User Manual

GoDEX

HD830i+

Thermal Label Printer

User Manual	: HD830i+
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1 Thermal Label Printer....1

1-1 Package Contains....1
1-2 Printer Introduction....2
2 Printer Installation....4

2-1 Media Installation....4
2-2 Printing Mechanism Opening....5
2-3 Ribbon Installation....6
2-4 Label Installation....9
2-5 Sheet Paper Holder Installation....12
2-6 Connection with PC....13
2-7 Driver and Golabel II Installation....14
3 Printer Operation....20

3-1 Printer Operation Interface....20
3-3 LAN Setting Operation Instruction....26
3-4 Label size calibration and SelfTest Page....32
3-5 Error Message....34
3-6 Connected with USB Devices....36
4 Installing the NetSetting software....38

4-1 Installing the NetSetting....38
4-2 The Interface of NetSetting....40
5 Barcode Printer Options....47

5-1 Pre -step for Options Installation....47
5-2 Cutter Installation....48
5-3 WiFi/BT Combo Module Installation(031-W02001-000)....50
5-4 Main Board Connecter Position....51
6 Maintenance and Adjustment....52

6-1 Print Head Replacement....52
6-2 Print Line Adjustment....53
6-3 Ribbon Tension Adjustment....54
....54
6-4 Print Head Cleaning....55
6-5 Print Head Pressure Adjustment....56
6-6 Ribbon Wrinkle Adjustment....57
6-7 Cutter Error Trouble Shooting....58
6-8 Trouble Shooting....59
Appendix - Printer Specification....60

Appendix - Communication Port Specification 62
BT Setting 73
FILE MANIPULATION WHEN USING USB STICK 76

Printer Compliance Insert

Note: This equipment may be used on an IT power system.

For Users in English Speaking Regions (en)

Caution: This marking indicates that the user should read all included documentation before use.

The users of this product are cautioned to use accessories and peripherals approved by manufacturing company. The use of accessories other than those recommended, or changes to this product that are not approved by manufacturing company, may void the compliance of this product and may result in the loss of the user's authority to operate the equipment.

Caution: For power supply, use manufacturing company. No user-serviceable parts.

FCC Digital Emissions Compliance

This equipment has been tested and found to comply with the limits for a CLASS A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. 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. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at own expense.

Canadian Digital Apparatus Compliance

This Class A digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

CE Marking: Refer to the Declaration of Conformity for a list of the EU Directives and Standards that this product complies with.

Für Anwender in Deutschland (de)

Vorsicht: Diese Kennzeichnung weist darauf hin, dass der Benutzer vor dem Gebrauch alle mitgelieferten Unterlagen lesen soll.

Die Benutzer dieses Produkts werden darauf hingewiesen, nur Zubehörteile und Peripheriegeräte zu verwenden, die vom Hersteller. genehmigt sind. Falls nicht empfohlene Zubehörteile verwendet oder an diesem Produkt Änderungen vorgenommen werden, die nicht vom Hersteller. genehmigt sind, kann dadurch die behördliche Konformität des Produkts verletzt werden und der Benutzer die Berechtigung zur Verwendung des Geräts verlieren.

Vorsicht: Nur das beigefügte original Netzteil verwenden. Enthält keine Teile, die vom Benutzer gewartet werden können.

CE-Kennzeichnung: Die Konformitätserklärung enthält eine Liste der EU-Richtlinien und Normen, denen das Produkt entspricht.

Warnhinweis

Dies ist ein Produkt der Klasse A. In Wohnumgebungen kann dieses Produkt Funkstörungen verursachen. In diesem Fall obliegt es dem Anwender, angemessene Maßnahmen zu ergreifen.

Pour les utilisateurs canadiens et français (fr)

Attention: Ce marquage indique que l'usager doit, avant l'utilisation, lire toute la documentation incluse.

Attention: Pour la source d'alimentation, utilisez fabricants. Il ne contient aucune pièce réparable par l'utilisateur.

Utilisateurs de ce produit sont avisés d'utiliser des accessoires et des périphériques approuvés par fabricants. L'utilisation d'accessoires autres que ceux recommandés ou des changements à ce produit qui ne sont pas approuvés par fabricants. peuvent annuler la conformité de ce produit et mettre fin au droit qu'a l'usager d'utiliser l'équipement.

Conformité aux normes canadiennes sur les appareils numériques

Cet appareil numérique de la classe A respecte toutes les exigences du Réglement sur le matériel brouilleur du Canada.
AVERTISEMENT: Il s'agit d'un produit de classe A. Dans un environnement domestique, ce produit pourra provoquer des interférences radio auquel cas l'utilisateur pourrait avoir à prendre de mesures adéquates.

適用於臺灣使用者（zh-tw)

注意：此標誌表示使用者應在使用前先閱讀所有隨附的文件。

本產品的使用者必須小心使用製造商許可的配件與週邊設備。
使用非上述建議的配件，或是在未經製造商許可的情況下變更本產品可能會使得本產品的相容性失效，並且使得使用者喪失操作設備的權力。

請使用製造商電源。無使用者可自行維修之零件。

사용자안내문
이 기기는 업무용 환경에서 사용할 목적으로 적합성평가를 받은 기기로서
가정용 환경에서 사용하는 경우 전파간섭의 우려가 있습니다

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 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.

TO WHICH THIS DECLARATION RELATES

IS IN CONFORMITY WITH THE FOLLOWING STANDARDS

IEC 62368-1:2018
EN 55032:2015/A1:2020, Class B
EN IEC 61000-3-2:2019/A1:2021
EN 61000-3-3:2013/A1:2019
AS/NZS CISPR 32:2015 AMD 1:2020

EN 55035:2017/A11:2020
IEC 61000-4-2 Ed. 2.0:2008
IEC 61000-4-3 Ed.4.0:2020
IEC 61000-4-4 Ed. 3.0:2012
IEC 61000-4-5 Ed. 3.1:2017
IEC 61000-4-6 Ed. 4.0:2013
IEC 61000-4-8 Ed. 2.0:2009
IEC 61000-4-11 Ed. 3.0:2020

FCC CFR Title 47 Part 15 Subpart B:2015 Class B, CISPR 22:2008

ANSI C63.4: 2014 ICES-003 Issue 6:2016,Class B2

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

SAFETY INSTRUCTIONS

Please read the following instructions carefully.

- Keep the equipment away from humidity.
- Before you connect the equipment to the power outlet, please check the voltage of the power source.
- Make sure the printer is off before plugging the power connector into the power jack.
- It is recommended that you connect the printer to a surge protector to prevent possible transient overvoltage damage.
- Be careful not to get liquid on the equipment to avoid electrical shock.
- For safety and warranty reasons, ONLY qualified service personnel should open the equipment.
- Do not repair or adjust energized equipment under any circumstances.
- The power supply cord(s) must be plugged into socket-outlet(s) that is/ are provided with a suitable earth ground.

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.

Specifications are subject to change without Note

1 Thermal Label Printer

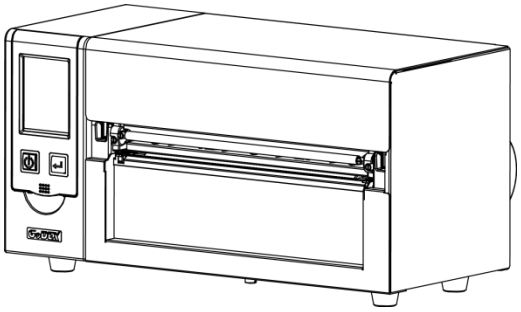
1-1 Package Contains

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

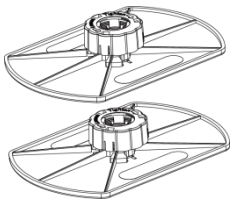
(Package content and Logo style may vary per region。)

- Thermal Label Printer

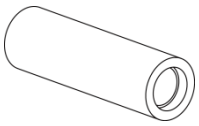
HD830i+



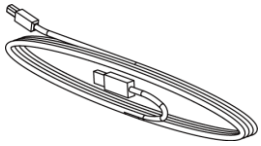
- Label Roll Stopper



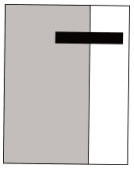
Media Sample



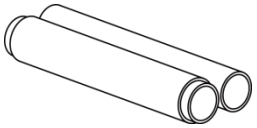
USB cable



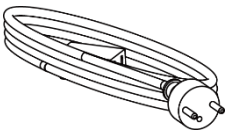
Quick Start Guide



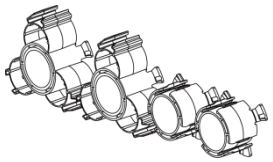
Ribbon



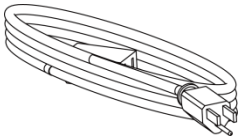
Power Cord(EU)



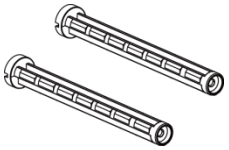
inch1.5/ 3inch Adaptor



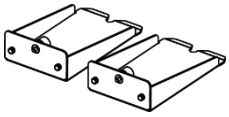
Power Cord(US)



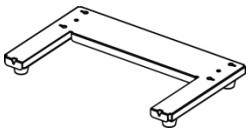
Ribbon Shaft



Label Roll Holder



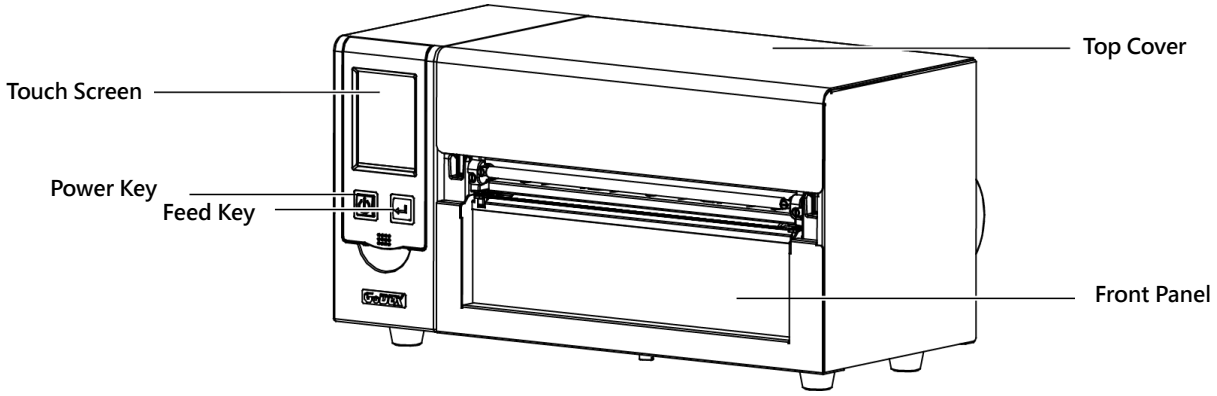
Media Holder Base



Media Shaft

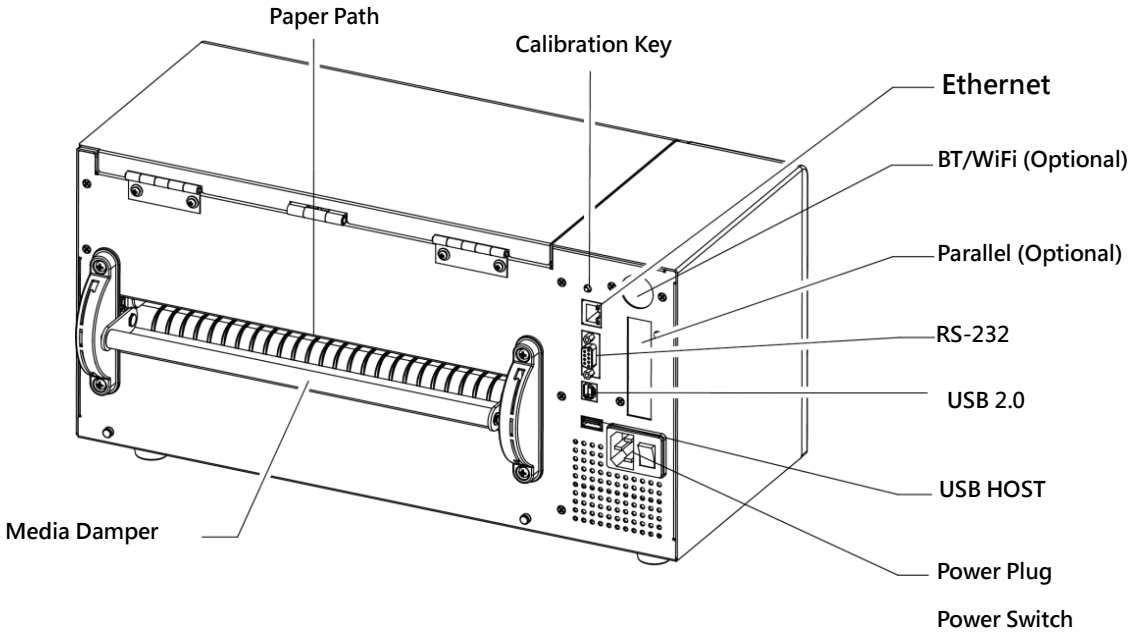
1-2 Printer Introduction

Front View

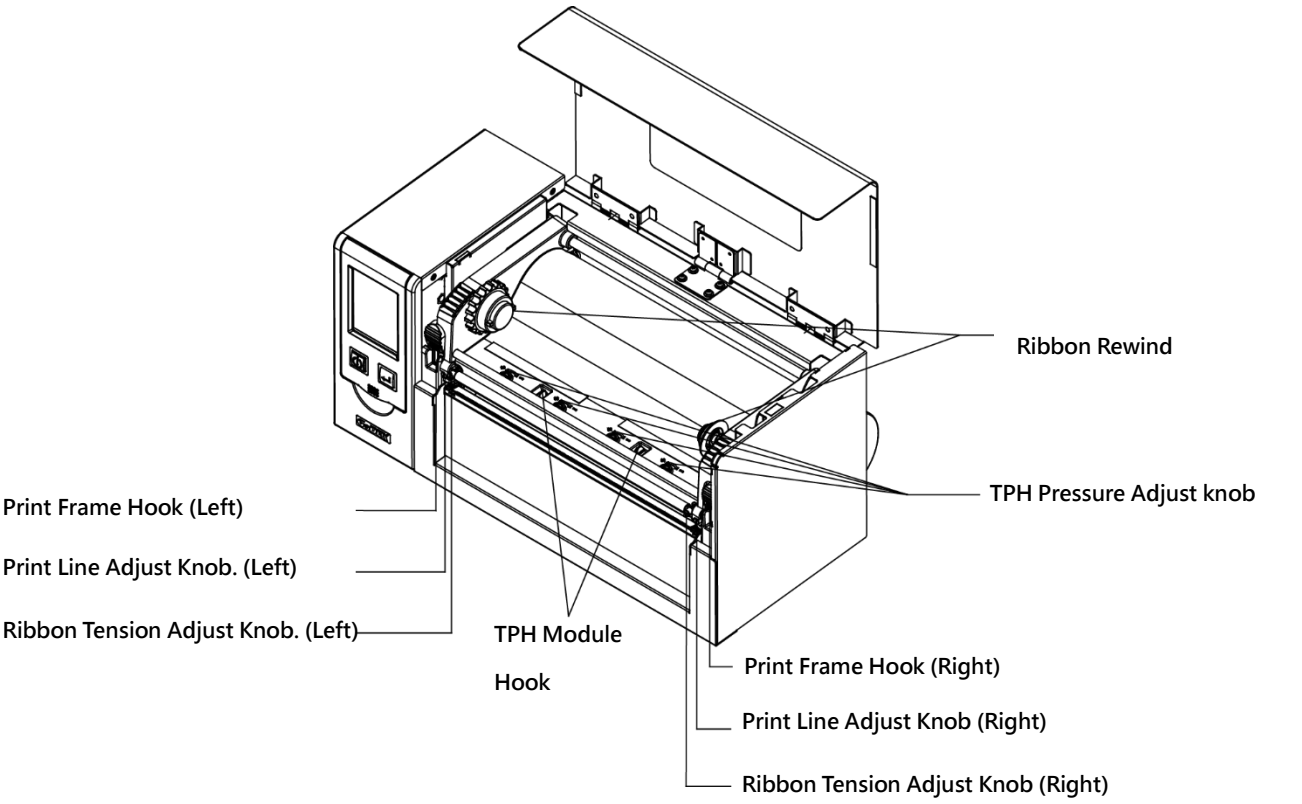


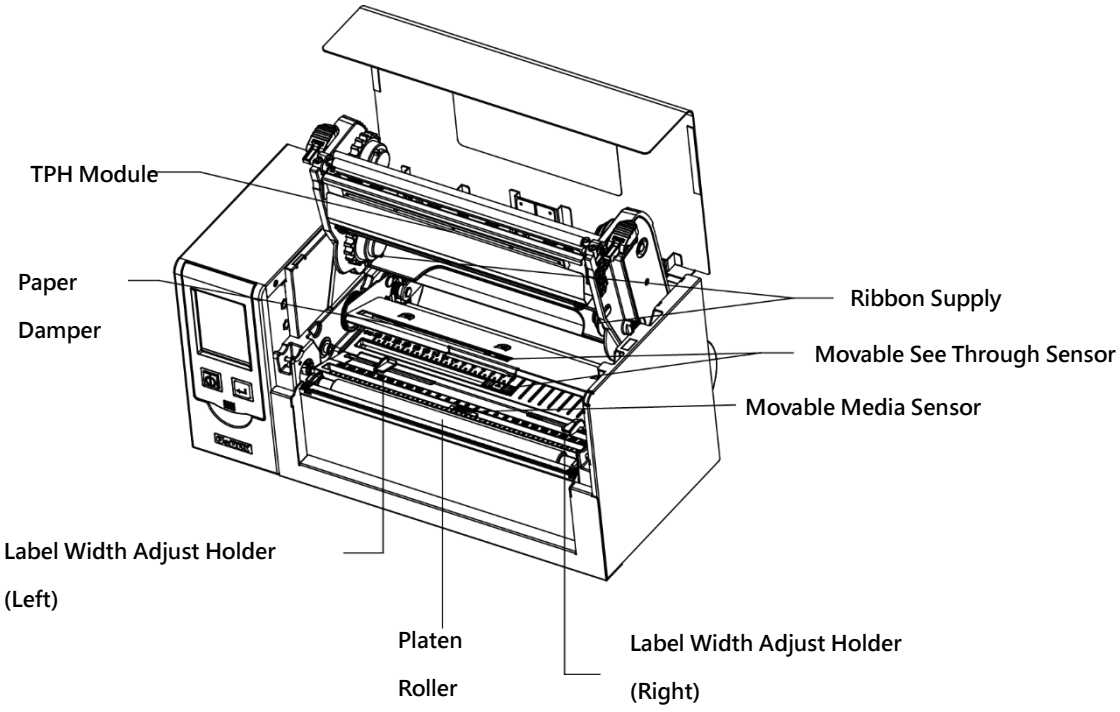
Rear View

(Interface might differed per Optional interface)



Open Top Cover

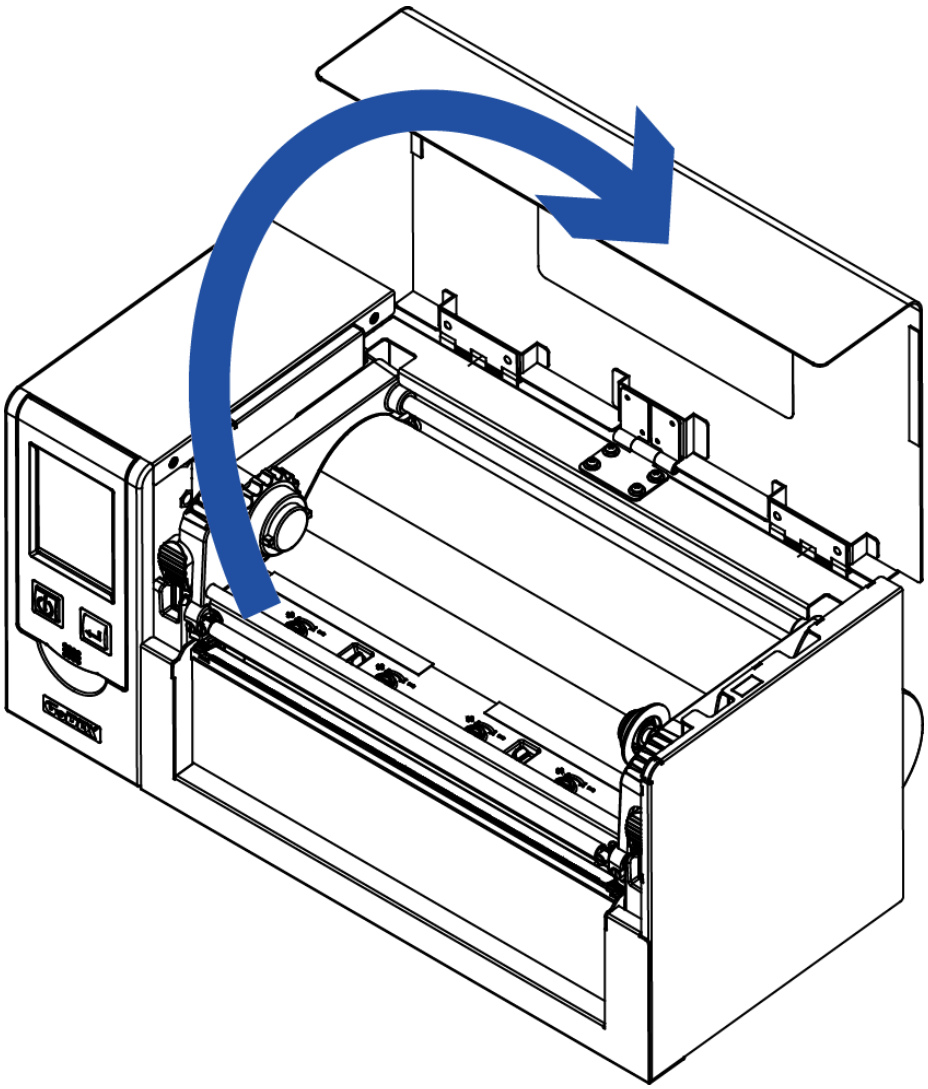




2 Printer Installation

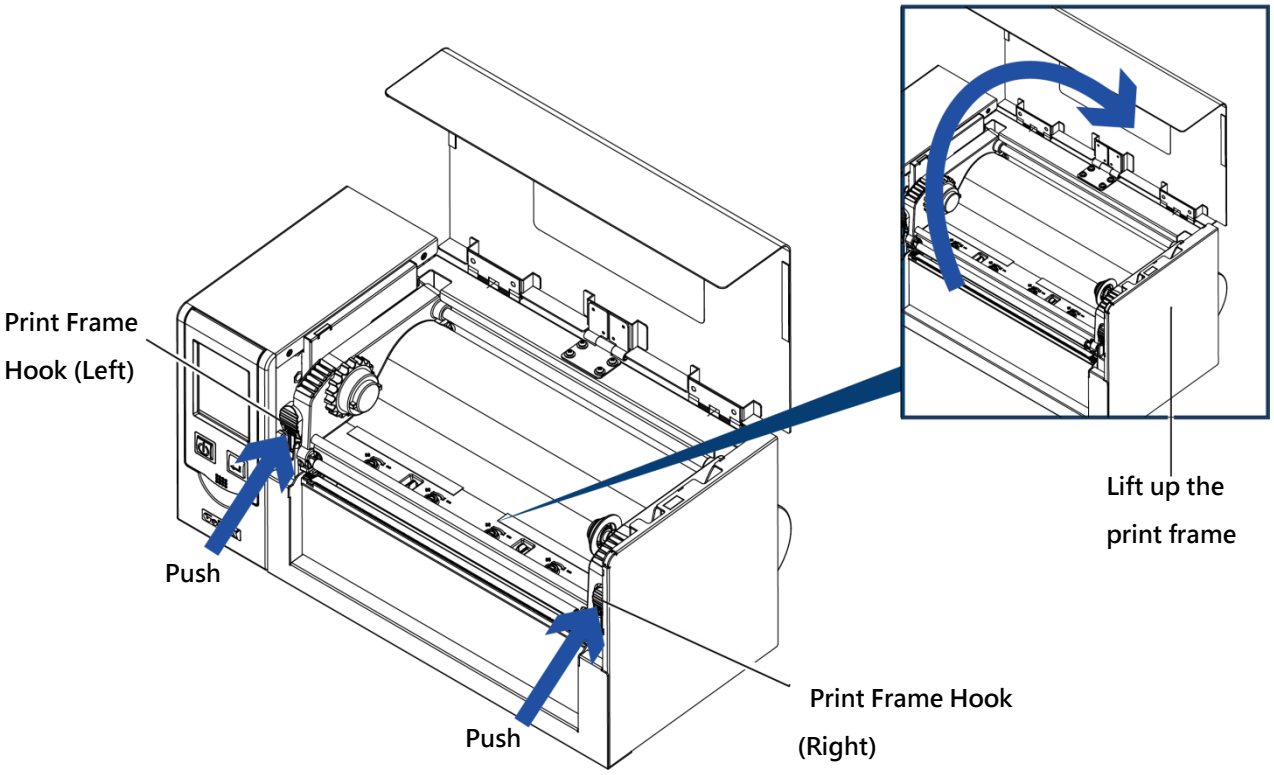
2-1 Media Installation

- Lift up the top cover



2-2 Printing Mechanism Opening

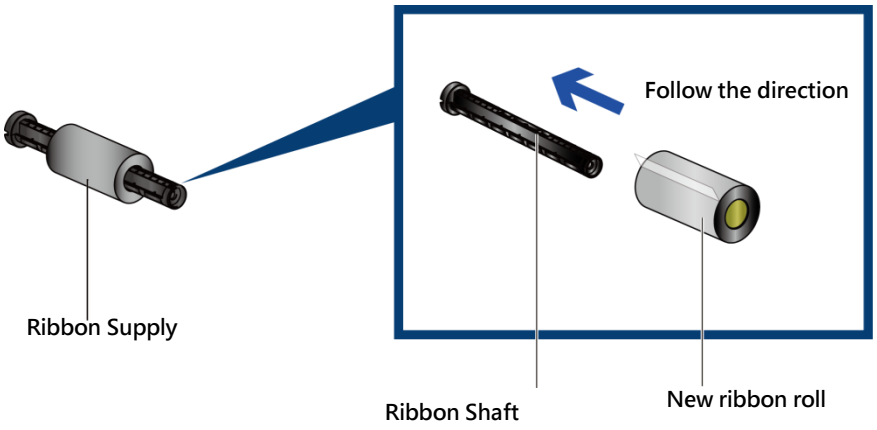
- Push the Print frame hook on the side to head up the print frame.



