User's Manual

EZ-1000Plus

GODEX

P/N. 920-012411-03
Rev. A, 08.2009

FCC COMPLIANCE STATEMENT
FOR AMERICAN USERS

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.

EMS AND EMI COMPLIANCE STATEMENT
FOR EUROPEAN USERS

This equipment has been tested and passed with the requirements relating to electromagnetic compatibility based on the standards EN 55022:1998+A1:2000+A2:2003, CISPR 22 , Class A EN 55024:1998+A1:2001+A2:2003, IEC 61000- 4 Series EN 61000-3-2 / 2000 & EN 61000-3-3 / 1995. The equipment also tested and passed in accordance with the European Standard EN55022 for the both Radiated and Conducted emissions limits.

EZ PLUS SERIES
TO WHICH THIS DECLARATION RELATES
IS IN CONFORMITY WITH THE FOLLOWING STANDARDS

EN55022 : 1998,CLSPR 22, Class A / EN55024 : 1998IEC 61000-4 Serial / EN61000-3-2 : 2000 / EN 6100-3-3 : 1995 / CFR 47, Part 15/CISPR 22 3rd Edition : 1997, Class A / ANSI C63.4 : 2001 / CNS 13438 / IEC60950-1 : 2001 / GB4943 : 2001 / GB9254 : 1998 / GB17625.1 : 2003 /EN60950-1 : 2001

CAUTION
Danger of explosion if battery is incorrectly replaced
Replace only with the equivalent type recommended by the manufacture.
Dispose of used batteries according to the manufacturer’s instructions.

Specifications are subject to change without notice.

Safety Instructions

Bitte die Sicherheitshinweise sorgfältig lesen und für später aufheben.

1. Die Geräte nicht der Feuchtigkeit aussetzen.

2. Bevor Sie die Geräte ans Stromnetz anschließen, vergewissern Sie Sich, dass die Spannung des Geräts mit der Netzspannung übereinstimmt.

3. Nehmen Sie das Gerät bei Überspannungen (Gewitter) vom Netz. Das Gerät könnte sonst Schaden nehmen.

4. Sollte versehentlich Flüssigkeit in das Gerät gelangen, so ziehen sofort den Netzstecker. Anderenfalls besteht die Gefahr eines lebensgefährlichen elektrischen Schlags.

5. Wartungs- und Reparaturarbeiten dürfen aus Sicherheitsgründen nur von autorisierten Personen durchgeführt werden.

6. Bei Wartungs- und Reparaturarbeiten müssen die Sicherheitsvorschriften der zuständigen Berufsverbände und Behörden unbedingt eingehalten werden.

7. Bei Verletzungen unbedingt den Arzt aufsuchen und die gegebenenfalls die zuständigen Stellen benachrichtigen. Unterlassung kann zum Verlust der Versicherungsleistungen führen.

Safety Instructions

Please read the following instructions seriously.

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. Disconnect the equipment from the voltage of the power source to prevent possible transient over voltage damage.

4. Don’t pour any liquid to the equipment to avoid electrical shock.

5. ONLY qualified service personnel for safety reason should open equipment.

6. Don’t repair or adjust energized equipment alone under any circumstances. Someone capable of providing first aid must always be present for your safety

7. Always obtain first aid or medical attention immediately after an injury. Never neglect an injury, no matter how slight it seems.

1. Barcode Printer

1-1. Printer Accessories

After unpacking, please check the accessories that come with the package, and store appropriately.

- Barcode printer
- Power cord
- Switching Power
- USB Cable
- Label
- Ribbon
- Empty Ribbon Roll
- Quick Start Guide
- CD (includes label editing software QLabel / Manual)

1-2. General Specifications

Model	EZ-1100Plus	EZ-1200Plus	EZ-1300Plus
Print Method	Thermal Transfer / Direct Thermal		
Resolution	203 dpi (8 dot/mm)		300 dpi (12 dot/mm)
Print Speed	4 IPS (100 mm/s)	6 IPS (150 mm/s)	4 IPS (100 mm/s)
Print Width	4.25” (108 mm)		4.16” (105.7 mm)
Print Length	Min. 0.39” (10 mm); Max. 68” (1727 mm)		Min. 0.39” (10 mm); Max. 30” (762 mm)
Memory	4MB Flash (2MB for user storage) ; 8MB SDRAM		
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. - 4.64” (118 mm) Max. Thickness: 0.003” (0.06 mm) Min. - 0.01” (0.25 mm) Max. Label roll diameter: Max. 5” (127 mm) Core diameter: 1”, 1.5”, 3” (25.4 mm, 38.1 mm, 76.2 mm)		
Ribbon	Types: Wax, wax/resin, resin Length: 981’ (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 (Godex Eltron® Printer Language)		
Software	Label design software: QLabel-IV (for EZPL only) Driver & DLL: Windows 2000, XP and Vista		
Resident Fonts	Bitmap fonts: 6, 8, 10, 12, 14, 18, 24, 30, 16X26 and OCR A & B Bitmap fonts 90°, 180°, 270° rotatable, single characters 90°, 180°, 270° rotatable Bitmap fonts 8 times expandable in horizontal and vertical directions Scalable fonts 90°, 180°, 270° rotatable		
Download Fonts	Bitmap fonts 90°, 180°, 270° rotatable, single characters 90°, 180°, 270° rotatable Asian fonts 90°, 180°, 270° rotatable and 8 times expandable in horizontal and vertical directions Scalable fonts 90°, 180°, 270° rotatable		

Barcodes	1-D Bar codes: Code 39, Code 93, Code 128 (subset A, B, C), UCC/EAN-128 K-Mart, UCC/EAN-128, UPC A / E (add on 2 & 5), I 2 of 5, I 2 of 5 with Shipping Bearer Bars, EAN 8 / 13 (add on 2 & 5), Codabar, Post NET, EAN 128, DUN 14, HIBC, MSI (1 Mod 10), Random Weight, Telepen, FIM, China Postal Code, RPS 128 and GS1 DataBar
	2-D Bar codes: PDF417, Datamatrix code, MaxiCode, QR code and Micro QR code
Code Pages	CODEPAGE 437, 850, 851, 852, 855, 857, 860, 861, 862, 863, 865, 866, 869, 737 WINDOWS 1250, 1251, 1252, 1253, 1254, 1255 Unicode (UTF8, UTF16)
Graphics	Resident graphic file types are BMP and PCX, other graphic formats are downloadable from the software
Interfaces	Serial port: RS-232 (DB-9) USB port (default on) Parallel port: Centronics 36-pin
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 A, CB, cUL, CCC
Dimension	Length: 11.2” (285 mm) Height: 6.8” (171 mm) Width: 8.9” (226 mm)
Weight	6 lbs (2.72Kg) ,excluding consumables
Options	Rotary Cutter Label Stripper External label roll holder for 10” (250 mm) O.D. label rolls External label rewinder CF card adapter with real time clock (max. 1GB CF card) Ethernet 10/100Mbps print server (default off; disables USB when in use) 802.11 b/g wireless print server (default off; disables USB when in use)

1-3. Communication Interface

Parallel Interface

Handshake : DSTB connects to the printer, BUSY connects to the host

Interface cable : Parallel cable compatible to IBM PC

Pin out : See below

PIN NO.	FUNCTION	TRANSMITTER
1	/Strobe	host / printer
2-9	Data 0-7	host
10	/Acknowledge	printer
11	Busy	printer
12	/Paper empty	printer
13	/Select	printer
14	/Auto-Linefeed	host / printer
15	N/C	
16	Signal Gnd	
17	Chasis Gnd	
18	+5V,max 500mA	
19-30	Signal Gnd	host
31	/Initialize	host / printer
32	/Error	printer
33	Signal Ground	
34-35	N/C	
36	/Select-in	host / printer

Serial Interface

Serial Default Setting : 9600 baud rate、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

【Note】The total current output from parallel port and serial port altogether can not exceed 500mA.

USB Interface

Connector Type : Type B

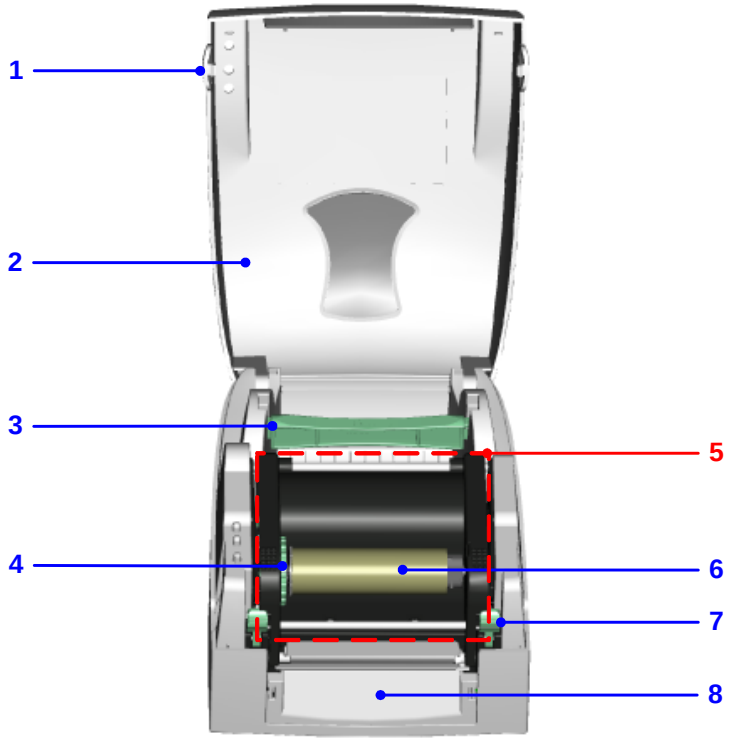
PIN NO.	1	2	3	4
FUNCTION	VBUS	D-	D+	GND

Internal Interface

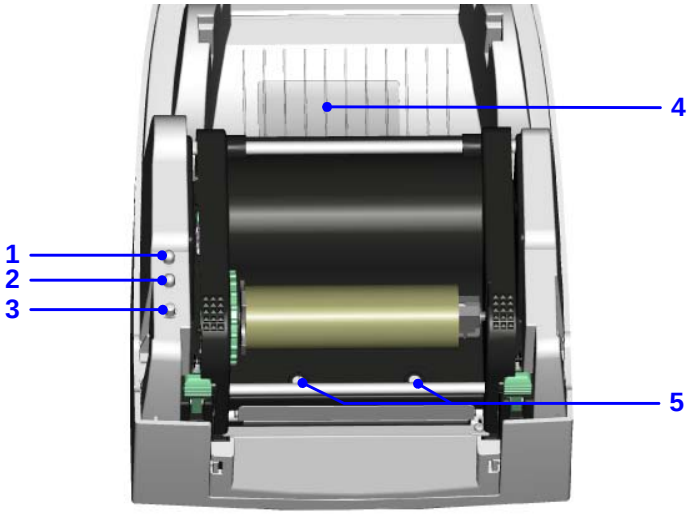
UART1 wafer			Ethernet module
N.C	1	1	N.C
TXD	2	2	RXD
RXD	3	3	TXD
CTS	4	4	RTS
GND	5	5	GND
RTS	6	6	CTS
E_MD	7	7	E_MD
RTS	8	8	CTS
E_RST	9	9	E_RST
+5V	10	10	+5V
GND	11	11	GND
+5V	12	12	+5V

UART2 wafer			Expansion module
+5V	1	1	+5V
CTS	2	2	RTS
TXD	3	3	RXD
RTS	4	4	CTS
RXD	5	5	TXD
GND	6	6	GND

