



GODEX PRINTER | USER MANUAL

RT200i Series



PRINTER TECH SUPPORT

Hours of Operation: Monday-Friday 8am-5pm (EST)

800-999-6556 ext. 3333 | fax 800-821-2878

support@slipngrip.com | www.slipngrip.com

CONTENTS



DEVICE OVERVIEW

1 Internal View of Printer

2 Printing Mechanism

PRINTER SETUP

3 Opening the Printer

4 Loading the Ribbon

8 Loading the Label Roll Module

11 Updating Programmed Name & Phone Number

12 OPERATION PANEL

13 PRINTING A LABEL

14 Label Calibration

15 ERROR ALERTS

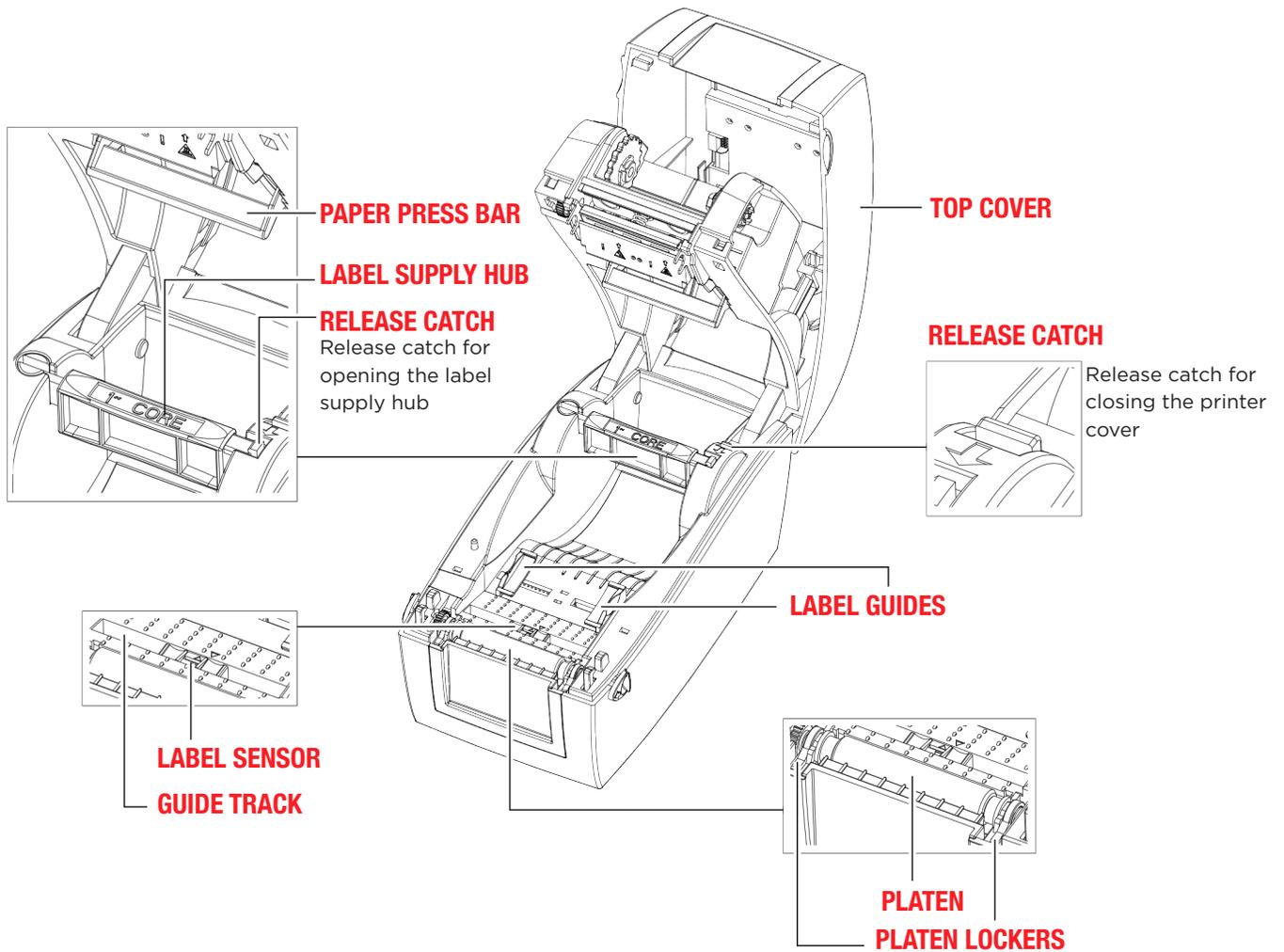
16 CLEANING THE PRINT HEAD

17 TROUBLESHOOTING

DEVICE OVERVIEW



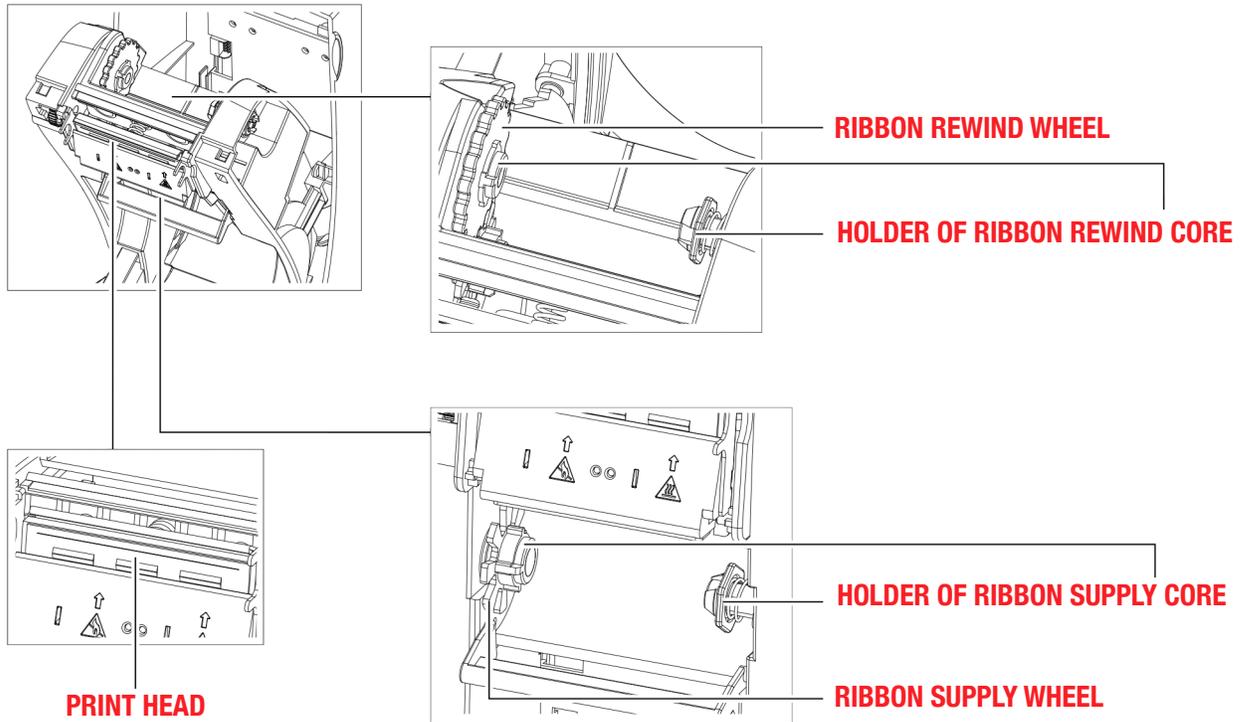
Internal View of Printer



DEVICE OVERVIEW



The Printing Mechanism

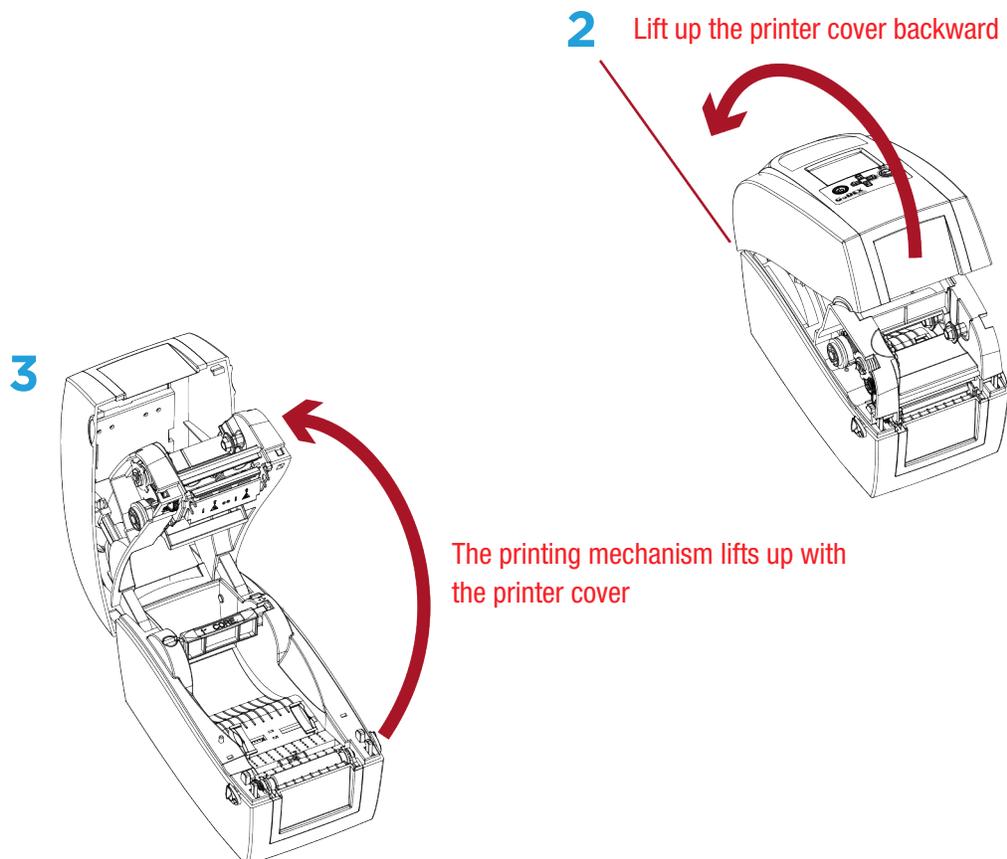


PRINTER SET UP

Opening the Printer

Open the Printer Cover and the Printing Mechanism

Place the printer on a flat surface. Open the printer cover by pulling the release catches on both sides of the printer and lift the cover.