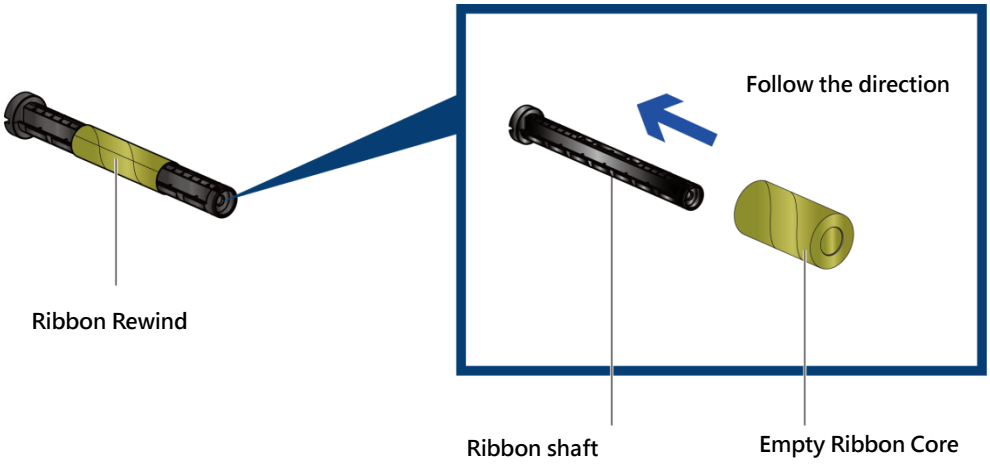
2-3 Ribbon Installation

(4 inch Ribbon)

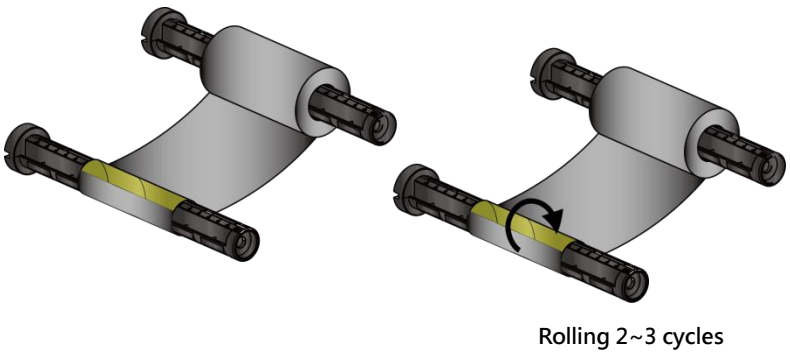
- Plug a new ribbon roll into the ribbon Shaft



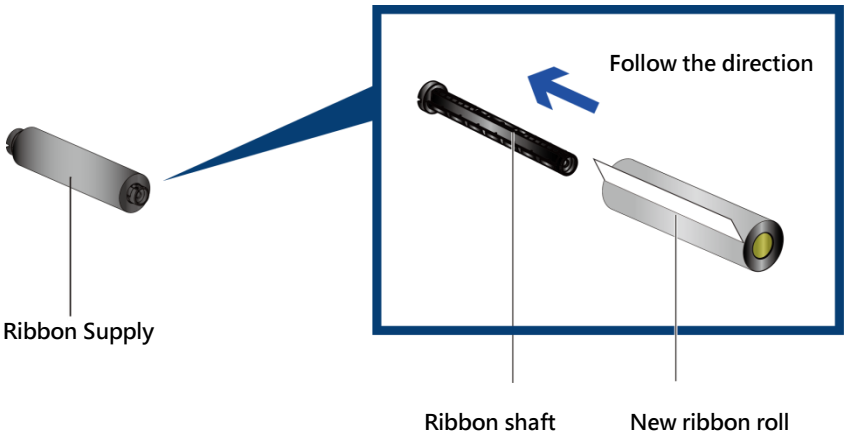
Install the empty ribbon core into ribbon shaft



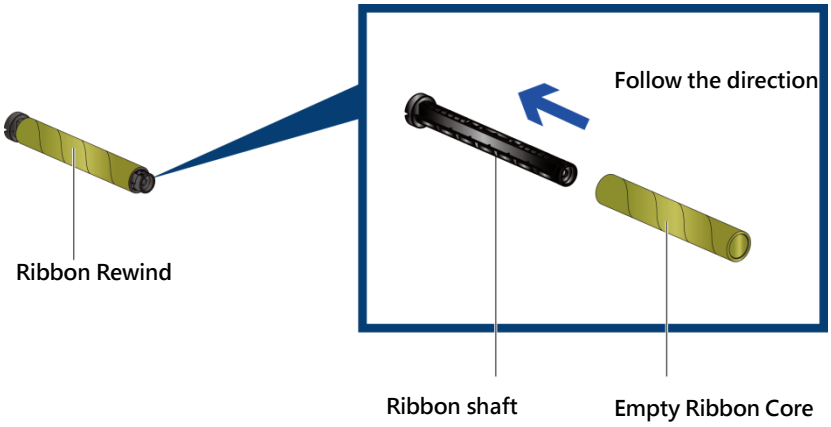
Stick the ribbon with the Ribbon Rewind units and rolling 2~3 cycles.



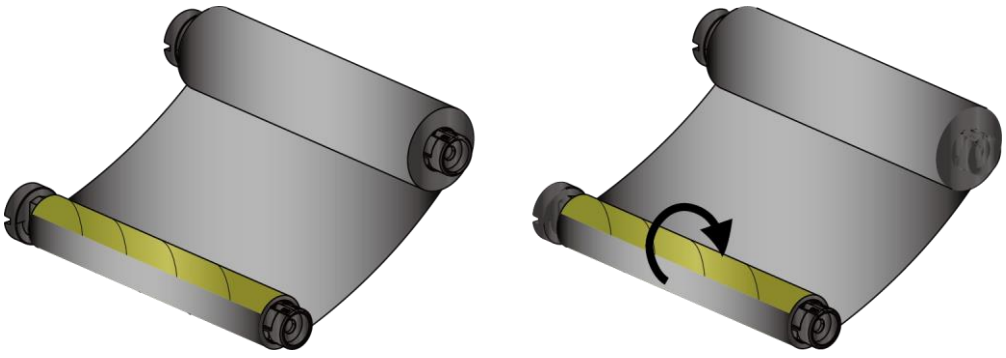
(8 inch Ribbon)



Install the empty ribbon core into ribbon shaft

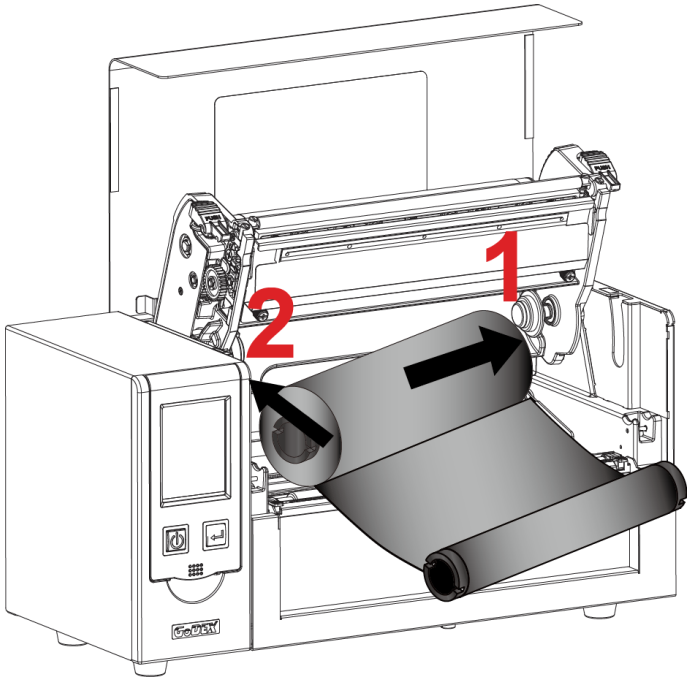


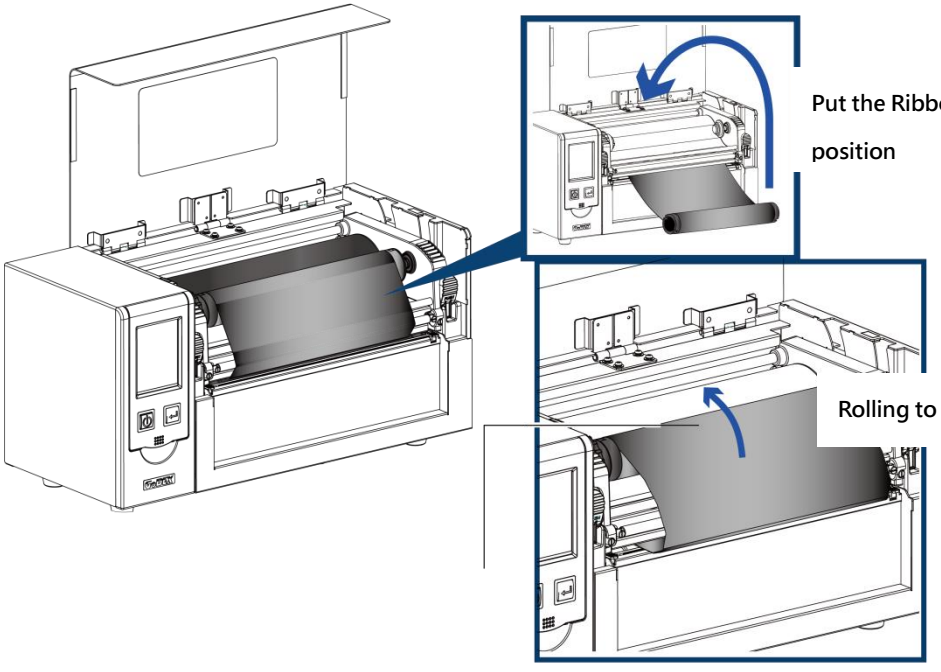
Stick the ribbon with the Ribbon Rewind units and rolling 2~3 cycles



➢ **Install the Ribbon into the Barcode Printer**

Follow the below drawing to install the ribbon in position.

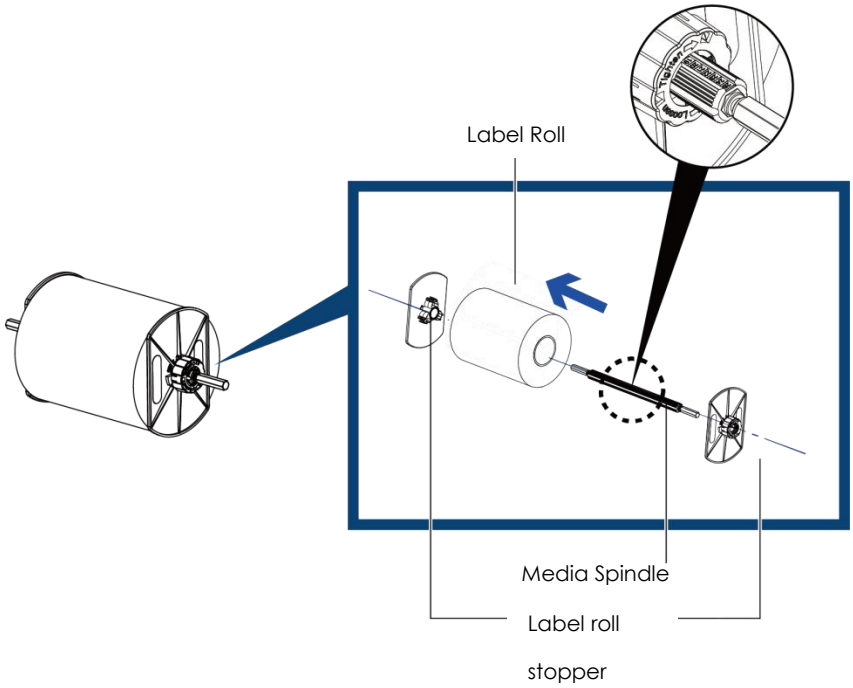




2-4 Label Installation

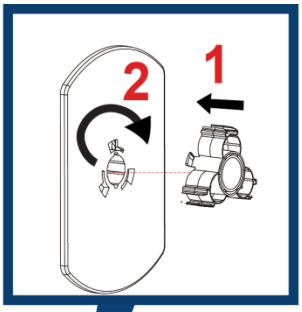
➢ Label Roll Ass'y

Put the label roll into media spindle and then install the label roll stopper on the both side to make the media roller in position.



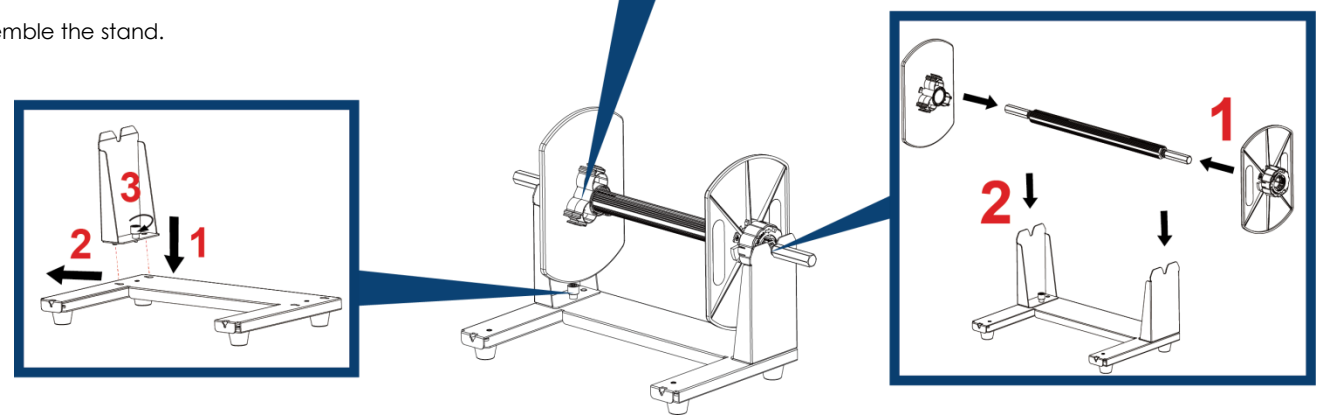
➢ Label Holder Stand

Follow the direction to secure the core adaptor



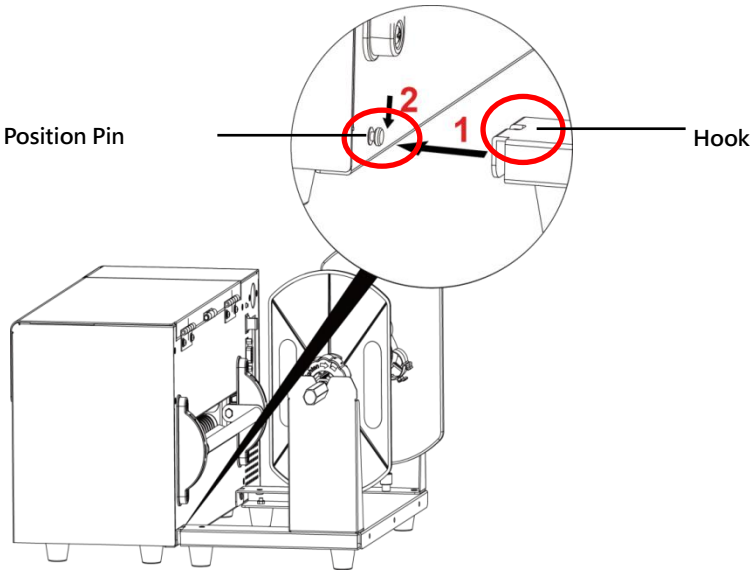
Follow the Arrow mark and No. to assemble the stand.

Follow the Arrow mark and No. to assemble the stand.

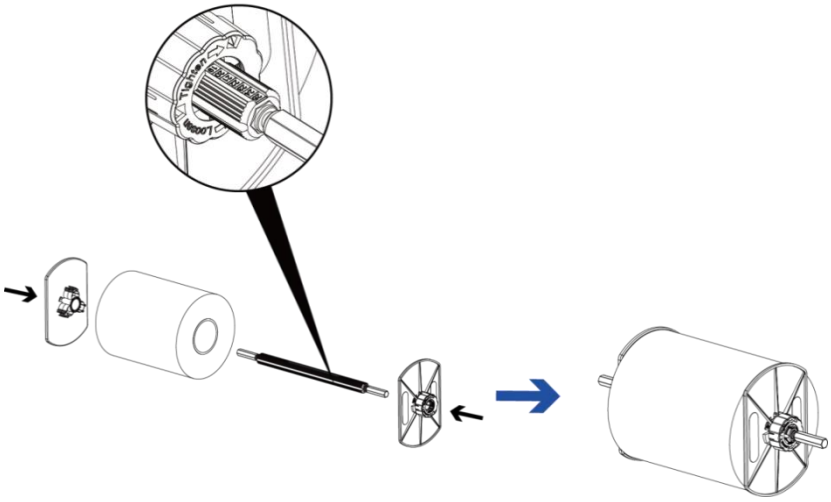


➢ **Label Installation**

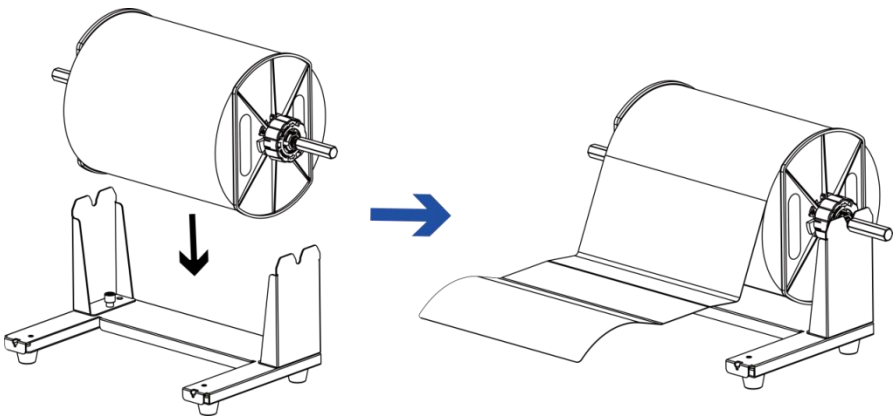
Step 1. Following the arrow mark and No. to put the label roll holder into position.



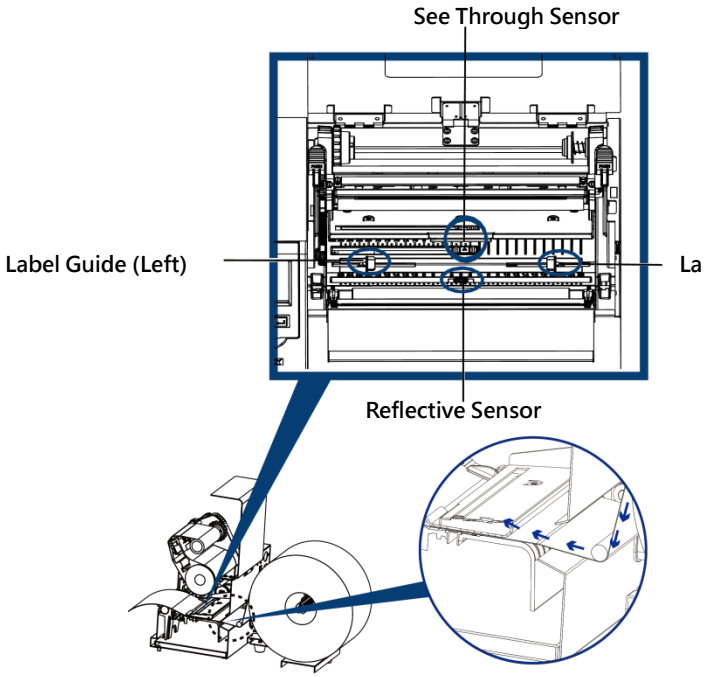
Step 2. Following the below arrow mark and direction to put the label roll into position.

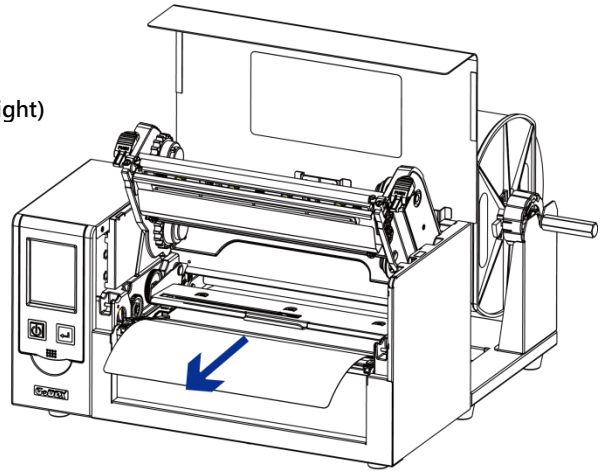


Step 3. Put the label roll into label roll stand.

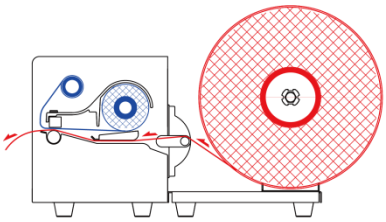


Step 4. Put the label pass through the label guide and then adjust the suitable label width according to.

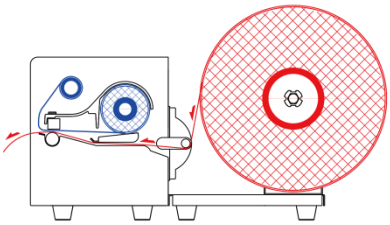




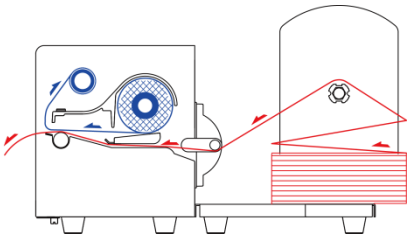
Inside Label Roll Installation



Outside Label Roll Installation

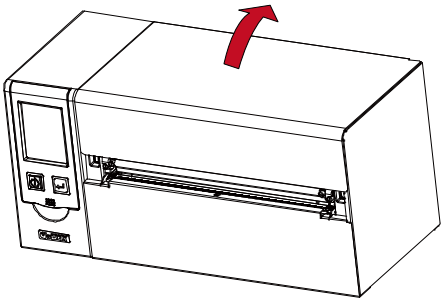


Fanfold paper Installation

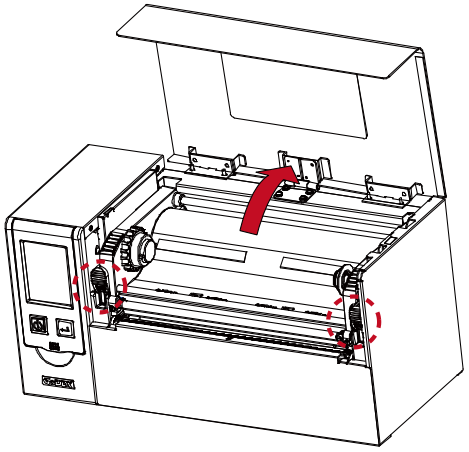


2-5 Sheet Paper Holder Installation

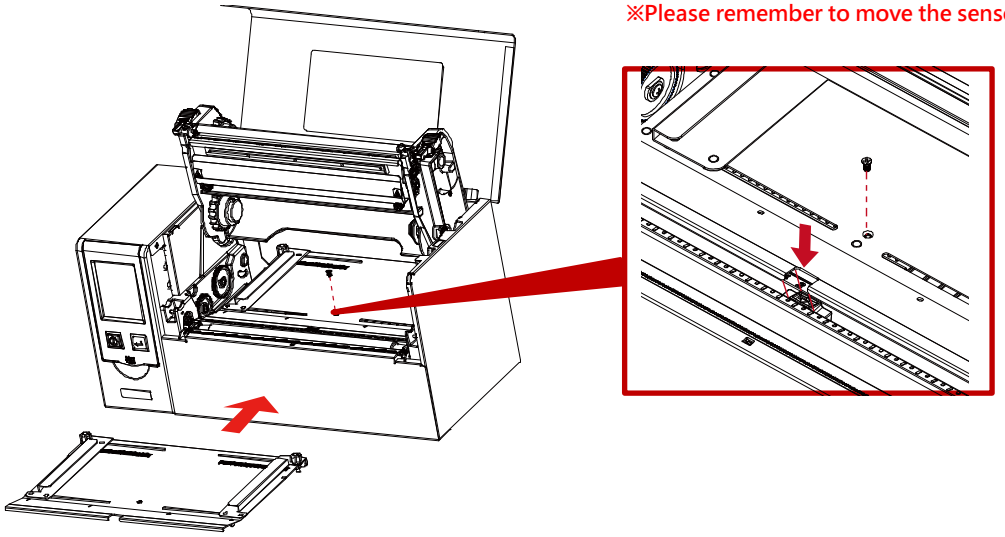
Open the top cover



Press the print head hook on both sides to open the TPH

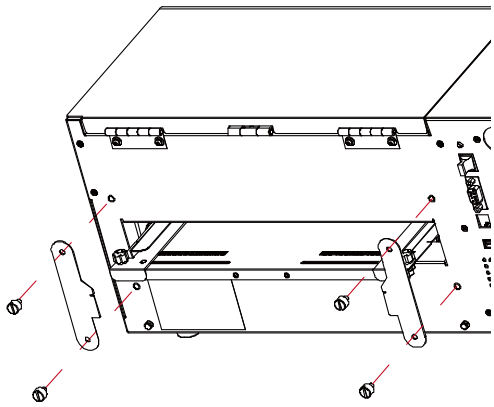


Install the Sheet paper Holder and Screw the screw.