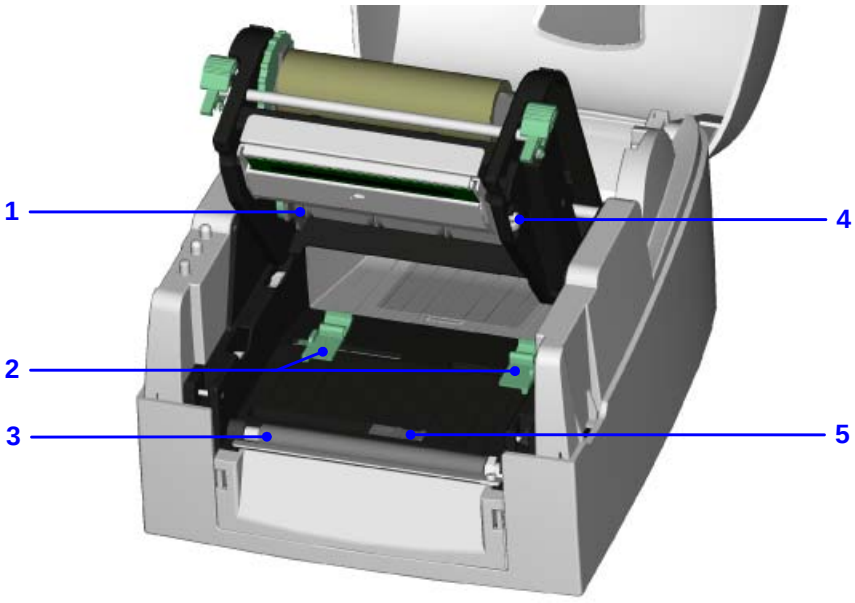
1-4. Printer Parts



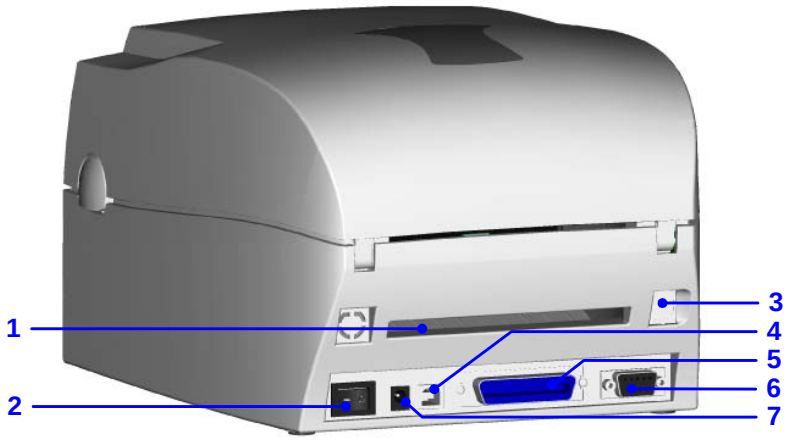
1.	Cover Open Button
2.	Top Cover
3.	Label Roll Core
4.	Ribbon Rewind Wheel
5.	Print Mechanism
6.	Ribbon Rewind Shaft + Empty Ribbon Roll
7.	Locking Tenon (left/right)
8.	Front Cover Piece



1.	LED Light (Ready)
2.	LED Light (Status)
3.	FEED Key
4.	CF Card Slot Cover
5.	Print Head Pressure Adjustment Screw (left/right)



1.	Ribbon Supply Shaft
2.	Label Guide
3.	Platen Roller
4.	Print Line Adjustment Gear
5.	Label Sensor



1.	Fan-Fold Label Insert
2.	Power Switch
3.	Ethernet Socket (Option)
4.	USB Port
5.	Parallel Port
6.	Serial Port (RS-232)
7.	Power Socket

* The communication ports may vary depending on product types.

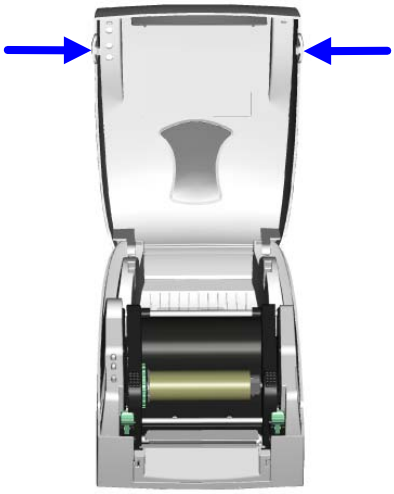
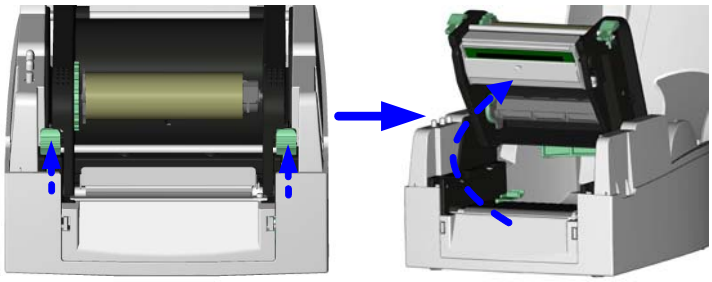
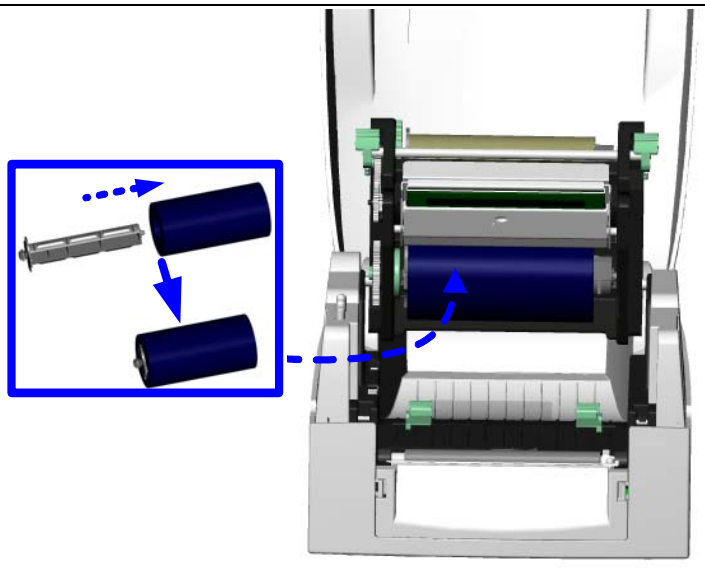
2. Printer Installation

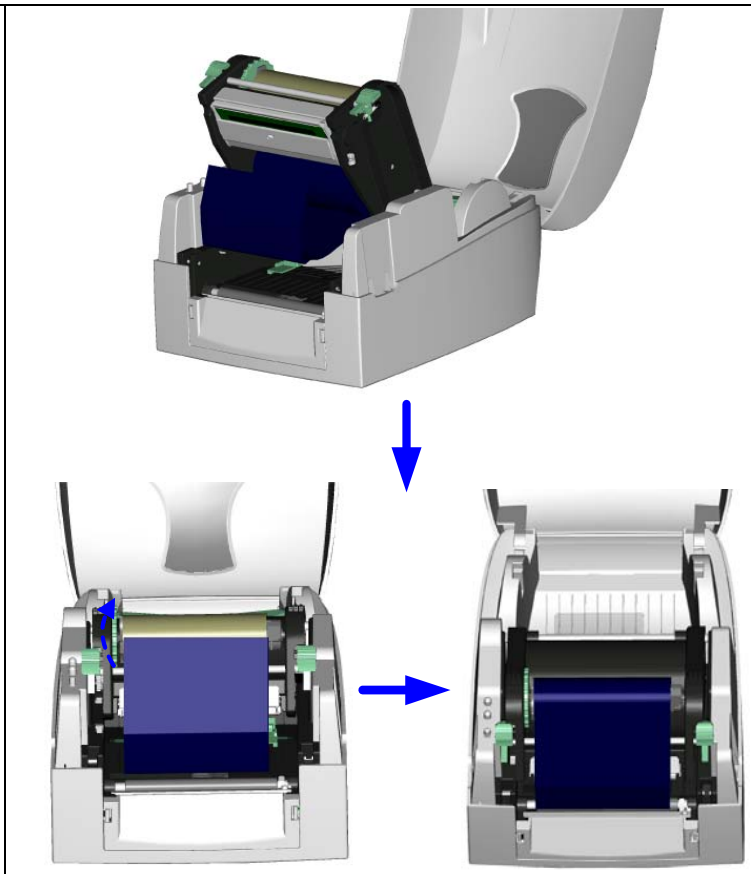
This printer model has the following print modes:

Thermal Transfer (TT)	When printing, ribbon must be installed to transfer the print contents onto the media.
Direct Thermal (DT)	When printing, no ribbon is necessary; it only requires direct thermal media.

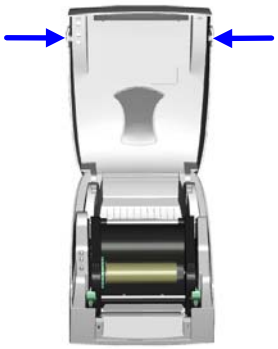
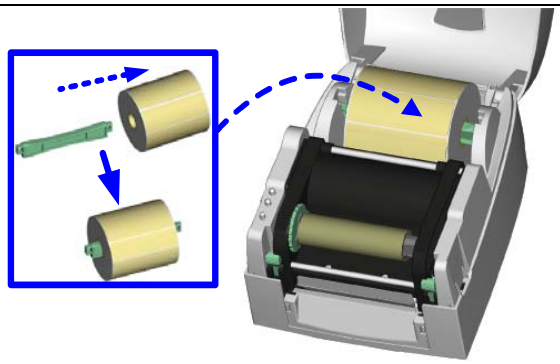
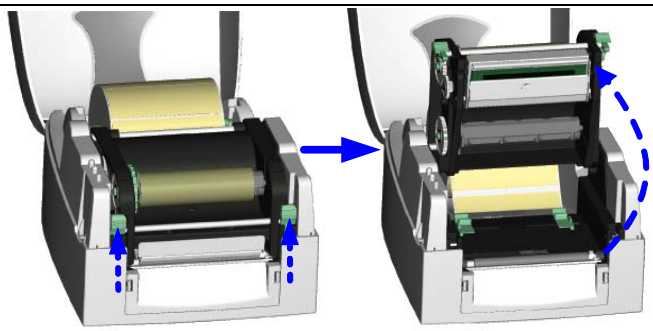
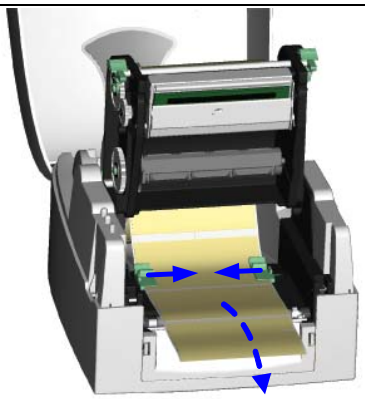
Please check which print mode you will use and then go into the Setting Mode to change the print mode setting if necessary.

2-1. Ribbon Installation

1. Place the printer on a horizontal surface, and open the top cover by pressing the Cover Open Buttons on both sides.	
2. Loosen and then lift the upper print mechanism by pressing the locking tenons.	
3. Place a new ribbon roll onto the ribbon supply shaft.	

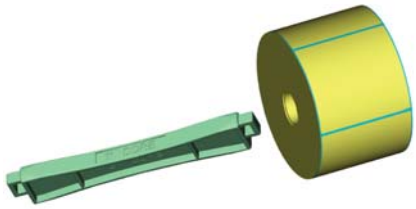
4. Feed the ribbon from the Ribbon Supply Shaft under the Print Head. 5. Wrap the ribbon around the Ribbon Shaft and stick the ribbon onto the Empty Ribbon Roll Core.	
6. Firmly close the upper print mechanism.	

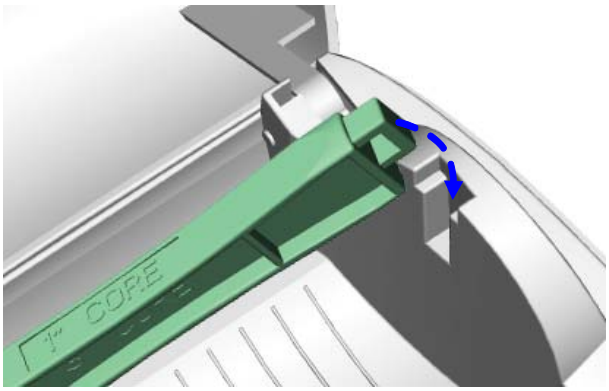
2-2. Label Installation

1. Open the top cover by pressing the Cover Open Buttons on both sides.	
2. Place the label roll onto the Label Roll Core.	
3. Loosen and lift the upper print mechanism by pressing the locking tenons.	
4. Feed the label through the two Label Guides to the Tear-off Bar. 5. Align the label guides to the label edge.	
6. Close the upper print mechanism from the top to finish label installation.	