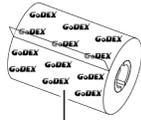


PRINTER SET UP



Loading the Ribbon

A New Ribbon Module Installation

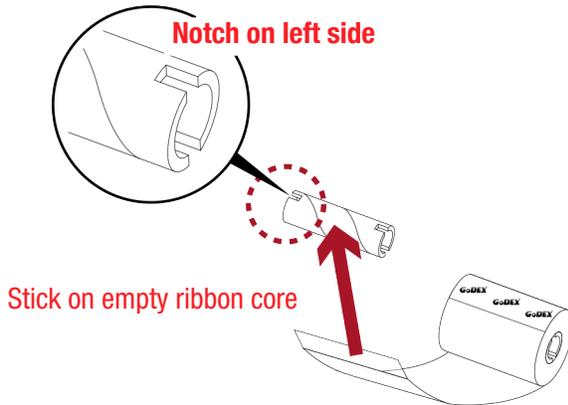


NEW RIBBON

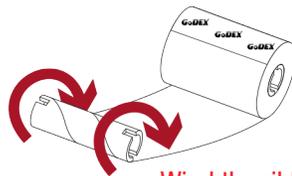


EMPTY RIBBON CORE

1. Attach the ribbon to the empty ribbon core with the adhesive strip at the end of the ribbon.



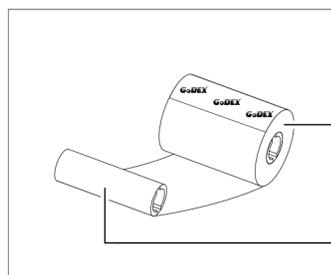
2. Wind the ribbon around the empty ribbon core for 2 to 3 circles.



Wind the ribbon around the core

The empty core is used to start the next ribbon. The printer needs to have a Ribbon Rewind Core to collect the used ribbon.

3. A ribbon module is assembled as shown below.

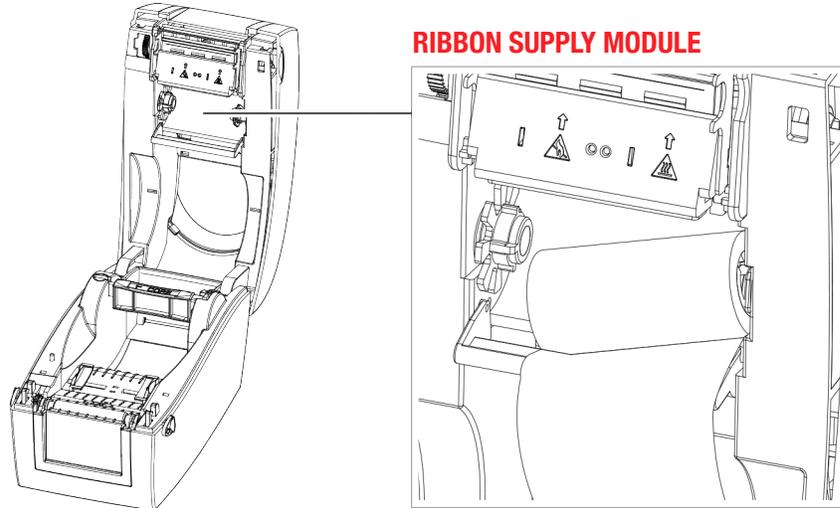


RIBBON SUPPLY

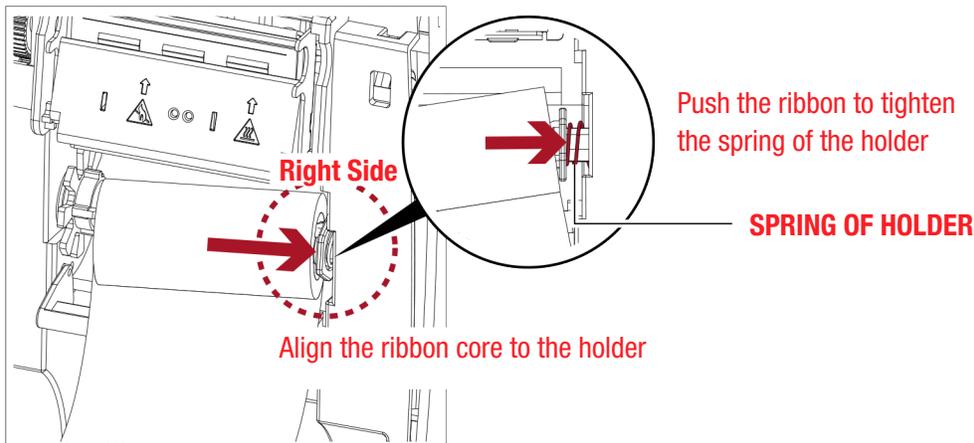
RIBBON REWIND

PRINTER SET UP

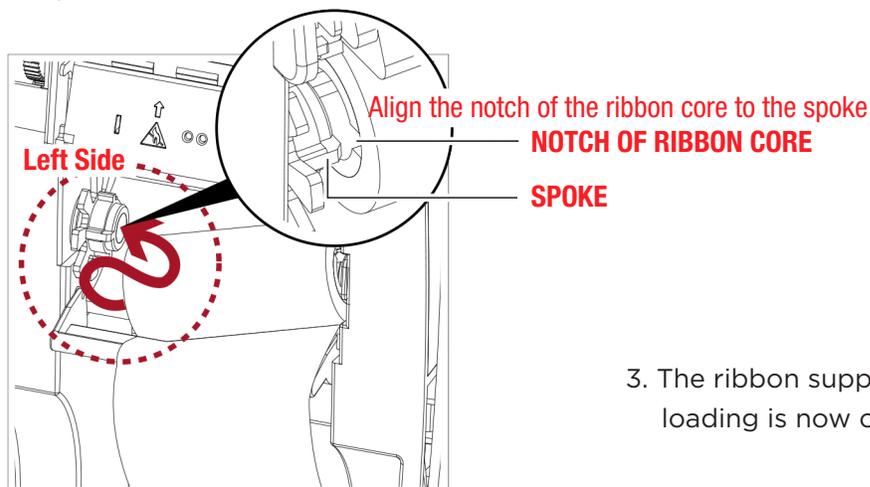
Load the Ribbon on the Printer for Ribbon Supply Module