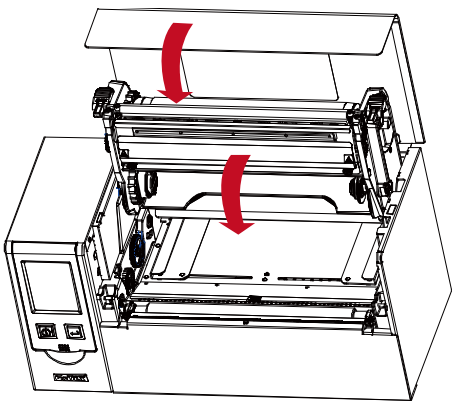


※Please remember to move the sensor to the position of scale 0.

Screw the screws.

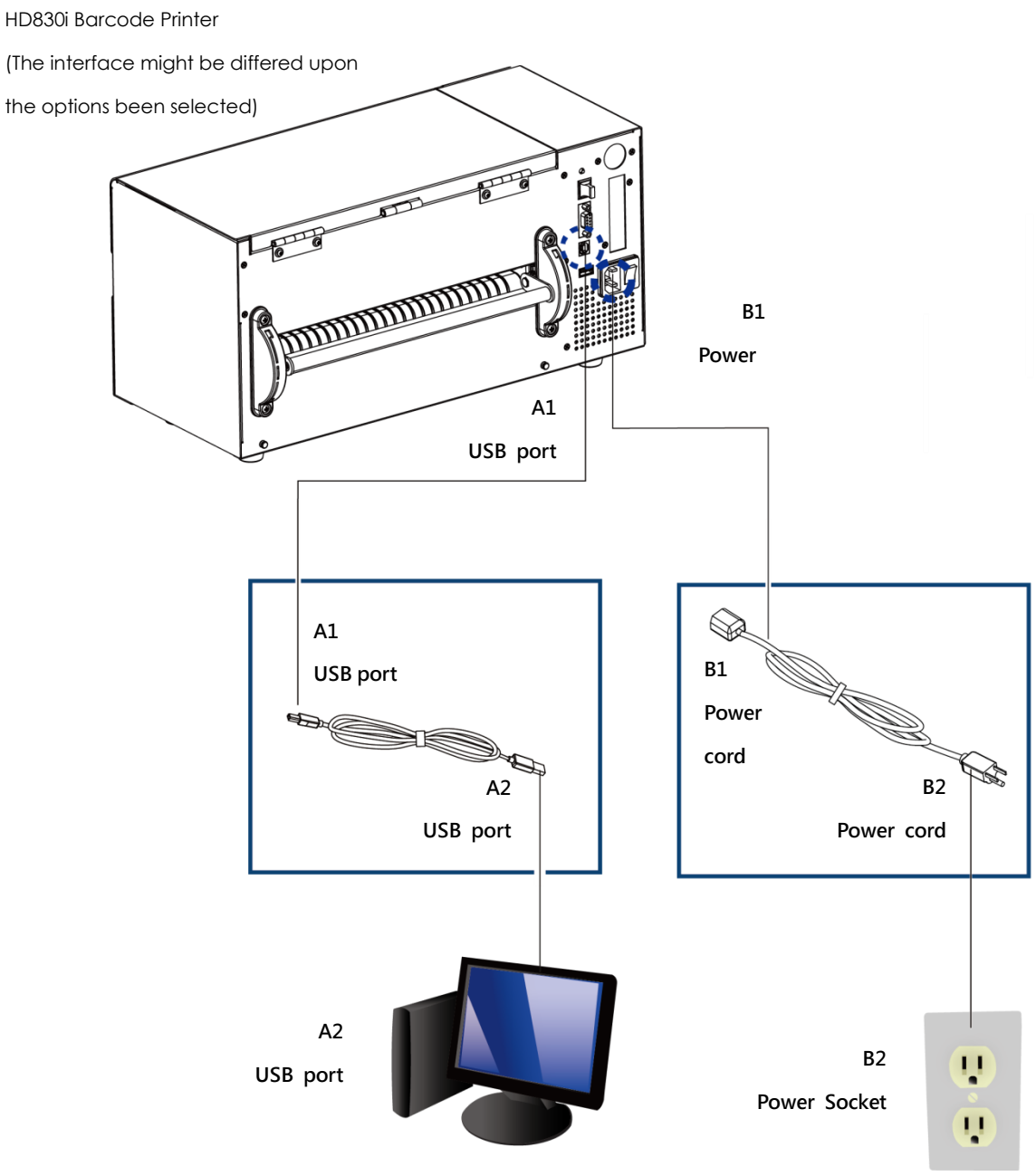


Close the TPH and top cover



2-6 Connection with PC

1. Make sure the Barcode Printer power is in off status.
2. Put the power cord one side on the power plug, one side on the power adaptor.
3. Connect the transmission cable in between PC and printer (The cable might be differed according to option selected) .
4. After the media (ribbon) installation, then power on the printer, wait the status turned to ready.



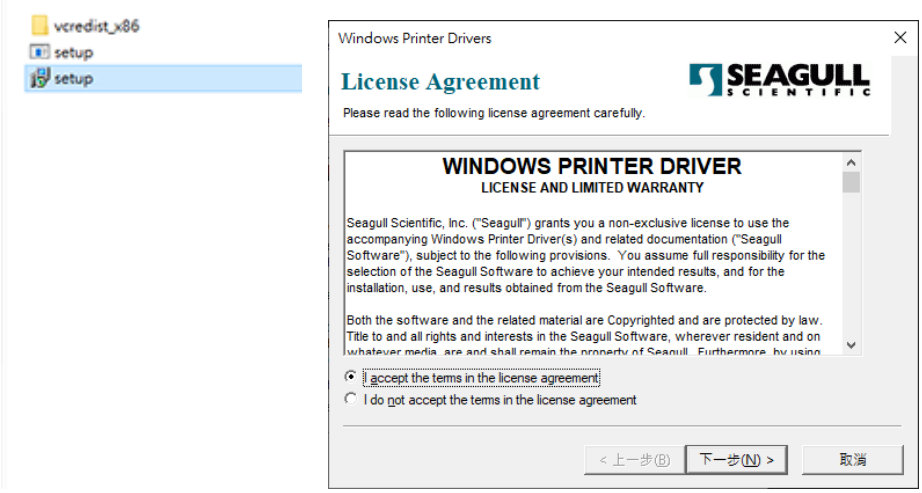
2-7 Driver and Golabel II Installation

Relevant documents and software can be found and download on GoDEX official website. (www.godexintl.com)

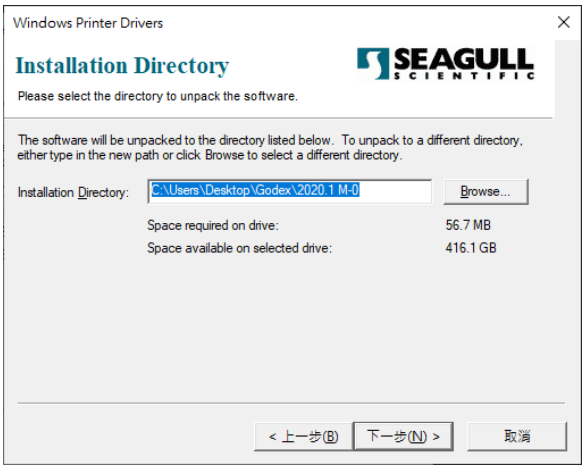
Driver

Step1. Click the compressed driver file in the folder.

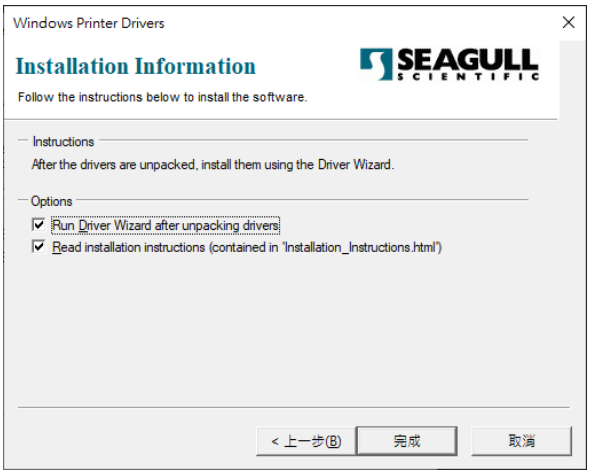
Select "I accept the terms in the license agreement." and click "Next".



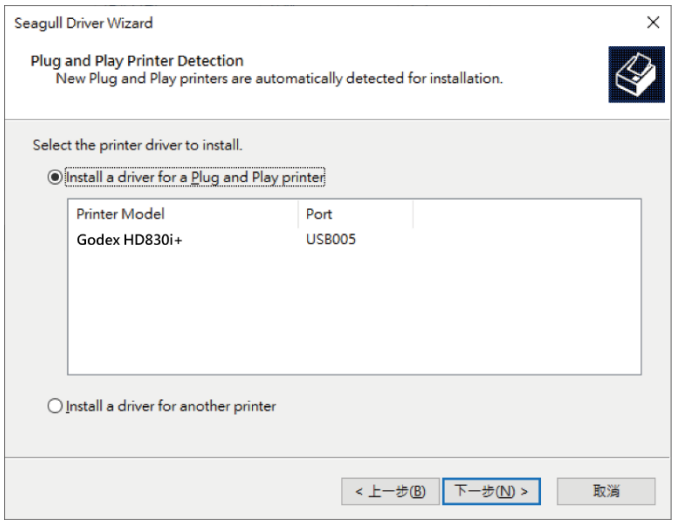
Step2. Select the path to unzip and click "Next"



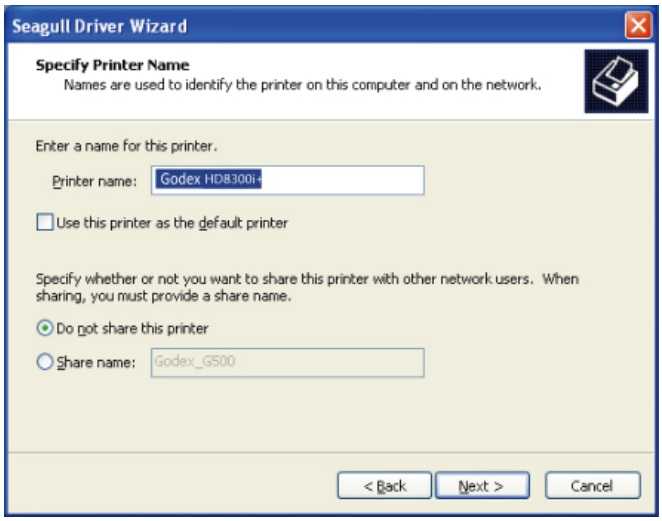
Step3. Click "Finish" and open the Driver Wizard



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

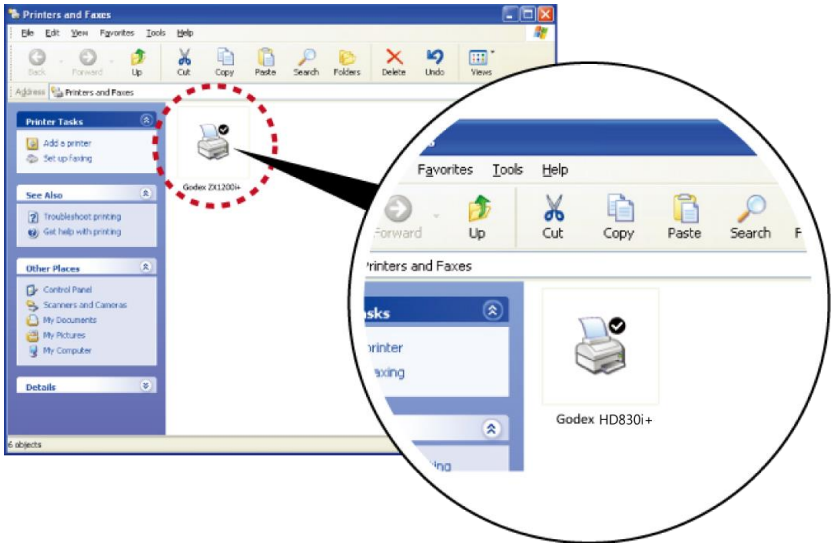


Step5. After entering the printer name, click "Next"



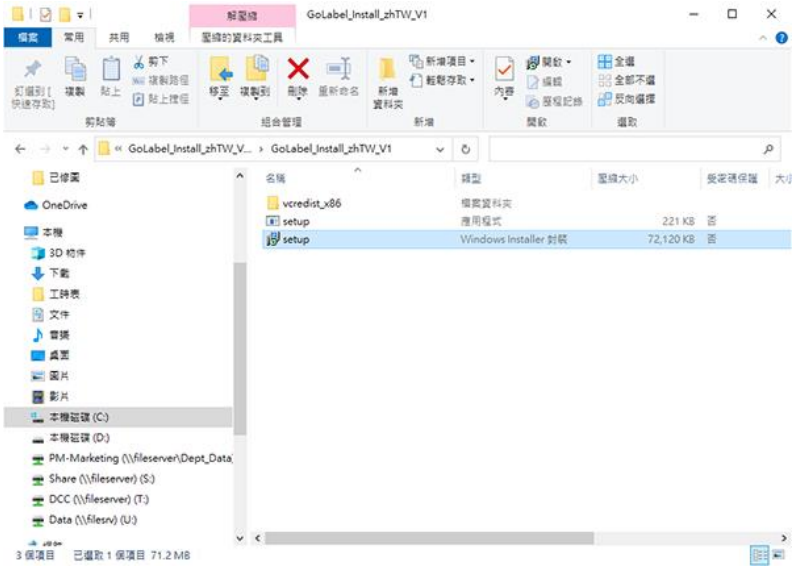
Step6. After confirming the settings, click "Finish" to install.

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

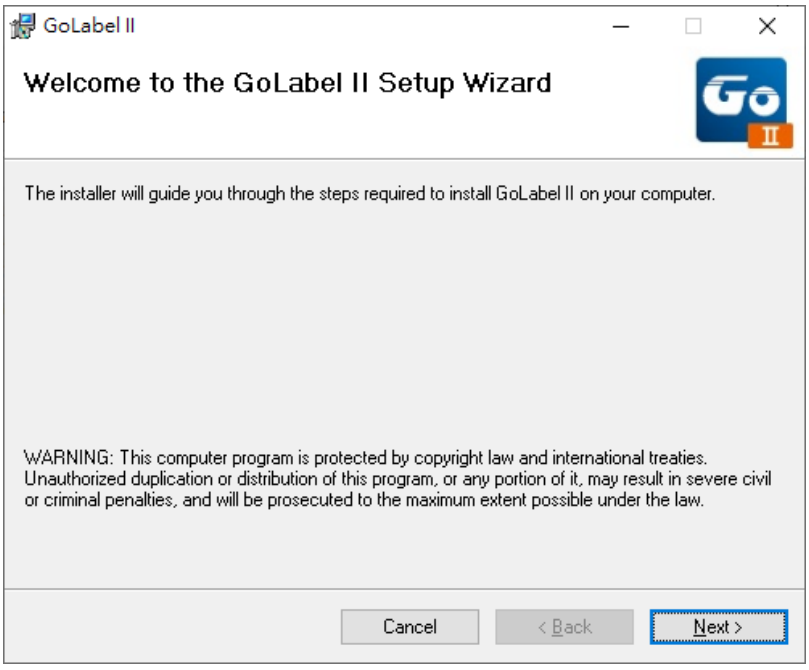


Installing GoLabel II

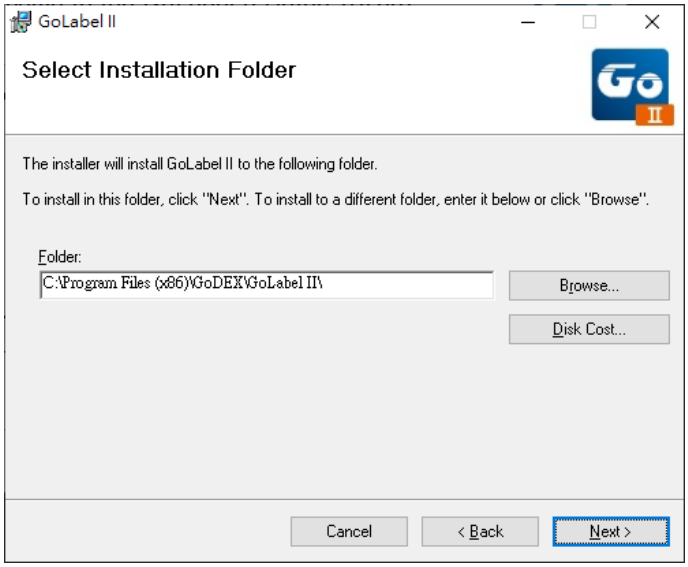
Step1. Click the installer in the folder to install.



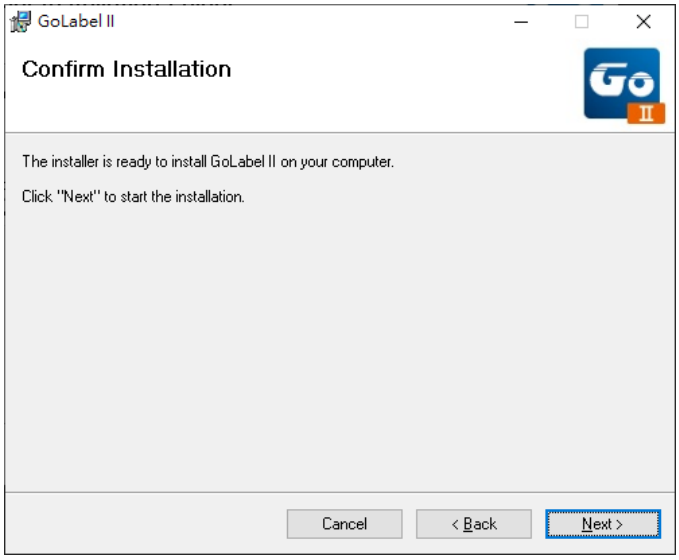
Step2. After entering the installation screen, click “Next”.



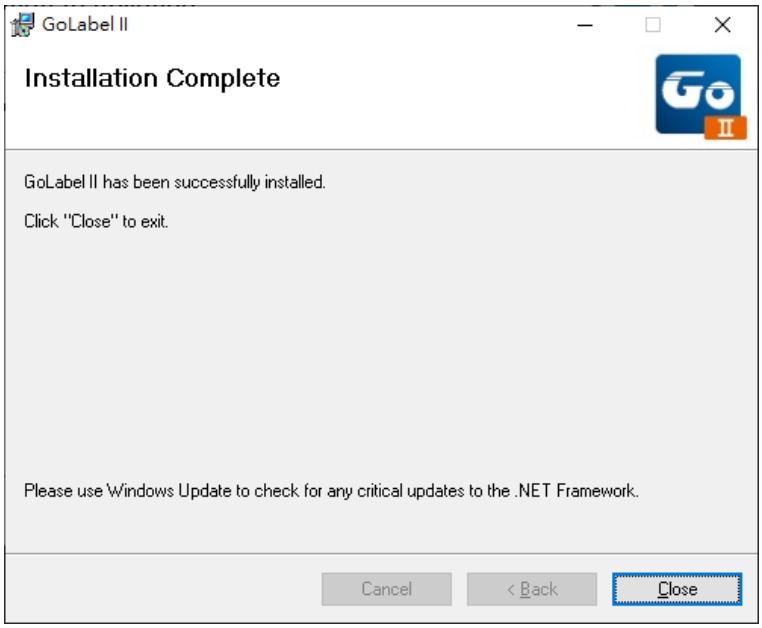
Step3. After selecting the folder to install, click “Next”



Step4. Click Next to start the installation.

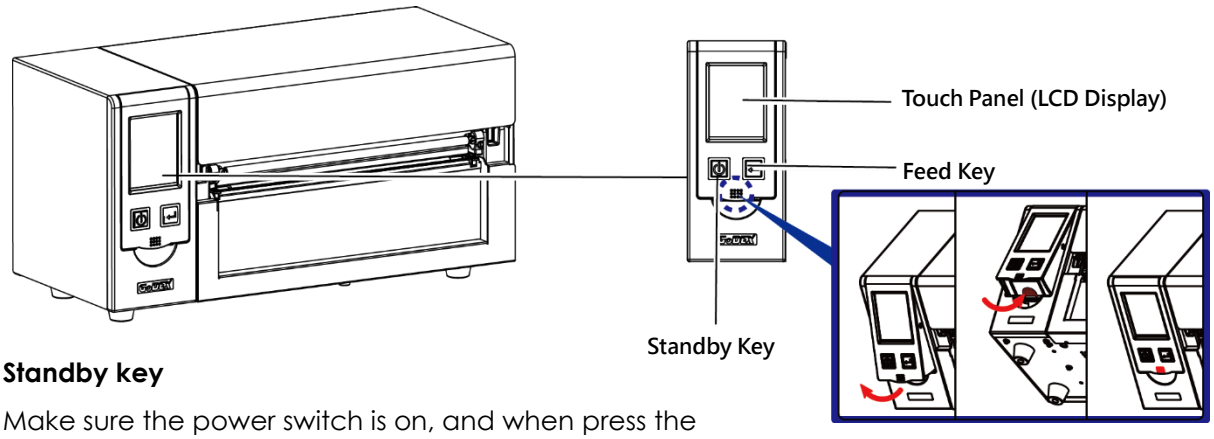


Step5. Finish installation



3 Printer Operation

3-1 Printer Operation Interface



Standby key

Make sure the power switch is on, and when press the "Standby key", the Touch panel (LCD Display) will light up and show "Ready". When press and hold the "standby key" in 3 seconds, then the printer will be getting into "standby" mode.

Feed key

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 3-6. for the label size calibration function) on the label stock.

Pause _ Feed key

If you want to pause the printing, just press the feed key then the printer will be on pause status, besides, the LCD will show "Pause" till you press the feed key again the printer will not print any further.

EX, if the printer is setting for 10 pages printing, when user press the feed key during the 2nd pages printing, the printer will stop printing till feed key been pressed again.

Cancel Printing_ Feed key

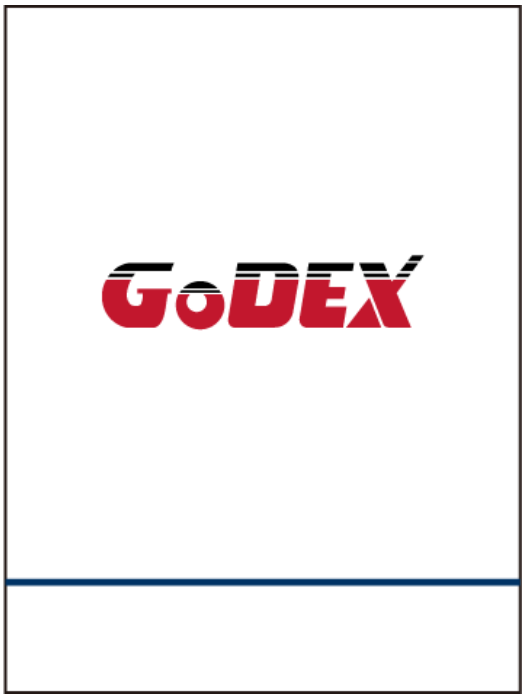
Press and hold feed key in 3 seconds during printing, the Printer will be backed to standby mode and LCD will display "Standby"and the printing job has been cancelled.

EX. If the printer is setting for 10 pages printing, when user press the feed key during the 2nd pages printing, the printer will stop printing from the 3rd page and back to Standby condition since the rest printing job has been cancelled.

3-2 LCD Operation Introduction

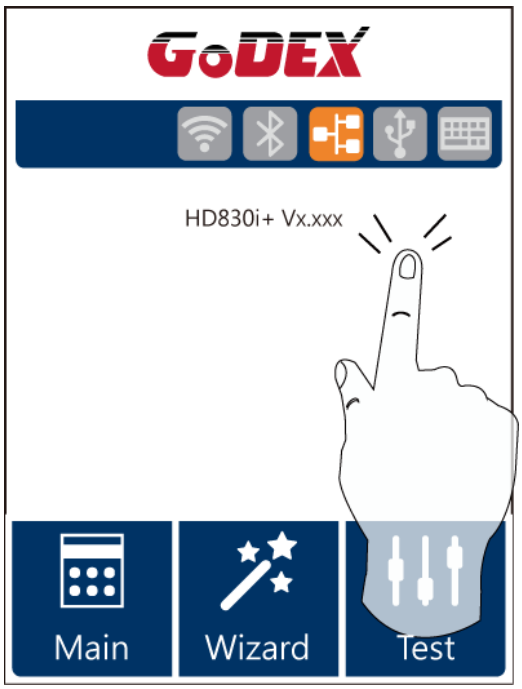
Getting Started

Power on



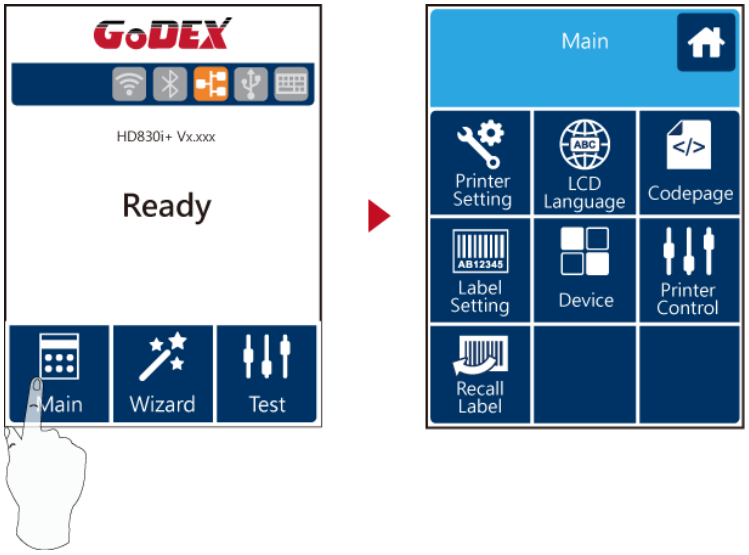
If the printer is on "ready to print" status, the LCD screen should display the message "Ready" on the screen.