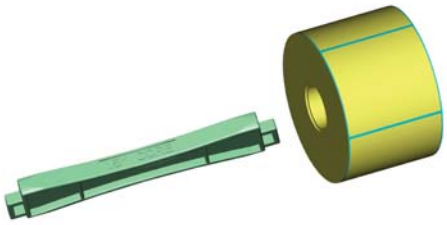
2-3. Label Roll Core Installation Instruction

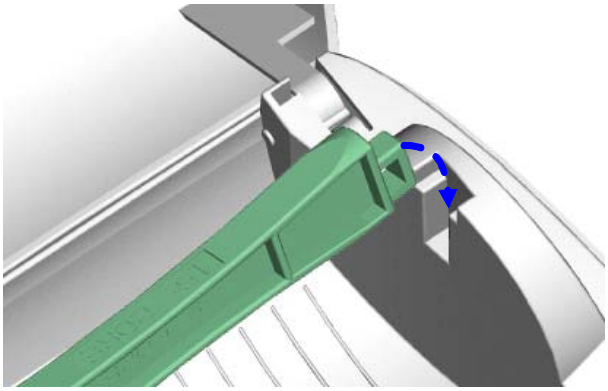
(A) 1” roll core installation



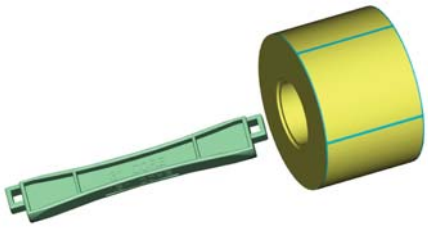


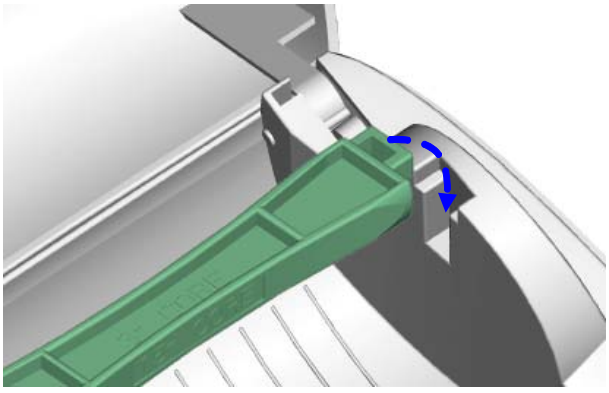
(B) 1.5” roll core installation





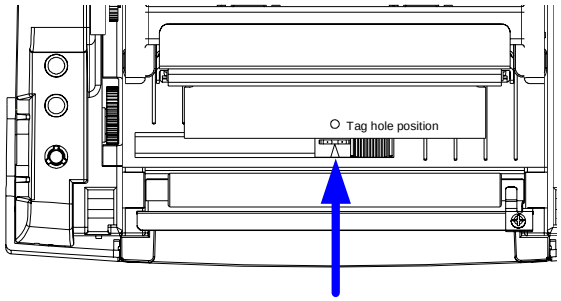
(C) 3” roll core installation



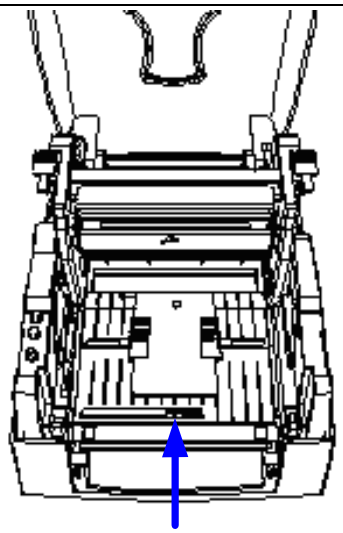


2-4. Card / Hang tags Installation

When installing cord tags, the tag hole must align with the sensor arrow (as indicated in figure), then use the Label Guide to secure the tags.



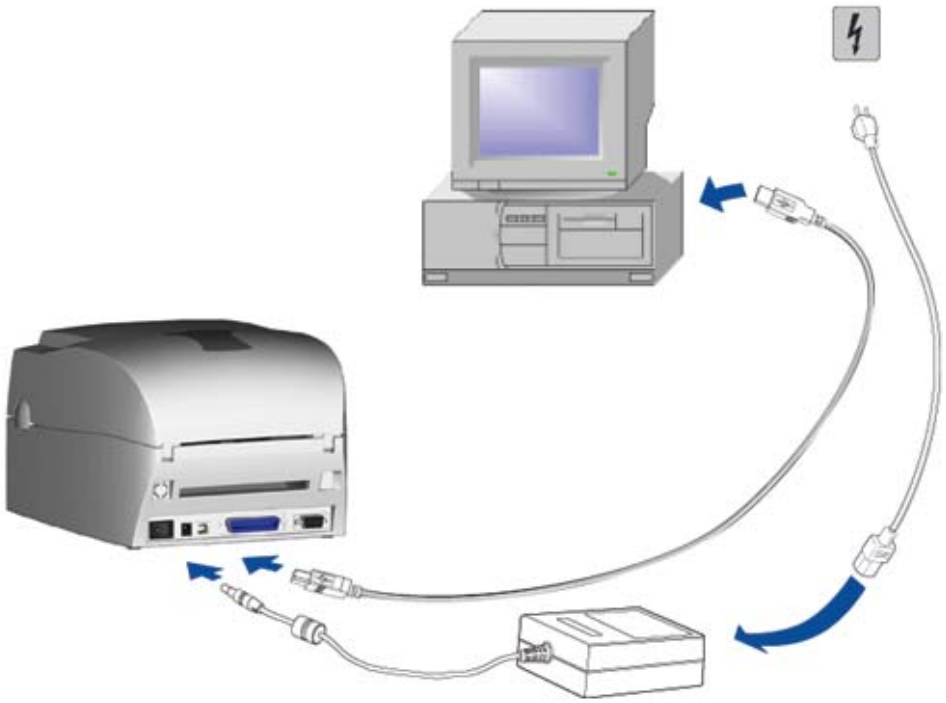
Sensor Detection Position



Sensor

2-5. PC Connection

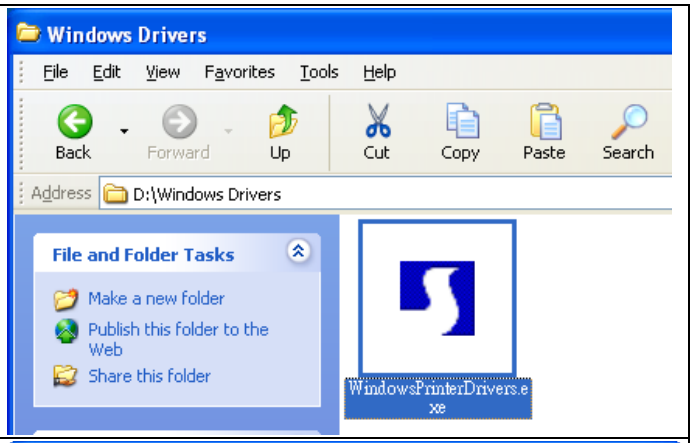
1. Please make sure the printer is powered off.
2. Take the power cable, plug the cable switch to the power socket, and then connect the other end of the cable to the printer power socket.
3. Connect the cable to the USB/parallel port on the printer and on the PC.
4. Power on the PC and the printer and the printer's LED light will shine.



2-6. Driver Installation

1. Insert product CD to your computer's CD Drive and find the "Windows Drives" folder.

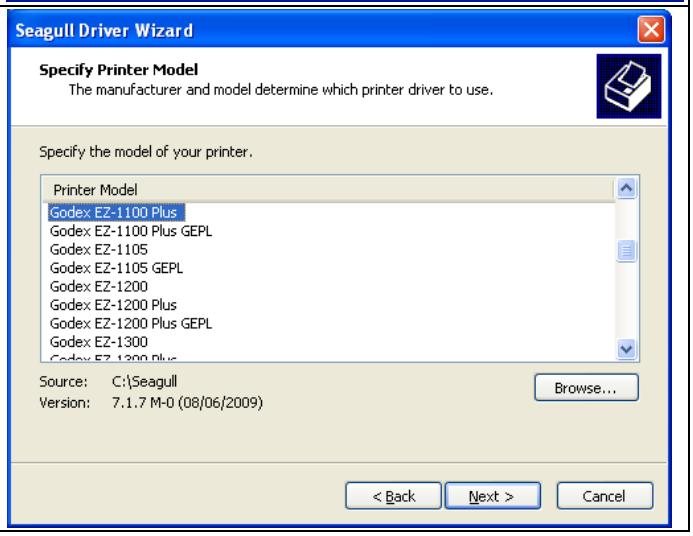
2. Select the icon of driver file and click it to start the installation.

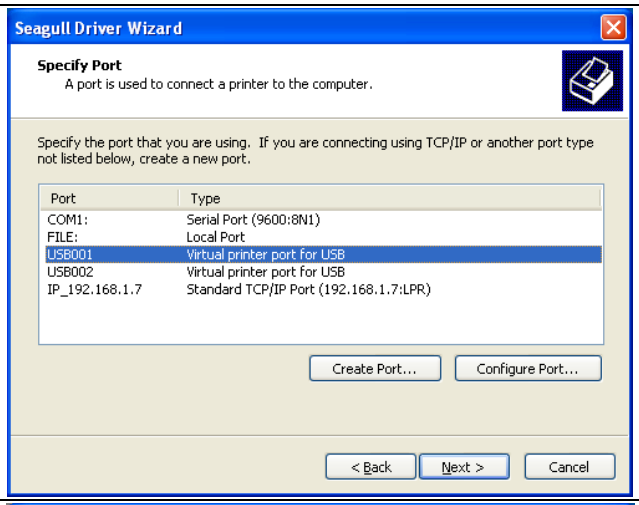
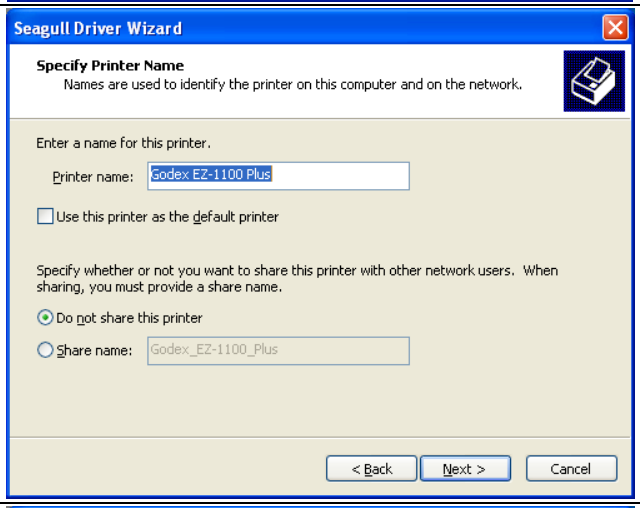


3. Follow the instruction on screen to keep the installation going. Then the Driver Wizard utility should run automatically.

