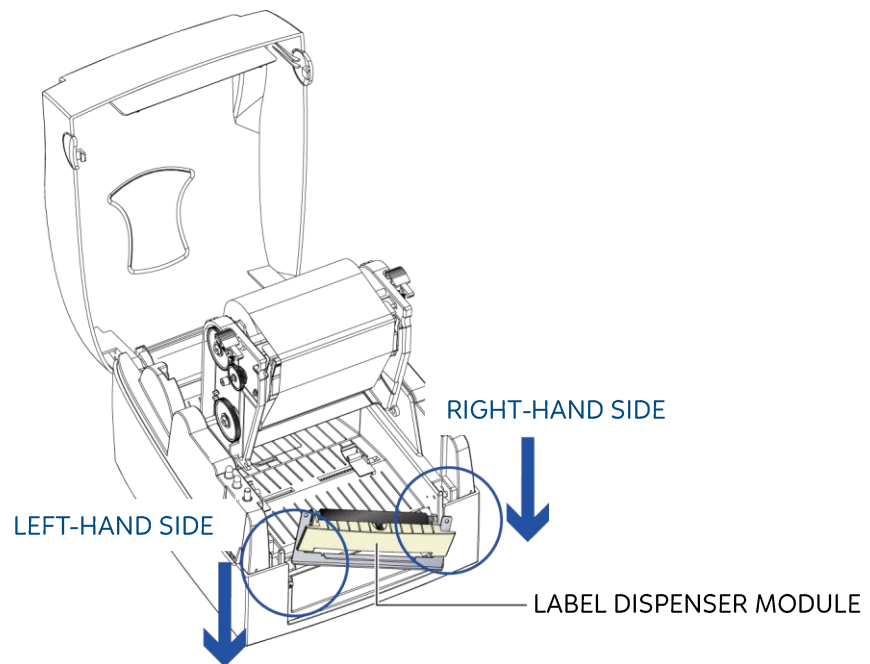
Connect the dispenser cable to the lower jack as shown in the illustration on the right.



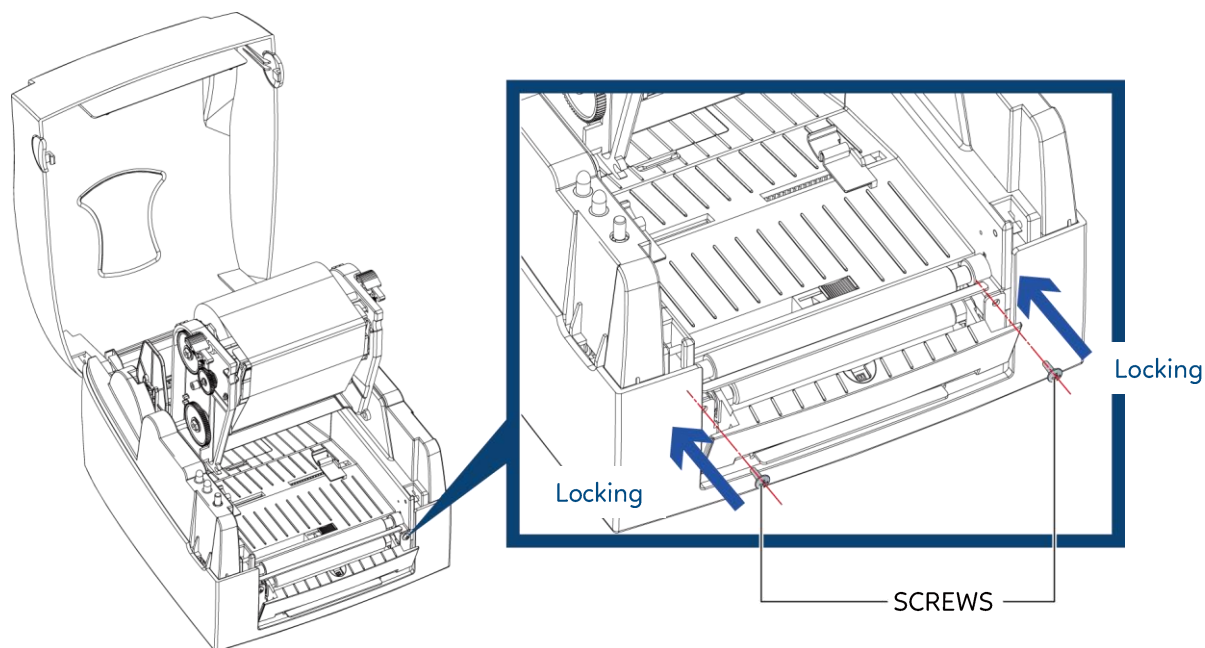
Notice

- The printer must be switched off, or the motherboard may be damaged!
- There are 2 jacks : the lower jack is for the dispenser, the upper jack for the cutter.

Install the dispenser by pressing down first its right-hand side and then its left-hand side.

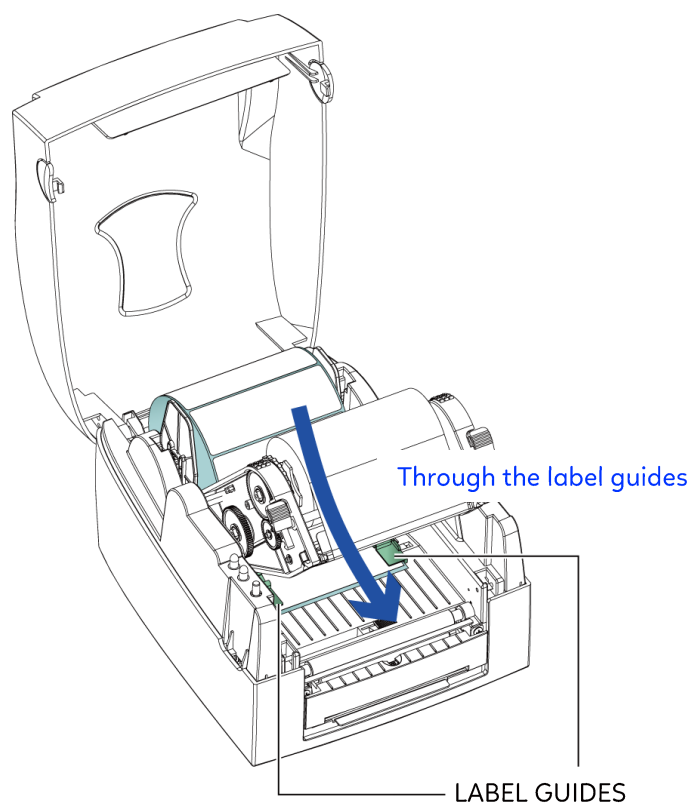


Secure the dispenser using the screws provided for this purpose.



► Install The Label Roll Module On The Printer

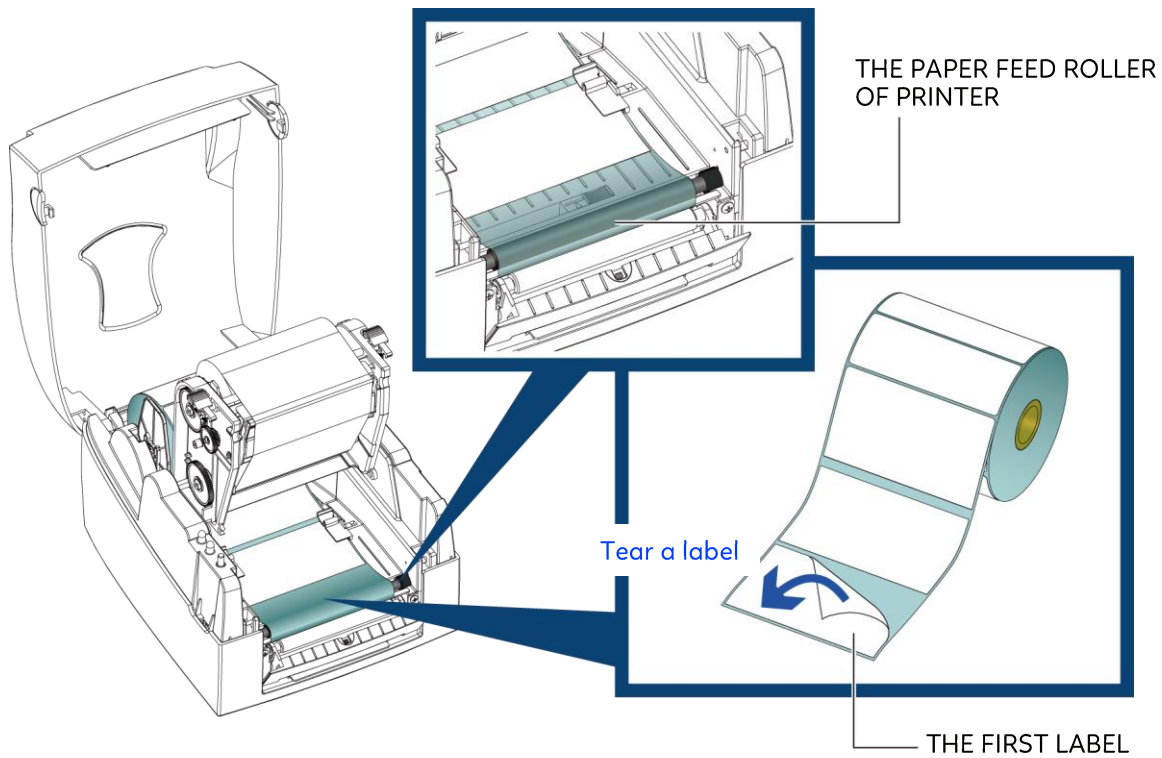
Pass the paper through the guides.