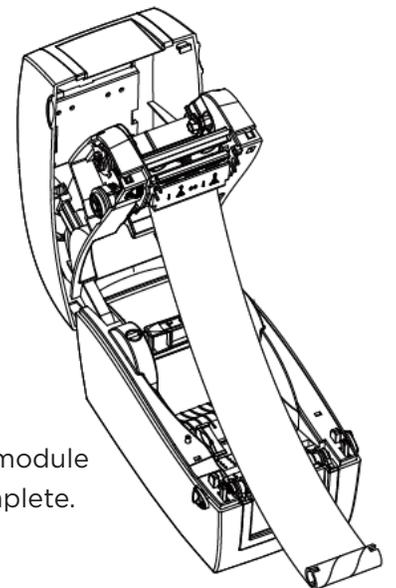
1. Place the right-hand side of the ribbon first.



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

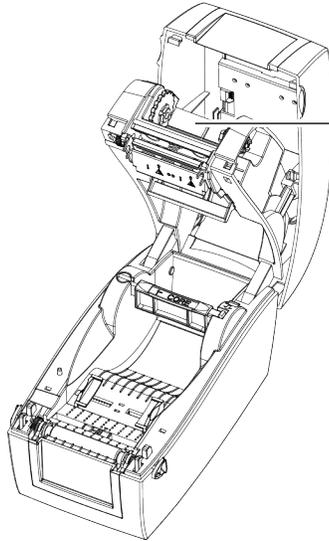


3. The ribbon supply module loading is now complete.

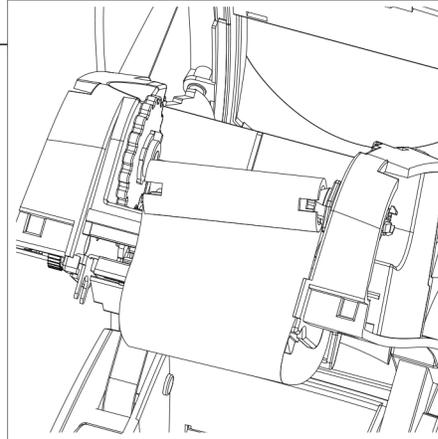


PRINTER SET UP

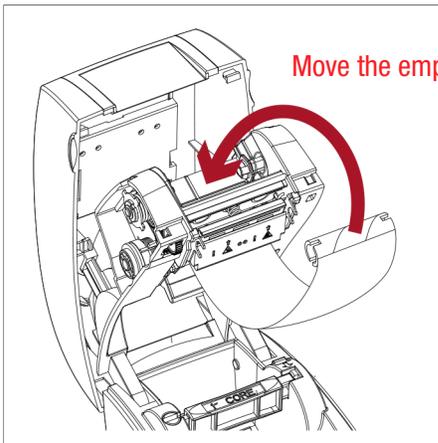
Load the Ribbon on the Printer for Ribbon Rewind Module



RIBBON REWIND MODULE

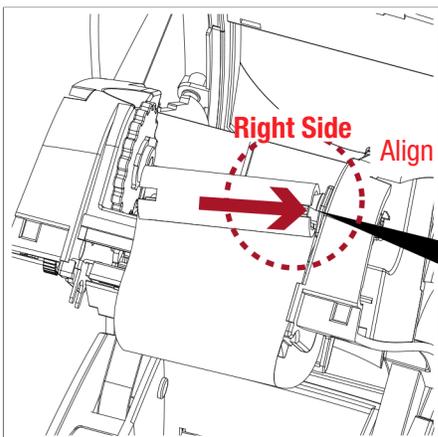


1. Pass the ribbon to round the print head.



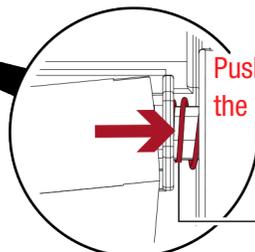
Move the empty ribbon core upward to ribbon rewind mechanism