4. Select "Install printer drivers".

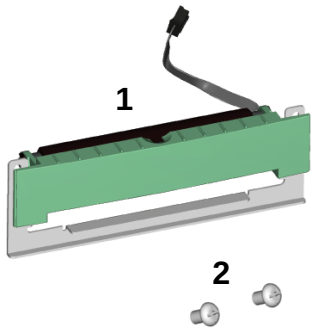
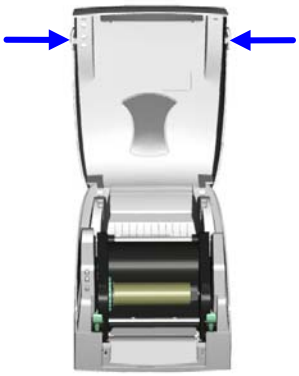
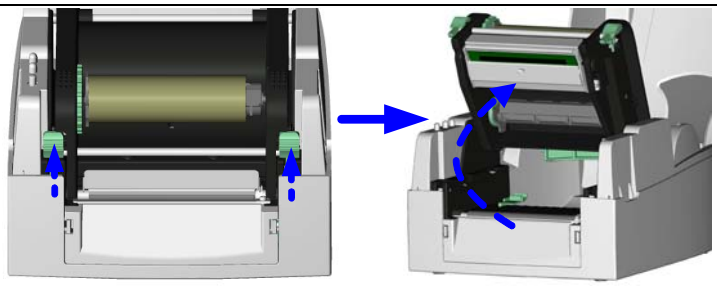
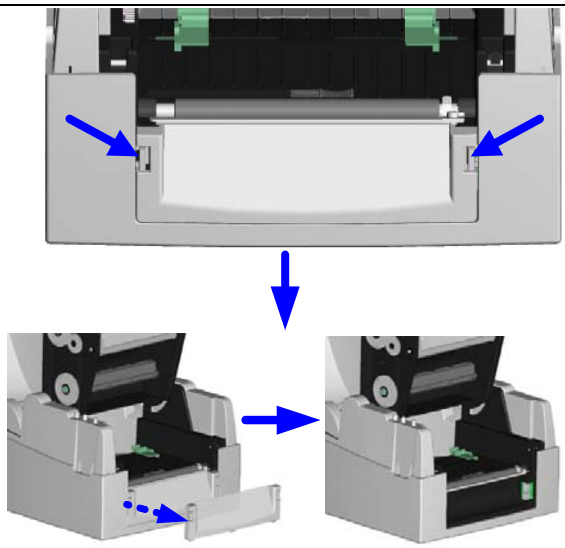
5. Select printer model.

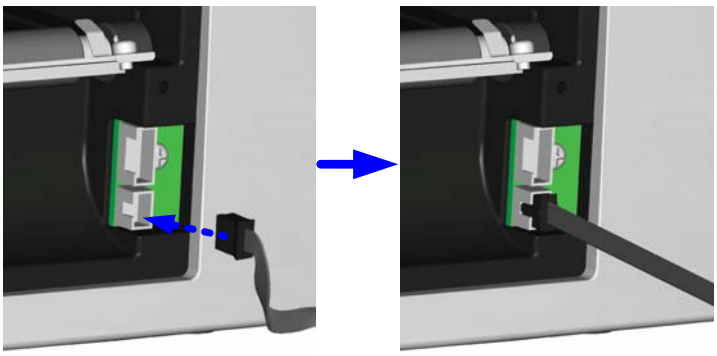
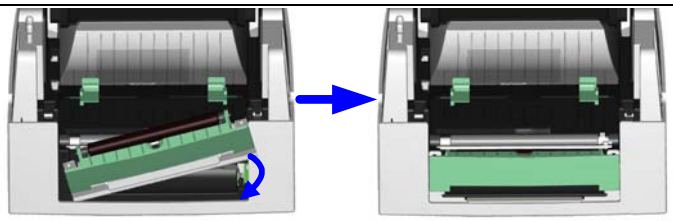
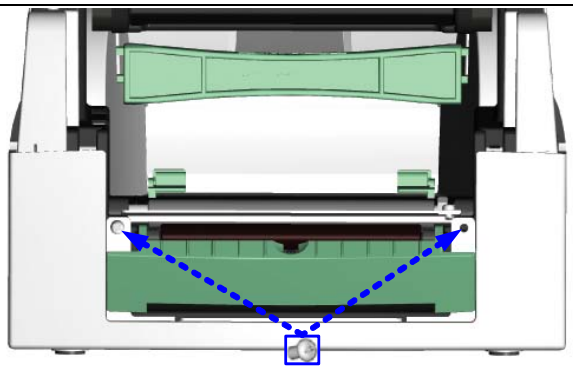
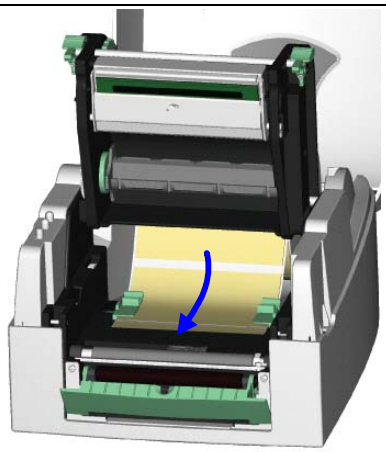
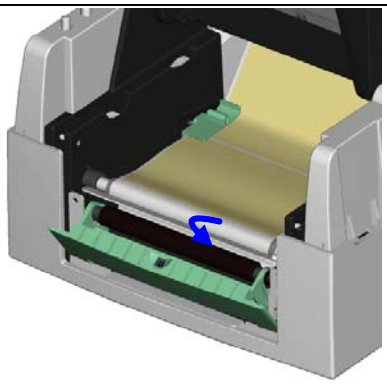


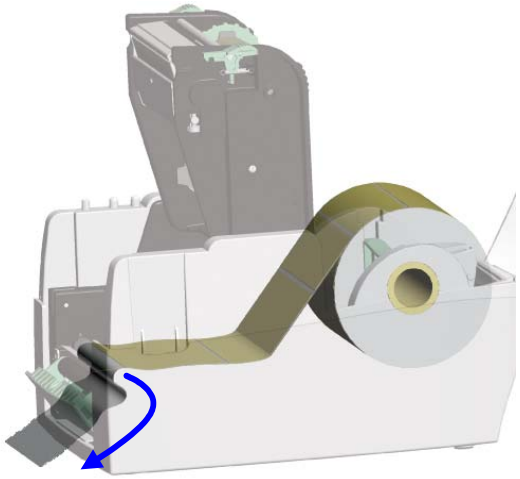
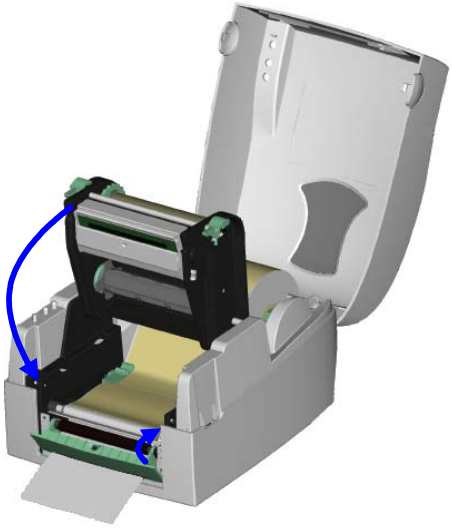
6. Select connection port.	
7. Enter the printer name and set printer sharing option.	
8. A description page of printer settings will be displayed after all settings are completed. 9. Check if all printer settings are correct and then press Finish to start copying driver files. 10. Wait for file copying finished and complete the installation.	
11. After the driver installation is complete, there should be a new printer model on Windows "Printer and Faxes" setting.	

3. Accessory

3-1. Stripper Module Installation

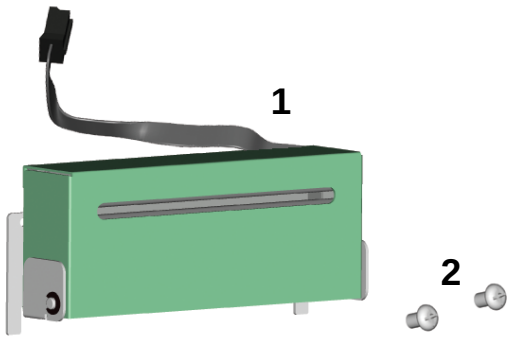
1	Stripper Module	
2	Screw (TAP 3*8) x 2pcs	
【Note1】 Please power off the printer before installing the stripper module. *【Note2】 Label liner thickness is recommended to be 0.06mm ± 10% with basic weight 65g/㎡ ± 6%.* *【Note3】The max width for stripper is 110mm*		
1. Open the top cover by pressing the Cover Open Buttons on both sides.		
2. Loosen and then lift the upper print mechanism by pressing the locking tenons.		
3. Unlock the front cover piece by pushing locks inward. 4. Lift/take off the front cover piece according to the direction shown in the figure.		

5. Plug in the stripper connector onto the switchboard socket. (refer to the right figure) *【Note】* *There are 2 sockets on the converting boards (one is for stripper installation, and another one is for cutter), before plug the connector into socket, please check the pin first.*	
6. Place the left side of the stripper first, and then fit the right side.	
7. Hold the stripper module and tighten the screws.	
8. Feed the label through the Label Guides. *【Note】The label / paper used for stripper is suggested to be at least 20mm in height.* *【Suggestion】When printing with stripper module, it is suggested to set the stop position (^E) to 9.*	
9. Peel off the first label, and feed the liner through the roller and the Tear-off Bar.	

10. Follow the direction as shown in figure to feed the liner across the stripper.	
11. Close the upper print mechanism and the stripper.	
12. Press the FEED key to adjust the position of label and complete the installation.	

3-2. Cutter Module Installation

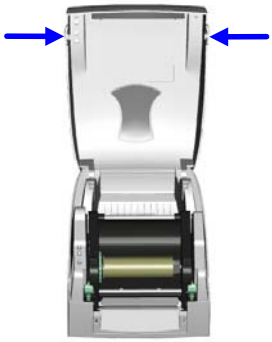
1	Cutter Module
2	Screw (TAP 3*8) x 2pcs



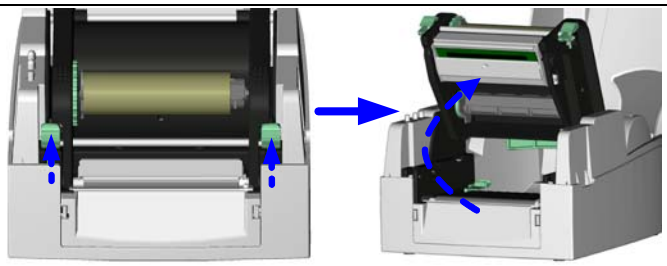
【Note1】
Please power off the printer before installing the cutter module.
【Note2】
Do not cut self-adhesive labels! The traces of adhesive will pollute the rotary knife and impair safe operation! The service life of the cutter is 500,000 cuts with 160g/㎡ paper weight and 250,000 cuts with 200g/㎡ paper weight.

【Note3】
The max paper cutting width is 116mm
【Note4】
The label / paper that used for cutting is suggested to be at least 30mm in height.

1. Open the top cover by pressing the Cover Open Buttons on both sides.

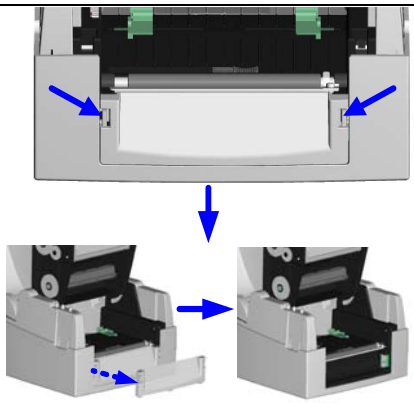


2. Loosen and then lift the upper print mechanism by pressing the locking tenons.



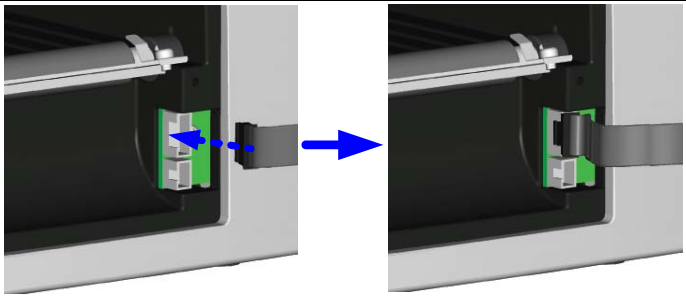
3. Unlock the front cover piece by pushing locks inward.