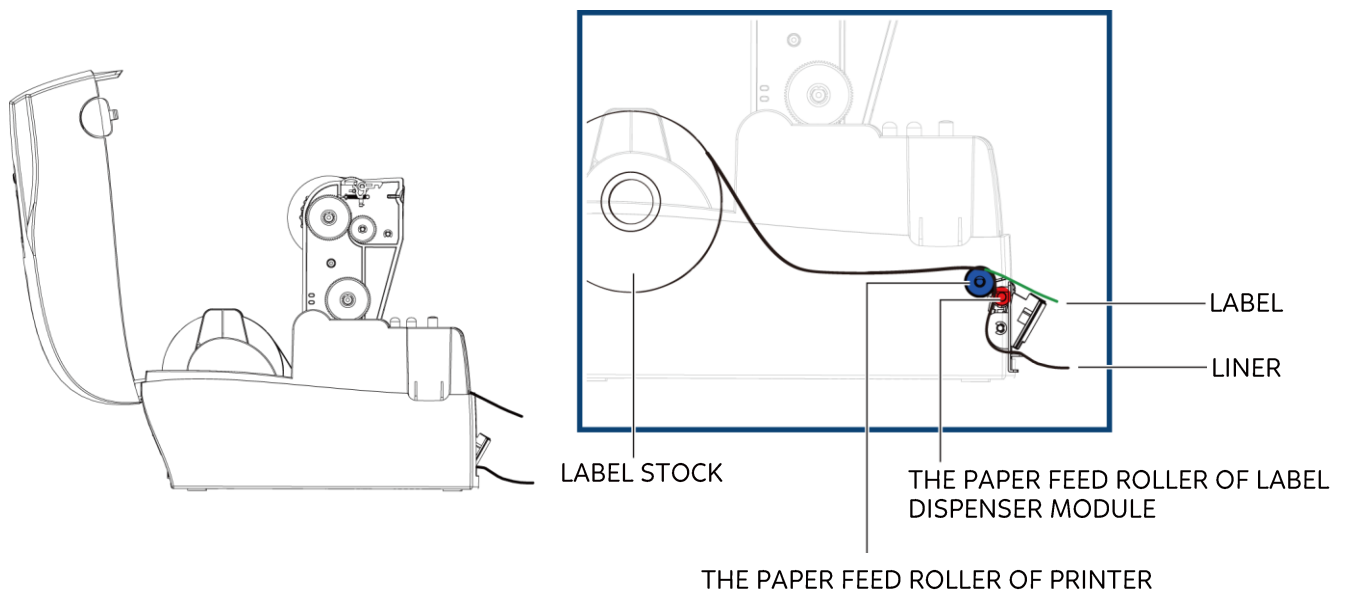
Notice

- Labels should be at least 25 mm high.

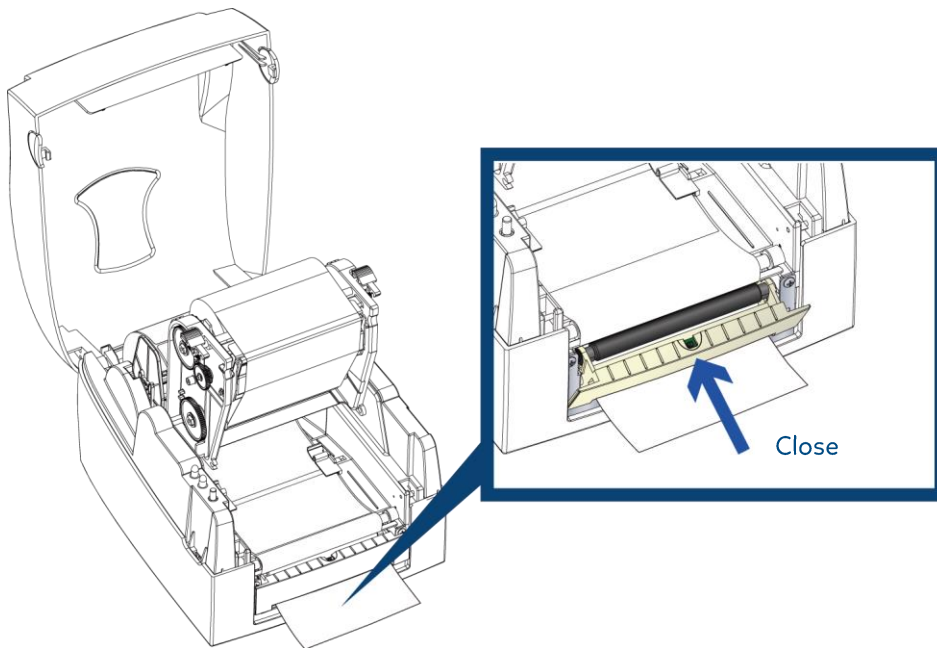
Remove the first labels from the liner, so you can pull the liner through the guides.



Pass the label stock through the printer as shown in the illustration on the right.



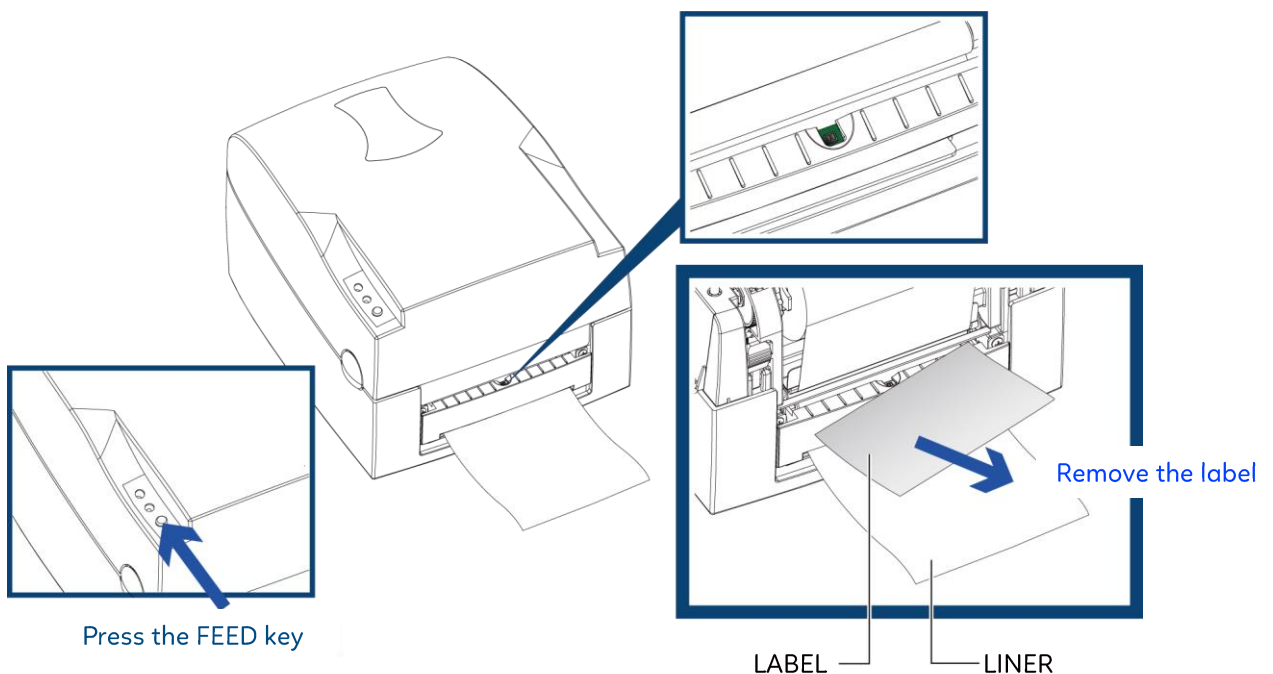
Close the label dispenser and the print mechanism. The installation is completed now.



Press the FEED button to feed the label. The label will be peeled from the liner while it passes through the label dispenser.

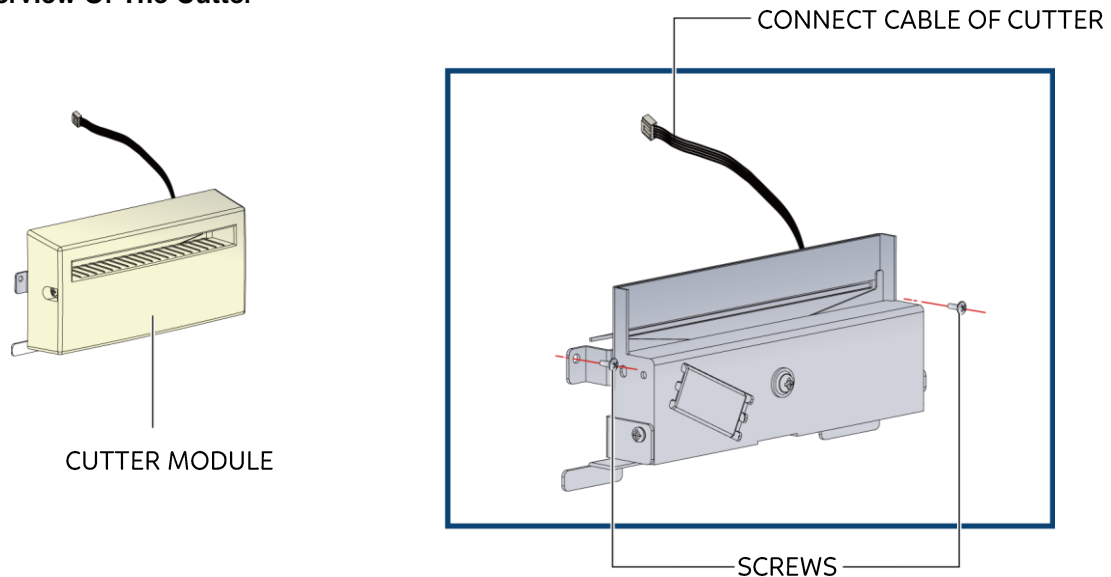
Notice

- There is a paper sensor on the Label Dispenser module. It will stop the printing if it is covered by label. Remove the last printed label and the printer will then continue to print next label.