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



Right Side

Align the empty ribbon core to the holder



Push the empty ribbon core to tighten the spring of the holder

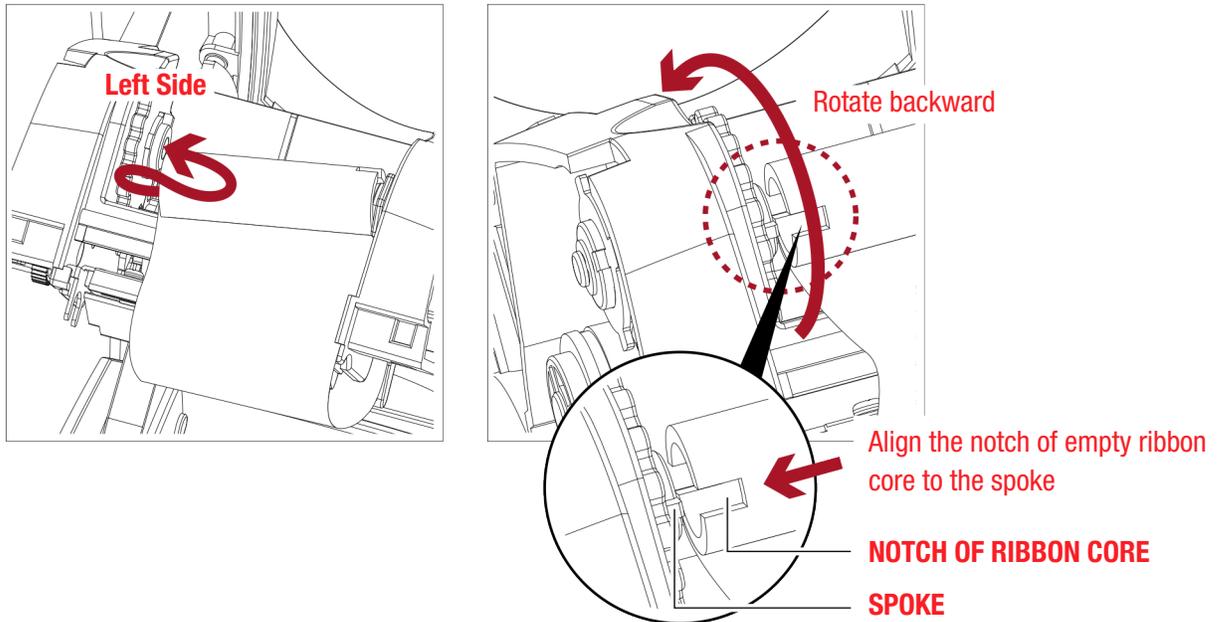
SPRING OF HOLDER

PRINTER SET UP

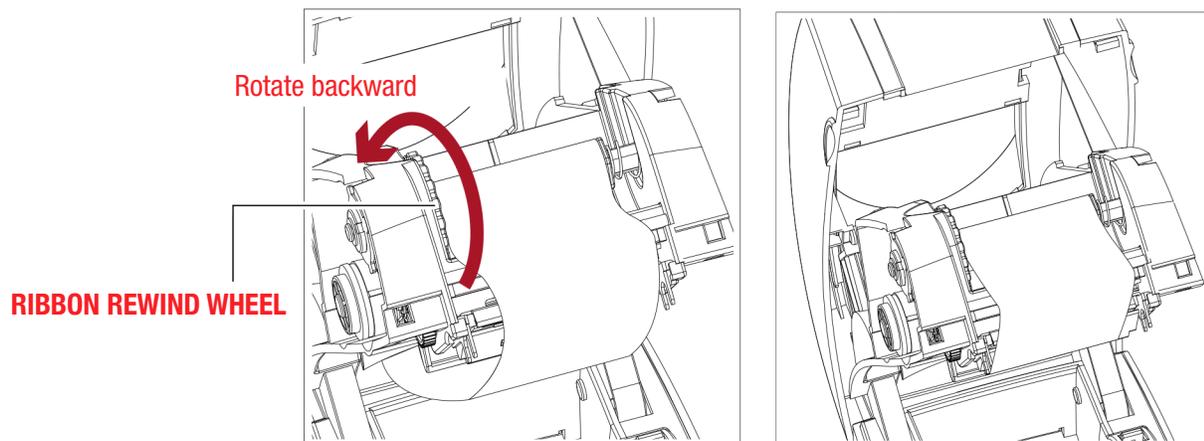
(continued from pg. 6)

Load the Ribbon on the Printer for Ribbon Rewind Module

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



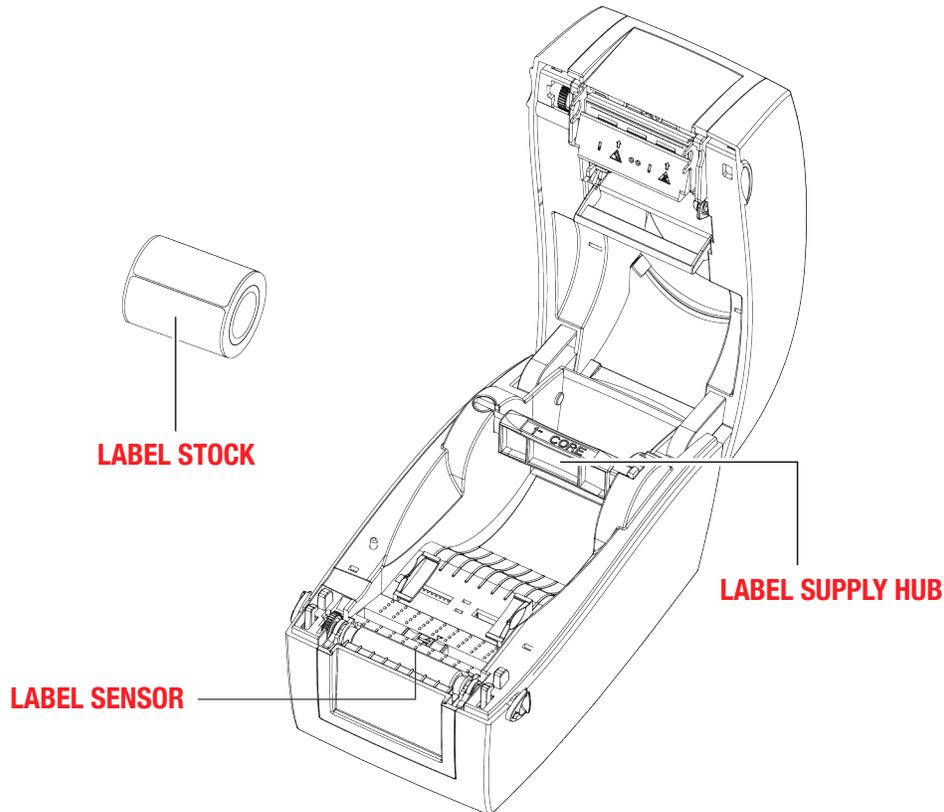
4. Turn the ribbon rewind wheel to tighten the ribbon until it has no wrinkles.
The ribbon loading is complete once the ribbon supply module and ribbon rewind module are assembled correctly.