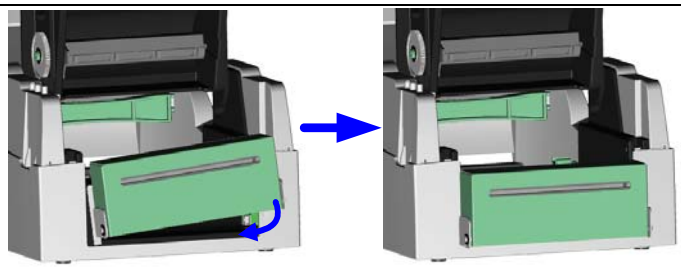
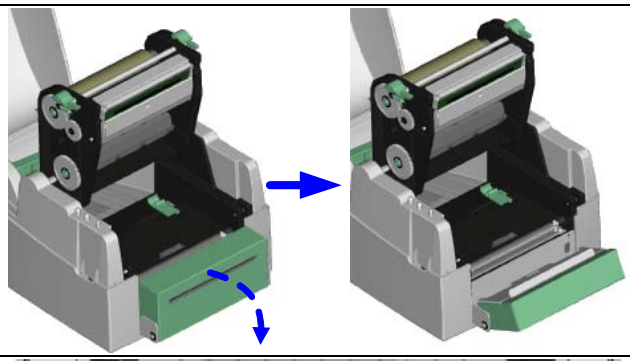
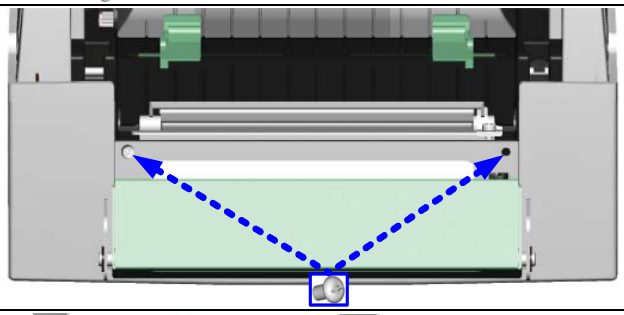
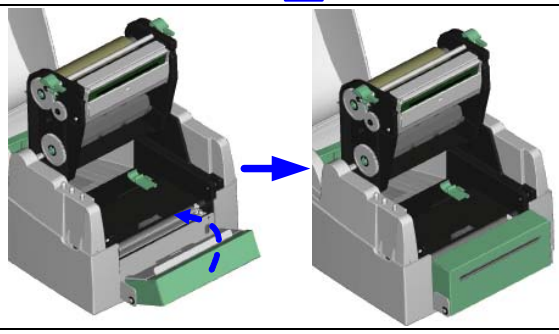
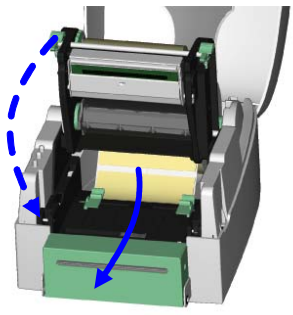
4. Lift/take off the front cover piece according to the direction shown in the figure.



5. Plug in the cable connector of the cutter module onto the switchboard socket.

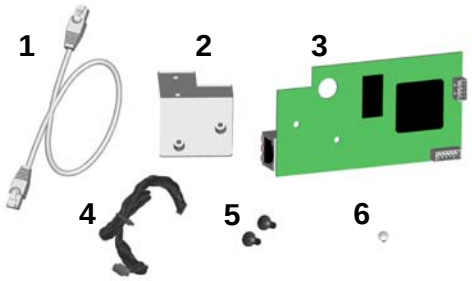
【Note】
Before plug the connector into socket, please check the pin first.



6. Place the left side of the stripper first, and then fit the right side.	
7. Flip the cutter module downward to open the cutter.	
8. Hold the cutter module and lock it with screws	
9. After the screws are locked, flip close the cutter module.	
10. Feed the label through the Label Guides. 11. Close the mechanism to complete the cutter module installation. *【Note】* *It is not suggested to use label-inside paper when printing with cutter module.*	
12. Press the FEED key to adjust the position of label and complete the installation. *【Suggestion】* *When printing with cutter module, it is suggested to set the stop position (^E) to 30.*	

3-3. Ethernet Module Installation

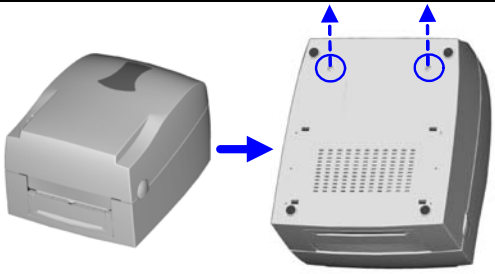
1	Ethernet Cable 1.8M
2	Bracket
3	Ethernet module
4	Module Connection Wire
5	Bracket Screw*2
6	Secure Screw*1



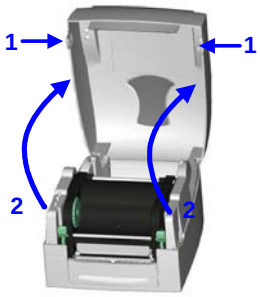
【Note】
Please make sure that anti-static precautions are adopted during the installation.

1. Make sure the power is off and the power cable is unplugged. Place the printer onto a smooth surface and flip the whole printer unit upside down.

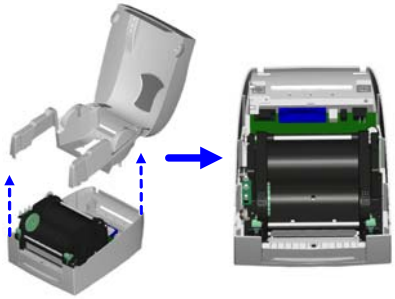
2. Unscrew the screws as indicated in figure.



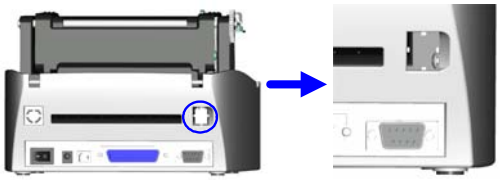
3. Press the Cover Open Button and open the top cover.



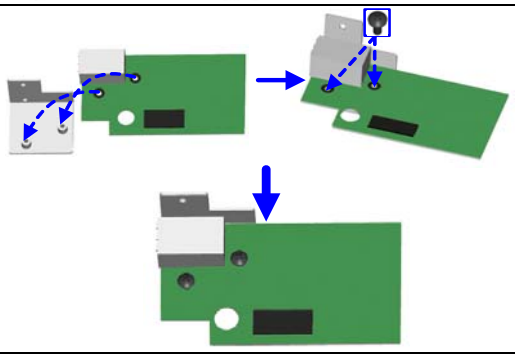
4. Remove the middle compartment and the top cover.

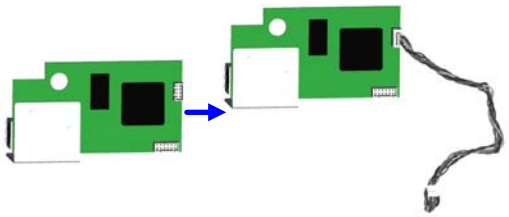
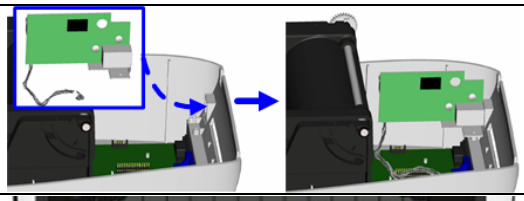
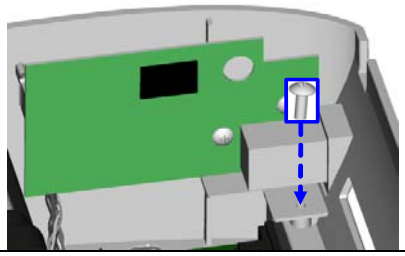
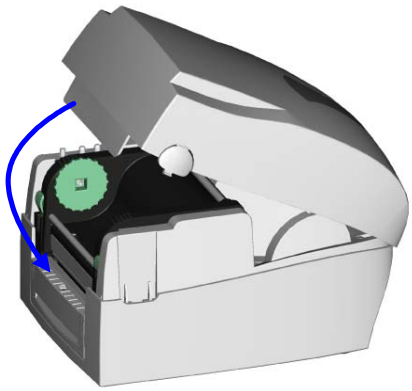


5. Remove the Ethernet port cover from back plate of the printer.



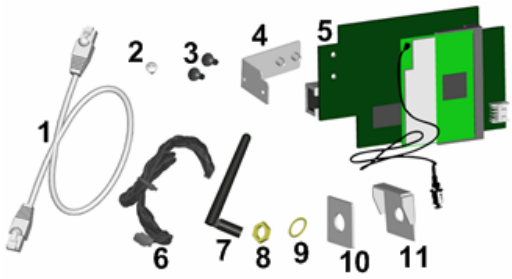
6. Secure the Ethernet module onto the bracket.



7. Cut the cable tie on the Module Connection Wire. Then Plug the connector into the socket on Ethernet module. *【Note】* *Please cut the cable tie carefully. Do not damage the Module Connection Wire.*	
8. Align the Ethernet module to the Ethernet port and plug into it.	
9. Thread the Module Connection Wire through the other connection wires on the mainboard as the direction showed in figure. *【Note】* *Please organize all cables and wires well before putting middle compartment and top cover back to ensure that the printer can be assembled correctly.*	
10. Secure the module onto the back plate.	
11. To complete installation, put the middle compartment back and tighten it onto the bottom of the printer, then put the top cover back. *【Note】* *After the Ethernet module installation is completed, please send the "^XSET,USBETHERNET,1" printer command to printer for activating the Ethernet connection function. Please mind that USB port will be deactivated once the Ethernet connection function is activated.*	

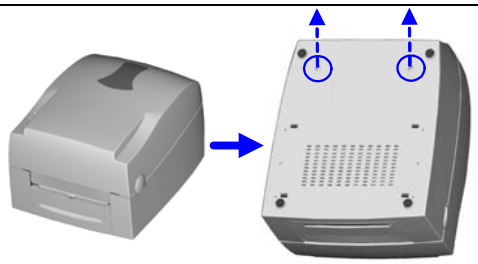
3-4. WLAN Module Installation

1	Ethernet Cable 1.8M
2	Secure Screw*1
3	Bracket Screw*2
4	Module Bracket
5	WLAN module
6	Module Connection Wire
7	WLAN Antenna
8	Nut (for Antenna)
9	Washer (for Antenna)
10	Fixture Plate
11	Antenna Bracket

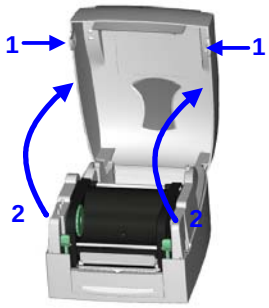


1. Make sure the power is off and the power cable is unplugged. Place the printer onto a smooth surface and flip the whole printer unit upside down.

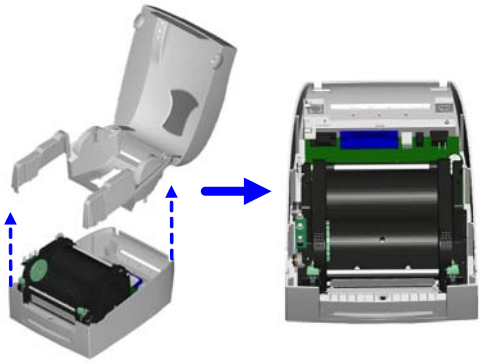
2. Unscrew the screws as indicated in figure.



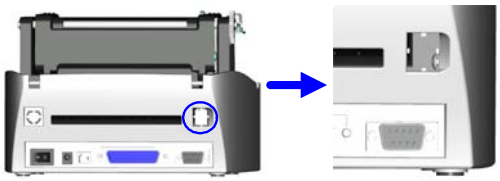
3. Press the Cover Open Button and open the top cover.



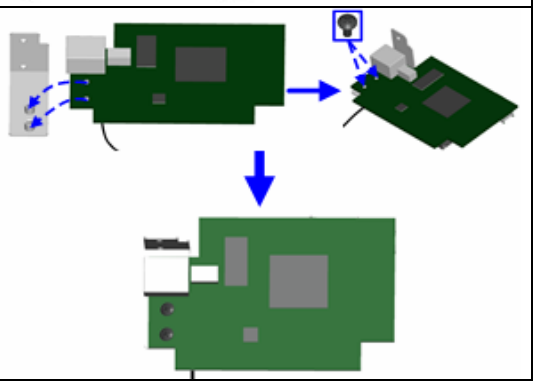
4. Remove the middle compartment and the top cover.