Use touch gestures to get around the main screen and other screen for setting.



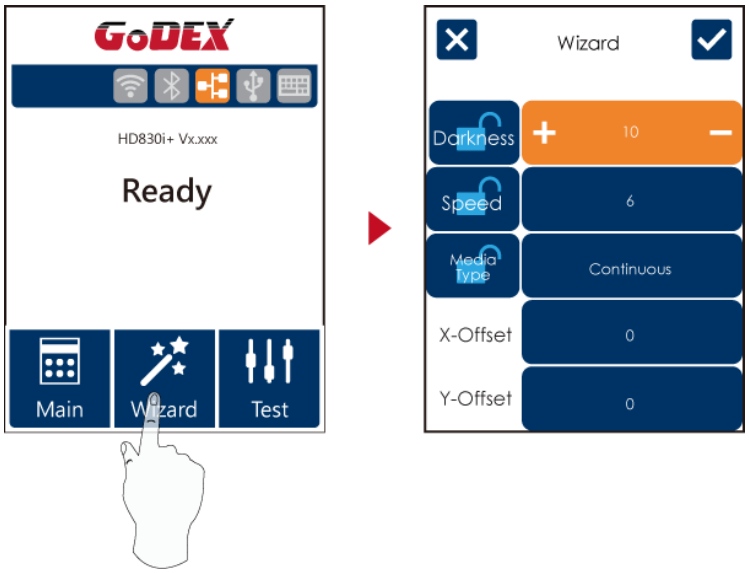
Tap the screen with you finger when you want to select on screen items such as setting icons.

On the ready page, three function mode for setting. You can make various setting function in FUNCTIONAL MODE



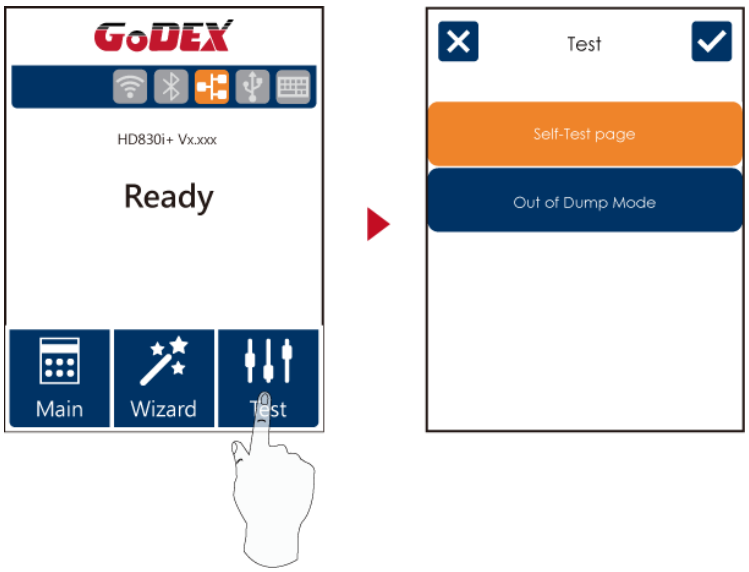
Tap "Main"--

Screen could show more detail of "Main"



Tap "Wizard"

Set up printer of "Darkness" "Speed"...



Tap "Test"

Self-Test page and Calibration for setting.

finish Setting tap ✓ **back to Main page, if do not save, tap** ✕ **system back to Main page and would not save any changes.**

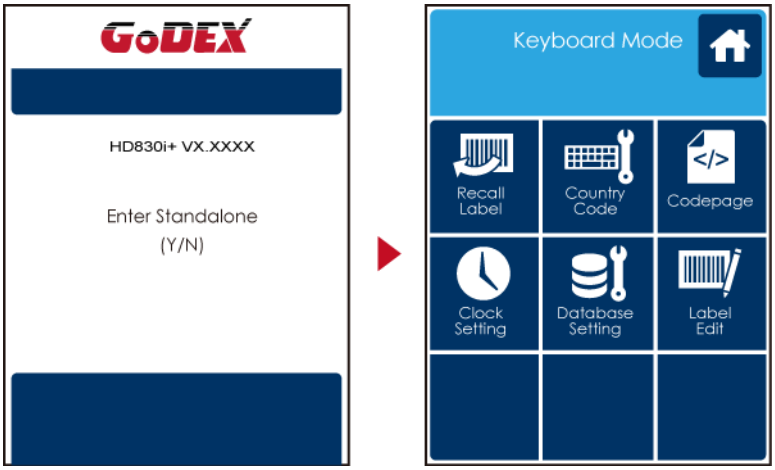
Unlock

Lock

If printer functions locked, printer can not modify settings from GoLabel II or any devices.

Keyboard Mode

When plug-in an USB keyboard to the printer, LCD touch panel will display "Enter Standalone", press the "Y" key on keyboard to entering to the dialog for "Keyboard Mode" operation.

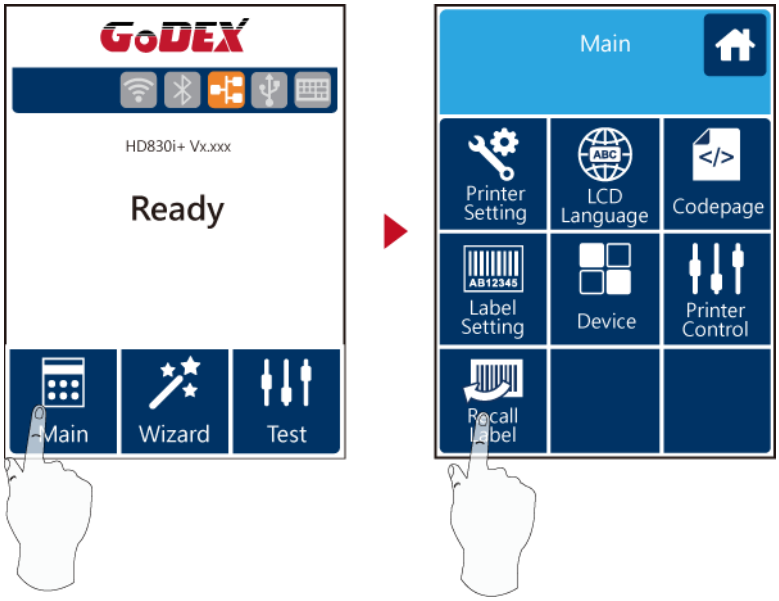


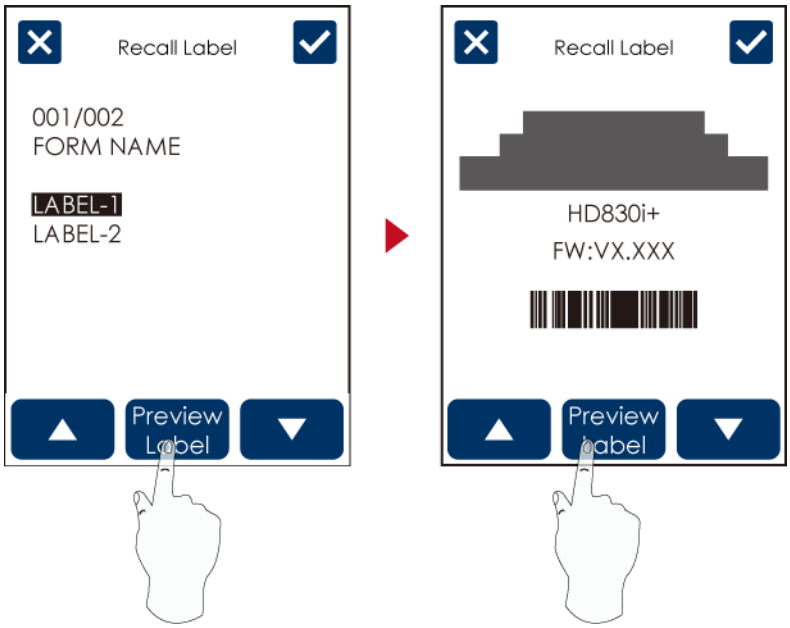
Preview Label function

User can choose any labels to preview it before print it.

From the "Ready" page, tap to Main page.

From the Main page tap Recall Label to Recall Label page.





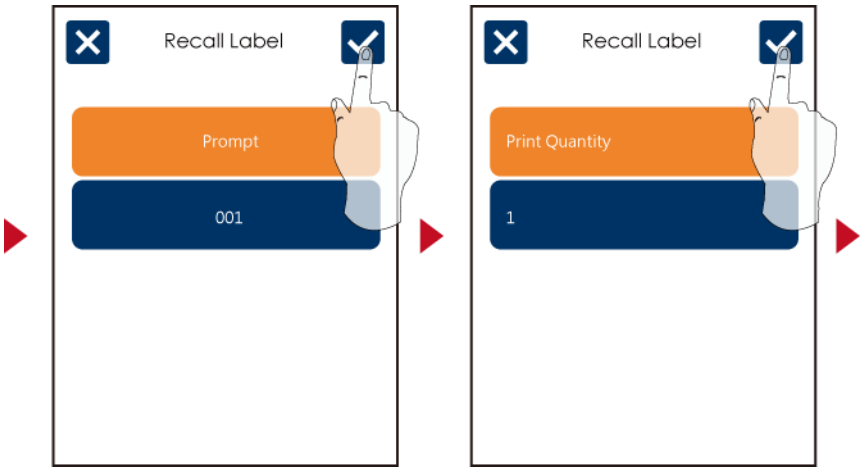
From the Recall Label Page the touch panel shown on all labels.
The data processing time will be extend as long as the labels increase.

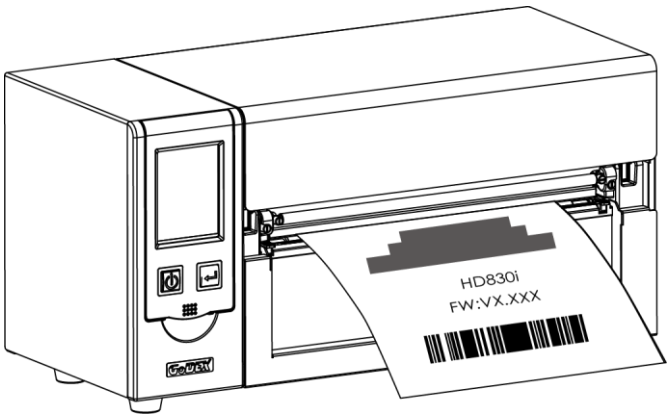
Tap up to choose labels.

Tap down to choose labels.

Preview Label Tap Preview Label can see printing label.

Keeping tap to next page

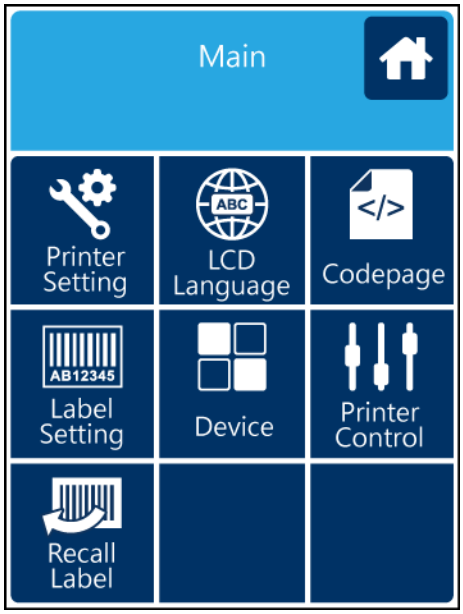




Label has been printed

3-3 LAN Setting Operation Instruction

Main Manu



	Setting items for printer, ex. Printing speed, darkness. Also includes a Printing Wizard for your ease of printing.
	10 languages for printer setting.
	It consists of a table of values that describes the character set for a particular language.
	Setting items for printing label, ex. Rotation, Printing position offset.
	Providing Buzzer, Option Setting, Smart Backfeed, Serial Port Setting, LAN Setting, LCD Setting, Clock Setting, WiFi Setting, and BT Setting.
	Self-Diadnose functions for printer, ex. Calibration, Self-Test page and Clear Memory.
	Recall Label and preview label.

Device

	Setting off or on for buzzer.
	Setting items for options, ex. Cutter, Label Dispenser, Applicator.
	Setting Programing Language. Auto/EZPL/GEPL/GZPL/GDPL
	Setting items for Serial Port, ex. Baud Rate, Parity, Data Bits, Stop Bits.
	Setting items for LAN, ex. DHCP, IP Adress, Subnet Mask, Gateway.
	Setting items for LCD, ex. off or on for Password function, Correction.
	Setting items for Clock, ex. Year, Month, Day, Hour, Minute and off or on for Visible function.

Setting Items in LCD Setting Mode

	Printer Settings	Darkness	0-19
		Speed	2-5
		Sensor Select	Auto Select
			See-Through
			Reflective
		Media type	Label with gaps
			Label with marks
			Continuous
		Printing Mode	Direct Thermal
			Thermal Transfer
		Tear-off Position	0-40
		Top of form	OFF
			FULL
			TPH Open Only
			Back Up Only
	LCD Language		English
			Deutsch
			繁體中文
			簡體中文
			Français
			Español
			日本語
			Italiano
			Русский
			Türkçe
	Codepage		850
			852
			437
			860
			863
			865
			857
			861
			862
			855
			866
			737
			851

				869
				Win 1252
				Win 1250
				Win 1251
				Win 1253
				Win 1254
				Win 1255
				Win 1257
	Label Settings			Rotation(0°,90°,180°,270°)
				X-Offset(-100~ +100)
				Y-Offser(-100~ +100)
				Start Offset(-100~ +100)
	Devices	Buzzer		OFF
				ON
		Option Setting		None
				Cutter
				Label Dispenser
				Applicator
		Programing Language		Auto/EZPL/GEPL/GZPL/GDPL
		Serial Port Setting	Baud Rate	4800 bps
				9600 bps
				19200 bps
				38400 bps
				57600 bps
				115200 bps
			Parity	Non
				Odd
				Even
			Data Bits	7 bits
				8 bits
			Stop Bits	1 bits
				2 bits
		LAN Setting	DHCP	OFF/On
			IP Address	192.168.102.076
			Subnet Mask	255.255.255.0
			Gateway	192.168.0.254
		LCD Setting	Brightness	5

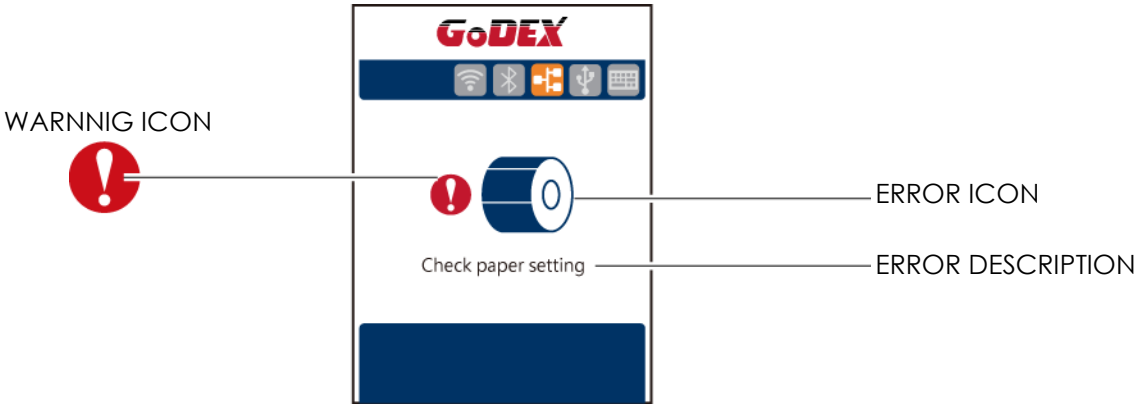
		Contrast	5
		Power Saving	15
		Password	OFF
	Clock Setting	Year	
		Month	
		Day	
		Hour	
		Minute	
	Printer Control	Test	
		Sample Pattern	
		Select Memory	
		Clear Memory	
		Calibration	
		Reset to Default	
	Recall Label		

LCD Operation

When Barcode Printer is Ready, the LCD will display "Ready"

And then the printer is ready to print

If there is any error occur, there will be Error Message shows on the LCD. You could do the trouble shooting according to or contact with the agent.



Icon Definition

	To upper level	Appears on the NAVIGATION ICON of Setting Pages. It guides you back to upper level by touching display upper right icon.
	To main page	Appears on the NAVIGATION ICON of Setting Value Pages. It guides you back to main page by touching display upper left icon.
	Lock	On Setting Value pages, touch display icons to lock the value for preventing unexpected change.
	Unlock	Touch display icons again to unlock the value.

3-4 Label size calibration and SelfTest 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.

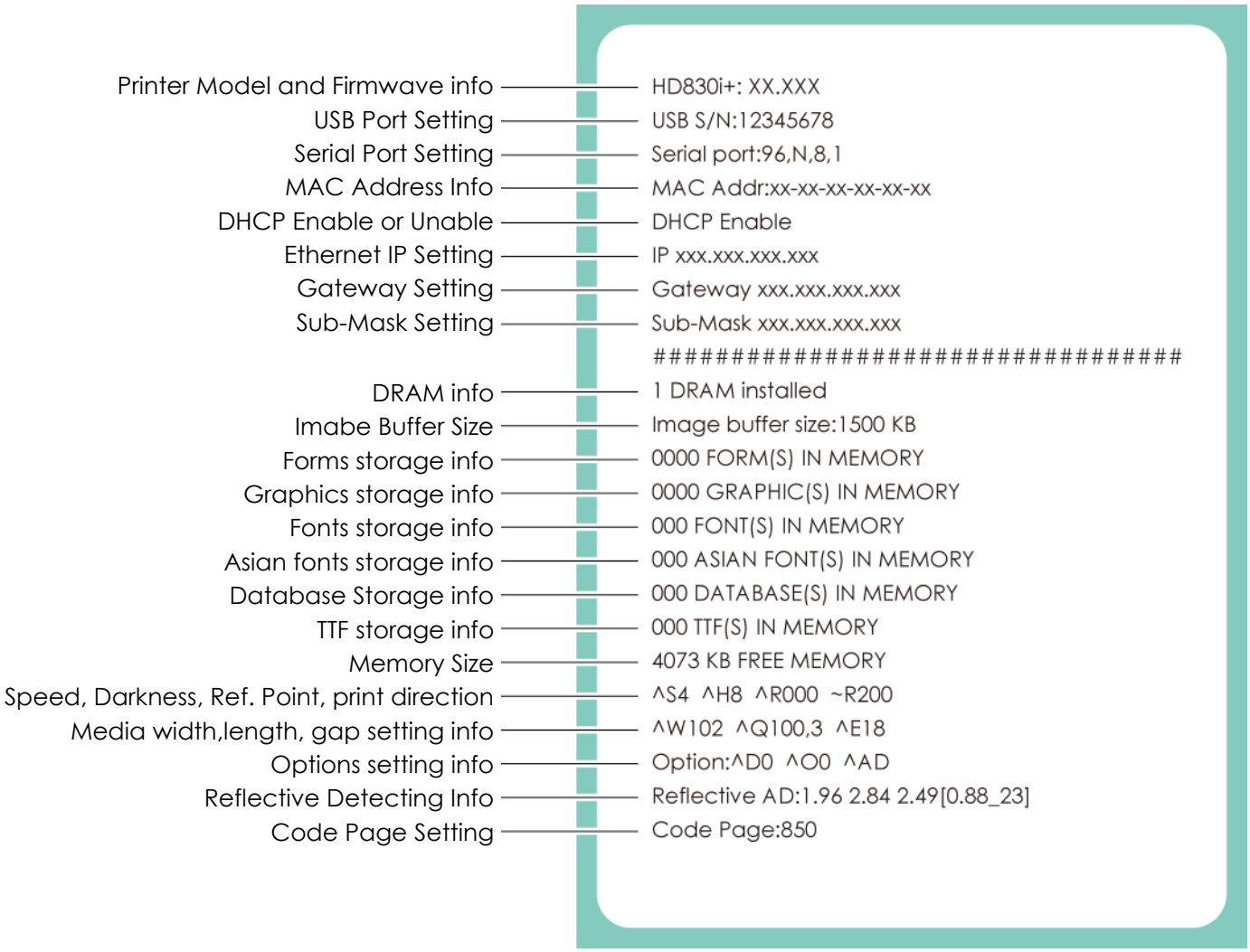
Step.02 ➡ Switch off the printer.

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.

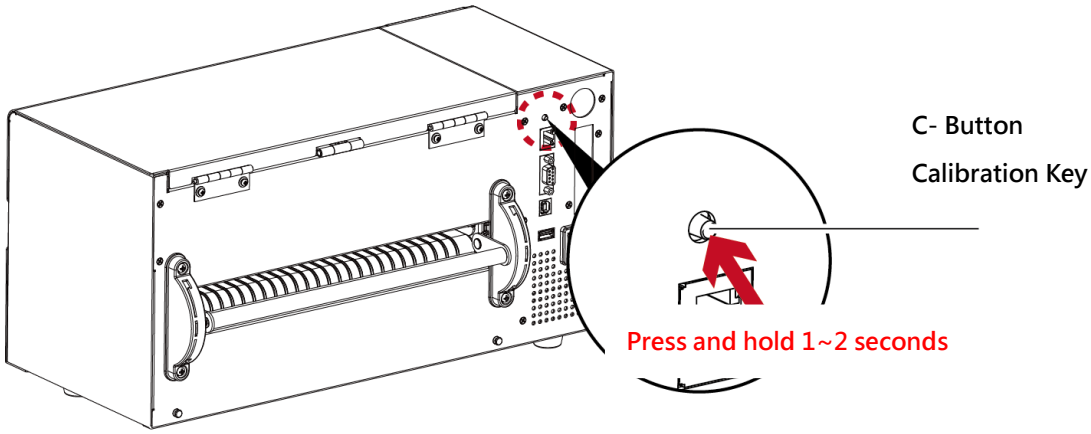
The contents of a self-test printout are listed below.

(The data below is for reference only, actual result may vary according to each situation.)

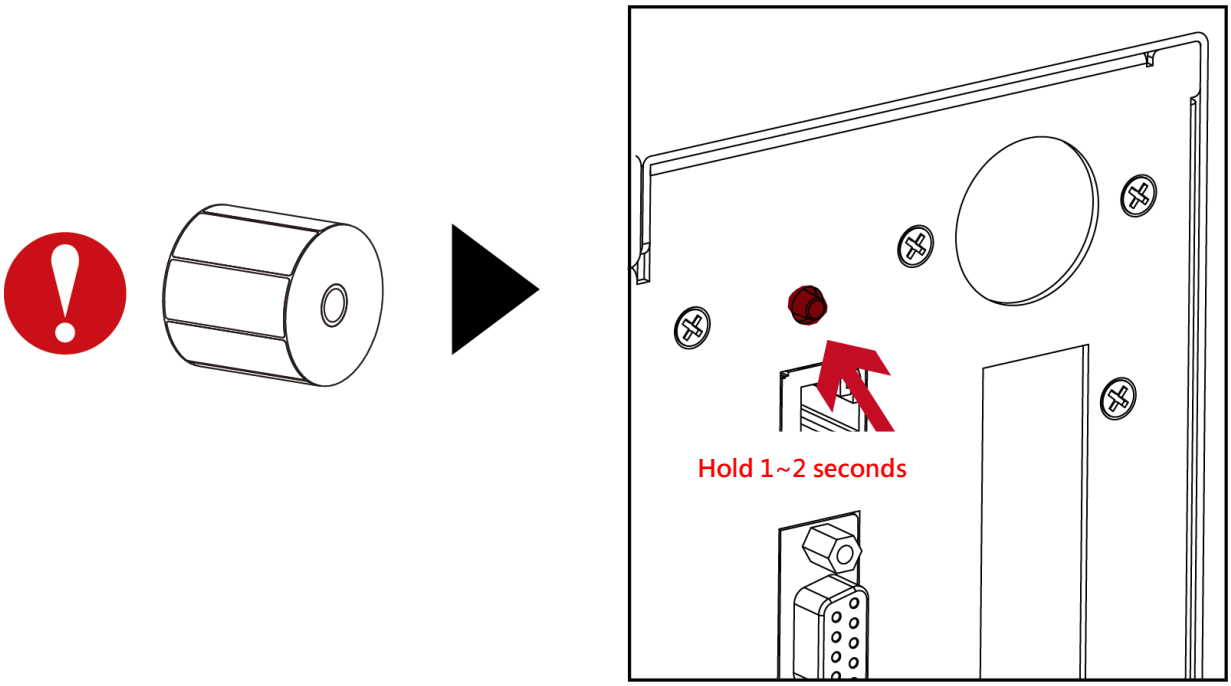


Auto-Calibration

「Calibration key (C-Button)」 You could press the calibration key while media been replaced or media error to adjust the media size.



Press and hold the「C-Button」 around 2 seconds, the printer will run the media calibration



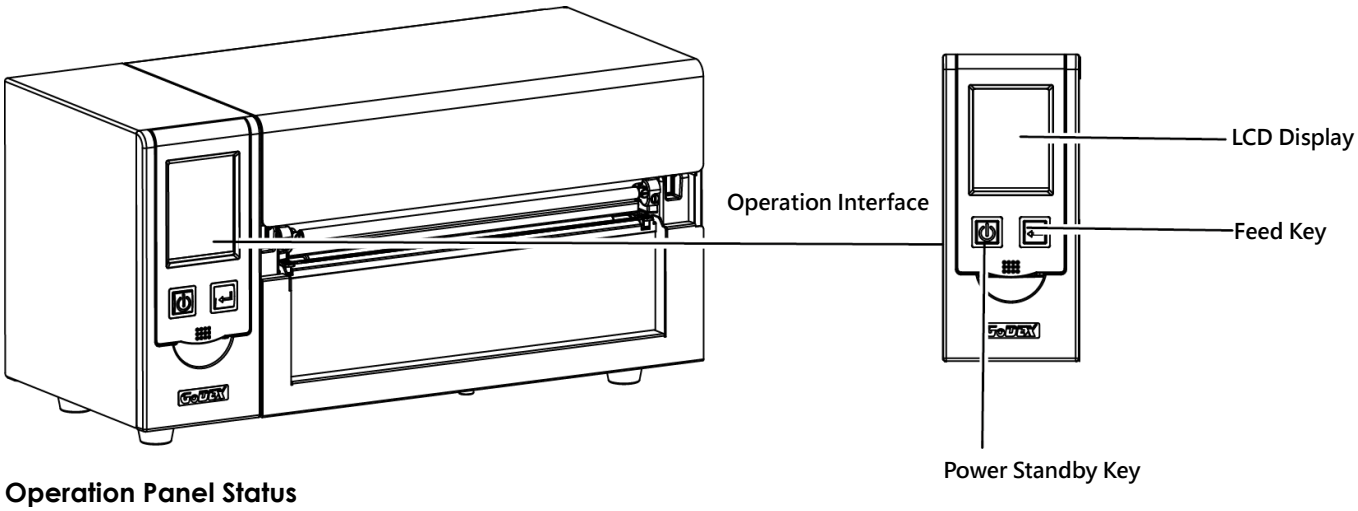
Note

* The 「C-Button」function is same as sending command (~S,SENSOR), if run during the printing, the (Print Job) will be deleted and run media calibration. Need to resend the print job after calibration.