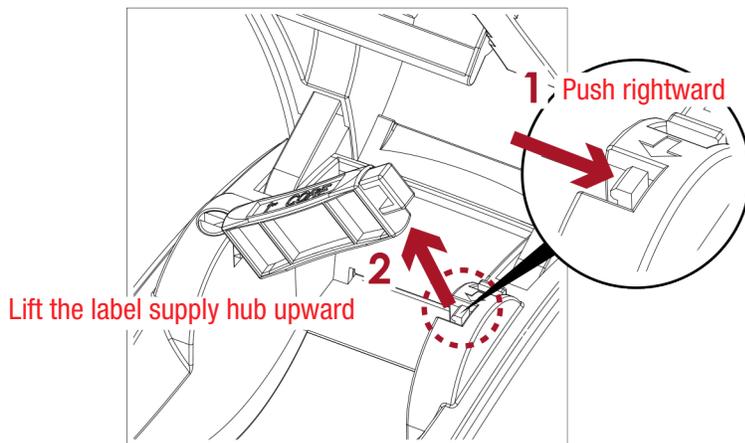
PRINTER SET UP

Loading the Label Roll Module

A New Label Supply Module Loading



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

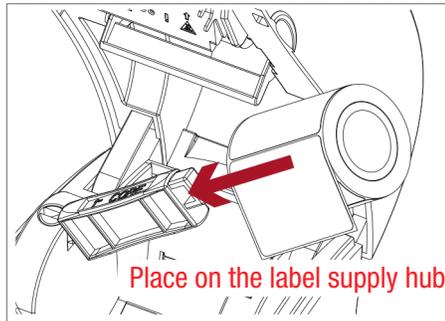


PRINTER SET UP

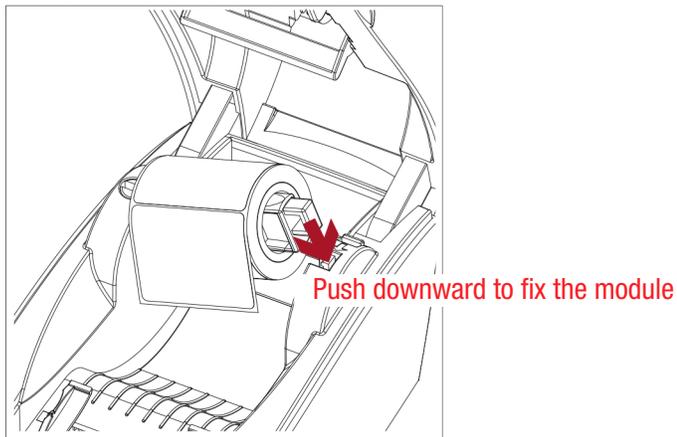
(continued from pg. 8)

Loading the Label Roll Module

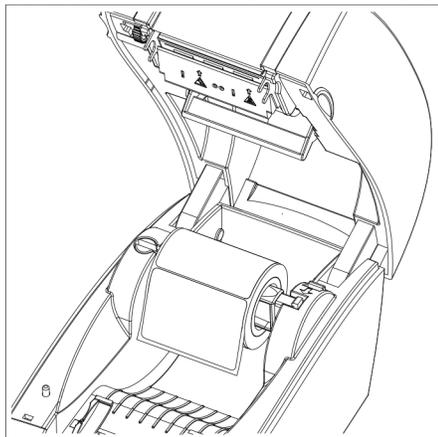
2. Place the label stock on the label supply hub.



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



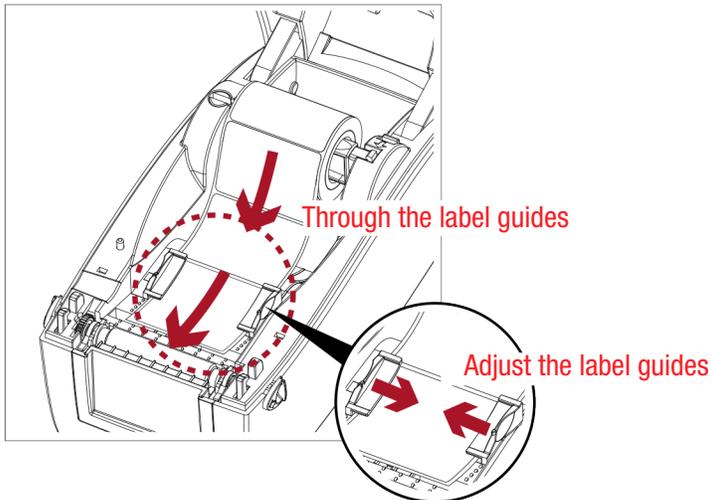
4. A new label supply module is complete.