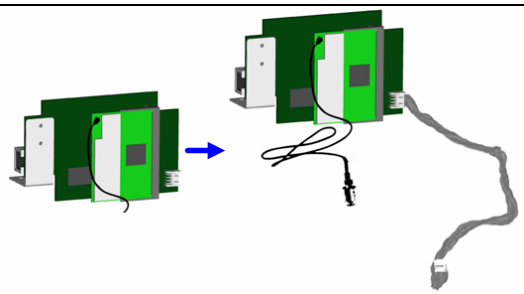
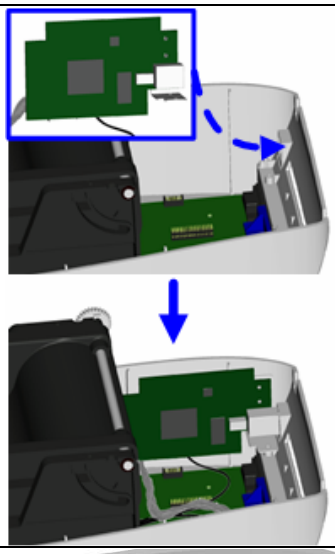
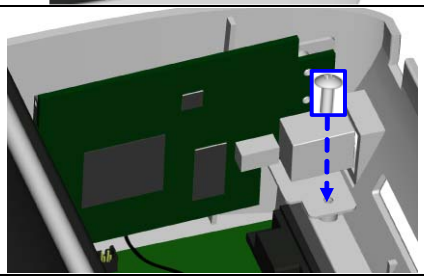
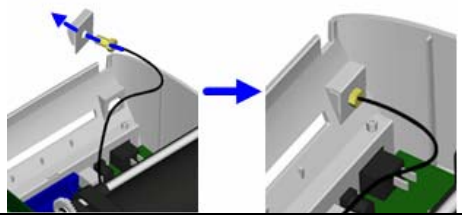


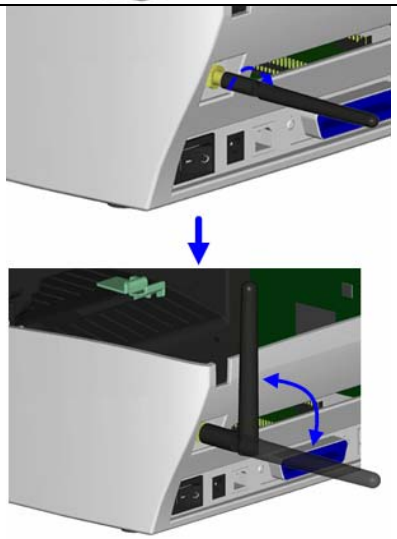
5. Remove the Ethernet port cover from back plate of the printer.



6. Secure the WLAN module onto the bracket.



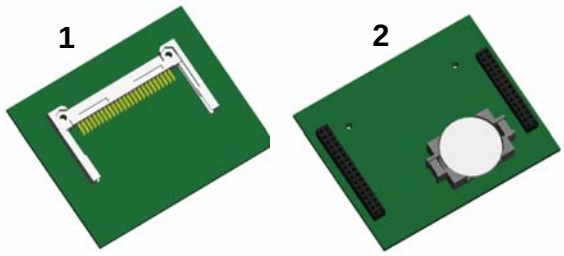
7. Cut the cable tie on the Module Connection Wire. Then Plug the connector into the socket on WLAN module. *【Note】* *Please cut the cable tie carefully. Do not damage the Module Connection Wire.*	
8. Align the WLAN module to the Ethernet port and plug into it.	
9. Secure the module onto the back plate.	
10. Thread the Module Connection Wire through the other connection wires on the mainboard as the direction showed in figure. Then arrange the Antenna Connection Wire as the arrow showed. *【Note】* *Please organize all cables and wires well before putting middle compartment and top cover back to ensure that the printer can be assembled correctly.*	
11. Remove the Antenna port cover from back plate of the printer.	
12. Thread Antenna Connection Wire through the hole on the Antenna Bracket. Then put the Antenna Connection Wire and Antenna Bracket on the Antenna port as figure showed.	

13. Put the Fixture Plate first then the Washer and tighten the Nut to mount Antenna Connection Wire on the printer. *【Note】* *It is suggested to tighten the Nut with long-nose pliers when mounting the Antenna Connection Wire.*	
14. Turn the Antenna according to the direction as arrow showed to mount it on the Antenna Connection Wire. The angle of Antenna can be adjusted if needed.	
15. To complete the installation, reassemble the middle compartment and tighten the screws onto the bottom of the printer, then put the top cover back. *【Note1】* *After the WLAN module installation is completed, please send the "^XSET,USBETHERNET,1" printer command to printer for activating the Ethernet connection function. Please mind that USB port will be deactivated once the Ethernet connection function is activated.* *【Note2】* *The first time setting operation must be performed with Ethernet (wired) connection before you can access wireless network.*	

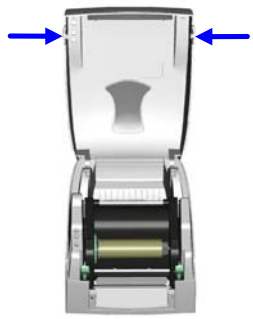
3-5. CF Card Adapter Installation

1	CF Card Adapter (Front)
2	CF Card Adapter (Back)

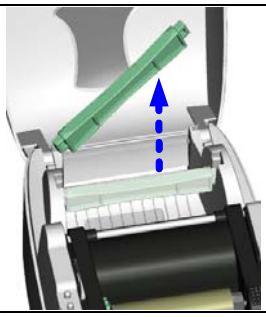
【Note】
Please power off the printer before installing the CF Card Adapter.



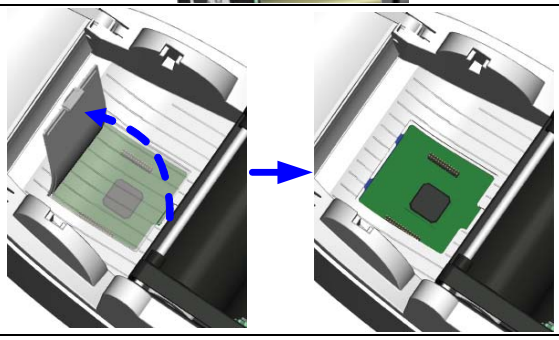
1. Open the top cover by pressing the Cover Open Buttons on both sides.



2. Take off the label roll core.

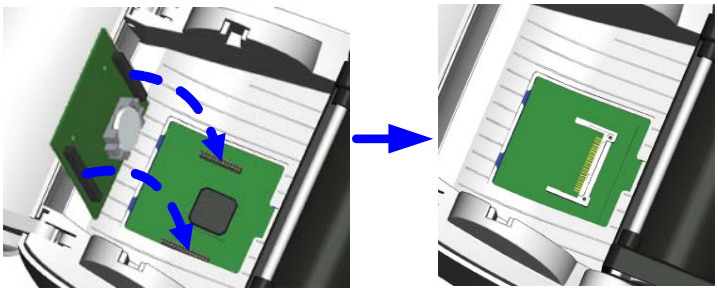


3. Open and remove the plastic cover from the inner base.



4. Check the correspondent pins and sockets to plug the adapter card onto the main board.

【Note】
Please make sure the sockets and the pins are match, otherwise the pins may get damaged.



5. Close the plastic cover.

3-6. CF Card Instruction

EZ-1000Plus series printers can read the CF Card after installed the CF Card Adapter. If the built-in memory is insufficient for storing label formats, graphics or fonts, users can use CF Card as external memory to provide more memory space.

When using the CF card, please follow the instruction as below:

1. Please power off the printer before installing or removing CF Card from the card slot.
2. The CF Card cannot be used for printer's external memory until it is formatted in FAT16. When the printer has detected that the CF card is not formatted in FAT16, it will beep 3 times and the Status led light will flash orange.
3. If user wants to format the CF Card, just press the "FEED" key, and then the printer will start to format the CF Card in FAT16. When the format is complete, the LED light will turn to green.
4. If choose not to format the CF Card, just open the Top Cover of printer and wait for the turn-on procedure complete.
5. After the format is complete, a file folder named "Godex" would be created automatically. This folder is for storing all the data from the printer, please don't do any change on it.
6. The specification of CF Card that is supported by the printer is as follow:
   - Compact Flash Type I
   - Compact Flash (CF) v1.4 specification
   - Capacity: 128MB ~ 1GB
   - File system: FAT16

4. Printer Setting

4-1. FEED Key

After pressing the FEED key, printer will feed the media (according to media type) to the specified stop position. When printing with continuous media, pressing the FEED key will feed the media out to a certain length. When printing with labels, the printer will feed one label each time the FEED key is pressed. If the label is not sent out in a correct position, please proceed with the Auto Sensing (see next section).

4-2. LED Status

**Note: below descriptions are only applied after firmware version G3.000.*

Press and hold the FEED key then power on the printer. Wait for the LED light flashing red and then release the FEED key, the printer will enter into Auto Sensing Mode to do the calibration. A Self-Test page will be printed out automatically after the calibration is completed. Below are the sequence and the description of two modes:

<table>
<tr><td rowspan="6"> 
</td><th colspan="2">LED Light</th><th>Beep</th><th>Status</th><th>Description</th></tr>
<tr><td>READY</td><td>Green</td><td rowspan="2">X</td><td rowspan="2">Normal status</td><td rowspan="2">Normal status</td></tr>
<tr><td>STATUS</td><td>X</td></tr>
<tr><td colspan="5">Press and hold the FEED Key then power on the printer.
↓</td></tr>
<tr><td>READY</td><td>Red
(Flash)</td><td rowspan="2">3</td><td rowspan="2">Auto Sensing Mode</td><td rowspan="2">Printers are currently in Auto Sensing Mode. The calibration will be performed and a Self-Test page will be printed out to show the configurations of printer. For more detail about Auto Sensing Mode, please refer to next section. For the descriptions of Self-Test page please refer to page 31.</td></tr>
<tr><td>STATUS</td><td>Orange</td></tr>
</table>

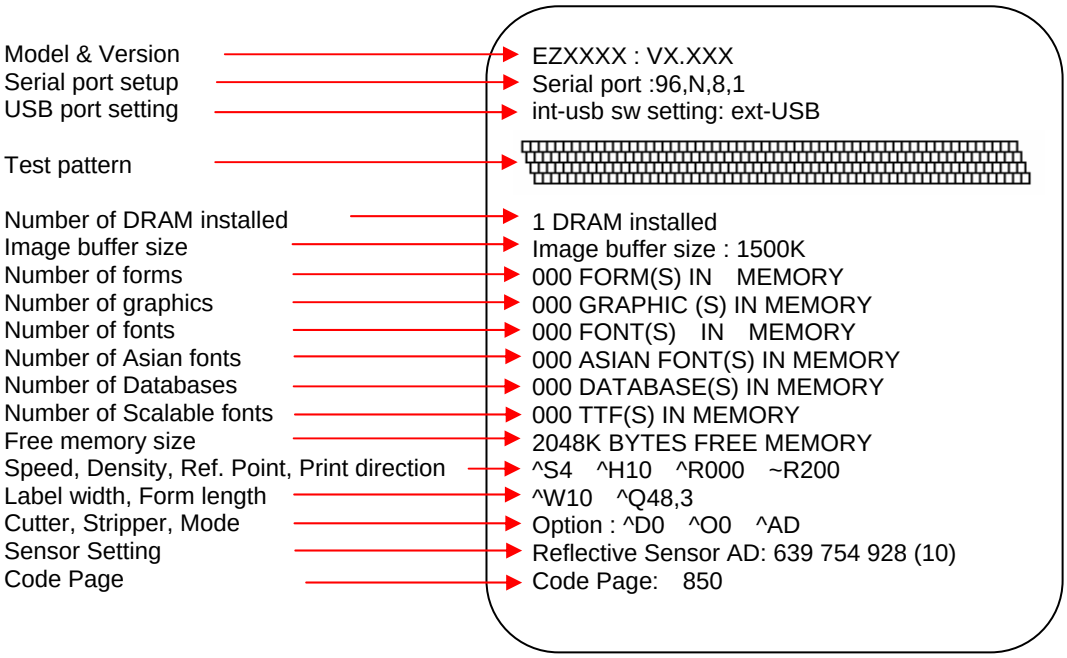
4-3. Auto Sensing

Printer can automatically detect the label and store the result of detecting. By doing this, the printer will calibrate the printing position of the label and the user can do printing without setting the label length. To perform the Auto Sensing, please do as follows:

1. Check if the label is correctly loaded on the printer.
2. Power off the printer, press and hold the FEED key.
3. Power on the printer while still holding the FEED key. Keep holding the FEED key, wait for the LED light turn to flash red and then release the FEED key. Printer will automatically detect the label and record it.
4. A Self-Test page will be printed out after Auto Sensing is completed and the printer goes back to standby mode.