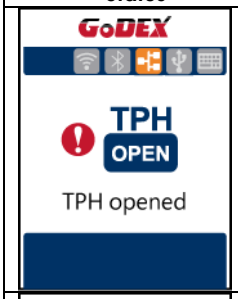
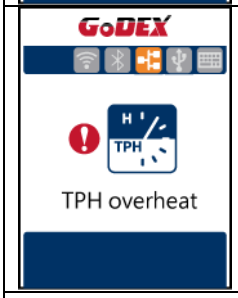
3-5 Error Message

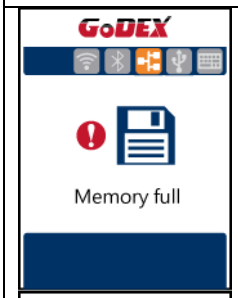
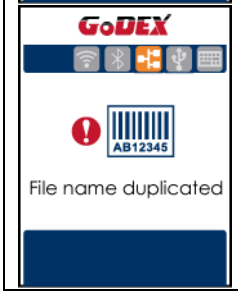
If there is any error occurred during the printing, LCD will display the Error message and also buzzer as warning.

Please refer to below for the error status. ◦



Operation Panel Status

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

	Media Error	**2 x 2 beeps**	No paper is detected.	Make sure that the label sensor is Positioned correctly. If the sensor still does not detect the paper, run the autodetection function again.
			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
	**File Error**	**2 x 2 beeps**	The memory is full. The printer prints the message "File System full ".	Delete unnecessary data or install additional memory.
			Unable to find file. The printer prints the message "File Name not found"	Use the "~X4" command to print all files. Then check whether the files exist and whether the names are correct.
			A file of the same name already exists. The printer prints the message "Duplicate Name".	Change the name of the file and try storing it again.

3-6 Connected with USB Devices

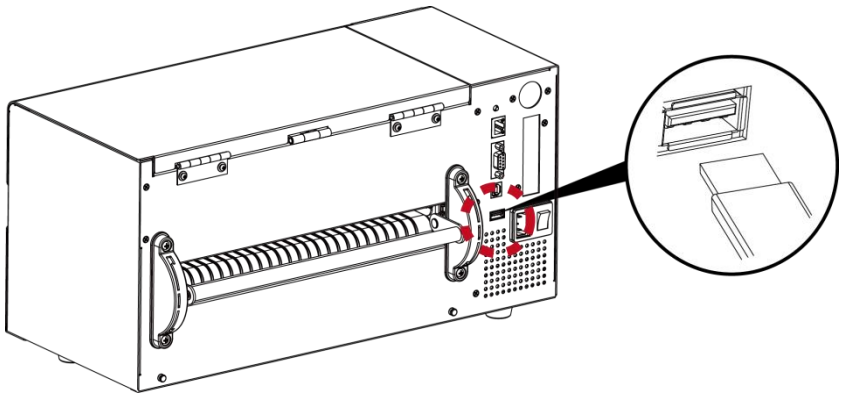
Definition : USB Host port supports either device：USB memory stick, USB keyboard or scanner.

Purpose

- USB memory stick : It extends the user memory space for Graphic, Font, Label Format, DBF and Command files downloading. The printer's Firmware also can be updating if copy new version of Firmware into USB memory stick.
- Connecting an USB keyboard to printer for ''Keyboard Mode'' mode operation.
- Plug-in an USB scanner to operate the printer in ''Keyboard Mode'' .

Usage of Extended Memory

- USB memory stick : It supports hot-plugging function; printer will create a Folder ''\LABELDIR'' and switch ''User Flash'' to '' Extended Memory'' automatically while user plugs an USB memory stick into a printer.
- Connect USB with the printer; To connect PC and printer through USB.



Usage of Firmware Update

- Remove USB memory stick from printer and plug-in it to a PC's USB port.
- Copy a new version of Firmware ''xxxx.bin'' to the Folder ''\LABELDIR\FW''
- Remove USB from PC and plug-in back to the printer. The printer will update the Firmware automatically
- The "\ LABELDIR \ FW" directory allows only one file exists, if there are multiple files, the files will be confused.
- Don't remove the USB memory stick out while it's under updating with ''Flash Writing...''message that displays on LCD panel.

USB Keyboard

- When plug-in an USB keyboard to the printer, LCD touch panel will display "Enter Standalone", press the "Y" key on keyboard to entering "Keyboard Mode" operation. Under this model can perform "Recall Label", set "Country Code", "Code Page", "Clock Setting", "Database Setting" and "Label Edit".
- Connect a USB keyboard to the printer, if not into the keyboard mode, press the "N" key to leave. Into Standalone mode of operation, to leave the Standalone operation, press "ESC" key to exit.
- After leaving the keyboard mode, for re-entry, press the keyboard "F1" key or reboot, you can follow the steps in the first step choose whether or not (Y / N) into the keyboard mode.

Scanner

- When plug-in an USB scanner to the printer, LCD touch panel will display "Enter Standalone", tap the "Feed" Key to entering "Keyboard Mode" operation.

Note

* The USB Host port on printer is not support ''USB HUB'' function.
* The USB Memory Stick supports with ''FAT32''Disk Format and up to 32GB only. The certified venders are Transcend, Apacer, ADATA, Patriot, Consair and Kingston.
* The USB Memory Stick only supports download through the printer, On a PC, user may copy entire folder "\LABELDIR" from USB memory stick to PC or vice-versa. Can not copy the data to USB Memory Stick via PC individually.
* External USB Host port is for power 500mA, is not recommended as electronics charging use.

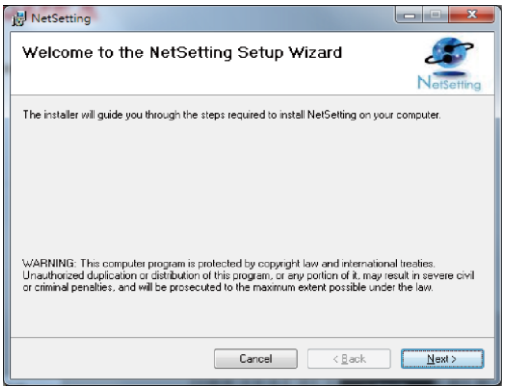
4 Installing the NetSetting software

4-1 Installing the NetSetting

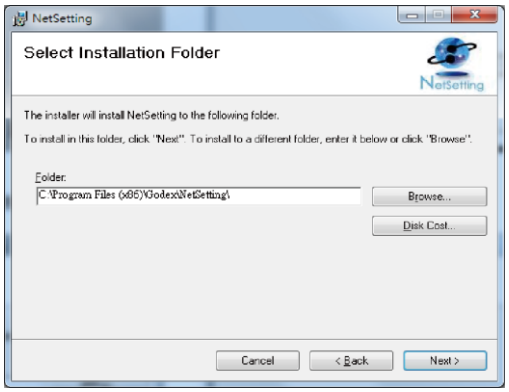
The NetSetting software is used to manage the network configurations when connecting the printer via Ethernet port. It can be downloaded from official website.(www.godexintl.com)

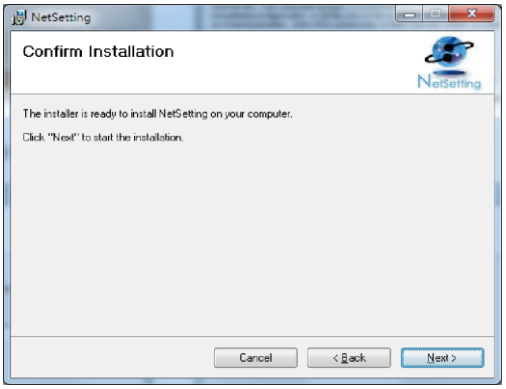
To install the NetSetting, please follow below steps.

Step.01 ➡ After entering the installation screen as shown below, click "Next"

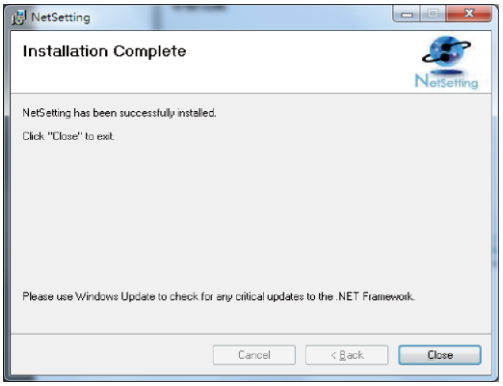


Step.02 ➡ Specify the "Installation Folder", then click "Next" to installing.





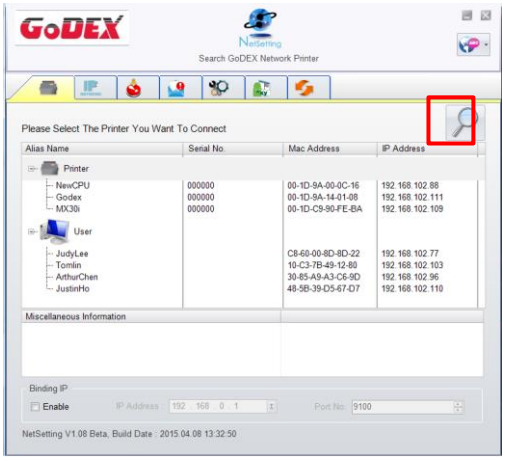
Step.03 ➡ Once the installation is completed, you will see the NetSetting icon on your desktop as right diagram.

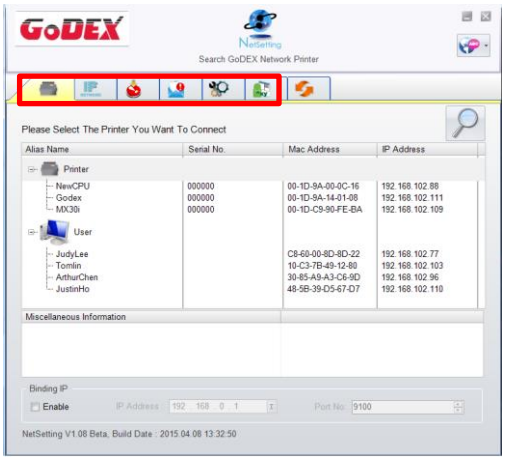


4-2 The Interface of NetSetting

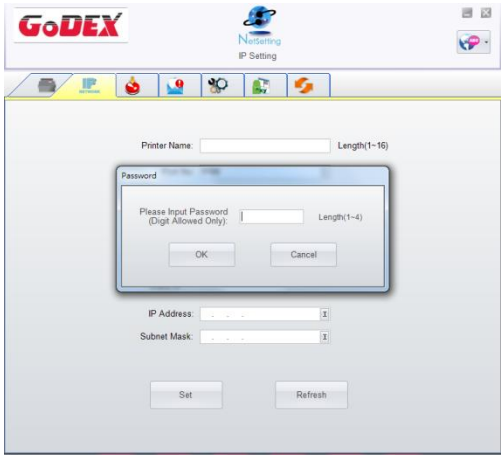
GoDEX printer can also be used through a network connection (as a remote network printer), make sure the printer connected to the Internet and the power cord, you can use the Interface of NetSetting to search connected network printers.

Step.01 ➡ Click the NetSetting icon to start the program, you will see the start page as left diagram. Click the magnifier icon to search the Godex printers which are connected via Ethernet port in you network environment (as right diagram).





Step.02 ➡ 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.



NOTE

***** 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 ether by DHCP or by Static IP.

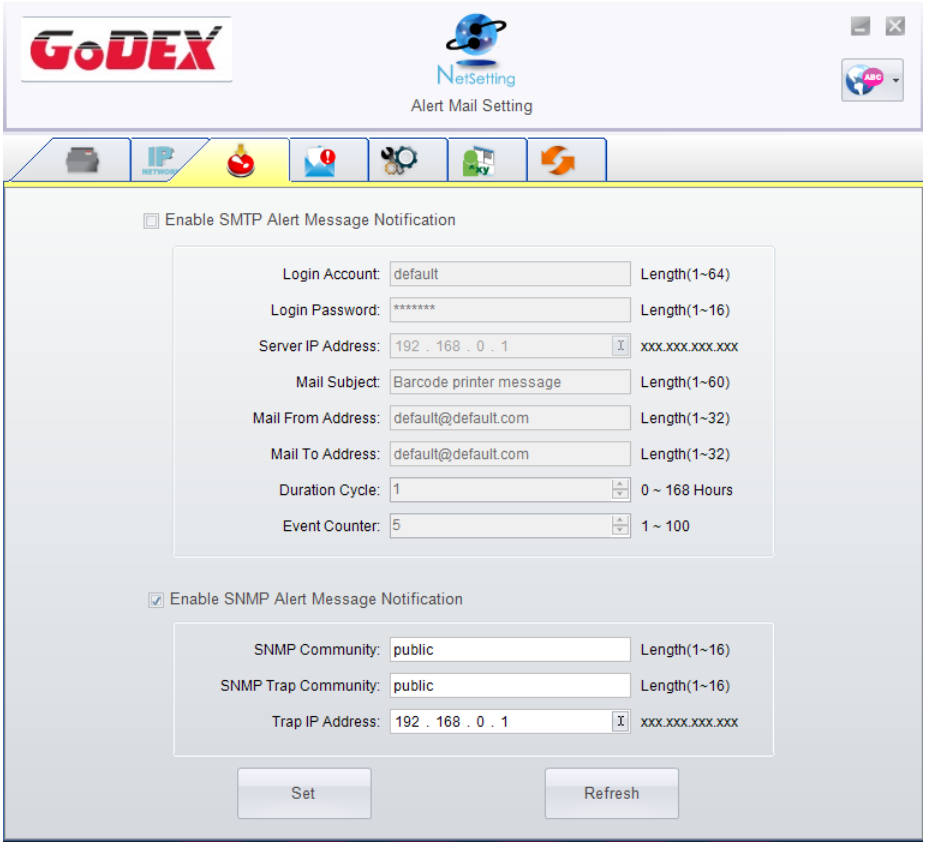
You can press "Set" button to apply the settings and "Refresh" button to refresh the setting values.

NOTE

* 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.
* When enabling DHCP, if you find the IP Address as: IP = 169.254.229.88, Net mask = 255.255.0.0, Gateway = invariable (last value), the IP Address is invalid.

Alert Path Setting

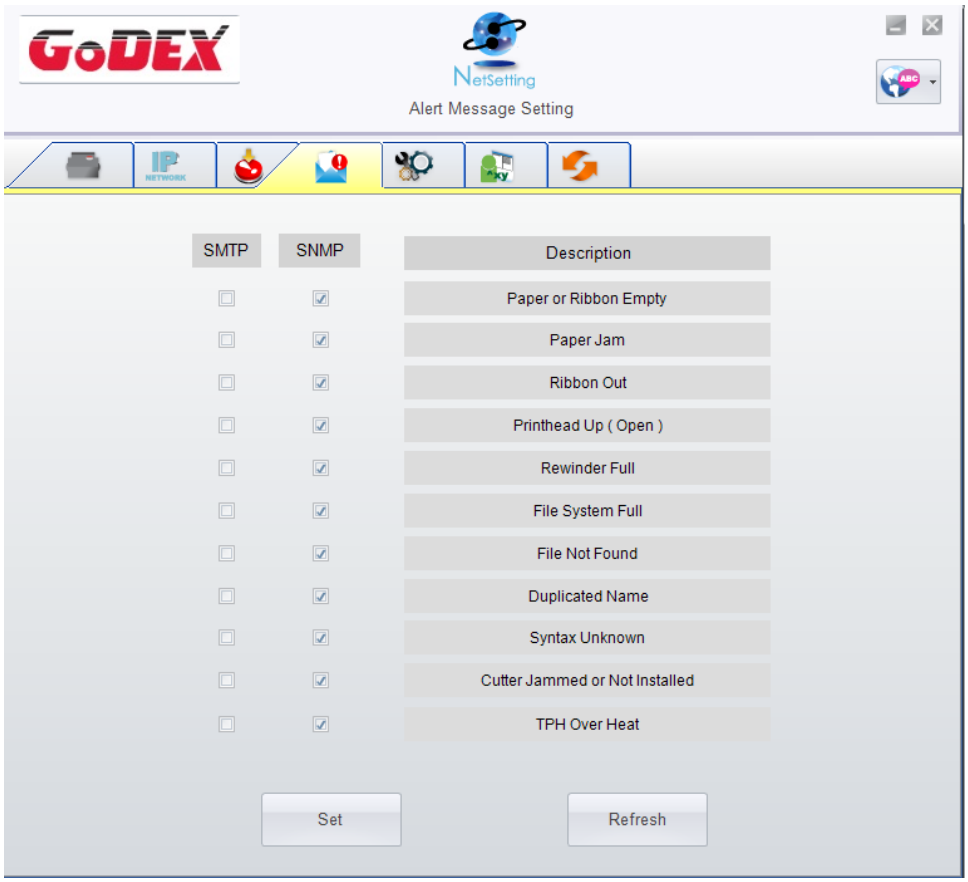
NetSetting will send the alert messages to designated mail account when the error happened on printer. The alert messages are sent by SMTP (Simple Mail Transfer Protocol) or SNMP (Simple Network Management Protocol). You can set or change the configurations of SMTP and SNMP on this "Alert Path Setting" tab.



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.



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

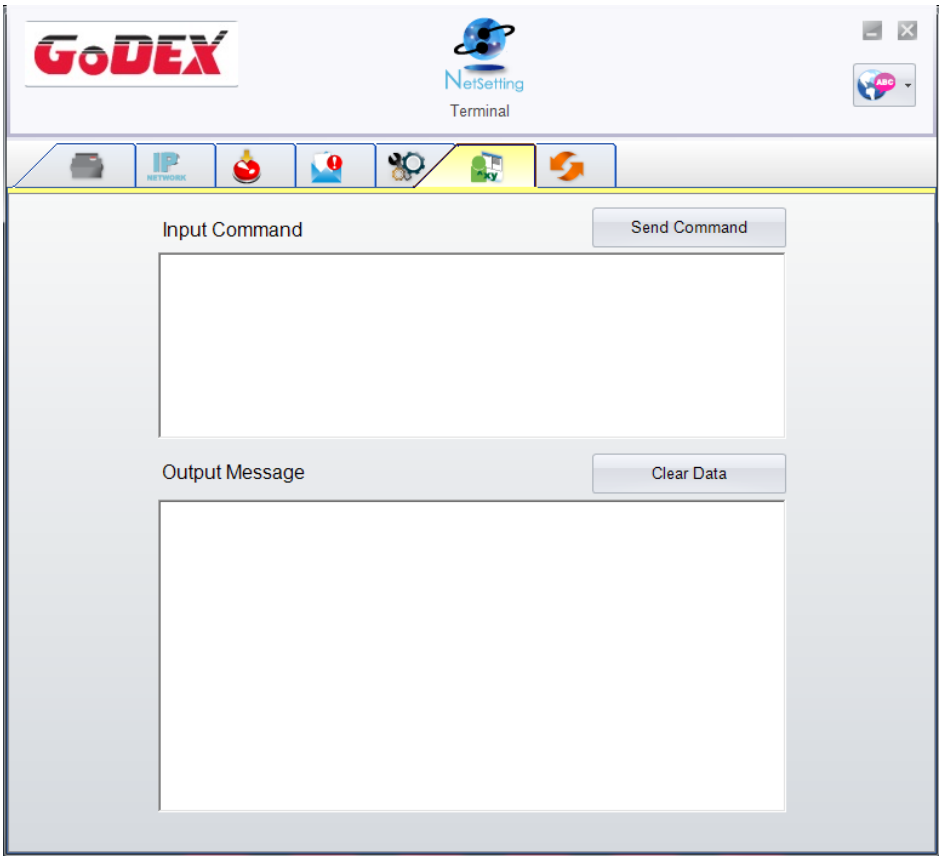
Printer Configuration

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

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

User Command

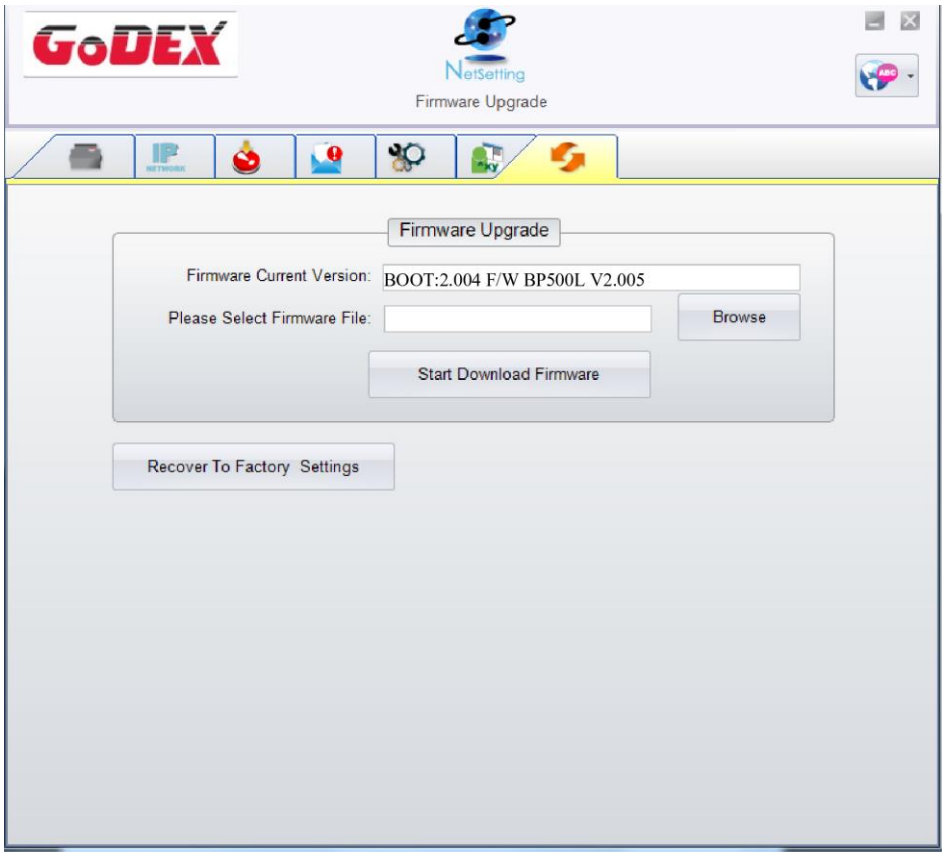
The “User Command” tab provides a communication interface for operator to control the printer. Input printer commands in "Input Command" window and press “Send Command” button, the commands will be sent to the printer. For some commands that will return response message, the message will be displayed in "Output Message" window.



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

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 Barcode Printer Options

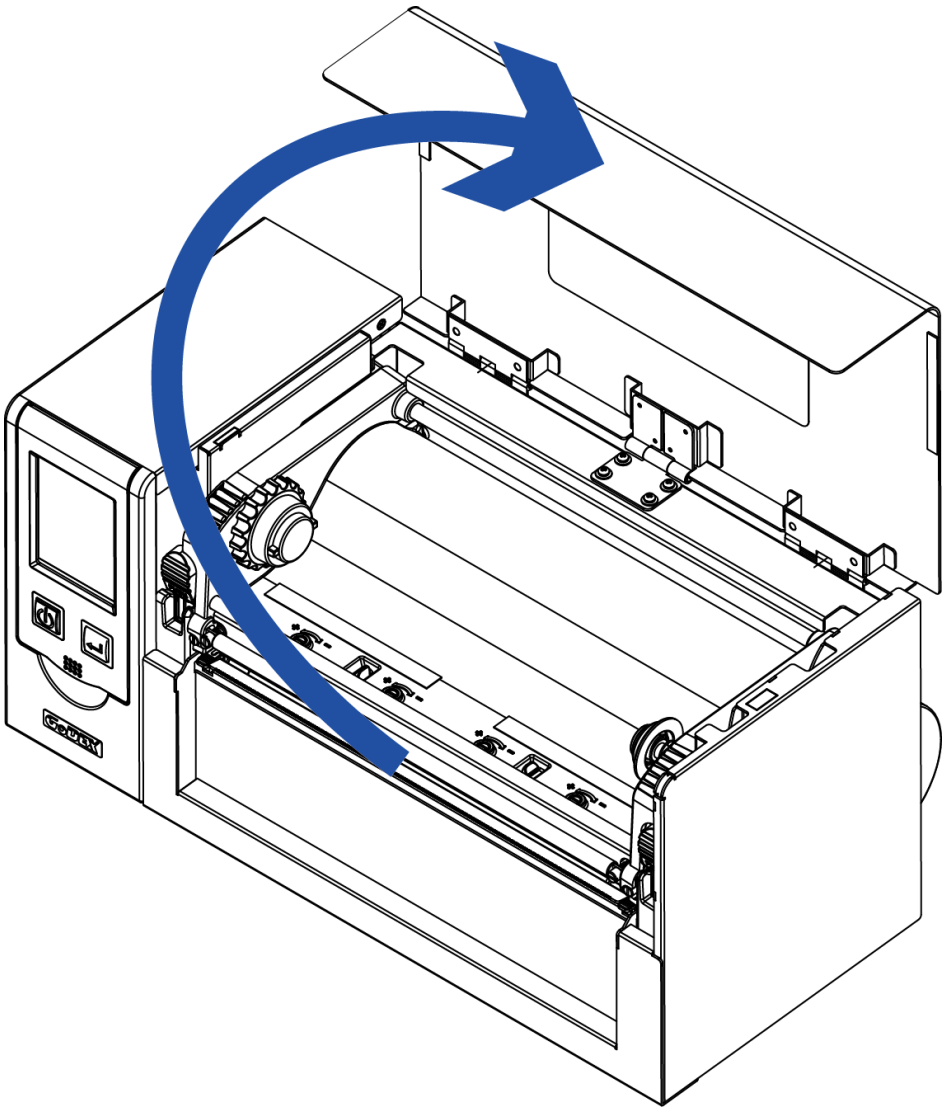
5-1 Pre -step for Options Installation

Before install the options, please follow the pre-Step 1st.