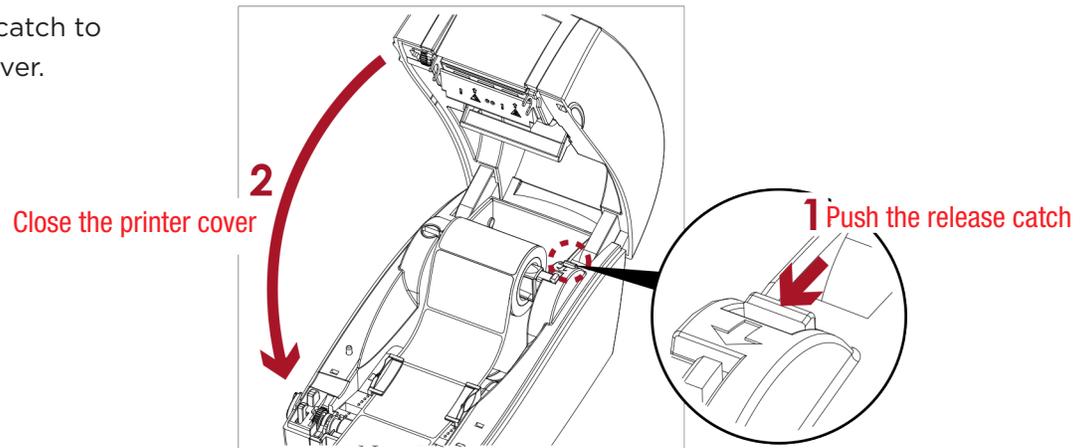
PRINTER SET UP

Loading the Label Roll Module on the Printer

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



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



3. Press the FEED key to make sure the label is fed smoothly.
The label loading is now complete.



PRINTER SET UP



Updating the Name & Phone Number Programmed in the Printer

Several fields inside the forms are user-configurable, such as company name, address, and phone number.

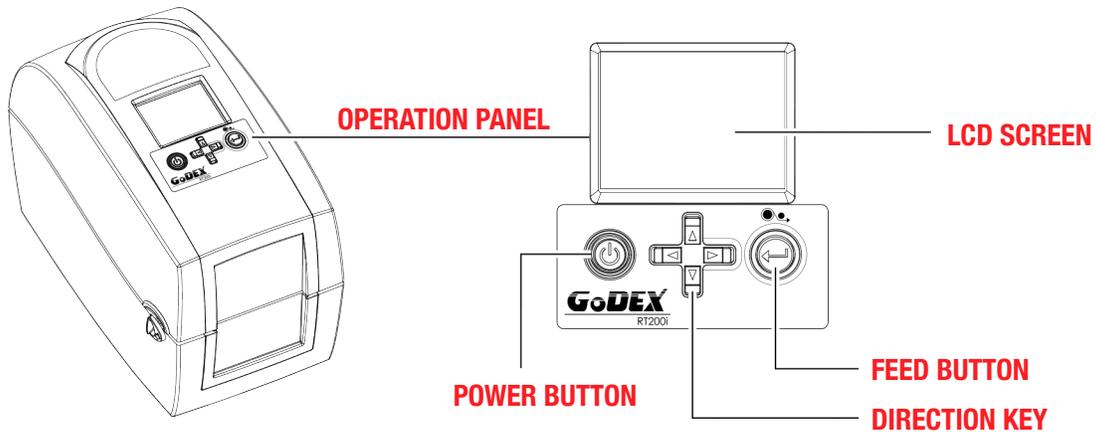
1. To update the shop name and phone number, from the forms list press the ESC (escape) key. This will bring up a list of fields.
2. Use the ARROW key on the keyboard to scroll down to the field you wish to update.
3. The current information can be deleted by using the BACKSPACE key. Enter the data you wish to program.
4. Press the ENTER key to save. Press ESC key to get back to the Ready screen.

All forms will be updated with the new information.

OPERATION PANEL



Operation Panel Introduction



POWER Button

Press the POWER button to turn on the printer. The START UP SCREEN should appear. The printer is on “ready to print” status and the LCD screen should display the message “READY” on the screen.

When the printer is turned on, keep pressing the POWER button for 3 seconds and it will turn the printer off.

FEED Button

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.

PRINTING A LABEL



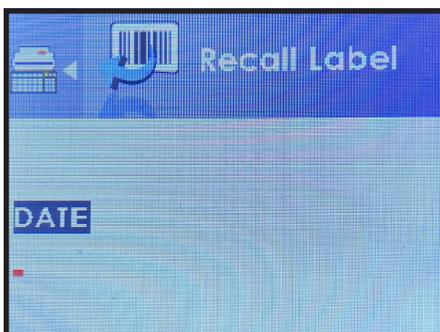
When the USB keyboard is plugged into the printer, the LCD panel will display RECALL LABEL.
Note: When the printer is plugged in and powered up, it automatically goes to the READY SCREEN.
When the keyboard is then plugged in, it automatically goes into RECALL LABEL mode.



1. Pressing F1 from the Ready screen will also enter into the Recall Label operation.



2. Choose the corresponding form or message number for the desired label and press the ENTER key on the keyboard.



3. The printer will then ask for information needed to fill in the desired label.

4. When information is entered, press the ENTER key to print the desired labels.

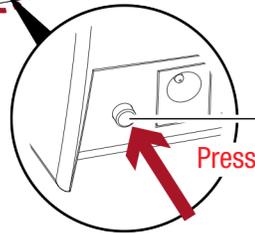
PRINTING A LABEL

Label Calibration Button

This button is used to make a calibration while the printer is encountering a “Media Error”.