5.2 Installing The Cutter

► The Overview Of The Cutter

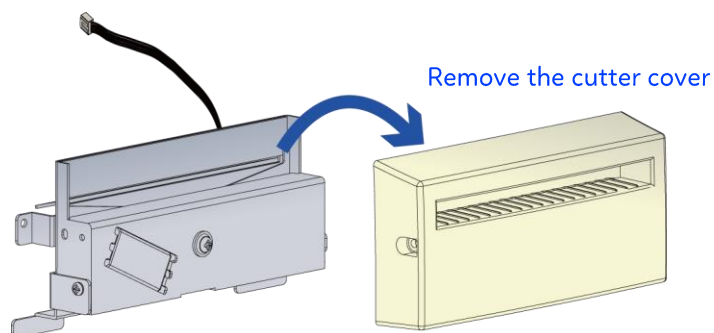


Notice • Remember to switch off the printer before installing the cutter.

- Do not use to cut adhesive labels! Glue residue will be left on the cutter blade and impair its functioning.
- The cutter has a blade life of 400,000 cuts when using paper liner which is 250µm thick and 3 inches wide.
- You can cut paper with a max. width of 116 mm.

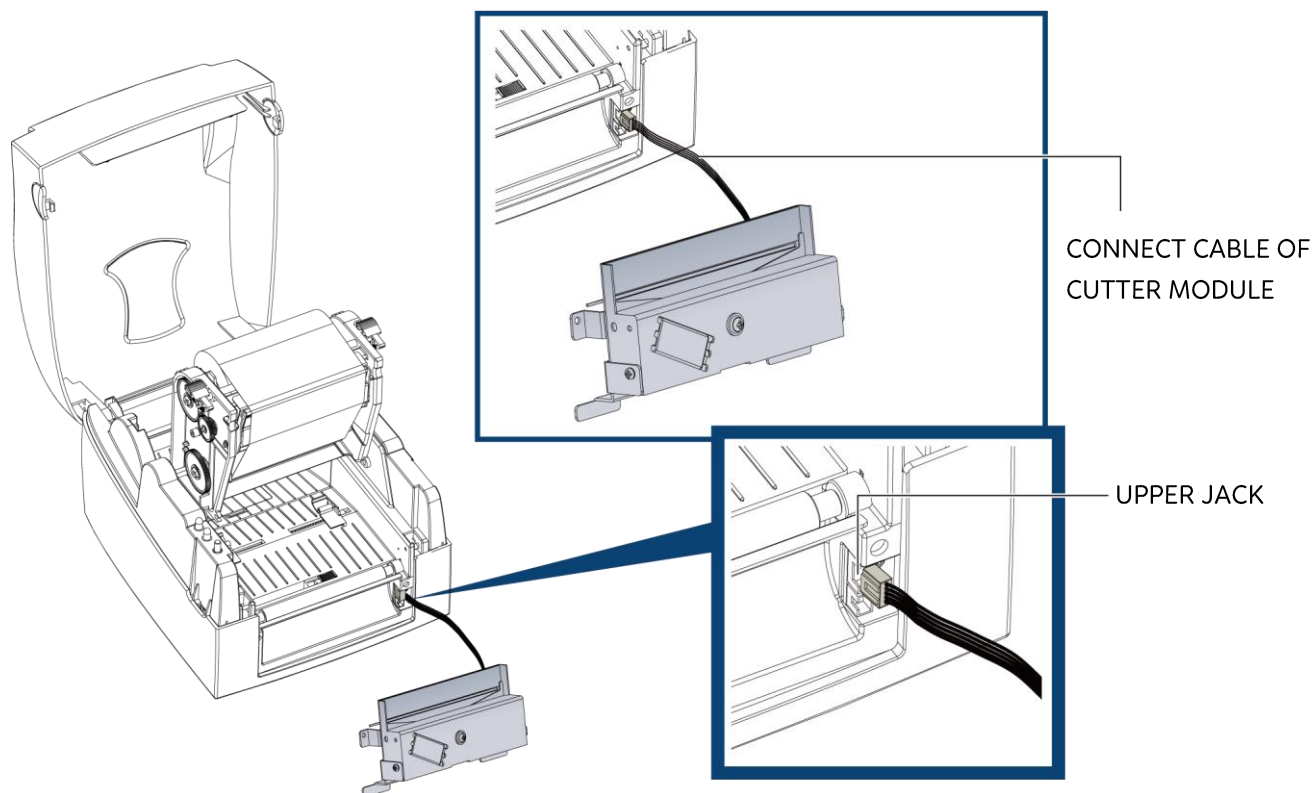
Suggestion • With the cutter installed, set the stop position in QLabel to 28, or the E value to 28.

Before installing the cutter module, remove the cutter cover as shown in the illustration.



► Preparation Steps

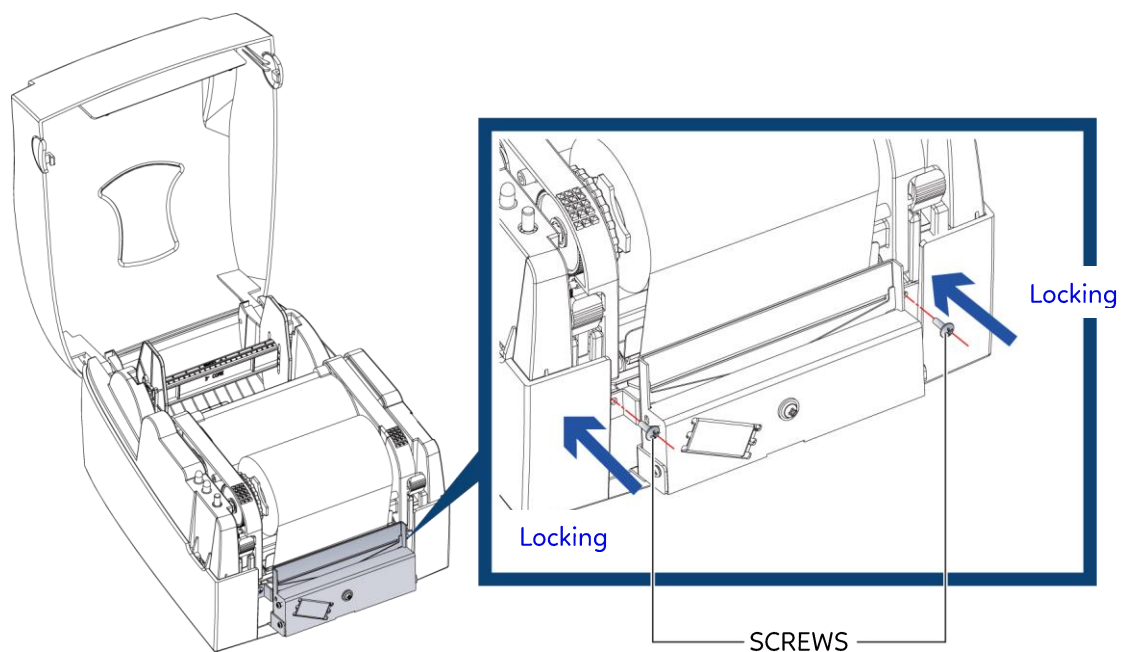
Please complete the preparation steps before installing the label dispenser.



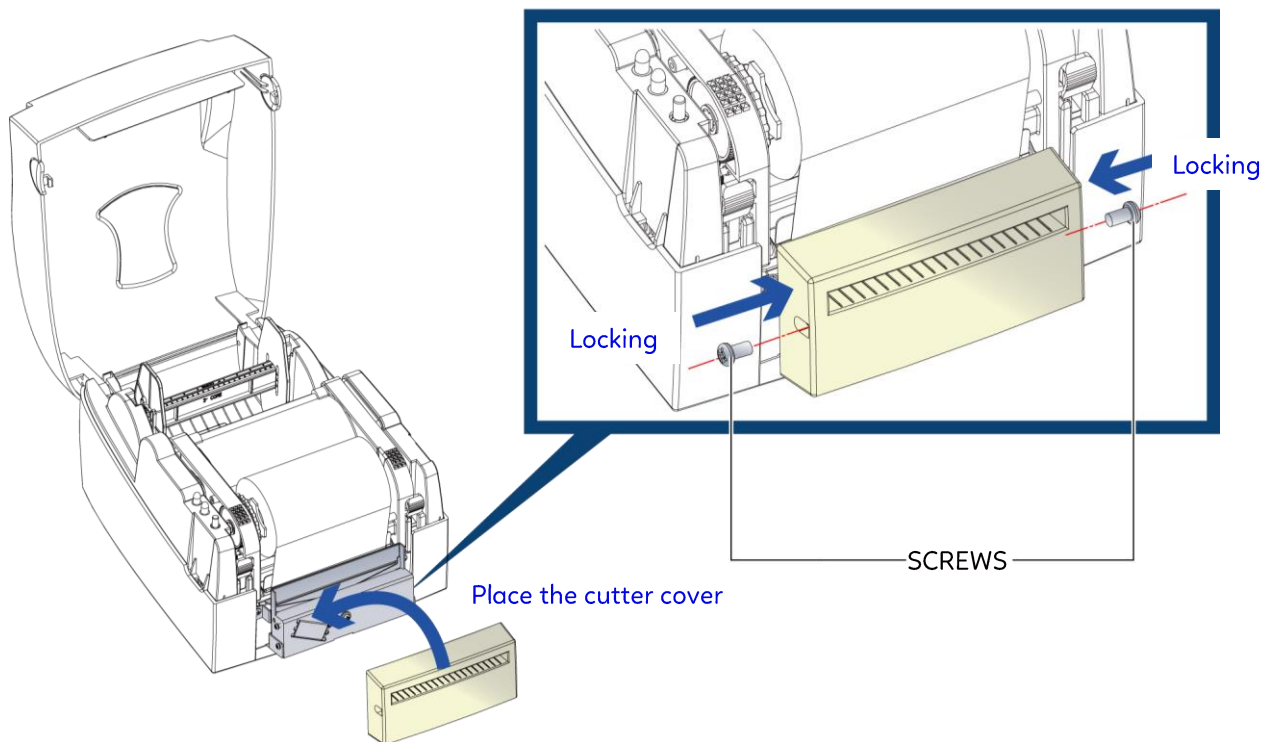
Notice

- The printer must be switched off, or the motherboard may be damaged!
- There are 2 jacks : the lower jack is for the dispenser, the upper jack for the cutter.