1. **Power off Barcode Printer**

   (Please must be turn off the power before any options installation)

2. **Open the Top Cover**



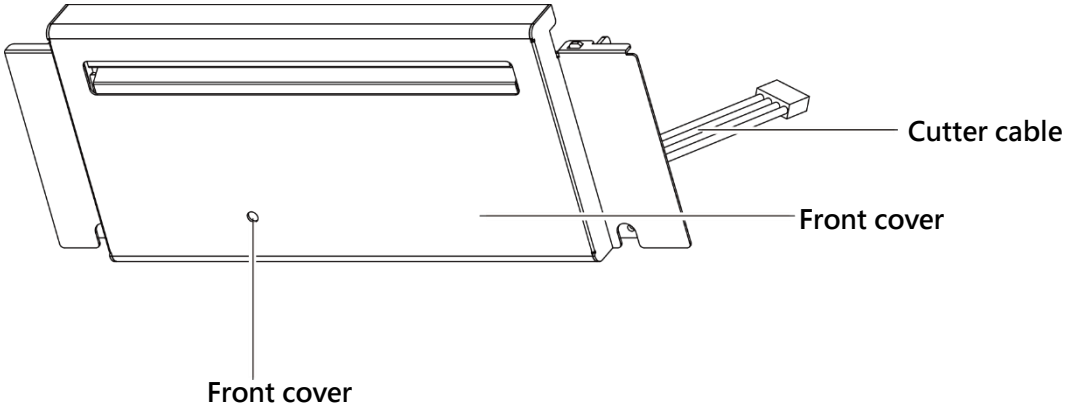
Note

* Make sure the printer is power off status before cutter installation.

** The linerless media is not suitable for this option cutter.

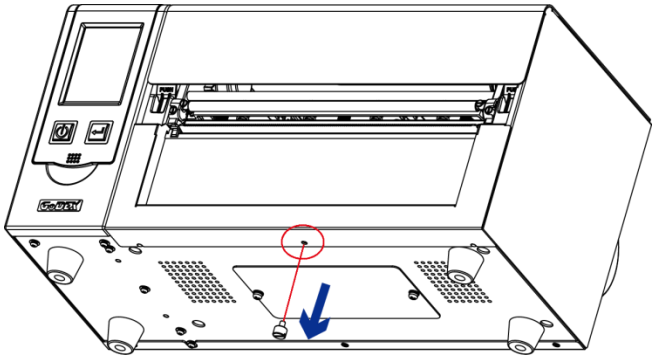
5-2 Cutter Installation

Cutter parts introduction



Cutter Module Installation Steps:

(Following Steps must be under printer power off condition)



Step 1. Disassemble the bottom case screws (Marked in Red circle)

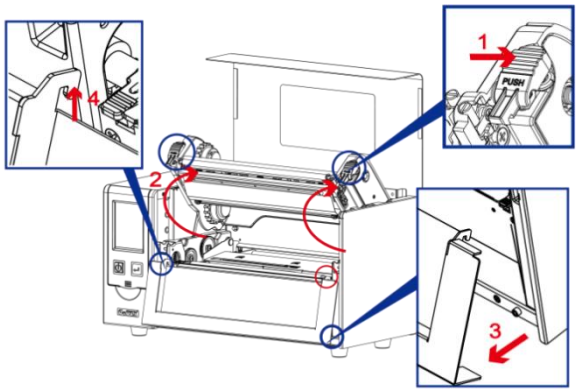
Note

* Before cutter installation, make sure the printer is under power off condition or the power cord is not plugged !

** The linerless media is not available supported.

*** The maximum cutting width is 230 mm，the minimum cutting height is 30 mm above. (If over the range then it's not under warranty condition)

**** Suggested Stop Position for Cutter is (^E) 29~30。

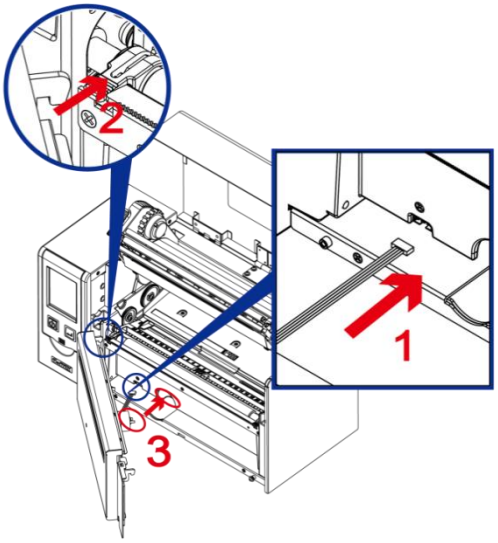


Step 2.

(No. 1) Release the TPH lock

(No. 2) Follow the direction to open the print frame.

(No. 3 and 4) Take off the front panel

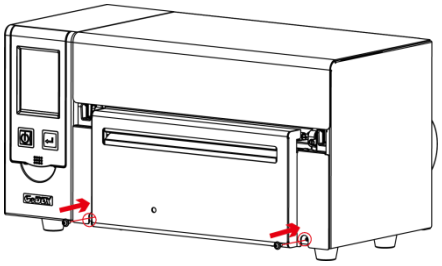


Step 3.

(No. 1) Connecting the cutter cable into printer

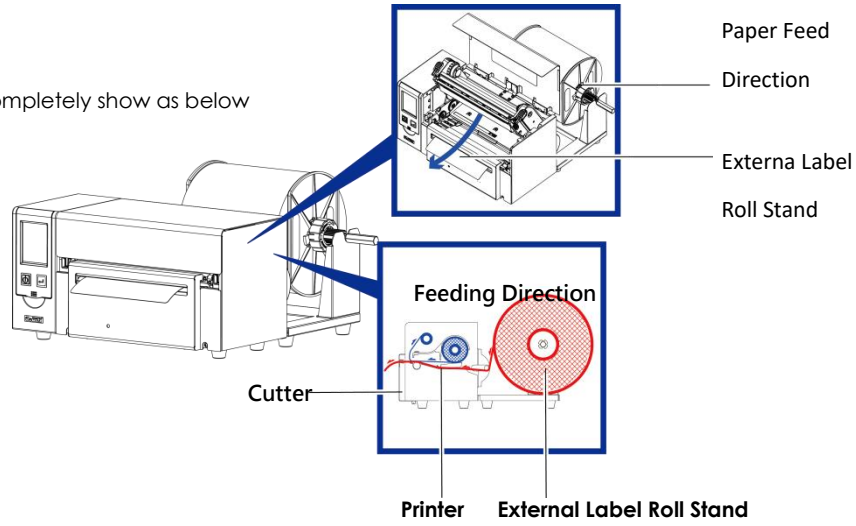
(No. 2) Hook the Cutter module into position.

(No. 3) Follow the direction to put the cutter motor into position (mark in red circle)



Step 4. Fasten the screw in position.

Assembly completely show as below

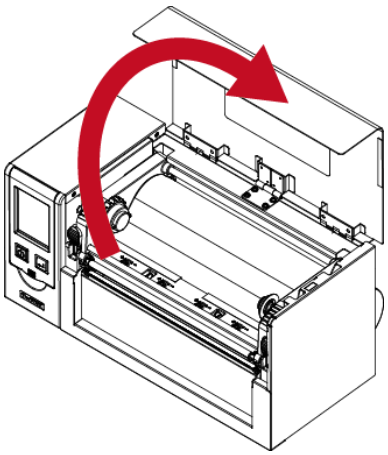


Note

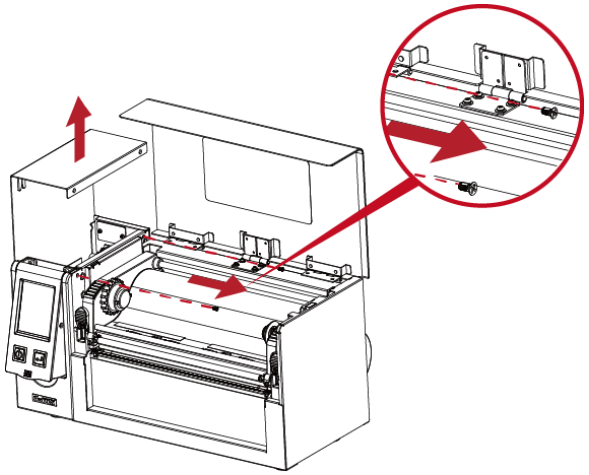
* Please must make sure the power is off status before any installation for the security purpose.

5-3 WiFi/BT Combo Module Installation(031-W02001-000)

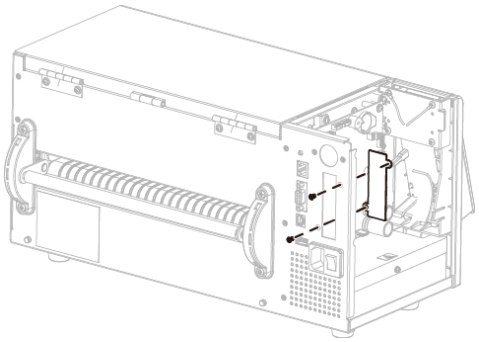
Step 1.



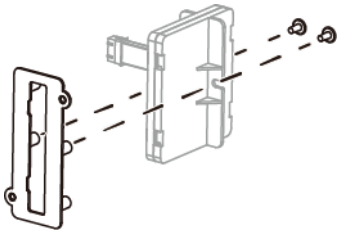
Step 2.



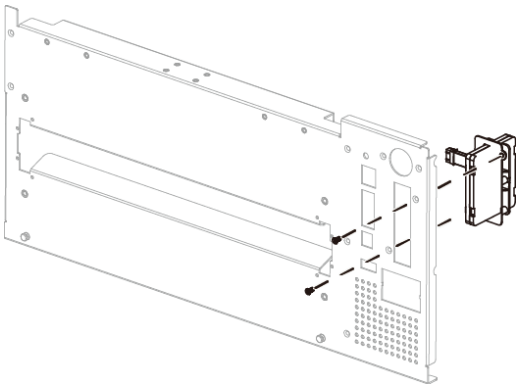
Step 3.



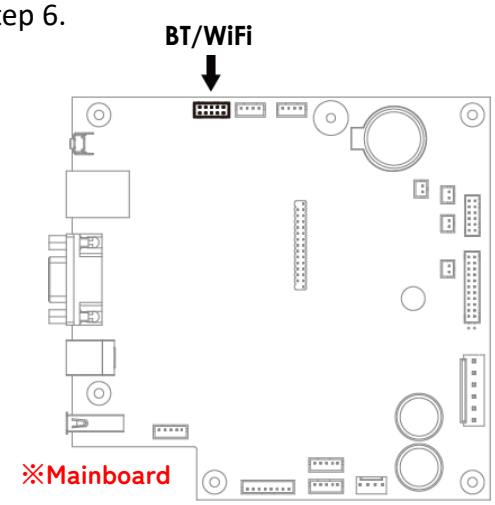
Step 4.



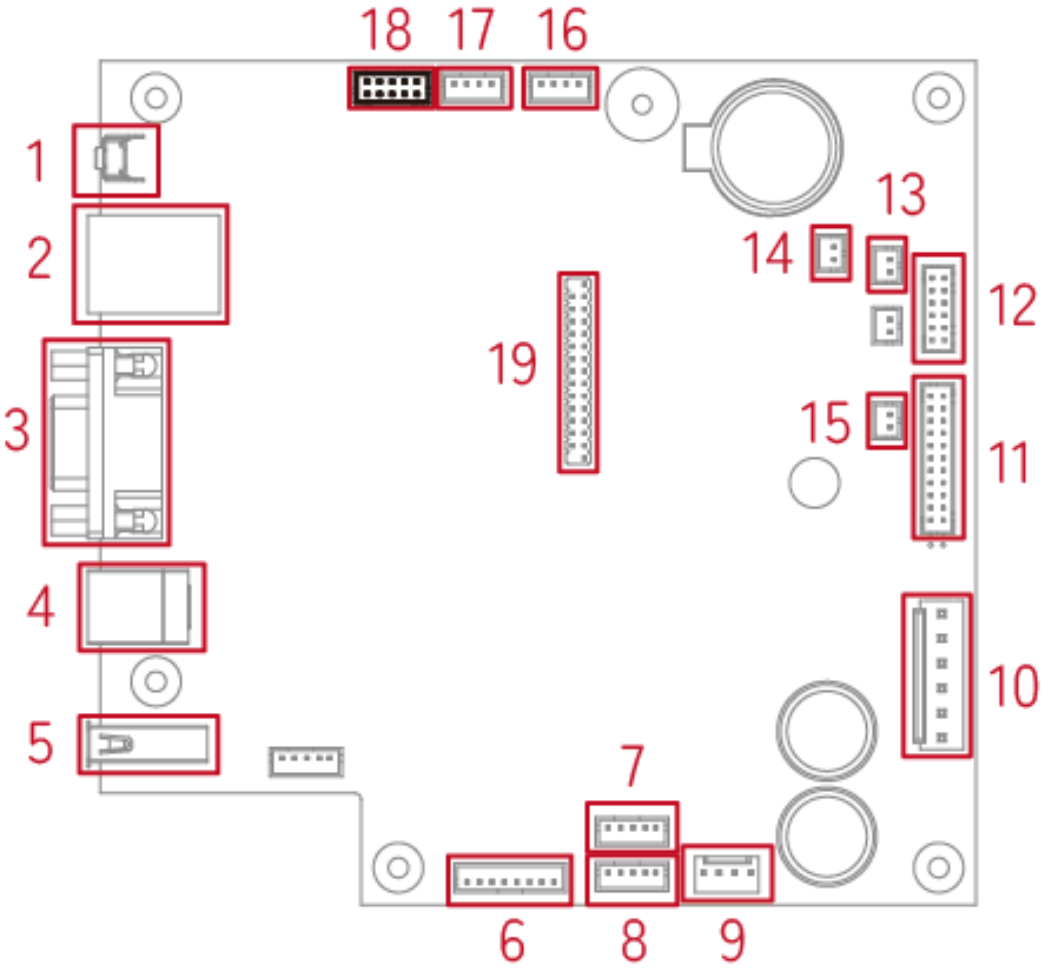
Step 5.



Step 6.



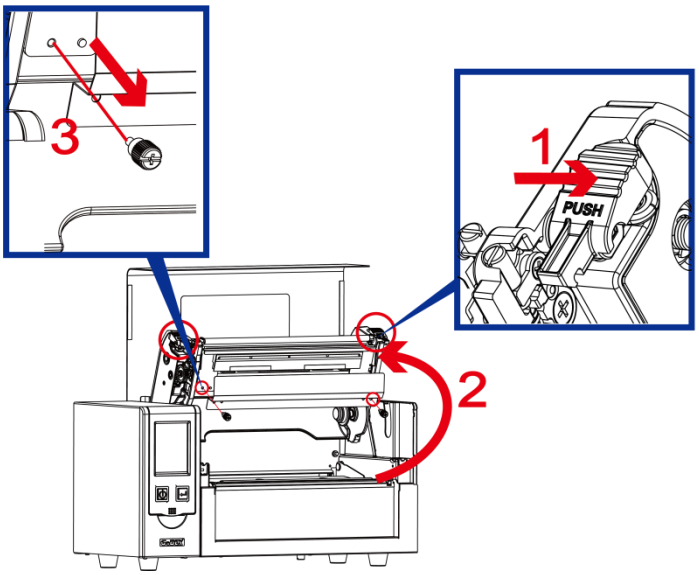
5-4 Main Board Connecter Position



Nr.	Content	Nr.	Content
1	Calibration Button	**11**	TPH
2	Ethernet Port	**12**	LCD
3	RS-232 Port	**13**	Receive Sensor
4	USB Port	**14**	Door open switch
5	USB Host	**15**	See-Through Sensor
6	Cutter & Label Dispenser	**16**	Black Mark Sensor
7	RFID#1	**17**	Ribbon Out Sensor
8	RFID#2	**18**	WiFi/BT combo module
9	Motor	**19**	LPT/Applicator
10	Power		

6 Maintenance and Adjustment

6-1 Print Head Replacement

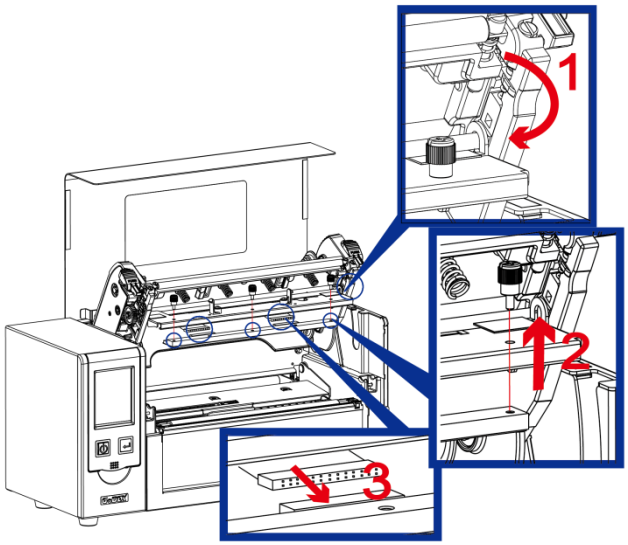


Step 1.

(No. 1) Release the TPH lock.

(No. 2) Follow the direction to open the Print frame.

(No. 3) Remove the TPH cover screws.



Step 2.

(No. 1) Follow the direction to roll down the TPH module.

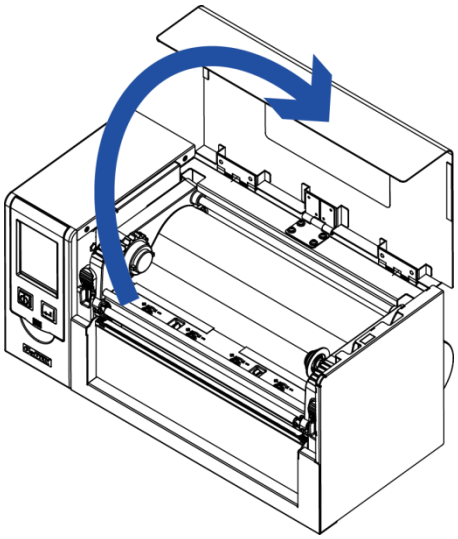
(No. 2) Follow the direction to take out the thumb screws

(No. 3) Take off the TPH module from the connector.

Note

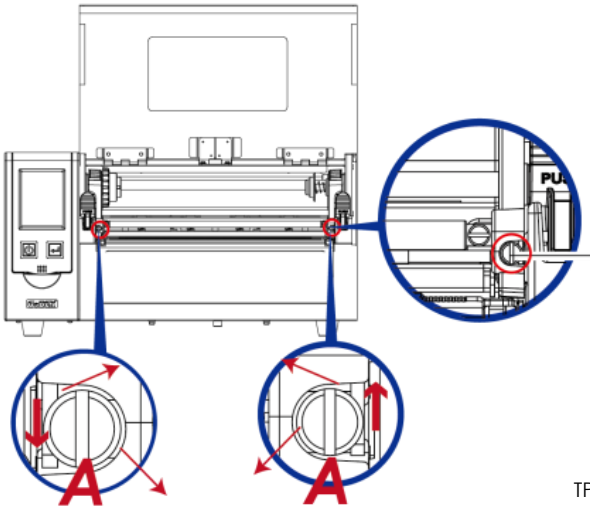
* Make sure the printer is power off status before TPH replacement.

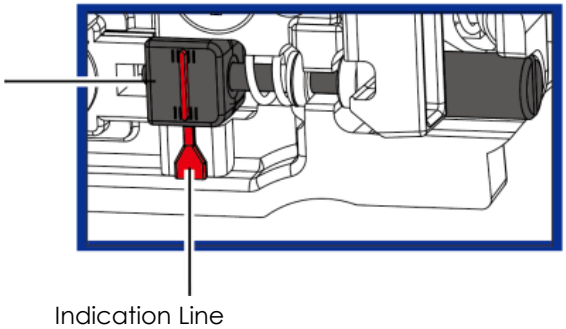
6-2 Print Line Adjustment



1. Lift up the top cover.

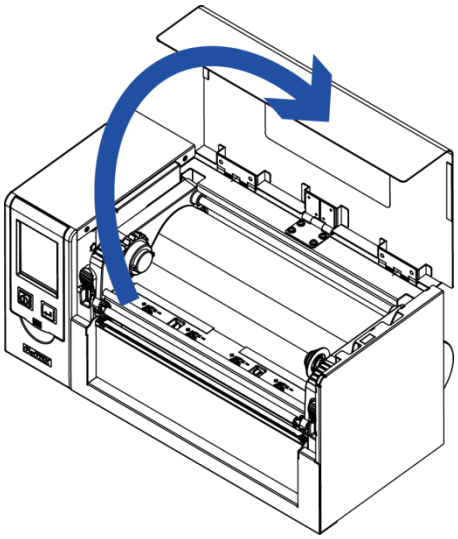
2. Use the flat screw driver





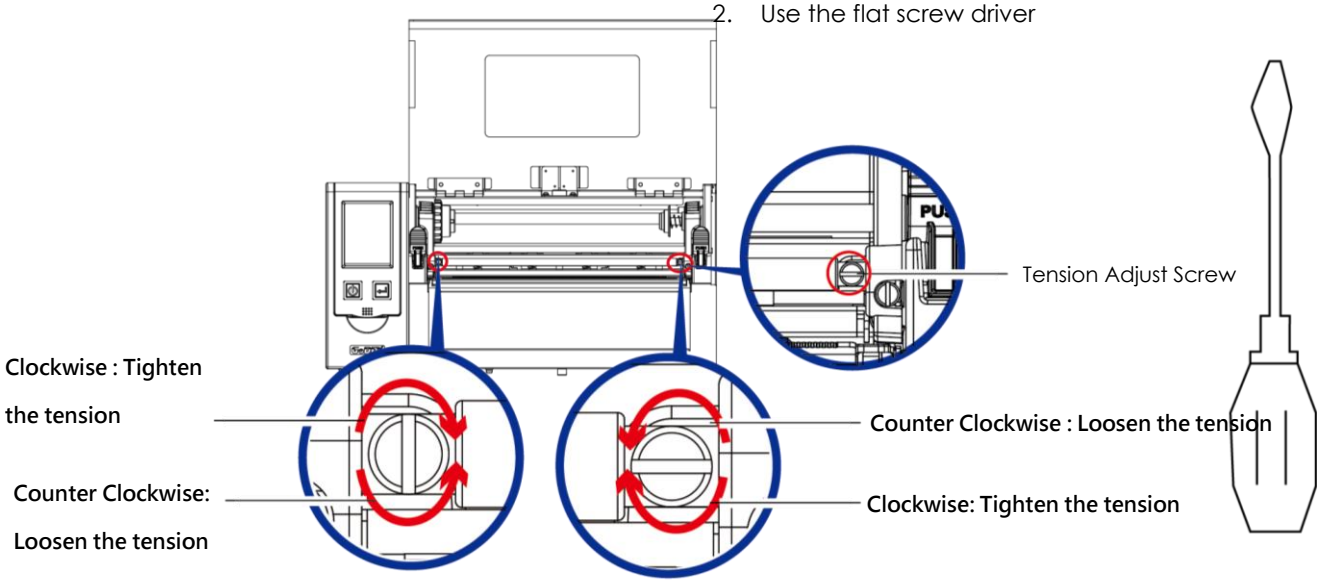
TPH print line adjustment:
To have good print quality in hardness or thicker media, we will suggest to move the print line a little bit forward (paper feeding direction) . And it will be able to apply the flat screw driver(as above figure) turn in clockwise or counter clockwise to rotate the screws (A) to move back or forward the TPH position. The adjustment screw (A) of the left and right side of the print head position adjustment should be adjusted so that the print line is parallel to the center line of the roller. Adjust the screw (A) to rotate one turn, the print head displacement stroke is 0.5mm, it is recommended to adjust the way progressive, each time to adjust the 1/4 turn to confirm the print quality situation.
(A) Turn the adjustment screw (A) on the left and right sides to the position where the adjustment line is aligned with the indicating line, and return to the original position and then adjust it again according to the above adjustment method.

6-3 Ribbon Tension Adjustment



1. Lift up the top cover

2. Use the flat screw driver



6-4 Print Head Cleaning

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.。

Print Head Cleaning Steps

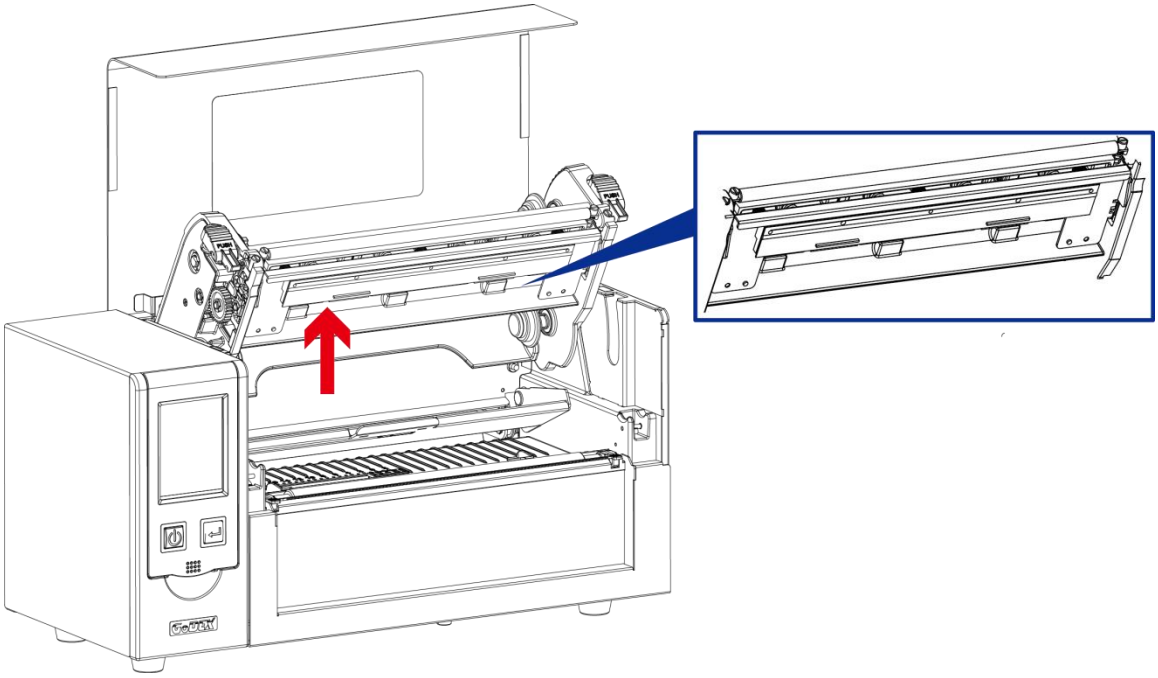
Step.01 Switch off the printer.