This can occur when it is a:

- First-time printer start-up
- Label or ribbon change

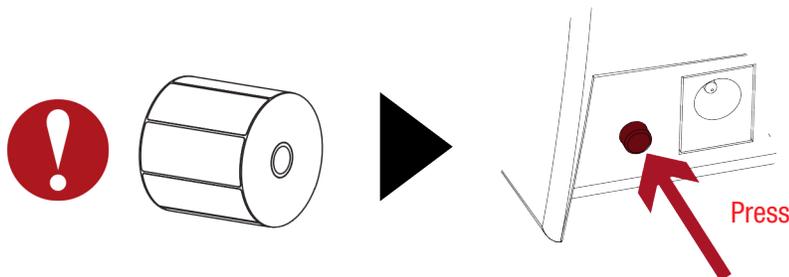


CALIBRATION BUTTON



Press CALIBRATION button for 2 seconds. It will prompt auto-sensing, which calibrates the parameters of the label and ribbon.

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



ERROR ALERTS



In the event of a problem that prevents normal functioning of the printer, you will see an error message on the LCD screen and hear beep signals.

Please refer to the table below for the error alerts.

| Operation Panel Status | Type | Beeps | Description | Solution |
|------------------------|------------------|-------------|--|---|
| | Print Head Error | 2 x 4 beeps | The printing mechanism is not closed correctly. | 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. |
| | | | No 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 auto-detection 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 can not detect a gap or black mark between the labels; there is no paper. Please reset the sensor. |

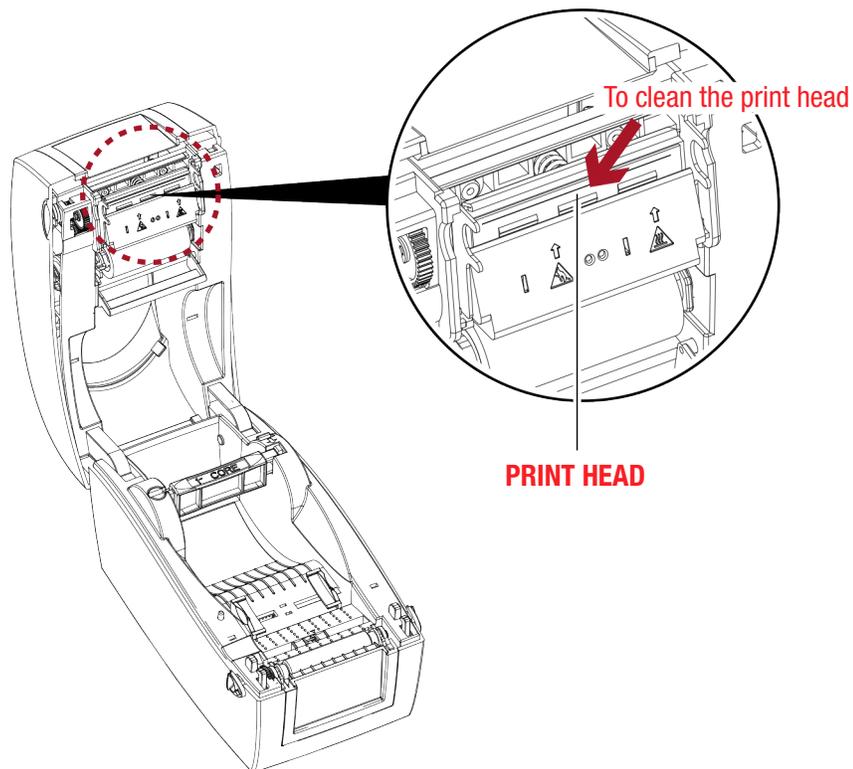
CLEANING THE PRINT HEAD

Dirt on the print head, or 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 longer lifespan of the print head.

Cleaning Steps

Here is how you clean the print head:

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



NOTICE: The print head should be cleaned once a week.

Please make sure that there are no metal fragments or other hard particles on the soft cloth used to clean the print head.

TROUBLESHOOTING



Problem

Solution

| | |
|--|---|
| The printer is switched on but the LCD screen does not light up. | <ul style="list-style-type: none">• Check the power supply. |
| Keyboard doesn't work. | <ul style="list-style-type: none">• Disconnect keyboard and reconnect then power cycle the printer. |
| The LCD screen shows the notice icon and printing is interrupted. | <ul style="list-style-type: none">• Check whether the print mechanism is closed correctly. |
| The label stock passes through the printer but no image is printed. | <ul style="list-style-type: none">• Make sure that the label stock is loaded the proper way.• Make sure that the label stock is suitable. Contact your supplier. |
| The label stock jams during printing. | <ul style="list-style-type: none">• Clear the paper jam. Remove any label material left on the thermal print head and clean the print head using a soft lint-free cloth dipped in alcohol. |
| There is no printed image on some parts of the label. | <ul style="list-style-type: none">• Check whether any label material or ribbon is stuck to the thermal print head.• Check the ribbon for wrinkles.• Check whether the label stock is suitable. Contact your supplier. |
| There is not printed image on part of the label or the image is blurred. | <ul style="list-style-type: none">• Check the thermal print head for dust or other dirt.• Use the "~T" command to check whether the thermal print head will carry out a complete job.• Check the quality of the print medium. |
| The printed image is positioned incorrectly. | <ul style="list-style-type: none">• Make sure that the label stock is suitable. Contact your supplier.• Check whether there is paper or dust covering the sensor. |
| The printed image is blurred. | <ul style="list-style-type: none">• Check the darkness setting.• Check the thermal print head for dust or dirt. |
| A label is missed during printing. | <ul style="list-style-type: none">• Check the label height setting.• Run the auto-detection function.• Check if there is dust covering the sensor. |



PRINTER TECH SUPPORT

Hours of Operation: Monday-Friday 8am-5pm (EST)

800-999-6556 ext. 3333 | fax 800-821-2878

support@slipngrip.com | www.slipngrip.com