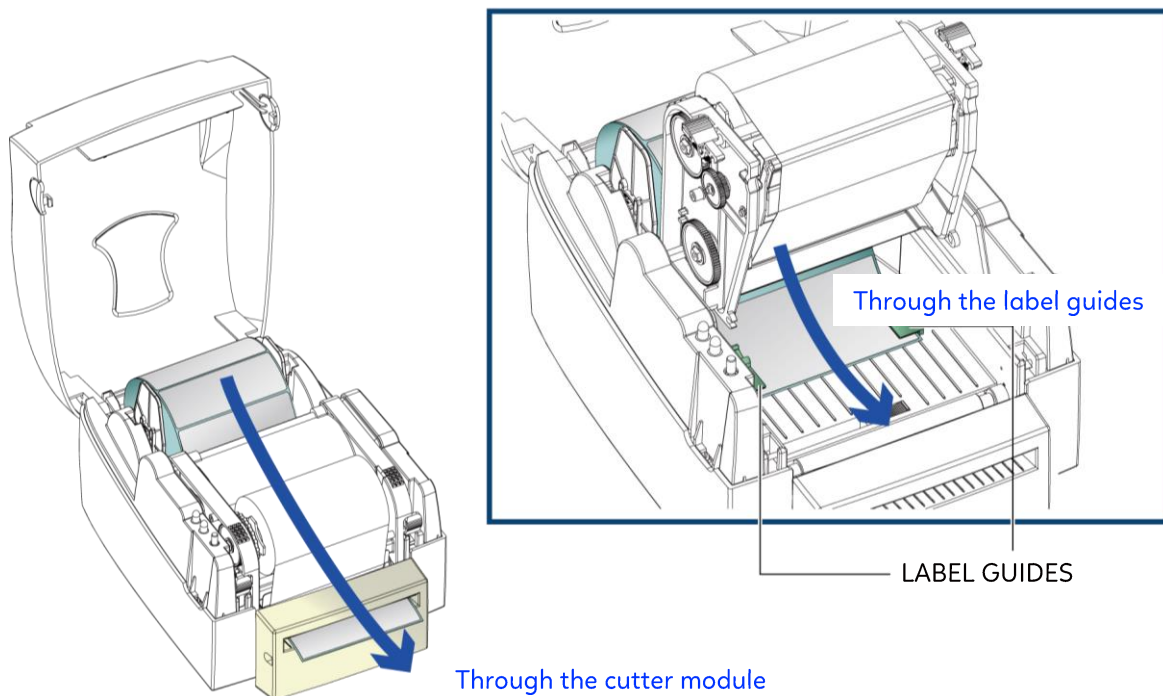
Secure the cutter using the screws provided for this purpose.



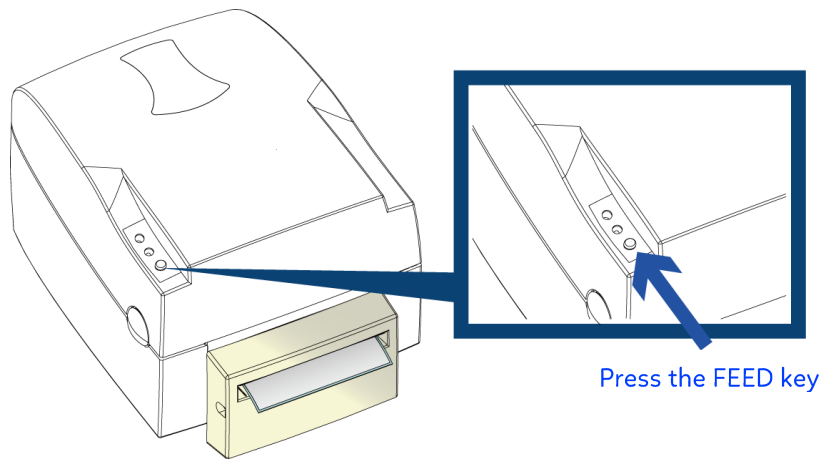
Secure the cutter cover using the screws provided for this purpose.



Pass the labels through the guides.
Close the printing mechanism.



To finish, press the FEED button to set the label position.



- Notice**
- We advise against using inside wound label stock.

6 Maintenance And Adjustment

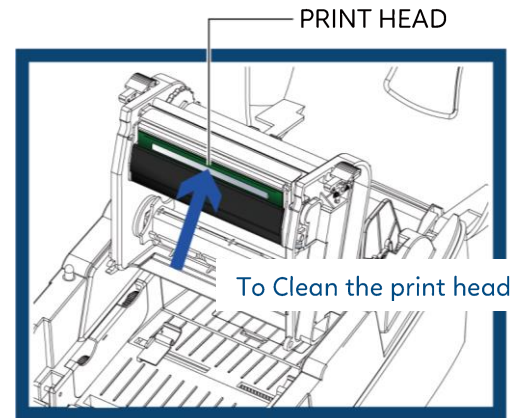
6.1 Cleaning The Print Head

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. Switch off the printer.
2. Open the printer cover.
3. Release the printing mechanism and lift it.
4. Remove the ribbon.
5. To remove any label residue or other dirt from the print head (see blue arrow), please use a soft lint-free cloth dipped in alcohol.



Notice

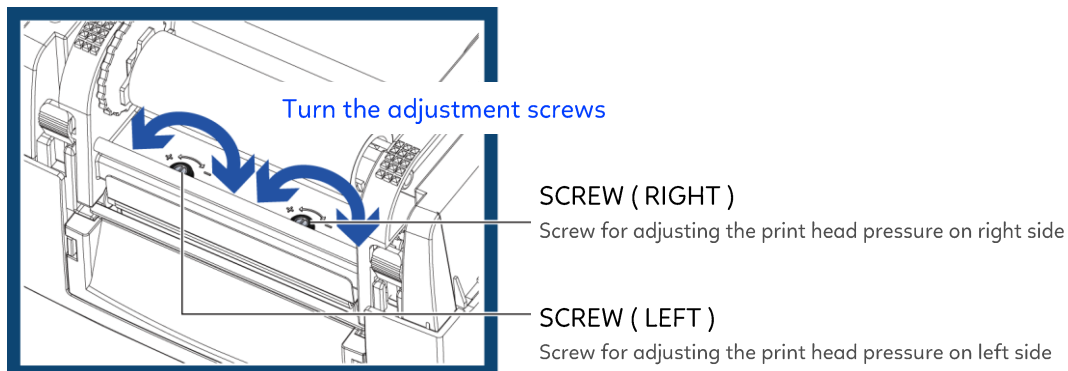
- The print head should be cleaned once a week.
- Please make sure that there are no metal fragments or other hard particles on the soft cloth used to clean the print head.

6.2 Adjusting The Print Head Pressure

When printing on special media (with varying material thickness), the print quality may suffer. You will then need to adjust the print head pressure.

► Adjustment Steps

1. Open the printer cover.
2. Remove the ribbon.
3. Use a screw driver and slowly turn the adjustment screws for the print head to increase or reduce the printhead pressure.

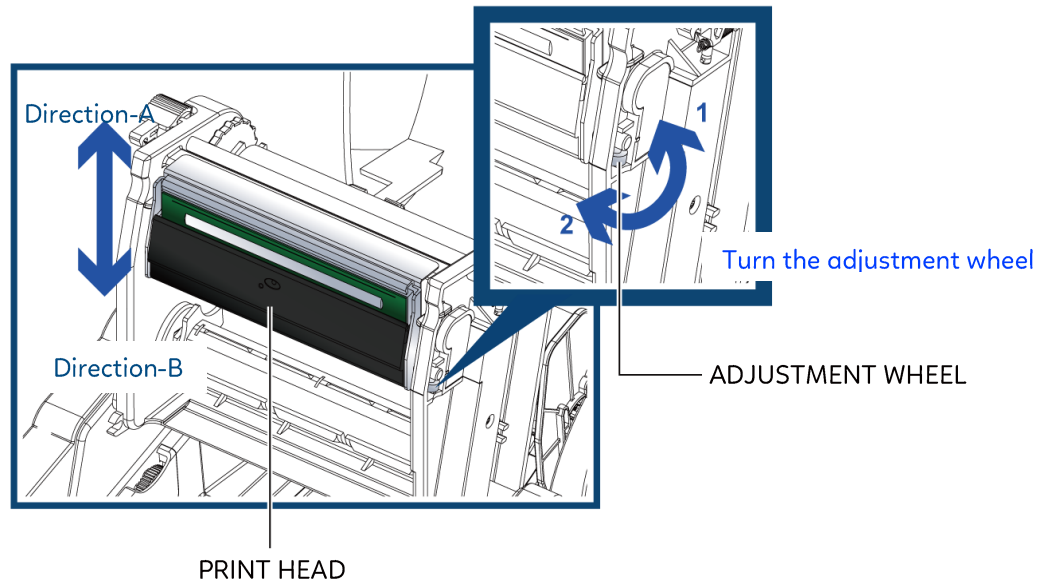


6.3 Adjusting The Print Line

When the print line is incorrectly set, the print quality on one side of the medium may suffer. In such a case, the print line must be adjusted so it is positioned parallel to the paper feed roller.