Step.02 Open the printer cover.

Step.03 Release the printing mechanism and lift it.

Step.04 Remove the ribbon

Step.05 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



Note

* 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.

6-5 Print Head Pressure Adjustment

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

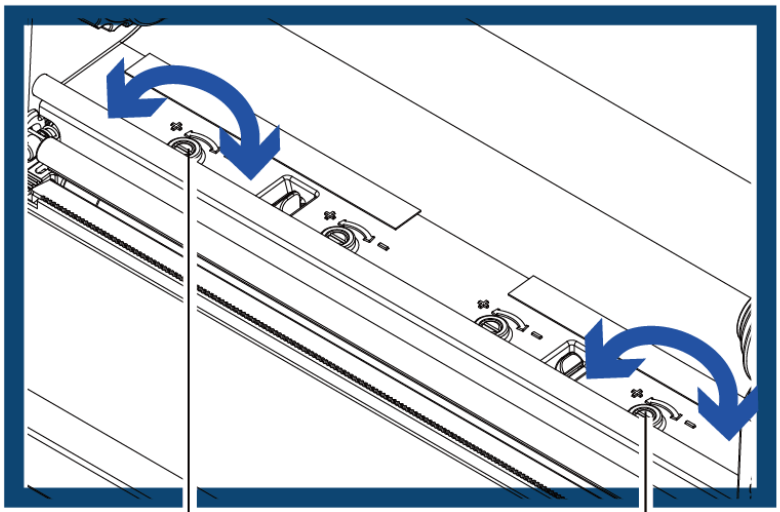
Step.01 ➡ Open the printer cover.

Step.02 ➡ Remove the ribbon.

Step.03 ➡ Use a screw driver and slowly turn the adjustment screws for the print head to increase or reduce the print head pressure. Do not screw it hard, otherwise the machine will be broken.

Step.04 ➡ Turn the adjustment screws according to actual position which is unsuccessful printed. Turn towards + (Plus) indicates : The pressure is increased ; Turn towards – (Minus) indicates: The pressure is reduced.

。



SCREW (RIGHT)

Screw for adjusting the print head pressure on right side

SCREW (LEFT)

Screw for adjusting the print head pressure on left side

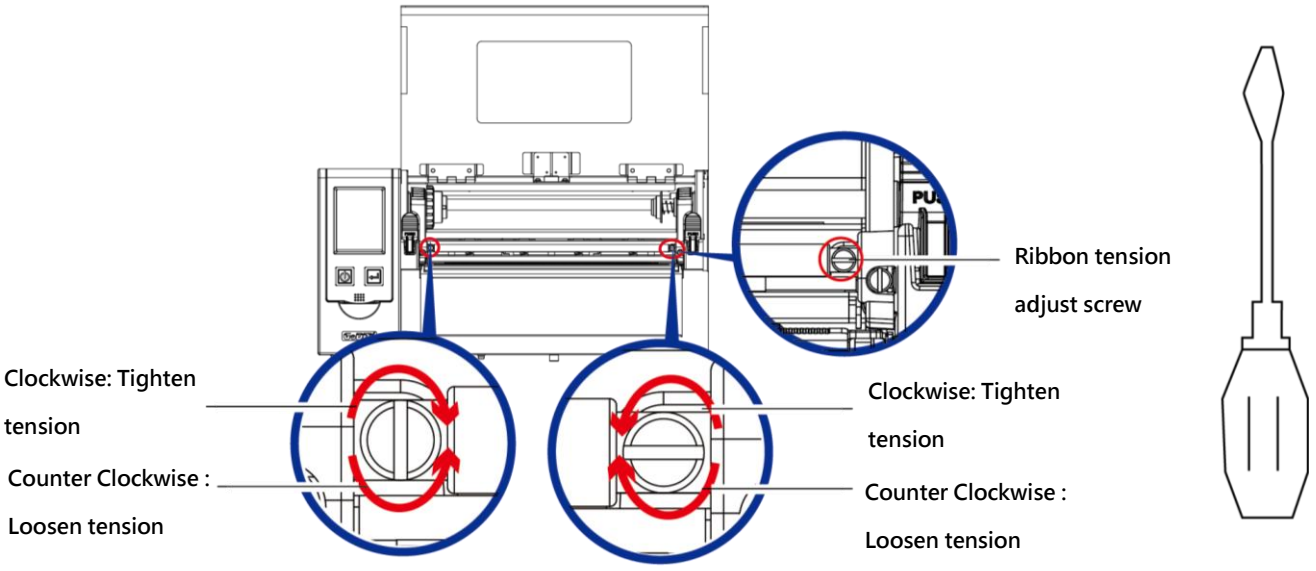
6-6 Ribbon Wrinkle Adjustment

The use of different ribbon materials may cause wrinkling of the ribbon, which in turn affects the print result as illustrated by the examples in (a) and (b). To change the print quality, you can adjust the ribbon shield screws. If your print result looks like the example in (a), you need

(a)

(b)

To keep track of the change in print quality, you should adjust the screws by half a turn at a time. Print a test page. If there is no improvement in the print result, turn the screw by another half turn. Do not turn the adjustment screw more than two full turns.



Note

* If you adjust the screw by more than two full turns, the paper feed may no longer function correctly. In that case, unscrew the ribbon shield screws fully and restart the adjustment process.

6-7 Cutter Error Trouble Shooting

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.

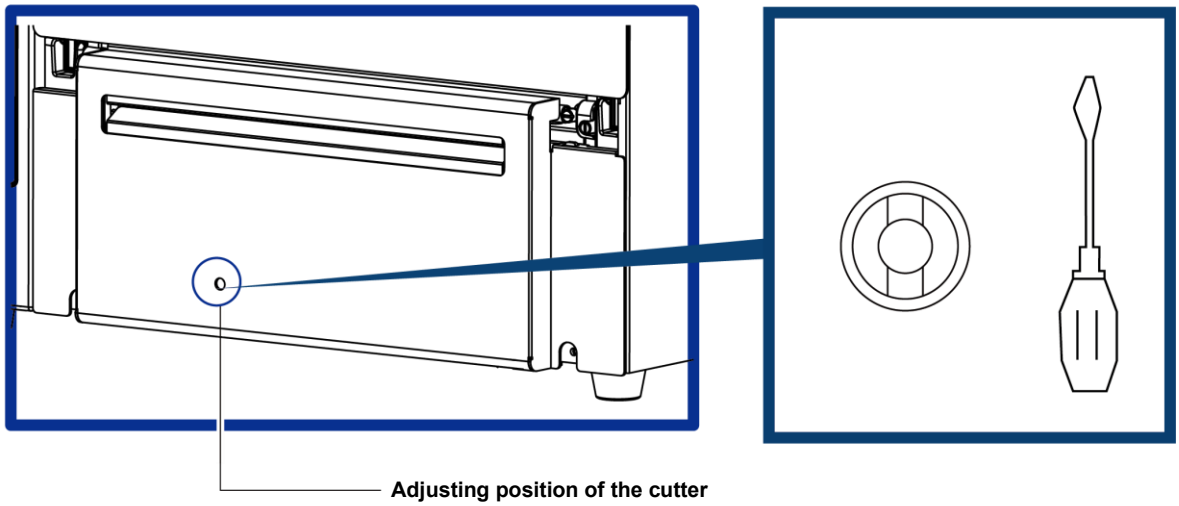
Guillotine Cutter

- **Cleaning Steps**

  Step.01 ➡ Switch off the printer.

  Step.02 ➡ Use a Philips screwdriver to turn the socket head screw and release the knife.

  Step.03 ➡ When you have cleared the paper jam, switch on the printer again. The cutter will automatically reset.



Note

* Make sure power is off status before repairing.

** Labels should be at least 30 mm high to ensure correct functioning of the cutter。

6-8 Trouble Shooting

Problem	Solution
The printer is switched on but the display does not light up.	♦ Check the power supply. ◦
One or both LEDs light 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 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.	♦ 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.	♦ 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.	♦ 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.	♦ 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.	♦ Check whether the label stock is positioned straight.
The cutter does not cut off the labels completely.	♦ 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.	♦ Check whether the cutter has been correctly installed. ♦ Check whether the paper guides are functioning correctly.
The label dispenser is not functioning normally.	♦ Check whether there is dust on the label dispenser. ♦ Check whether the label stock is positioned correctly.

NOTE

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

Appendix - Printer Specification

Model Name		HD830i+
Print Method		Thermal Transfer / Direct Thermal
Resolution		300 dpi (12 dot/mm)
Print Speed		5 ips (127 mm/s)
Print Width		8.64" (219.5 mm)
Print Length		Min. 1" (25.4 mm)** ; Max. 50.09"(1500 mm)
Processor		32-bit RISC CPU
Memory	**Flash**	256 MB
	SDRAM	256 MB
Sensor Type		Adjustable reflective sensor and transmissive sensor, central aligned
Media	**Type**	Continuous form, gap labels, black mark sensing, and punched hole; label length set by auto sensing or programming
	Width	Tear : Min. 4" (102 mm) – Max. 10" (254 mm) Cutter : Max. 9.05" (230 mm)
	Thickness	Min. 0.0024" (0.06 mm) – Max. 0.01" (0.25 mm)
	Label roll diameter	Max. 10" (254 mm)
	Core diameter	Min. 1.5 " (25.4 mm) – Max. 3" (76.2 mm)
Ribbon	**Types**	Wax, wax/resin, resin
	Length	Max. 981' (300 m)
	Width	Min. 1.18" (30 mm) – Max. 8.66" (220 mm)
	Ribbon roll diameter	2.67" (68 mm)
	Core diameter	1" (25.4 mm)
Software	**Label design software**	GoLabel II (for EZPL only) (Windows)
	Management tools	GoTools (Windows / Android)
		GoUtility (Windows)
	APP for Printing	GoAPP(Android / iOS)
Driver		Windows 7, Windows 8 & 8.1, Windows 10, Window11, 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 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 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) Serial Port(RS232) Ethernet 10/100 Mbps(IEEE 802.1X) USB Host (Type A)
Control Panel		Backlight 3.2" touch screen LCD 1 Power on/off button with green colour LED backlight 1 Control key: FEED/PAUSE/CANCEL with dual colour LED backlight: Ready(Green); Error(Red) 1 Calibration button at rear panel
Real Time Clock		Standard
Power		Auto Switching 100-240V AC, 50-60Hz
Environment	**Operation temperature**	41°F to 104°F (5°C to 40°C)
	Storage temperature	-4°F to 140°F (-20°C to 60°C)
Humidity	**Operation**	20-85%, non-condensing
	Storage	10-90%, non-condensing
Agency Approvals		CE (EMC)、FCC Class B、CB、UL、cULus、ICES-003, UKCA (The safety certification marks may be different depending on sales regions.)
Dimension	**Length**	221 mm (8.7")
	Width	431 mm (17")
	Height	224 mm (8.8")
	Weight	11.7 Kg (25.81lbs), excluding consumables
Options		Cutter module (Dealer Install) Parallel port adaptor module (Centronic female 36-pin)(Dealer Install) WiFi (IEEE 802.11 b/g/n) and BT (BLE 5.0) combo module (Dealer Install) Sheet paper module (Factory Install)

* Specifications are subject to change without notice. All company and/or prod*uct 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 safety certification marks may be different depending on sales regions.

Appendix - Communication Port Specification

Communication Port Specification

- Parallel Port (Optional)

  Handshaking :DSTB to printer，BUSY to PC or data input host

  Interface cable :Compatiable with IBM PC parallel cable

  Pinout :Details as below

Pin No.	Function	Transmitter
1	/Strobe	Computer / printer
2-9	Data 0-7	Computer
10	/Acknowledge	Printer
11	Busy	Printer
12	/Paper empty	Printer
13	/Select	Printer
14	/Auto-Linefeed	Computer / printer
15	N/C	
16	Signal Gnd	
17	Chassis Gnd	
18	+5V, max 500mA	
19-30	Signal Gnd	Computer
31	/Initialize	Computer / printer
32	/Error	Printer
33	Signal Ground	
34-35	N/C	
36	/Select-in	Computer / printer

- RS-232

  Default Setting：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
Computer		Printer

- USB HOST Port

Computer Connector : Type A				
Pin No.	1	2	3	4
Function	VBUS	D-	D+	GND

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

- Ethernet(RJ-45)

Pin No.	Function
1	T+
2	T-
3	R+
4	N/C
5	N/C
6	R-
7	N/C
8	N/C

Note

* The Maximum input current is 500mA for Serial Port.

Steps for setting Wi-Fi module

Step 1. Power off the printer.

Step 2. Install the Wi-Fi module.

Note : Methods for installing Wi-Fi module, please refer to Wi-Fi module installation.

Step 3. Power on the printer and wait 15 seconds. The main manu will display gray Wi-Fi icon and it means that the Wi-Fi module is already

detected by the printer, as the figure below indicates.

Note

* The firmware version of the printer should be above V.2005,otherwise you can not use Wi-Fi function.

** GoLabel version should be above V1.12,otherwise you can not use Wi-Fi Tool function.

*** When a Wi-Fi module is installed into a printer, the Ethernet of the printer will lose its function.

Steps for setting Access Point (D-Link)

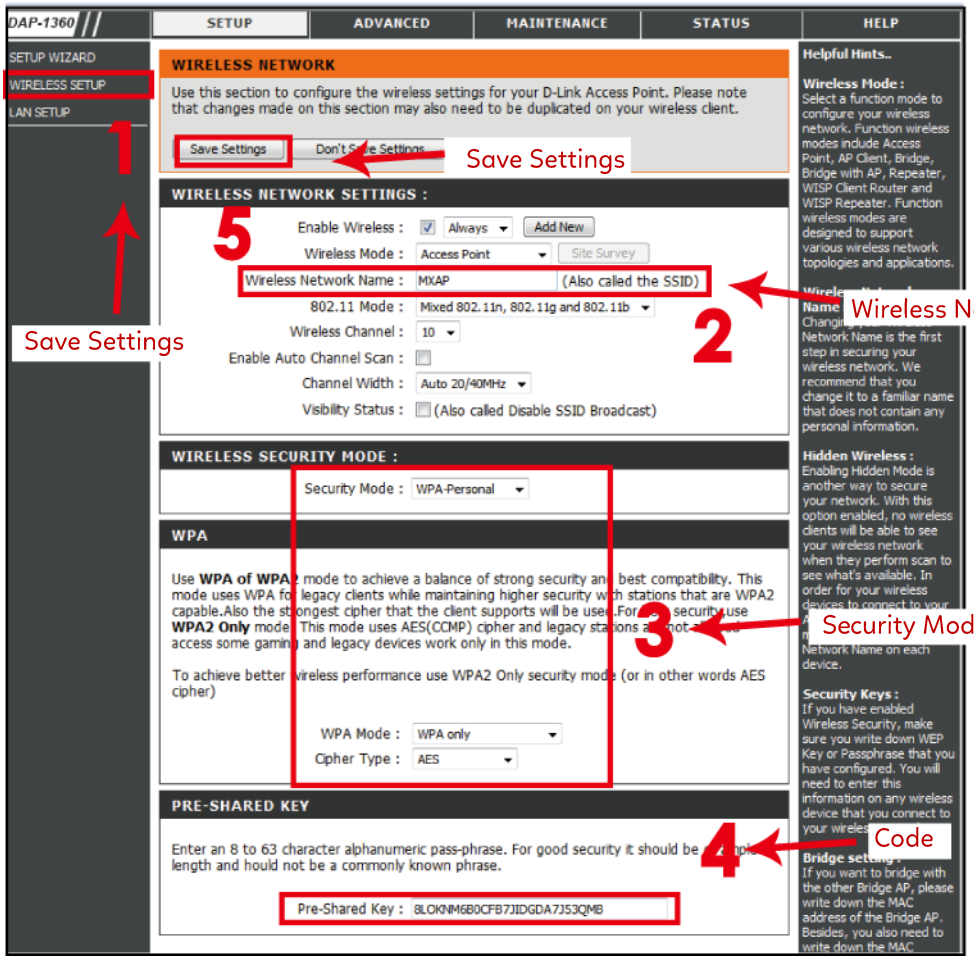
Step 1. Execute browser and log in the setting page of access point.

Step 2. Click “WIRELESS SETUP”on the left side of the setting page(red circle 1) and enter into AP setting page.

For the contents of setting, please refer to the figure below.

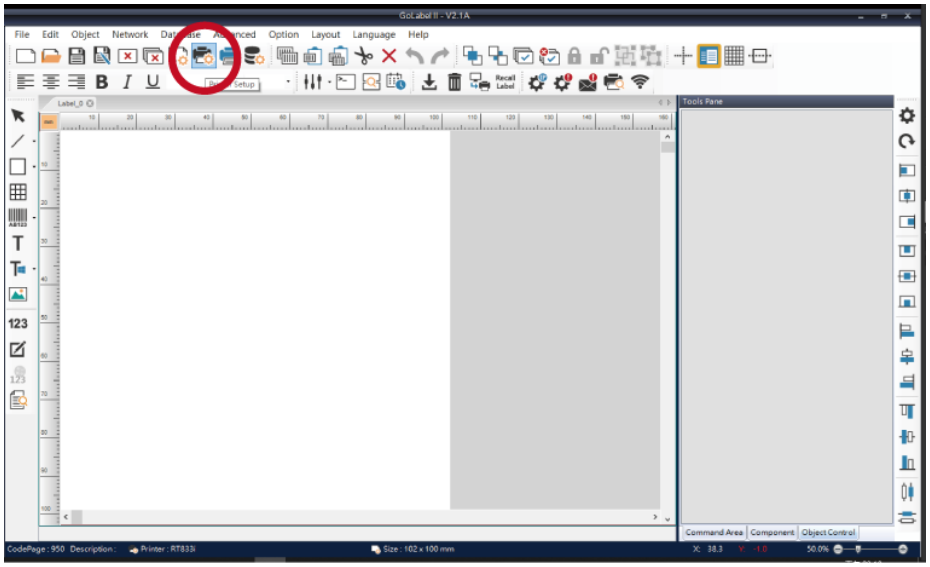
Step 3. Click “Save Settings”button after the Wi-Fi AP is completely set.

After approx.20 Seconds, the setting of AP is stored and takes effect.

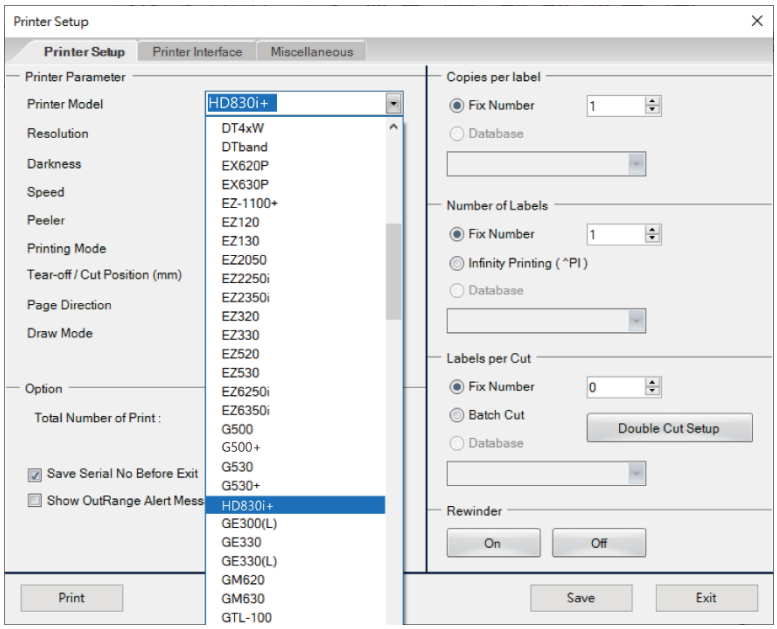


Set up wireless network through GoDEX WiFi tool

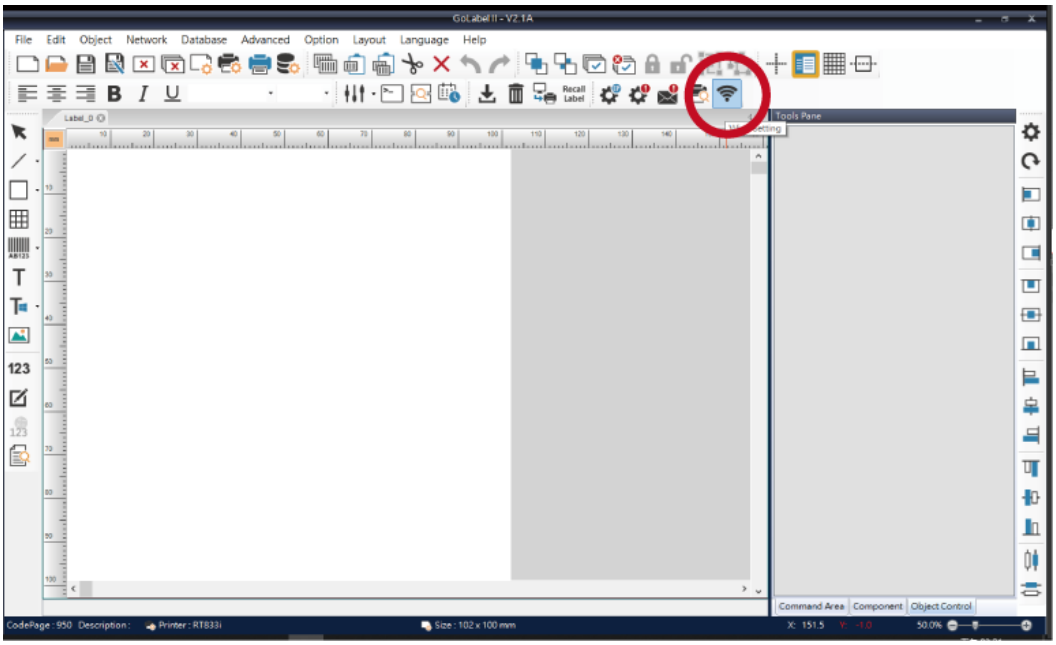
1. Turn on the printer,connect printer and computer by USB cable.
2. Start GoLabel II
3. Click ” Printer Setup”



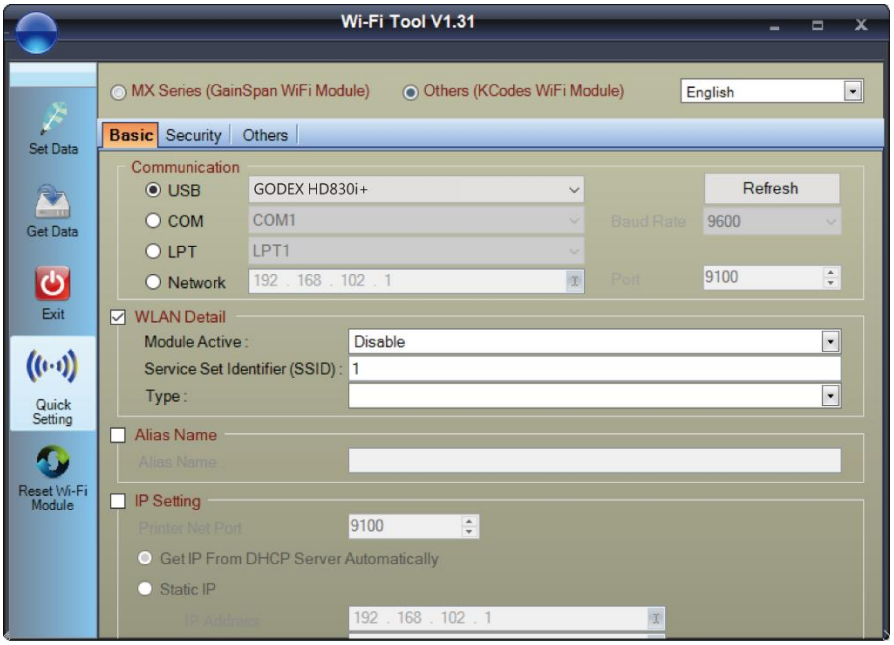
4. Select printer moedel(Wi-Fi supported models).