4-4. Self-Test page

The Self-Test page helps user to figure out whether the printer is operating normally. Below are some general descriptions about the content of Self-Test page:



【Note】

For more information about advance settings, such as "Print mode switch", "Sensor switch" or "Dump Mode", please refer to Programmer's manual.

4-5. Error Messages

LED Light		Beep	Description	Solution
Ready	**Status**			
	Red	4 beeps twice	Print head is not firmly closed.	Re-open the print head and make sure it closes tightly.
Red (Flash)	Red (Flash)	None	The temperature of print head is too high.	Wait for the print head temperature drops to the normal temperature range, printer will go back to the standby mode and the LED light will stop flashing.
	Red	3 beeps twice	Ribbon is not installed, and printer shows error message.	Make sure the printer is in the Direct Thermal mode.
			Ribbon is used up or ribbon supply shaft is not moving.	Replace with new ribbon roll.
	Red	2 beeps twice	Unable to detect paper.	Make sure the movable sensor mark is at the correct position, if the sensor is still unable to detect paper, and then go through Auto Sensing again.
			Paper used up.	Replace with new label roll.
	Red	2 beeps twice	Abnormal paper feed.	Possible causes: card tags or paper fall into the gap behind the platen roller, can't find label gap/black mark, black mark paper out. Please adjust it according to actual usage.
	Red	2 beeps twice	Memory is full; printer will print out "Memory full."	Delete unnecessary data in the memory.
	Red	2 beeps twice	Can't find the file; printer will print out "Filename can not be found."	Use "~X4" command to print out all the files, and then check whether the file exist and the file name is correct.
	Red	2 beeps twice	File name is repeated; printer will print out "Filename is repeated."	Change the file name and download again.

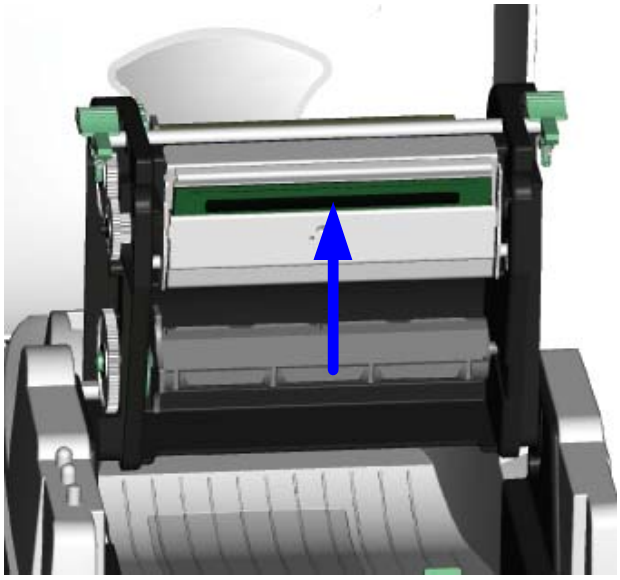
5. Maintenance and Adjustment

5-1. Thermal Print Head Cleaning

Unclear printouts may be caused by dusty print head, ribbon stain or label liner glue. Therefore when printing, it's necessary to keep the top cover closed. Also, check and prevent paper/label from being stained or dusty to ensure print quality and to prolong the print head life. Print head cleaning instructions are as follows:

1. Power-off the printer.
2. Open the top cover.
3. Take out the ribbon.
4. Open the print head by pressing the locking tenons.
5. If on the print head (see blue arrow) there's label pieces or other stain, please use a soft cloth with industrial use alcohol to wipe away the stain.

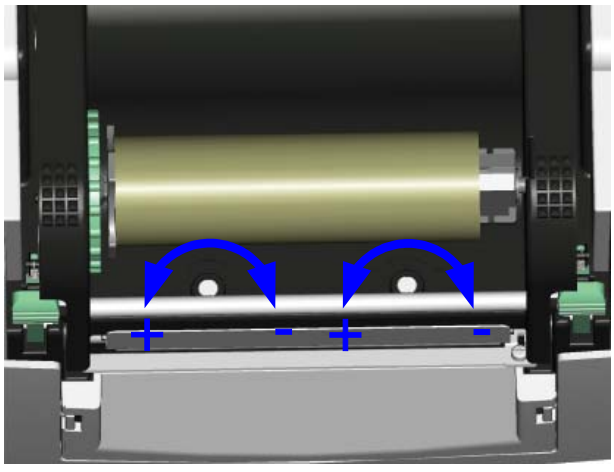
【Note1】
Weekly cleaning on the print head is recommended.
【Note2】
When cleaning the print head with soft cloth, make sure there is no any metal or hard particles attached on it.



5-2. Thermal Print Head Balance Adjustment

When printing with different label materials or using different ribbon types, unbalanced print quality may occur due to the media material differences, thus it's necessary to adjust the Thermal Print Head pressure.

1. Open the top cover.
2. Take out the ribbon.
3. Turning the print head adjustment screws slightly by screwdriver to increase or decrease print head pressure.

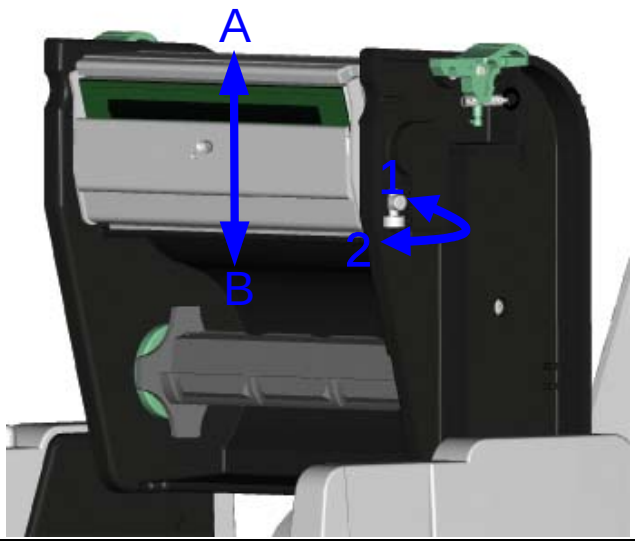


5-3. Print Line Adjustment

To get better printing balance and quality, use print head adjusting gear to adjust the contacting surface between print head and label.

1. When turning print head adjusting gear counter-clockwise (as arrow 1 shows), print head would move in the direction where arrow A shows.

2. When turning print head adjusting gear clockwise (as arrow 2 shows), print head would move in the direction where arrow B shows.



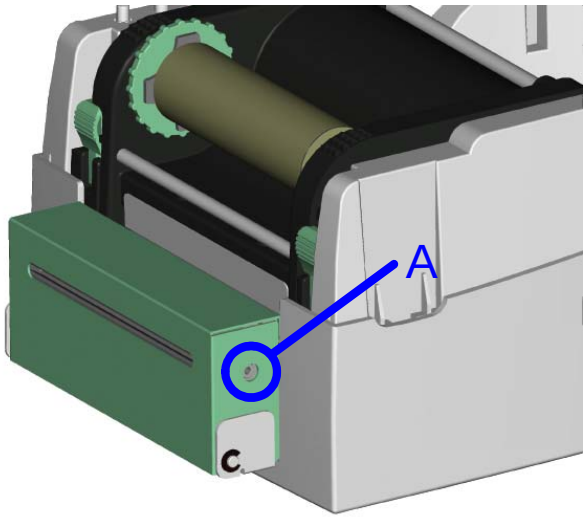
5-4. Adjust the cutter

1. A cutter-adjusting hole is present on the side of cutter (where A is pointing to).

2. The cutter will not work properly if there is a paper jam. Turn the power off and use a #M3 hexagon wrench inserted into hole “A”, and then turn it counter-clockwise.

3. Power on the printer after clearing the paper jam, the cutter will reset automatically.

【Note】
The label / paper used for cutting is suggested to be at least 30mm in height.



5-5. Troubleshooting

Problem	Recommended Solution
Power on the printer, but the LED does not light up	♦ Check the power connector
LED light turns red (power/status) after printing stops	♦ Check for software setting or program command errors ♦ Replace with suitable label or ribbon ♦ Check if label or ribbon is all out ♦ Check if label is jammed/tangled up ♦ Check if mechanism is not closed(Thermal Print Head not positioned correctly) ♦ Check if sensor is blocked by paper/label ♦ Check for abnormal cutter function or of no actions (if cutter is installed)
Printing started, but nothing was printed on the label	♦ Check if label is placed upside down or if label is not suitable for the application ♦ Select the correct printer driver ♦ Select the correct label and print type
When printing, label is jammed/tangled up	♦ Clean the label jam, and if label is stuck on Thermal Print Head, please remove it by using soft cloth with alcohol.
When printing, only part of the contents were printed	♦ Check if label or ribbon is stuck on the Thermal Print Head ♦ Check if application software has errors ♦ Check if start position setting has errors ♦ Check if ribbon has wrinkles ♦ Check if ribbon supply shaft is creating friction with the platen roller. If the platen roller needs to be replaced, please contact your reseller for more information ♦ Check if power supply is correct
When printing, part of the label wasn't printed completely	♦ Check if Thermal Print Head is stained or dusted ♦ Use internal command "~T" to check Thermal Print Head can print completely ♦ Check the media quality
Printout not in desired position	♦ Check if sensor is covered by paper or dust ♦ Check if liner is suitable for use, please contact reseller for more information ♦ Check if label roll edge is aligned with Label Width Guide
When printing, page skipping occurs	♦ Check if error occurs on label height setting ♦ Check is sensor is covered by dust
Unclear printout	♦ Check print darkness setting ♦ Check if Thermal Print Head is covered with glue or stain
When using cutter, label wasn't cut straight	♦ Check if label is set up straight
When using cutter, label wasn't cut successfully	♦ Check whether label thickness exceeds 0.2mm
When using cutter, label couldn't feed or abnormal cutting occurs	♦ Check if cutter is installed properly ♦ Check if Paper Feed Rods are sticky
When using stripper, abnormal function occurs	♦ Check if stripper sensor is covered with dust ♦ Check if label is installed properly

【Note】
Your dealer is knowledgeable about printers, printing software, and your unique system.
Please contact your local dealer for further technical support.

Appendix

Certifications

CE

VERIFICATION OF COMPLIANCE

This Verification of Compliance is hereby issued to the below named company. The test results of this report relate only to the tested sample identified in this report.

Technical Standard: EMC DIRECTIVE 89/336/EEC (EN 55022 / EN 55024)

General Information

Applicant:	GODEX INTERNATIONAL CO., LTD 4F., No. 168, Lian-cheng Rd., Chung-Ho City, Taipei Hsien 235, Taiwan
Manufacturer:	(1) GODEX INTERNATIONAL CO., LTD 4F., No. 168, Lian-cheng Rd., Chung-Ho City, Taipei Hsien 235, Taiwan (2) NINGBO MINGJONG ELECTRIC INDUSTRY CO., LTD. NO. 19 JING 5 MIDDLE ROAD OF BEILUN DISTRICT , NINGBO , ZHEJIANG PROVINCE. CHINA

Product Description

EUT Description:	Thermal Transfer Printer
Model Number:	EZ-1xxxPyyy (x=0-9,y=0-9,a-z) PF8t; V-4xxPyyy(x=0-9, y=0-9 a-z or blank)
Brand Name	Godex (for EZ-1xxxPyyy (x=0-9, y=0-9, a-z)) ; Intermec (for PF8t) THARO (for V-4xxPyyy(x=0-9, y=0-9 a-z or blank))

Measurement Standard

EN 55022:1998+A1:2000+A2:2003
EN 61000-3-2:2001; EN 61000-3-3:1995+A1:2001
EN 55024:1998+A1:2001+A2:2003

IEC 61000-4-2:1995+A1:1998+A2:2000	IEC 61000-4-3:2002+A1:2002
IEC 61000-4-4:1995+A1:2000+A2:2001	IEC 61000-4-5:1995+A1:2000
IEC 61000-4-6:1996+A1:2000	IEC 61000-4-11:1994+A1:2000

Measurement Facilities

Laboratory Name: *Compliance Certification Services Inc. (Tainan Lab).*
No. 8, Jiu Cheng Ling, Jiaokeng Village, Sinhua Township, Tainan Hsien 712, Taiwan R.O.C.
Tel: +886-6-5802201 / Fax: +886-6-5802202

This device has been shown to be in compliance with and was tested in accordance with the measurement procedures specified in the Standards & Specifications listed above and as indicated in the measurement report number: 61102402-E

Alex Chiu / Manager

Date: January 30, 2007

VERIFICATION OF COMPLIANCE

This Verification of Compliance is hereby issued to the below named company. The test results of this report relate only to the tested sample identified in this report.

Technical Standard: FCC 47 CFR PART 15 SUBPART B AND ANSI C63.4 (2003)
IC ICES-003

General Information

Applicant:	GODEX INTERNATIONAL CO., LTD 4F., No. 168, Lian-cheng Rd., Chung-Ho City, Taipei Hsien 235, Taiwan
Manufacturer:	(1) GODEX INTERNATIONAL CO., LTD 4F., No. 168, Lian-cheng Rd., Chung-Ho City, Taipei Hsien 235, Taiwan (2) NINGBO MINGJONG ELECTRIC INDUSTRY CO., LTD. NO. 19 JING 5 MIDDLE ROAD OF BEILUN DISTRICT , NINGBO , ZHEJIANG PROVINCE. CHINA

Product Description

EUT Description:	Thermal Transfer Printer
Model Number:	EZ-1xxxPyyy (x=0-9,y=0-9,a-z) PF8t; V-4xxPyyy(x=0-9, y=0-9 a-z or blank)
Brand Name	Godex (for EZ-1xxxPyyy (x=0-9, y=0-9, a-z)) ; Intermec (for PF8t) THARO (for V-4xxPyyy(x=0-9, y=0-9 a-z or blank))
Laboratory Name:	*Compliance Certification Services Inc. (Tainan Lab.)* *No. 8, Jiu Cheng Ling, Jiaokeng Village,Sinhua Township, Tainan Hsien 712, Taiwan R.O.C.* *Tel: +886-6-5802201 / Fax: +886-6-5802202*

This device has been shown to be in compliance with and was tested in accordance with the measurement procedures specified in the Standards & Specifications listed above and as indicated in the measurement report number: 61102402-D

Alex Chiu

Alex Chiu / Manager

Date: January 30, 2007

Zertifikat *Certificate*

TÜV

Zertifikat Nr. *Certificate No.*	Blatt *Page*
S 50101369	0001

Ihr Zeichen *Client Reference*	Unser Zeichen *Our Reference*	Längstens gültig bis	*Latest expiration date (day/mo/yr)*
61102402/CCS	ZTW1-DCH- 10018896 001	08.02.2012	

Genehmigungsinhaber *License Holder*
Godex International Co. Ltd.
4F, No. 168, Lian-Cheng Road
Chung-Ho City, Taipei Hsien 235
Taiwan

Fertigungsstätte *Manufacturing Plant*
Godex International Co. Ltd.
4F, No. 168, Lian-Cheng Road
Chung-Ho City, Taipei Hsien 235
Taiwan

Prüfzeichen *Test Mark*

Geprüft nach *Tested acc. to*
EN 60950-1:2001+A11

Zertifiziertes Produkt (Gerätcidentifikation) *Certified Product* *(Product Identification)*	**Lizenzentgelte - Einheit** *License Fee - Unit*
Drucker (Bar Code Printer (Thermal Transfer Printer))	
Bezeichnung (Type Designation) : EZ-1xxxPyyy (GODEX)	6
x steht für (stands for) : 0-9	1
y steht für (stands for) : 0-9 oder (or) a-z	1
Nennspannung (Rated Voltage) : DC 24V	
Nennstrom (Rated Current) : 2.5A	
Schutzklasse (Protection Class) : III	
	8

ANLAGE (Appendix): 1

Dem Zertifikat liegt unsere Prüf- und Zertifizierungsordnung zugrunde.
Produkt und Fertigungsstätte erfüllen § 4 (1) bzw. (2) und § 7(1) des Geräte- und Produktsicherheitsgesetzes.
This certificate is based on our Testing and Certification Regulation.
Product and production fulfill par 4 Art. 1 or Art. 2 and Par 7 Art. 1 of the German Equipment and Product Safety Law.

Zertifizierungsstelle

TÜV Rheinland Product Safety GmbH, Am Grauen Stein, D-51105 Köln
Tel.: (+49/221)8 06 - 13 71 e-mail: cert-validity@de.tuv.com
Fax: (+49/221)8 06 - 39 35 http://www.tuv.com/safety

Dipl.-Ing. F. Stoelzel

Ausstellungsdatum *Date of Issue* : 09.02.2007 **(day/mo/yr)**

Underwriters Laboratories
Taiwan Co., Ltd.

優力國際安全認證有限公司
Underwriters Laboratories Taiwan Co., Ltd.
台北市112北投區大業路260號1樓
1/F, 260 Da-Yeh Road, Peitou, Taipei City, Taiwan 112
Tel: +886-2-2896-7790 Fax: +886-2-2891-7644
http://www.ul.com.tw

NOTICE OF AUTHORIZATION TO APPLY THE UL MARK

January 29, 2007

Mr. Wallace Tsai
Godex International
4th FL 168 Lian-Cheng Rd
Chung-Ho
Taipei Hsien, 235
Tw

Fax number: 02-22408795
E-mail: wallacetsai@godex.com.tw

Reference: File E214683 Project 06NK90316 Report Reference Number: E214683-A5-UL-1

Product: UL/CUL Investigation For Thermal Transfer Printer, Models EZ-1xxxPyyy (where x may be 0-9, y maybe 0-9 or a-z), PF8t-XXX (X may be 0-9, A-Z or blank), KSW502 Plus, KSW503 Plus, V-426 Plus, V-434 Plus and V-424 Plus.

Dear Mr. Tsai,

Any information and documentation involving UL Mark services are provided on behalf of Underwriters Laboratories Inc. (UL) or any authorized licensee of UL.

UL' s investigation of your product has been completed under the above project number and the subject product was determined to comply with the applicable requirements.

This letter temporarily supplements the UL Follow-Up Services Procedure and serves as authorization to apply the UL Listing Mark only at the factory under UL' s Follow-Up Service Program to the subject product, which is constructed as described below:

Identical to the subject model, which was submitted to UL for this investigation. The UL Records covering the product will be in the Follow-Up Services Procedure, File E214683, Volume X1.

To provide the manufacturer with the intended authorization to use the UL Mark, the addressee must send a copy of this Notice and all attached material to each manufacturing location as currently authorized in File E214683, Volume X1.

This authorization is effective from the date of this Notice and only for products at the indicated manufacturing locations. Records in the Follow-Up Services Procedure covering the product are now being prepared and will be sent to the indicated manufacturing locations in the near future. Please note that Follow-Up Services Procedures are sent to the manufacturers only unless the Applicant specifically requests this document.

Products that bear the UL Mark shall be identical to those that were evaluated by UL and found to comply with UL' s requirements. If changes in construction are discovered, appropriate action will be taken for products not in conformance with UL' s requirements and continued use of the UL Mark may be withdrawn.

Sincerely,

Ivan Tsai

Ivan Tsai
Engineer
Department: 3013BTAI
Tel: 02-28967790
Fax: 886-2-28907443
E-mail: Ivan.Tsai@tw.ul.com

Reviewed by:

Joseph Chang
Project Engineer
Department: 3013BTAI
E-mail: joseph.chang@tw.ul.com

Jonathan Chen
Associate Project Engineer
Department: 3013BTAI
E-mail: Jonathan.Chen@tw.ul.com

CC: Compliance Certification Service Inc.
Ms. Grace Wu
peifang.wu@tw.ccsemc.com

An independent organization working for a safer world with integrity, precision and knowledge.

VCCI EMC
TEST REPORT

for

Thermal Transfer Printer

MODEL: EZ-1xxxPyyy (x=0-9, y=0-9 or a-z)
PF8t
V-4xxPyyy(x=0-9, y=0-9 a-z or blank)
Brand Name: Godex ; Intermec ; THARO

Test Report Number:
61102402-V

Issued for

GODEX INTERNATIONAL CO., LTD
4F., No. 168, Lian-cheng Rd., Chung-Ho City, Taipei Hsien 235, Taiwan

Issued By:
Compliance Certification Services Inc.
Tainan Laboratory
No. 8, Jiu Cheng Ling, Jiaokeng Village, Sinhua Township, Tainan Hsien 712, Taiwan R.O.C.
TEL: 886-6-580-2201
FAX: 886-6-580-2202

Issued Date: January 30, 2007

NVLAP LAB CODE 200627-0

Testing Laboratory 1109

IEC IECEE CB SCHEME

Ref. Certif. No.

JPTUV-018054

IEC SYSTEM FOR MUTUAL RECOGNITION OF TEST CERTIFICATES FOR ELECTRICAL EQUIPMENT (IECEE) CB SCHEME

SYSTEME CEI D'ACCEPTATION MUTUELLE DE CERTIFICATS D ESSAIS DES EQUIPEMENTS ELECTRIQUES (IECEE) METHODE OC

CB TEST CERTIFICATE
CERTIFICAT D'ESSAI OC

Product Produit	Bar Code Printer (Thermal Transfer Printer)
Name and address of the applicant Nom et adresse du demandeur	Godex International Co. Ltd. 4F, No. 168, Lian-Cheng Road Chung-Ho City, Taipei Hsien 235 Taiwan
Name and address of the manufacturer Nom et adresse du fabricant	Godex International Co. Ltd. 4F, No. 168, Lian-Cheng Road Chung-Ho City, Taipei Hsien 235 Taiwan
Name and address of the factory Nom et adresse de l'usine	See additional page(s)
Rating and principal characteristics Valeurs nominales et caractéristiques principales	DC 24V; 2.5A; Class III
Trade mark (if any) Marque de fabrique (si elle existe)	GODEX
Model/type Ref. Ref. de type	EZ-1xxxPyyy (x = 0-9; y = 0-9 or a-z)
Additional information (if necessary) Information complémentaire (si nécessaire)	For model differences, refer to the test report.
A sample of the product was tested and found to be in conformity with Un échantillon de ce produit a été essayé et a été considéré conforme à la	IEC 60950-1:2001 National differences see test report
As shown in the Test Report Ref. No.which forms part of this Certificate Comme indiqué dans le Rapport d'essais numéro de référence qui constitue une partie de ce Certificat	11009033 001

This CB Test Certificate is issued by the National Certification Body
Ce Certificat d'essai OC est établi par l'Organisme National de Certification

TÜV

TÜV Rheinland Group

TÜV Rheinland Japan Ltd.
Shin Yokohama Daini Center Bldg.
3-19-5, Shin Yokohama, Kohoku-ku
Yokohama 222-0033 Japan
Phone + 81 45 470-1850
Fax + 81 45 473-5221
Mail: info@jpn.tuv.com
Web: www.tuv.com

Date: 08.02.2007

Signature: Dipl.-Ing. F. [illegible]

中国国家强制性产品认证证书

证书编号：2007010904231220

申请人名称及地址

科诚股份有限公司
台湾台北县中和市连城路168号4楼

商标： GODEX、Intermec、THARO

制造商名称及地址

科诚股份有限公司
台湾台北县中和市连城路168号4楼

生产企业名称及地址

科诚股份有限公司
台湾台北县中和市连城路168号4楼

产品名称和系列、规格、型号

桌上型商用条形码打印机

EZ-1xxxPlus(x=0-9，只用于区别销售客户，不影响产品的安全性及电磁兼容性)，PF8t，V-424 Plus，V-426 Plus，V-434 Plus；24VDC 2.5A（电源适配器：WDS060240P、WDS060240）

产品标准和技术要求

GB4943-2001、GB9254-1998（Class A）、GB17625.1-2003

上述产品符合强制性产品认证实施规则的要求，特发此证。

发证日期：2007年04月27日

本证书的有效性依据发证机构的定期监督获得保持

主　任：李恒林

CHINA QUALITY CERTIFICATION CENTRE 中国质量认证中心

中国·北京·南四环西路188号9区100070　网址：www.cqc.com.cn

A 0329529