► Adjustment Methods

1. To move the print head in direction A as indicated by the blue arrow, turn the adjustment wheel anticlockwise (see arrow 1).
2. To move the print head in direction B as indicated by the blue arrow, turn the adjustment wheel clockwise (see arrow 2).

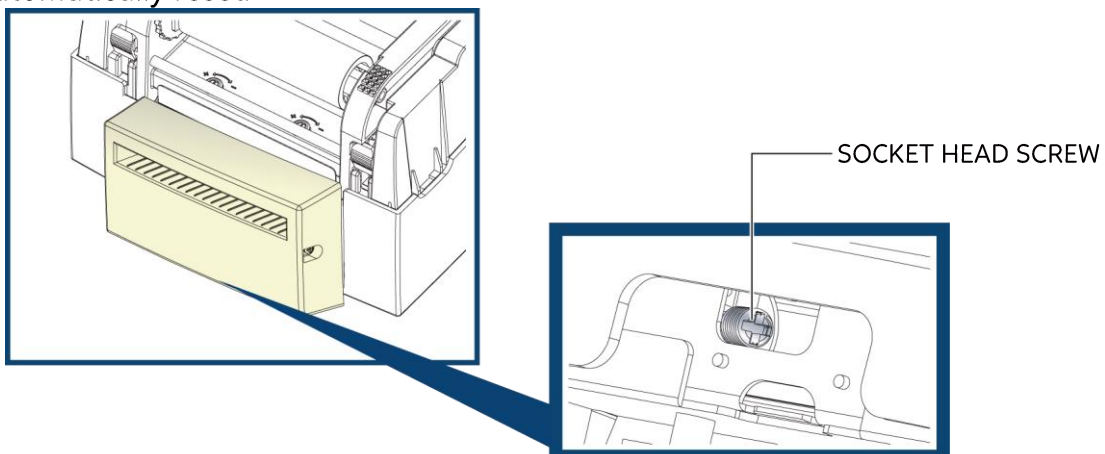


6.4 Adjusting The Cutter

While using the cutter, paper jams may occur. Please follow the below steps to clean the paper jam. A socket head screw for adjusting the cutter is located on the bottom of cutter module, as shown in below illustration.

► Cleaning Steps

1. Switch off the printer.
2. Use a Philips screwdriver to turn the socket head screw and release the knife.
3. When you have cleared the paper jam, switch on the printer again. The cutter will automatically reset.



Notice

- Labels should be at least 30 mm high to ensure correct functioning of the cutter.

6.5 Troubleshooting

Problem	Solution
The printer is switched on but the display does not light up.	<ul style="list-style-type: none"> ◆ Check the power supply.
One or both LEDs light up red and printing is interrupted.	<ul style="list-style-type: none"> ◆ Check the software settings (driver settings) or command codes. ◆ Look for the error alert in the table in Section 3-3 Error alerts. ◆ Check whether the cutter is functioning normally and whether it is cutting at all. (Only if a cutter is installed.)
The label stock passes through the printer but no image is printed.	<ul style="list-style-type: none"> ◆ Please make sure that the label stock is loaded the right way up and that it is suitable material. ◆ Please make sure that the ribbon is loaded correctly.
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.
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 (label material or ribbon residue). ◆ Check for errors in the application software. ◆ Check the ribbon for wrinkles. ◆ Check the power supply. ◆ Run a self test (Section 3-2) and check the test print pattern to see whether the print head prints over the entire width of the medium. ◆ Check the quality of the print medium.
The printed image is positioned incorrectly or a label is missed out during printing.	<ul style="list-style-type: none"> ◆ Run the Label size calibration function. (Section 3-2) ◆ Check the label height setting. ◆ Check whether there is paper or dust covering the sensor. ◆ Check the paper guide settings.
The cutter does not cut off the labels in a straight line.	<ul style="list-style-type: none"> ◆ Check whether the label stock is positioned straight.
The cutter does not cut off the labels completely.	<ul style="list-style-type: none"> ◆ Check whether the label is more than 0.2 mm thick.
When using the cutter, the labels are not fed through or cut off incorrectly.	<ul style="list-style-type: none"> ◆ Check whether the cutter has been correctly installed. ◆ Check whether the paper guides are functioning correctly.
The label dispenser is not functioning normally.	<ul style="list-style-type: none"> ◆ Check whether there is dust on the label dispenser. ◆ Check whether the label stock is positioned correctly.

Notice

- If any problems occur that are not described here, please contact your dealer.

APPENDIX

Product Specifications

Model		G500+ (UH)	G530+ (UH)	G500+ (USEH)	G530+ (USEH)
Print Method		Thermal Transfer / Direct Thermal			
Resolution		203 dpi (8 dots/mm)	300 dpi (12 dots/mm)	203 dpi (8 dots/mm)	300 dpi (12 dots/mm)
Print Speed		Up to 6 IPS (152 mm/s)	Up to 5 IPS (127 mm/s)	Up to 6 IPS (152 mm/s)	Up to 5 IPS (127 mm/s)
Print Width		4.25" (108 mm)	4.16" (105.7 mm)	4.25" (108 mm)	4.16" (105.7 mm)
Print Length		Min. 0.16" (4 mm)** ; Max. 279.53" (7100 mm)	Min. 0.16" (4 mm)** ; Max. 125.98" (3200 mm)	Min. 0.16" (4 mm)** ; Max. 279.53" (7100 mm)	Min. 0.16" (4 mm)** ; Max. 125.98" (3200 mm)
Processor		32 Bit RISC CPU			
Memory	Flash	128 MB Flash			
	SDRAM	128 MB			
Sensor Type		Adjustable reflective sensor. Fixed transmissive sensor, central aligned			
Media	Types	Continuous form, gap labels, black mark sensing, and punched hole; label length set by auto sensing or programming			
	Width	1" (25.4 mm) Min. - 4.65" (118 mm) Max.			
	Thickness	0.0024" (0.06 mm) Min. - 0.01" (0.25 mm) Max.			
	Label roll diameter	Max. 5" (127 mm)			
	Core diameter	1" (25.4 mm), 1.5" (38.1 mm), 3" (76.2 mm)			
Ribbon	Types	Wax, wax/resin, resin			
	Length	984" (300 m)			
	Width	1.18" Min. - 4.33" (30 mm - 110 mm) Max.			
	Ribbon roll diameter	2.67" (68 mm)			
	Core diameter	1" (25.4 mm)			
Printer Language		EZPL, GEPL, GZPL, GDPL auto switch			
Software	Label Design Software	GoLabel II (for EZPL only)(Windows)			
	Management Tools	GoTools			
	Net Printing Manage	GoUtility			
	Satin ribbon printing tool	GoRibbon (Windows)			
	APP	GoAPP (Android / iOS)			
Driver		Windows 7, Windows 8 & 8.1, Windows 10, Windows 11, Windows Server 2008 R2, 2012, 2012 R2, 2016, 2019, 2022, MAC, Linux			
SDK		Win CE, .NET, Windows 7, Windows 8 & 8.1, Windows 10, Windows 11, Android, Mac, iOS			
Resident Fonts	Bitmap Fonts	6, 8, 10, 12, 14, 18, 24, 30, 16X26 and OCR A&B Bitmap fonts 0°, 90°, 180°, 270° rotatable, single characters 0°, 90°, 180°, 270° rotatable Bitmap fonts 8 times expandable in horizontal and vertical directions			
	TTF Fonts	(Bold / Italic / Underline) 0°, 90°, 180°, 270° rotatable Internal TTF Fonts x5 : Traditional Chinese, Simplified Chinese, Japanese, Korean, Western languages			
Download Fonts	Bitmap fonts	0°, 90°, 180°, 270° rotatable, single characters 0°, 90°, 180°, 270° rotatable			
	Asian fonts	16x16, 24x24. Traditional Chinese (BIG-5), Simplified Chinese(GB2312), Japanese (S-JIS), Korean (KS-X1001) 0°, 90°, 180°, 270° rotatable and 8 times expandable in horizontal and vertical directions			
	TTF fonts	(Bold / Italic / Underline). 0°, 90°, 180°, 270° rotatable			
Barcodes	1-D Bar codes	China Postal Code, Codabar, Code 11, Code 32, Code 39, Code 93, Code 128 (subset A, B, C), EAN-8/EAN-13 (with 2 & 5 digits extension), EAN 128, FIM, German Post Code, GS1 DataBar, HIBC, Industrial 2 of 5, Interleaved 2-of-5 (I 2 of 5), Interleaved 2-of-5 with Shipping Bearer Bars, ISBT-128, ITF 14, Japanese Postnet, Logmars, MSI, Postnet, Plessey, Planet 11 & 13 digit, RPS 128, Standard 2 of 5, Telepen, Matrix 2 of 5, UPC-A/UPC-E (with 2 or 5 digit extension), UCC/EAN-128 K-Mart, Random Weight and Pharmacode			
	2-D Bar codes	Aztec code, Code 49, Codablock F, Datamatrix code, MaxiCode, Micro PDF417, Micro QR code,			

		PDF417,QR code, TLC 39, GS1 Composite, DotCode, Marco PDF 417	
Code Pages		Codepage 437, 737,850, 851, 852, 855, 857, 860, 861, 862, 863, 865, 866, 869 Windows 1250, 1251, 1252, 1253, 1254, 1255, 1257 Unicode UTF8 、 UTF16BE 、 UTF16LE	
Graphics		Resident graphic file types are BMP and PCX, other graphic formats are downloadable from the software	
Interfaces		USB 2.0 Type-B USB Host Type-A	USB 2.0 (Type B) Serial port (RS232) Ethernet 10/100 Mbps (IEEE 802.1X) 2 USB Host (Type A)
Real Time Clock		Options	
Control Panel		Two bi-color status-LEDs: Ready, Status Control key: FEED	
Power		Auto Switching 100-240VAC, 50-60Hz	
Environment	Operation temperature	41°F to 104°F (5°C to 40°C)	
	Storage temperature	-4°F to 122°F (-20°C to 50°C)	
Humidity	Operation	30-85%, non-condensing.	
	Storage	10-90%, non-condensing.	
Agency Approvals		CE (EMC)、FCC Class B、CB、cULus、ICES-003、UKCA、ENERGY STAR <i>*(The safety certification marks may be different depending on sales regions.)</i>	
Dimension	Length	11.2" (285 mm)	
	Width	8.9" (226 mm)	
	Height	6.8" (171 mm)	
Weight		6 lbs (2.72Kg), excluding consumables	
Options		Cutter module (Dealer Install) Label Dispenser (Dealer Install) BT (Dealer Install) Wireless LAN (Dealer Install) WiFi and BT (BLE 5.0) combo module (Dealer Install) External label unwind stand External label rewinder Real Time Clock (RTC) (Dealer Install)	

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

* 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.

* The cutter is an optional accessory. If the cutter is installed, it is not suitable for children to approach.

APPENDIX

Interface

Pinout description

• USB Port

Connector Type : Type B				
Pin NO.	1	2	3	4
Function	VBUS	D-	D+	GND

• Serial Port

Default Settings : Baud rate 9600, no parity, 8 data bits, 1 stop bit, XON/XOFF protocol and RTS/CTS

RS232 Housing(9-pin to 9-pin)					
DB9 Socket			DB9 Plug		
---	1	1	+5V, max 500mA		
RXD	2	2	TXD		
TXD	3	3	RXD		
DTR	4	4	N/C		
GND	5	5	GND		
DSR	6	6	RTS		
RTS	7	7	CTS		
CTS	8	8	RTS		
RI	9	9	N/C		
PC			Printer		

● Ethernet

Type:RJ45								
Pin NO.	1	2	3	4	5	6	7	8
	TX+	TX-	RX+	NC	NC	RX-	NC	NC

● USB Host

Connector Type : Type A				
Pin NO.	1	2	3	4
	VBUS	D-	D+	GND

Wi-Fi Printer Server Module Installation – (Quick Setting)

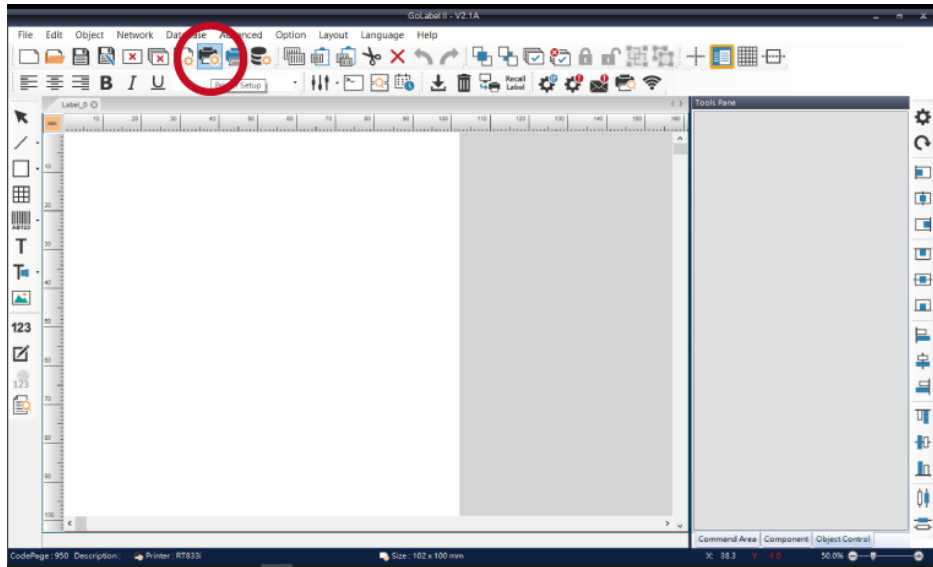


* Quick setting only supports GoLabel 1.15K and Arm 7 (FW1.100)

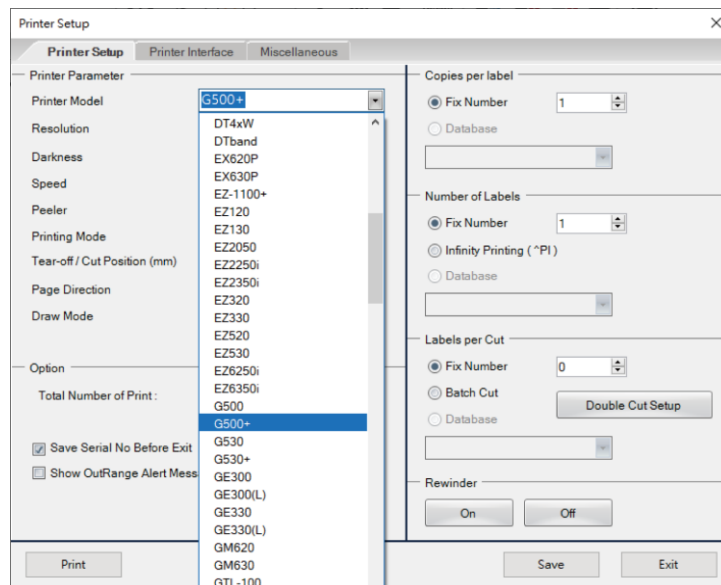
Set up wireless network through GoDEX WiFi tool

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

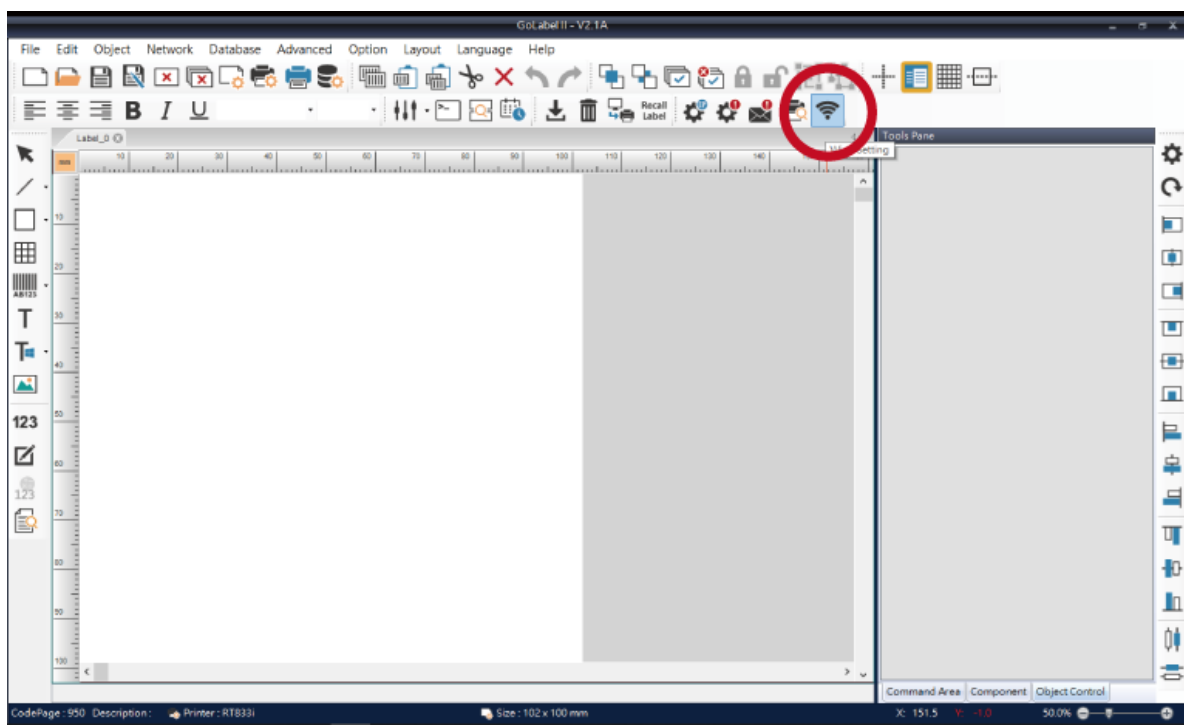
1. Turn on the printer, connect printer and computer by USB cable.
2. Start GoLabel.
3. “Generic”→”Printer Setup”.



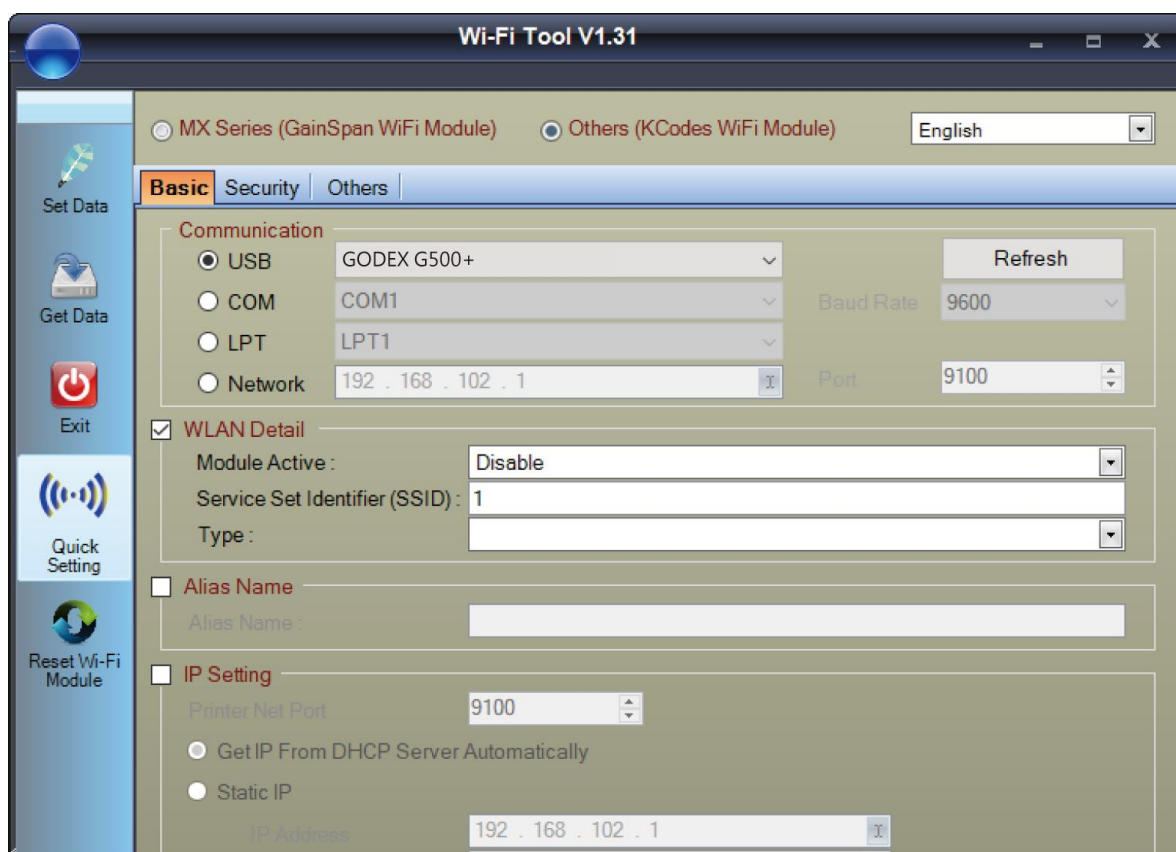
4. Select printer model (Wi-Fi supported models).



5. Click "WiFi Setting" icon.



6. Click "Quick Setting" icon.



7. Click the Search button.

[illegible][illegible]

8. Select server and click **next** button.

<Step.1> Search Wi-Fi

No.	SSID	Security	MAC Address	RSSI
00	MXAP	None	D4:8C:B5:BE:AD:05	-44
01	WiFiAP	WPA2-PSK	D6:8C:B5:BE:AD:05	-44
02	WLAN51111	WEP	D2:8C:B5:BE:AD:05	-44
03	WIFIPRINTER1	None	DE:8C:B5:BE:AD:05	-44
04	GDX-BYOD	None	24:DE:C6:97:57:B0	-54
05	GDX-Guest	None	24:DE:C6:97:57:B2	-54
06	GDX-test	WPA2-PSK	24:DE:C6:97:57:B3	-56
07	GDX-BYOD	None	24:DE:C6:97:57:80	-62
08	GDX-Guest	None	24:DE:C6:97:57:82	-62
09	GDX-test	WPA2-PSK	24:DE:C6:97:57:83	-62
10	HUAWEI-B525	WPA2-PSK	10:B1:F8:14:A2:F4	-70
11	GodexAP1	WPA-AUTO	00:50:7F:4A:24:61	-72
12	WLAN511010	None	00:50:7F:4A:24:60	-74
13	ABC123	None	00:50:7F:4A:24:63	-74
14	MXAPWPA2PER	None	00:50:7F:4A:24:62	-76
15	GDX-BYOD	None	24:DE:C6:97:57:60	-78
16	GDX-Guest	None	24:DE:C6:97:57:62	-78

Next >Cancel

9. Enter the **password** set on the server side and click the “**Setting**” button.

<Step.2> WiFi Setting

No.

11

SSID Name

GodexAP1

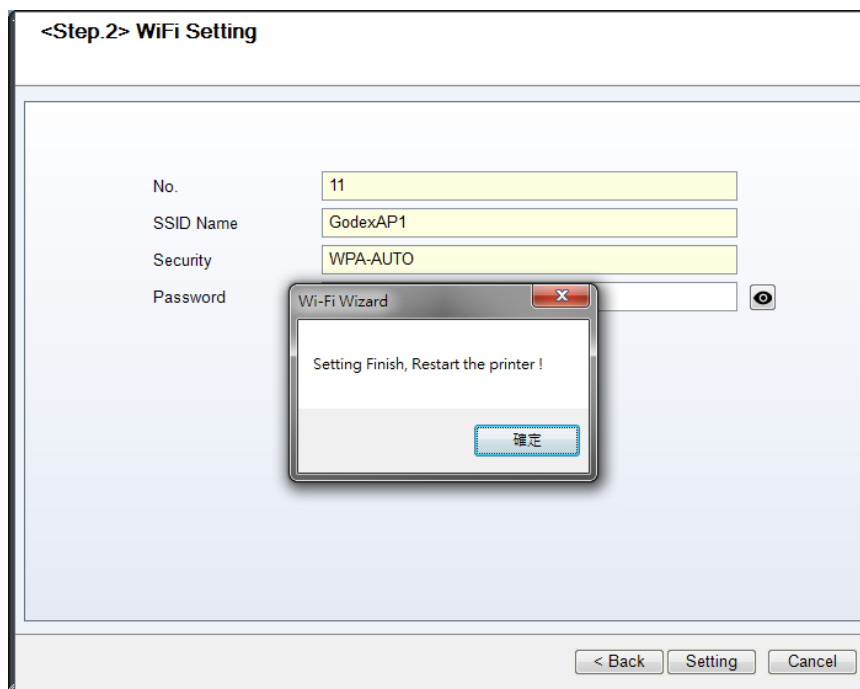
Security

WPA-AUT

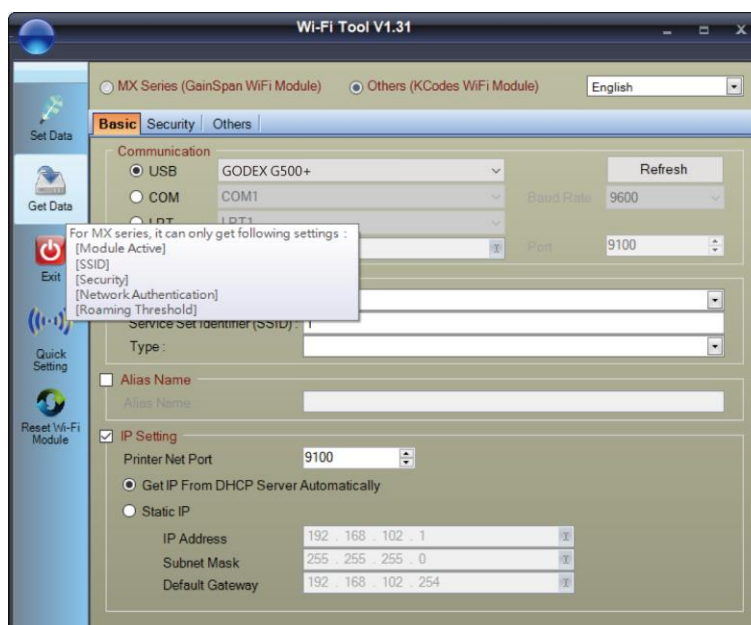
Password

< BackSettingCancel

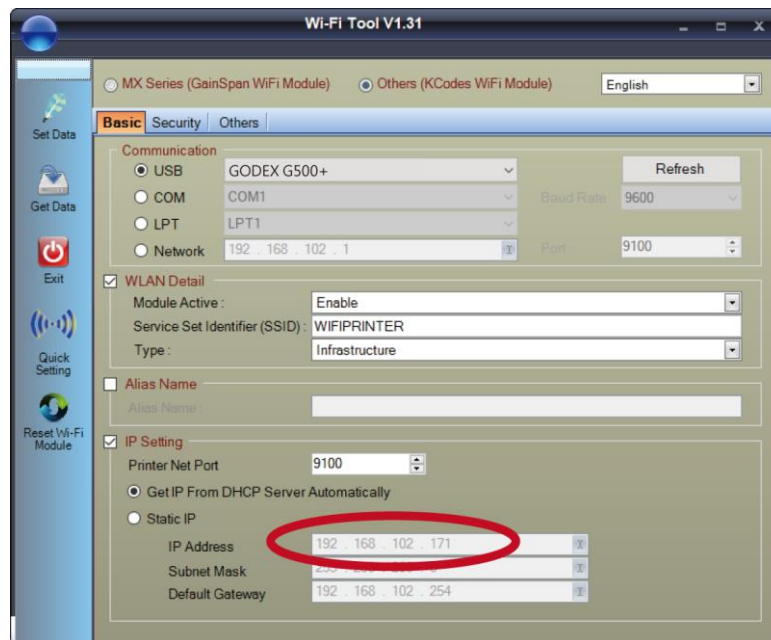
10. After the setting succeeded, a prompt will pop up and the printer will restart.



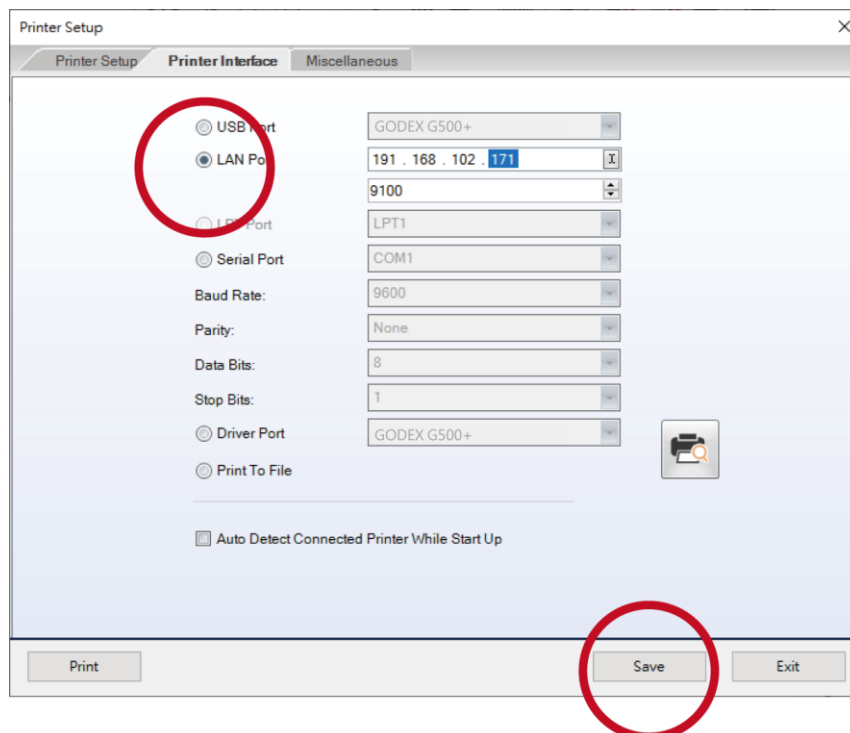
11. Select the "Basic" tab and selecting "Get Data" icon after click the "IP Settings".



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.



BT module setting instructions (Connect to mobile phone)

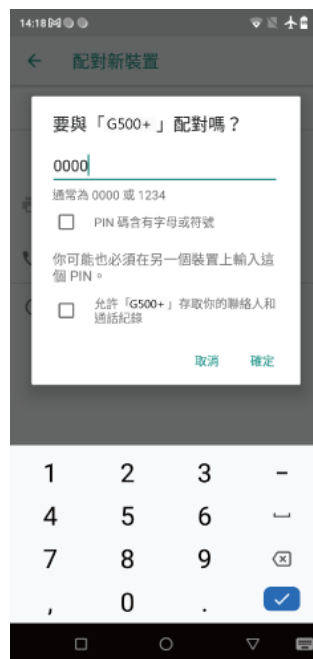
* Android applies to BT2.1 and 4.0
iOS only works with BT4.0

First pair the phone with the printer

1. Turn on the printer and wait for it to enter the "Ready" state.

2. Select the printer model you want to connect.

(The default pairing password is 0000)

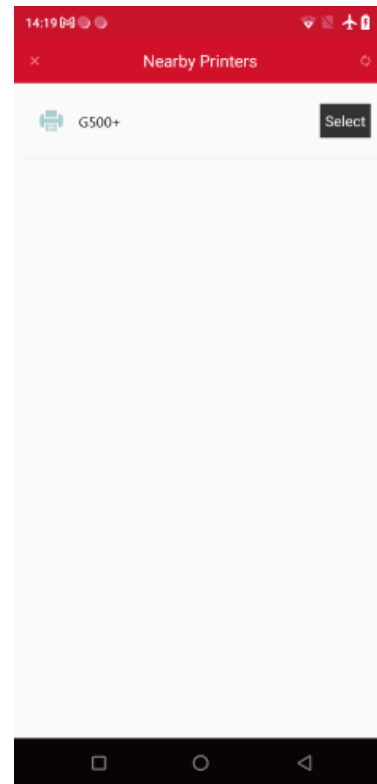
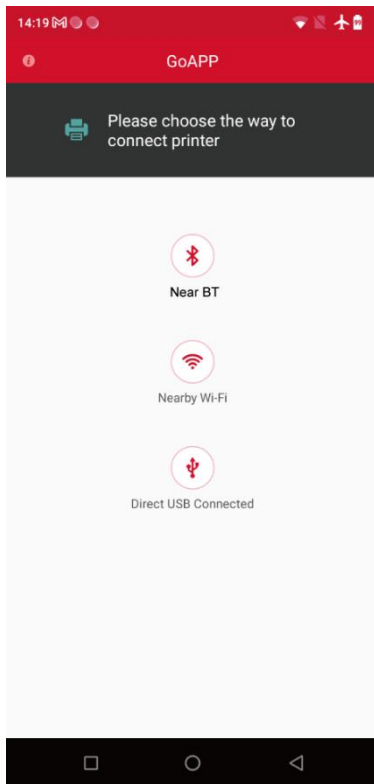


3. Open the GoApp application.

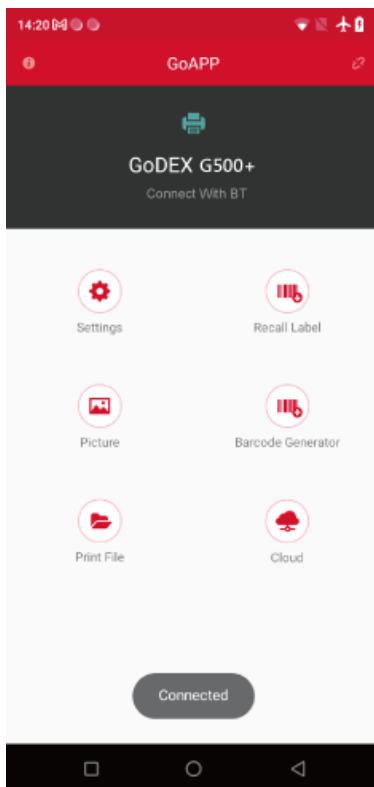


Select connection method and printer

4. For the connection method, choose “Near BT” button.
5. The printers which installed the BT module will be listed below, select the printer to connect.



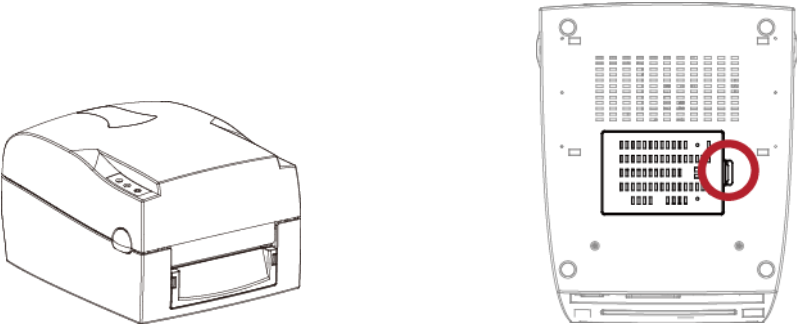
6. If the connection is successful, the function window will be displayed.



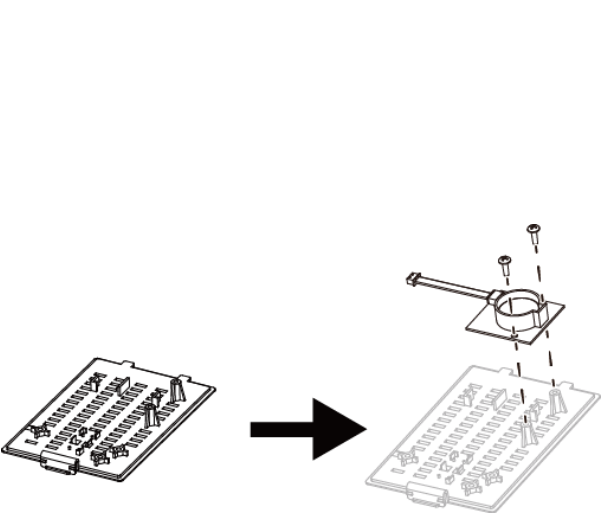
* When using the BT4.0 module, you need to use GoLabel to send the command "**^XSET,EXTERNCARDMODE,8**" to the printer first.

RTC Installation Guide

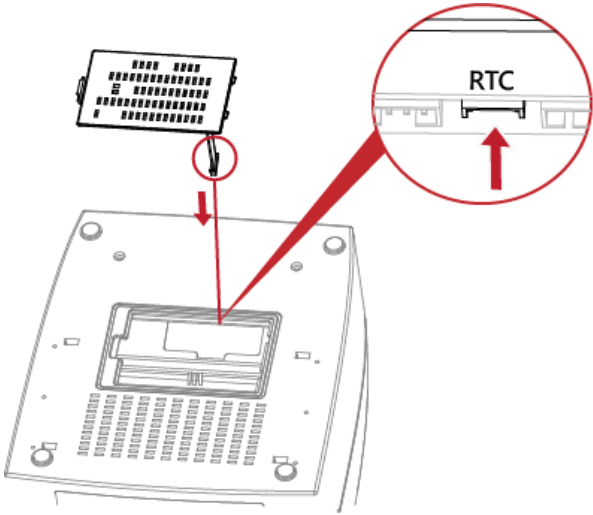
Step 1.



Step 2.



Step 3.



Installation steps completed.