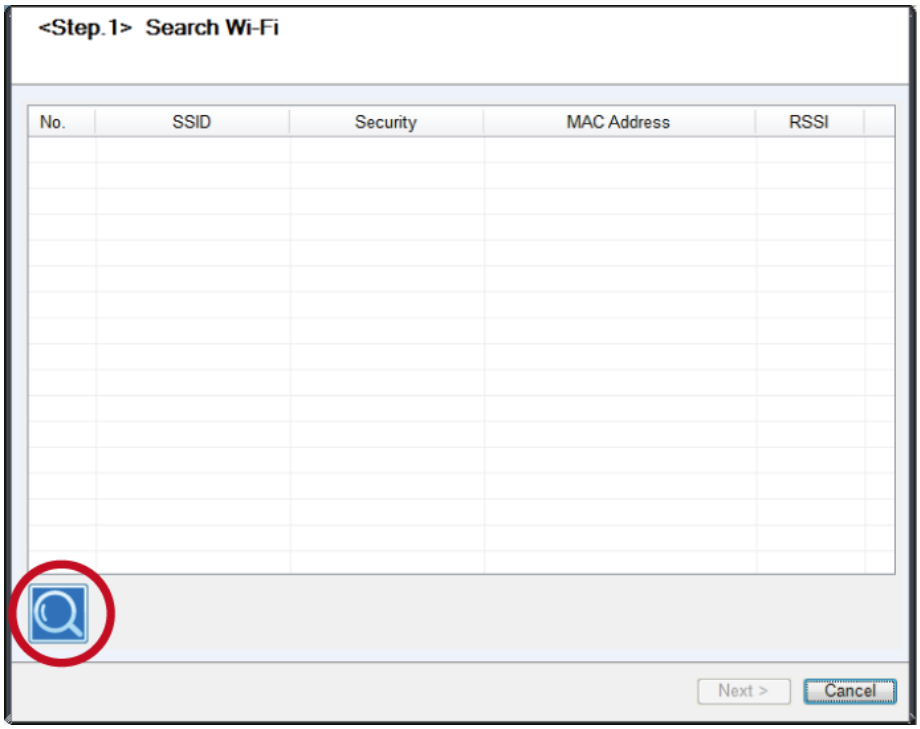
5. Click” WiFi Setting” icon.

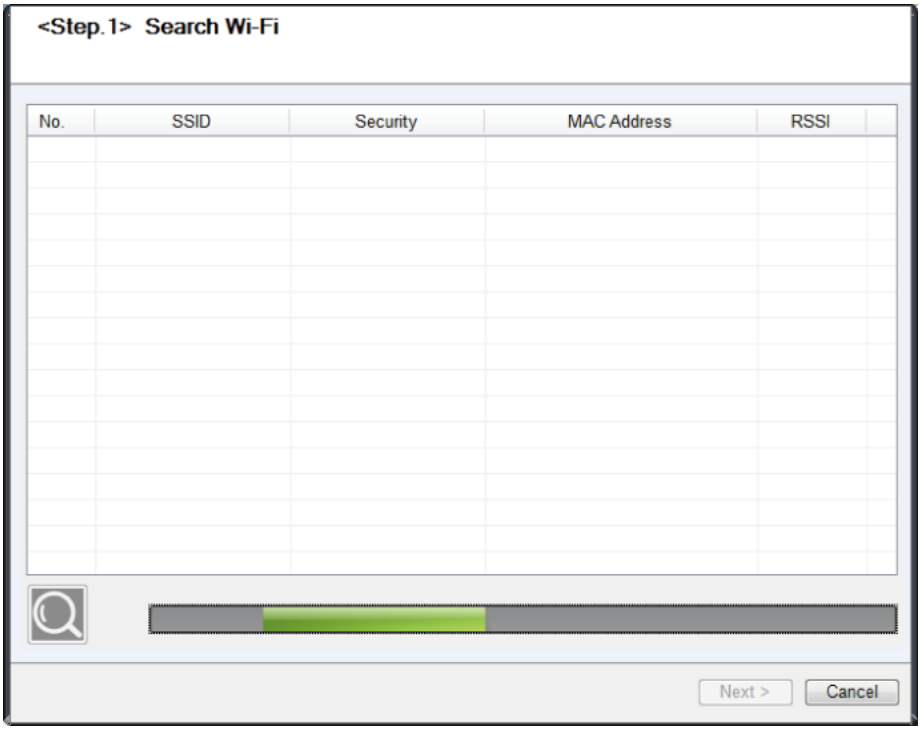


6. Click” WiFi Setting” icon.

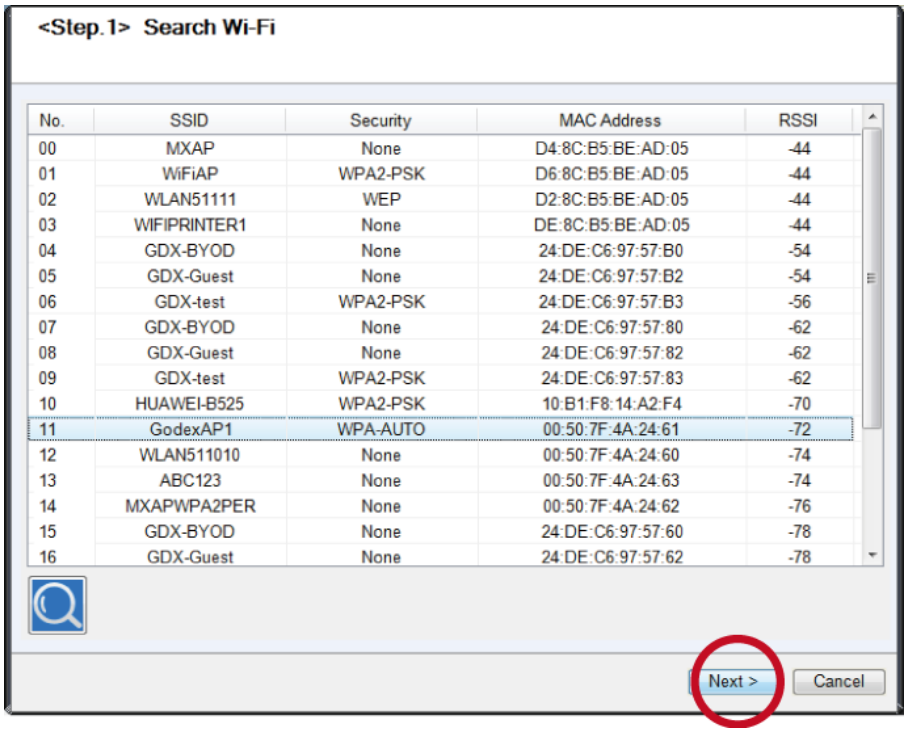


7. Click the Search button.

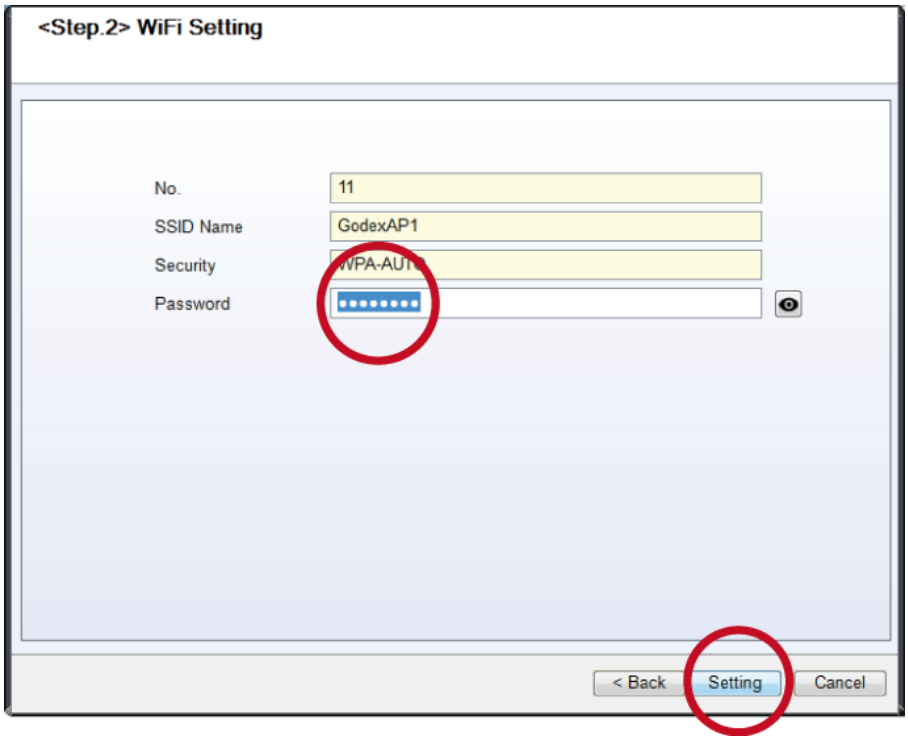




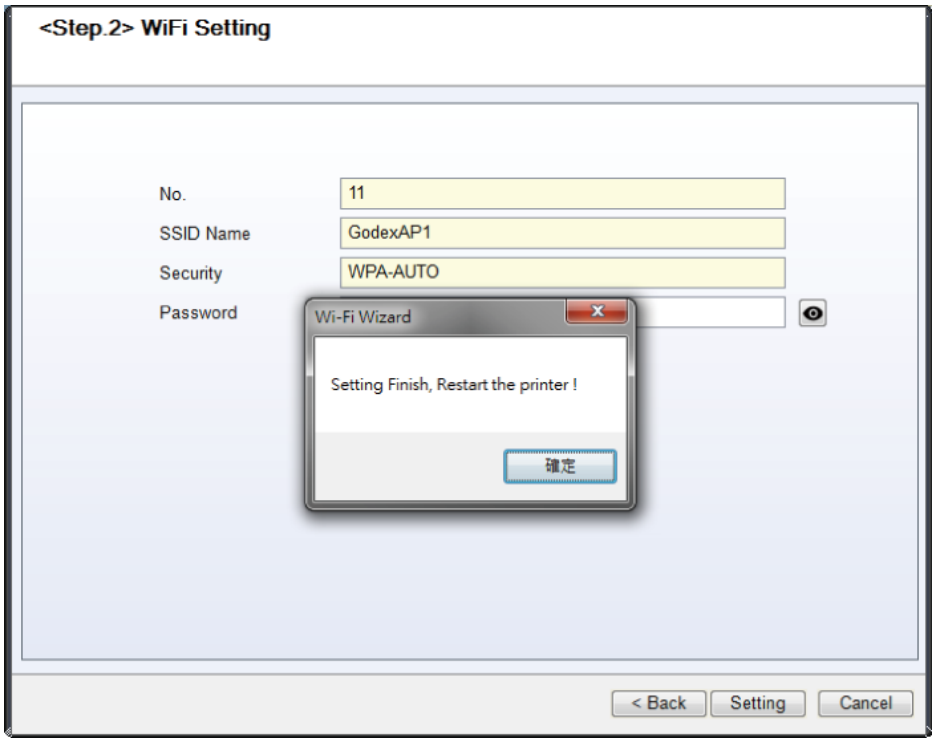
8. Select server and click Next button.



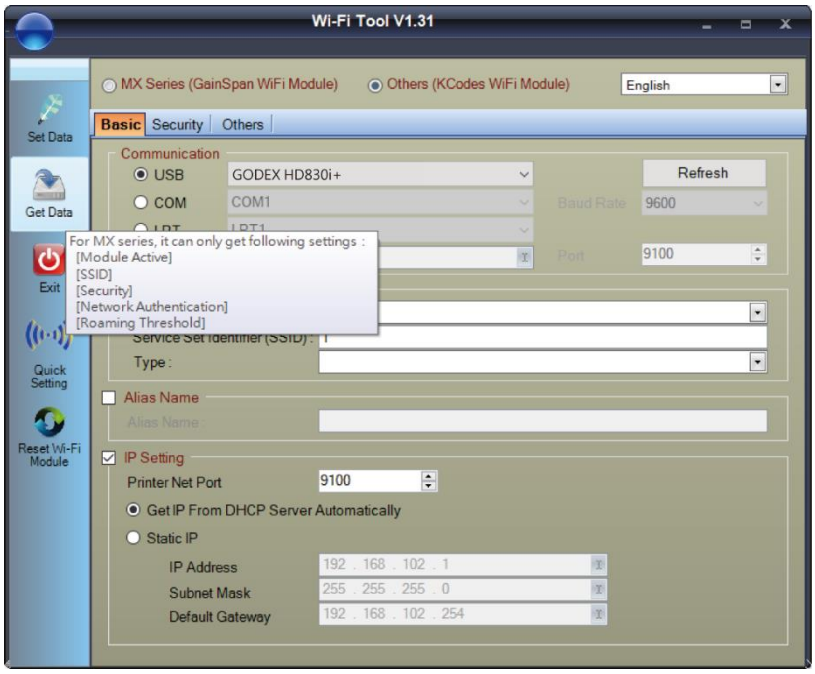
9. Enter the password set on the server side and click the "Setting" button.



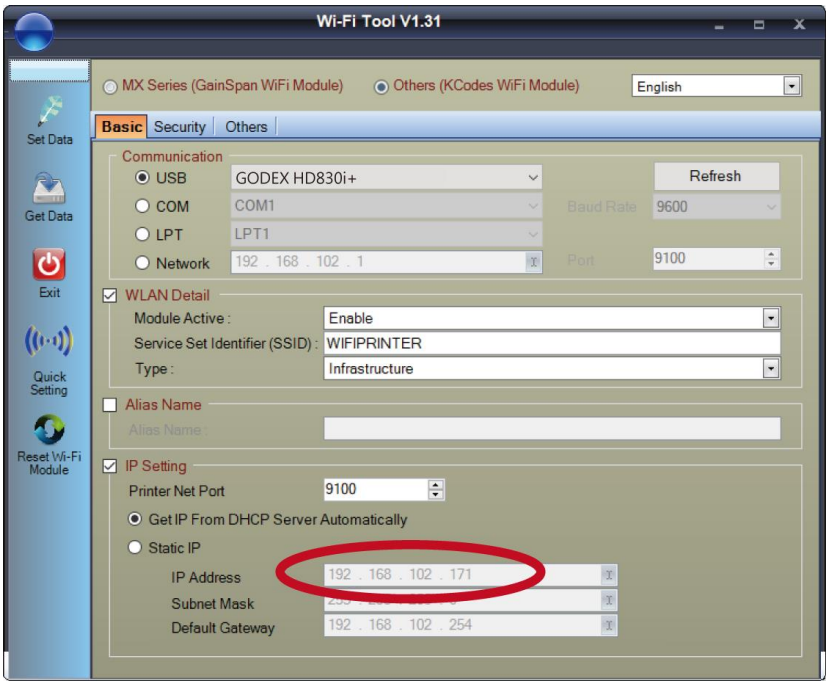
10. After the setting succeeded, a prompt will pop up and the printer will restart.



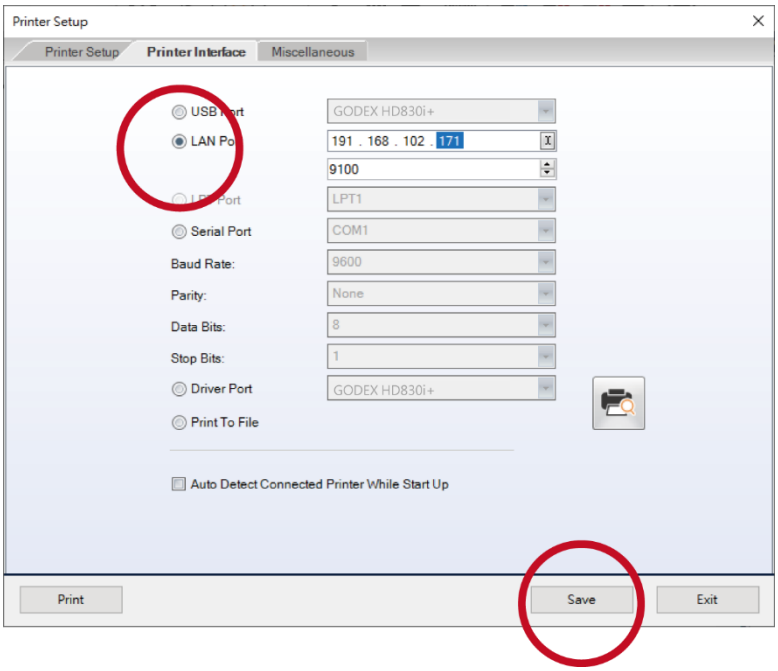
11. Select the "Basic" tab and click the "Get Data" icon after selecting "IP Settings".



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

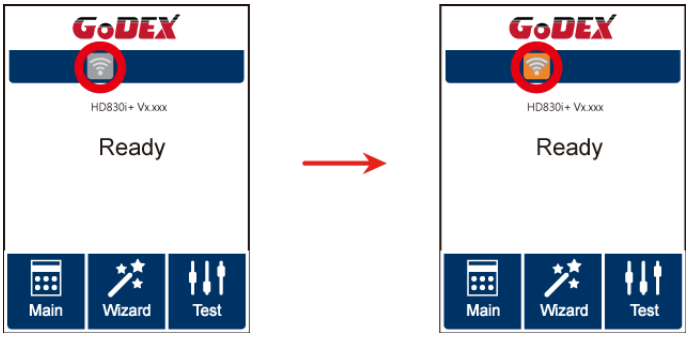


13. Select the " Printer Interface" tab, fill in the IP address and click "Save" to complete the setting.



Check whether the Wi-Fi connection is successfully created

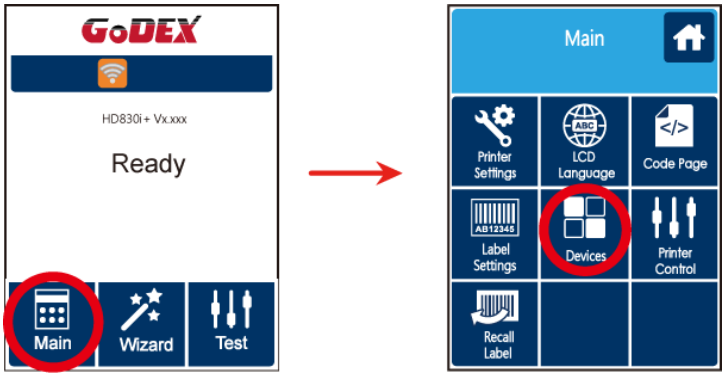
After 8~10 seconds, the Wi-Fi icon's will change from gray to purple and it means that the Wi-Fi connection is successfully created, as the figures below indicate.



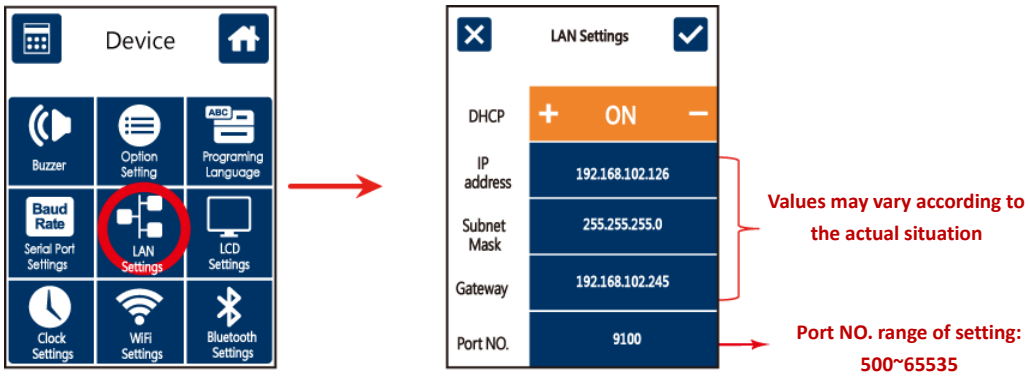
Check the related information of LAN

Step 1. Select "Main" on the bottom left corner of LCD panel.

Step 2. Select "Devices"



Step 3. Select "LAN Settings"and the display indicates the related information of LAN



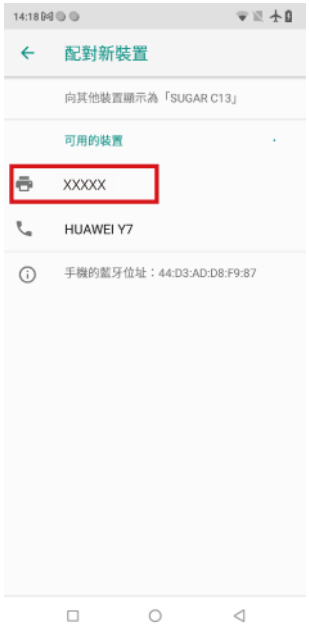
Pair the phone with the printer

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

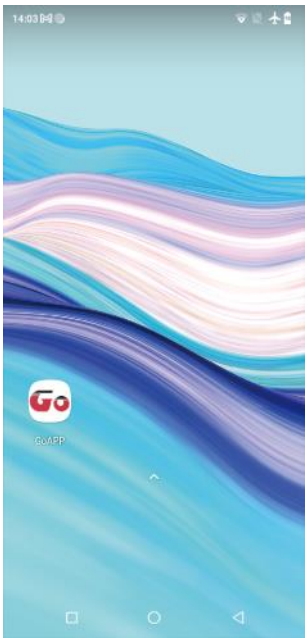
1.Turn on the printer and wait for it to enter the “Ready” state.

2. Select the printer model you want to connect.

(The default pairing password is 0000)



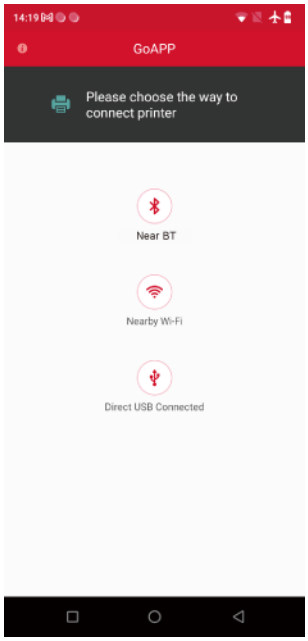
3. Open the GoApp application.

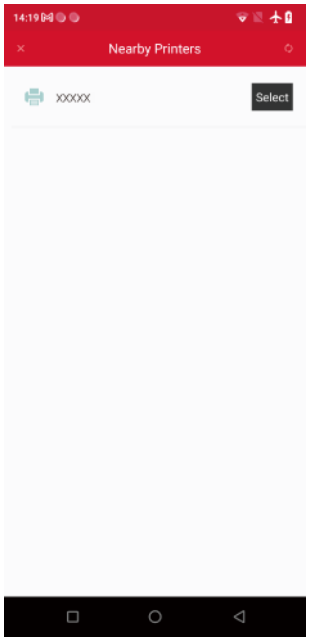


Select connection method and printer

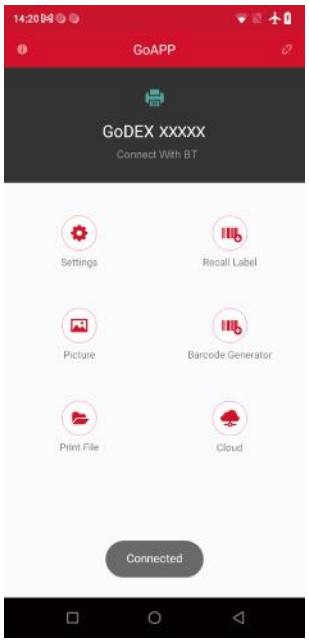
4. For the connection method, choose “Near BT” button.

5. The printers which installed the BT module will be listed below, select the printer to connect.

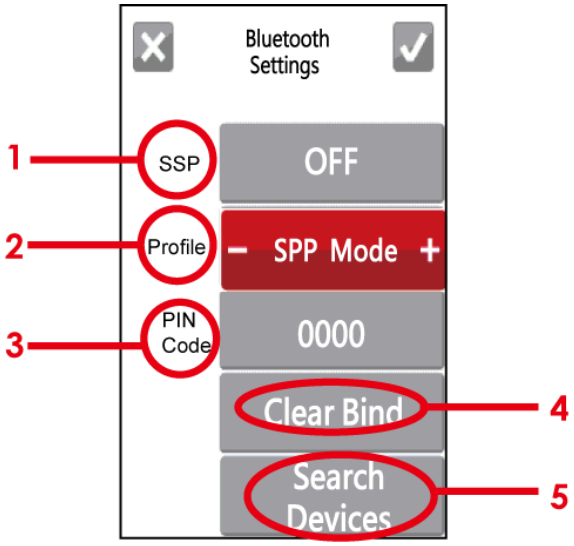




6.If the connection is successful, the function window will be displayed.



Introduction of the Bluetooth parameters



1	SSP	The Bluetooth code is not needed to be inputted when the SSP mode of the Bluetooth setting in the printer and the PC/Keyboard is set "Activated". Please select "Clear Bind", you are allowed to change the setting after the connection is successfully created.
2	Profile	It can be switched to SPP mode or HID mode. SPP mode: For creating the connection of PC or mobile phone HID mode: For creating the connection of Bluetooth keyboard and Bluetooth scanner. Please select "Clear Bind", you are allowed to change the setting after the connection is successfully created.
3	PIN Code	Code of printers and Bluebooth. Please select "Clear Bind", you are allowed to change the setting after the connection is successfully created.
4	Clear Bind	It deletes connections of Bluetooth devices.
5	Search Devices	It scans Bluetooth devices when pressing the button. It shows information of devices when the searching is completed. 1. It only supports HID 2. It only shows English and numbers. 3. It shows maximum 16 pairs information of devices * It disconnects current connection when functioning, after creating a successful connection.

APPENDIX

FILE MANIPULATION WHEN USING USB STICK

File Manipulation

The files in both devices (USB memory stick and printer internal Flash memory) are able to copy and move by the commands "~MCPY" and "MMOV" that sends from GoLabel on a PC via either connection – USB or Ethernet ports.

•Copy

Syntax	~MCPY,s:o.x,d:o.x
Parameter	s = source device of stored object (s = D (for USB memory stick;) or F (for internal Flash memory)) d = destination device of stored object o = object name , "o" is substituted for " * " x = extension (file type), the type "x" is substituted by "*" , or following either one: = D, database = A, Asia font = C, TTF font = E, Bit-Mapped font = F, label form = G, graphic = S, serial file = T, text = B, Unicode Table
Description	Copy file from USB memory stick to Flash memory, or vise-versa
Example	~MCPY,F:*.F,D:*.F ~MCPY,D:*.G,F:

•Move

Syntax	~MMOV,s:o.x,d:o.x
Parameter	s = source device of stored object ("D" for USB memory stick; "F" for internal Flash memory d = destination device of stored object o = object name (file name); the name "o" is substituted for "*" x = extension (file type), the type "x" is substituted by "*" , or following either one: = D, database = A, Asia font = C, TTF font = E, Bit-Mapped font = F, label form = G, graphic = S, serial file = T, text = B, Unicode Table
Description	Move file
Example	~MMOV,F:*.F,D:*.F ~MMOV,D:*.G,F: