![GoDEX logo]

RT200/RT230 BARCODE PRINTER
USER MANUAL

CONTENTS

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 Subpart B 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 EN55032:2012/AC:2013 Class A, EN 61000-3-2:2014,EN 61000-3-3:2013 and EN55024:2010, IEC 61000-4-2:2008 series The equipment also tested and passed in accordance with the European Standard EN55032 for the both Radiated and Conducted emissions limits.

RT200 SERIES
TO WHICH THIS DECLARATION RELATES
IS IN CONFORMITY WITH THE FOLLOWING STANDARDS

IEC 62368-1:2014, IEC 60950-1:2005(2nd Edition)+Am 1:2009 Am 2:2013, GB4943.1-2011 GB9254-2008(Class A) ,GB17625.1-2013, EN55032:2012/AC:2013 Class A, EN 61000-3-2:2006/A2:2009, EN 61000-3-3:2008 and EN55024:2010 , IEC 61000-4-2:2008 series, UL 60950-1, 2nd Edition, 2011-12-19, CSA C22.2 No. 60950-1-07, 2nd Edition, 2011-12, CFR 47, Part 15 Subpart B

WARNING

This is a Class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

此为 Class A 产品，在生活环境中，该产品可能造成无线电干扰，在这种情况下，可能需要用户对其干扰采取切实可行的措施。

警告使用者：這是甲類的資訊產品，在居住的環境中使用時，可能會造成射頻干擾，在這種情況下使用者會被要求採取某些適當的對策。

SAFETY INSTRUCTIONS

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

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.

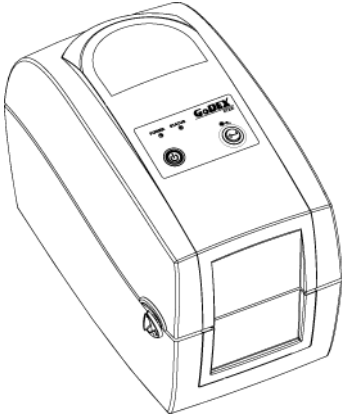Specifications are subject to change without notice.
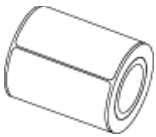
1 Barcode Printer

1.1 Box Content

Please check that all of the following items are included with your printer.
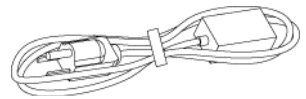
- RT200/RT230 Barcode Printer
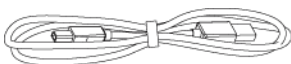
- Label Stock
- Ribbon Module
  Empty Ribbon Core
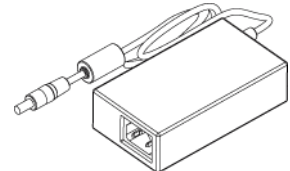- Power Adapter
  Power Cord

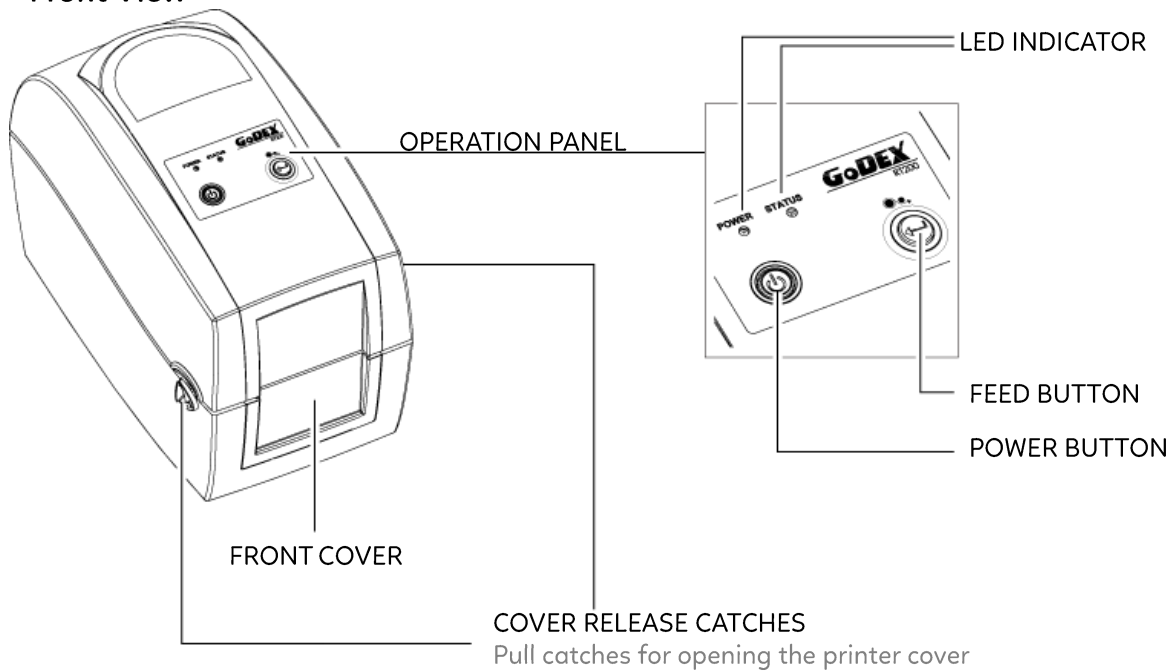- USB Cable
- Ribbon
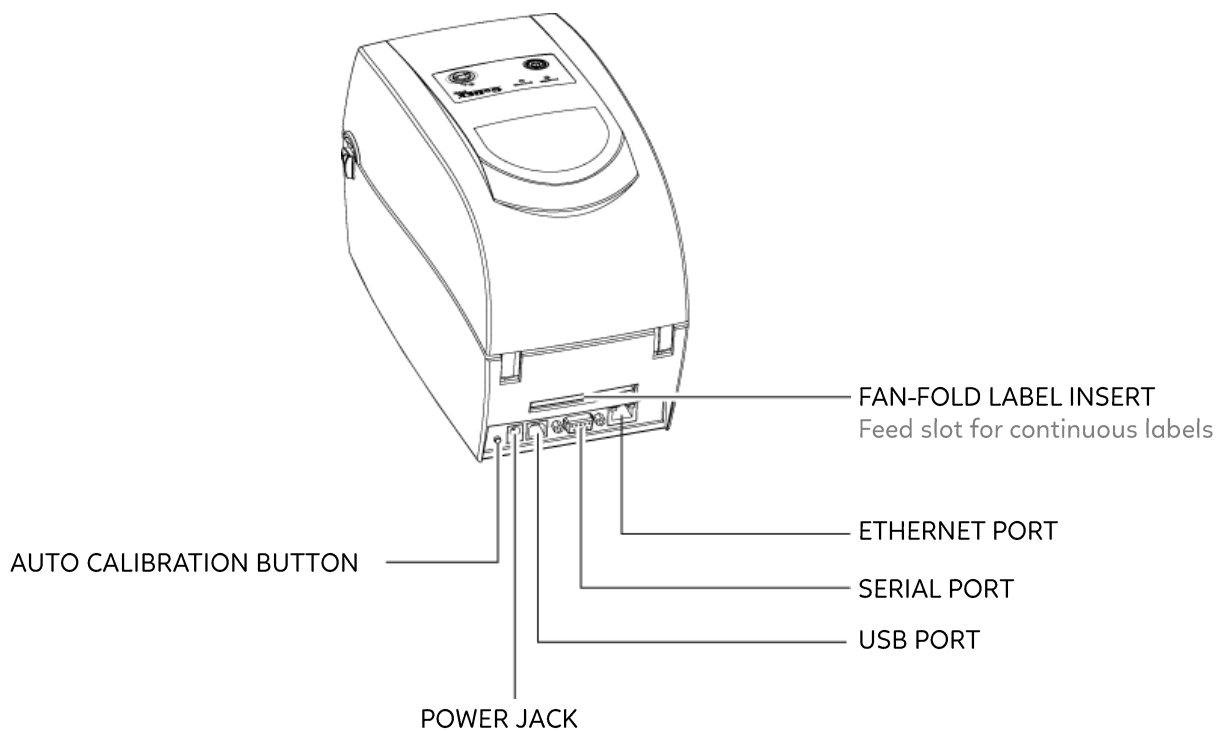- AC Adapter

- RT200/RT230 Quick Guide

1 Barcode Printer
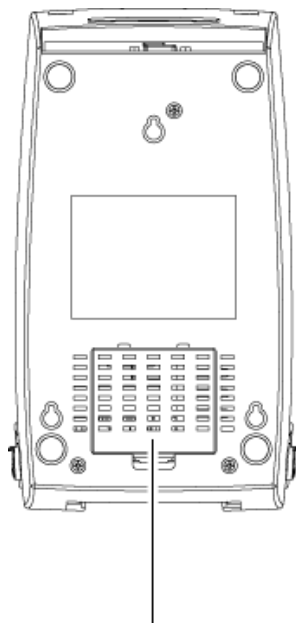## 1.2 Getting To Know Your Printer
Device Overview
• Front View

LED INDICATOR

OPERATION PANEL

FEED BUTTON

POWER BUTTON

FRONT COVER

COVER RELEASE CATCHES
Pull catches for opening the printer cover

• Rear View

FAN-FOLD LABEL INSERT
Feed slot for continuous labels

ETHERNET PORT

SERIAL PORT

USB PORT

AUTO CALIBRATION BUTTON

POWER JACK

• Bottom View

COVER OF THE MODULE CONNECTION JACKS

• The Internal View Of Printer

LABEL SUPPLY MODULE

PAPER PRESS BAR

LABEL SUPPLY HUB

RELEASE CATCH
Release catch for opening
the label supply hub

TOP COVER

RELEASE CATCH
Release catch for closing
the printer cover

LABEL SENSOR MODULE

LABEL GUIDES

LABEL SENSOR

GUIDE TRACK

PLATEN MODULE

PLATEN

PLATEN LOCKERS

• The Printing Mechanism

RIBBON REWIND MECHANISM

RIBBON REWIND WHEEL

HOLDER OF RIBBON REWIND
CORE

RIBBON SUPPLY MECHANISM

PRINT HEAD

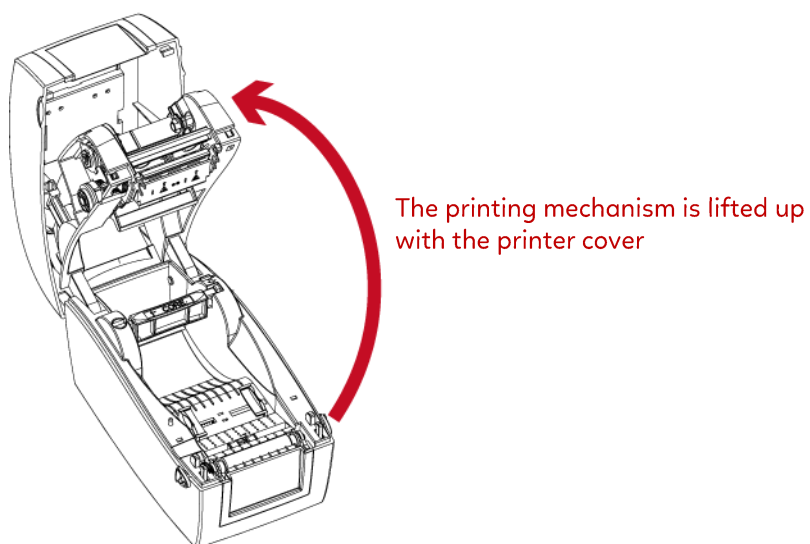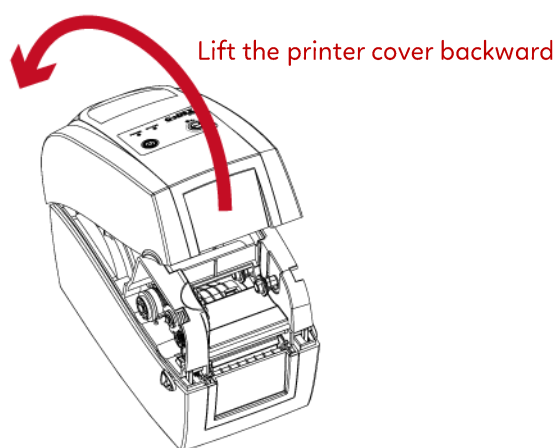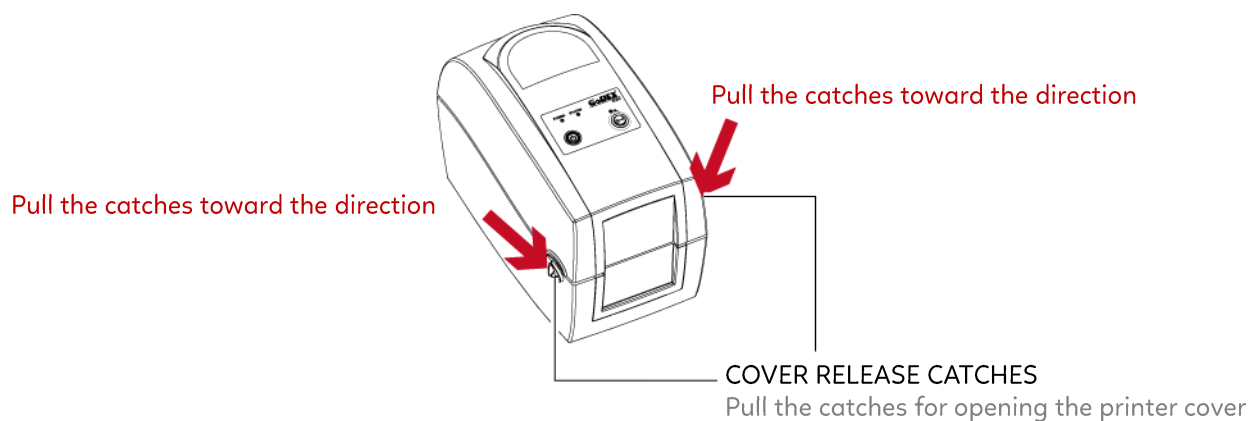HOLDER OF RIBBON SUPPLY CORE

RIBBON SUPPLY WHEEL

2 Printer Setup
2.1 Open 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.

Pull the catches toward the direction

Pull the catches toward the direction

COVER RELEASE CATCHES
Pull the catches for opening the printer cover

Lift the printer cover backward

The printing mechanism is lifted up with the printer cover

2 Printer Setup
2.2 Loading The Ribbon
**A New Ribbon Module Installation**

A NEW RIBBON   EMPTY RIBBON CORE
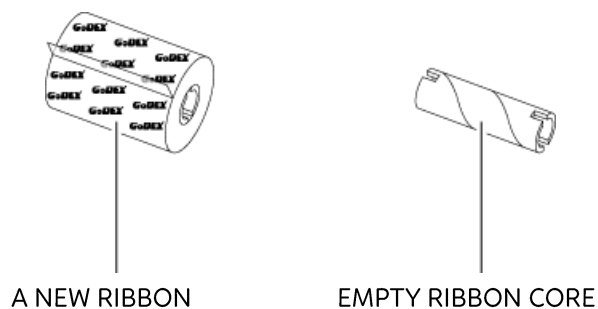
1. Attach the ribbon to the empty ribbon core with the adhesive strip at the end of the ribbon.

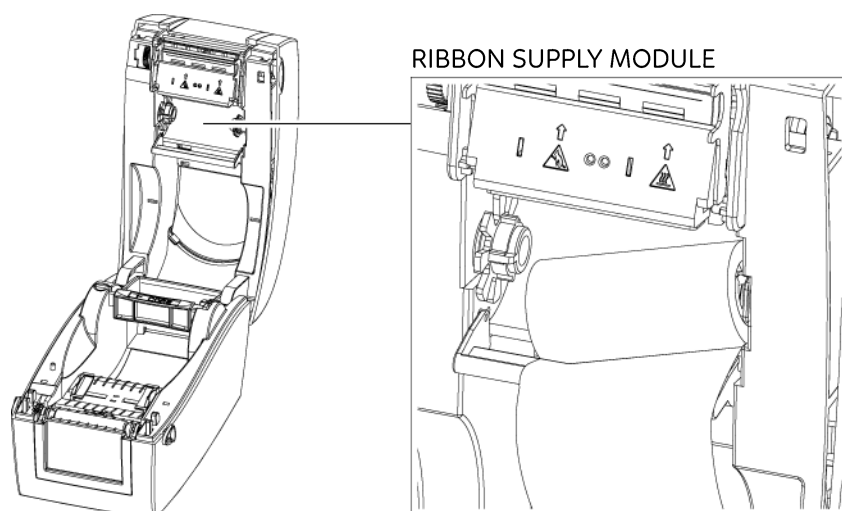Notch on left side

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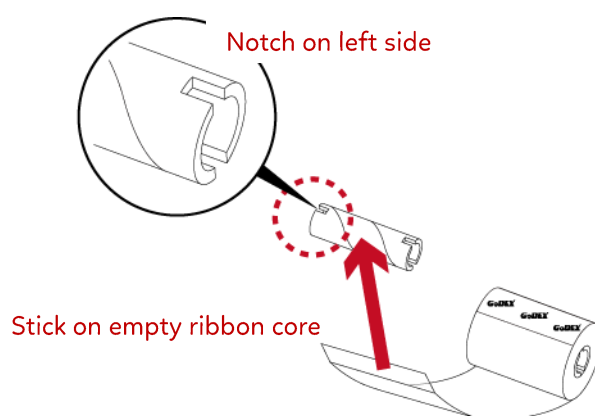
2. Wind the ribbon around the empty ribbon core for 2 to 3 circles.

Wind the ribbon around the core
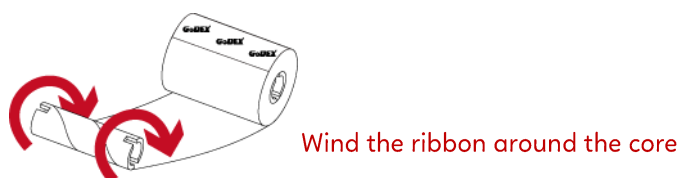
3. A ribbon module is assembled as below.

A NEW RIBBON MODULE

RIBBON SUPPLY
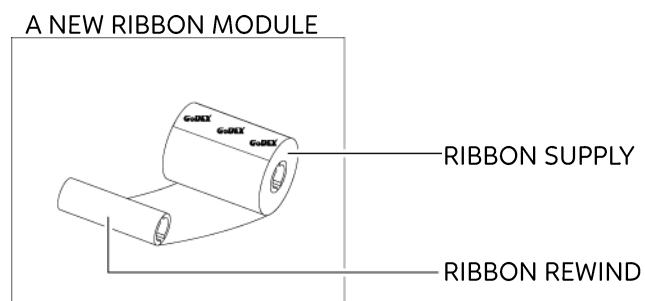
RIBBON REWIND

Load The Ribbon On The Printer
For Ribbon Supply Module

RIBBON SUPPLY MODULE

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

Right side

Push the ribbon to tighten
the spring of the holder

SPRING OF HOLDER

Align the ribbon core
to the holder
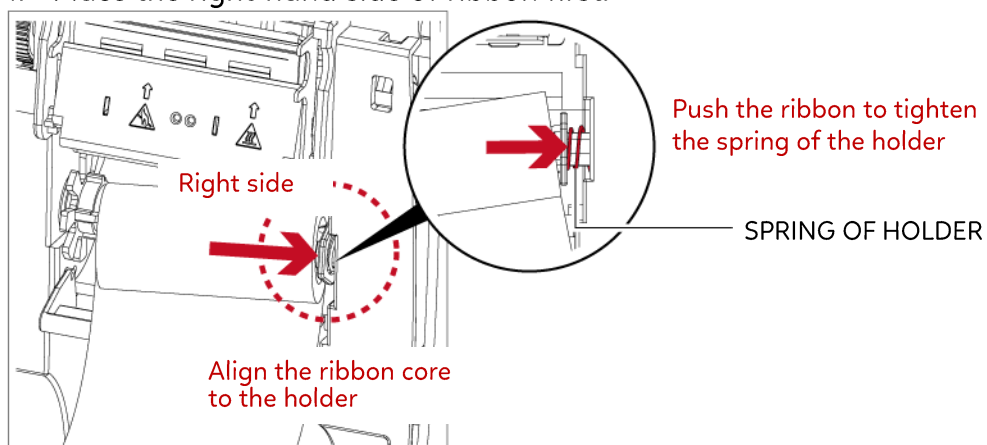
2. Then place the left-hand side of the ribbon.

Align the notch of the ribbon core to the spoke

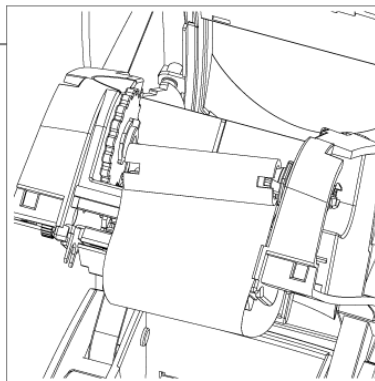NOTCH OF RIBBON CORE

SPOKE

Left side
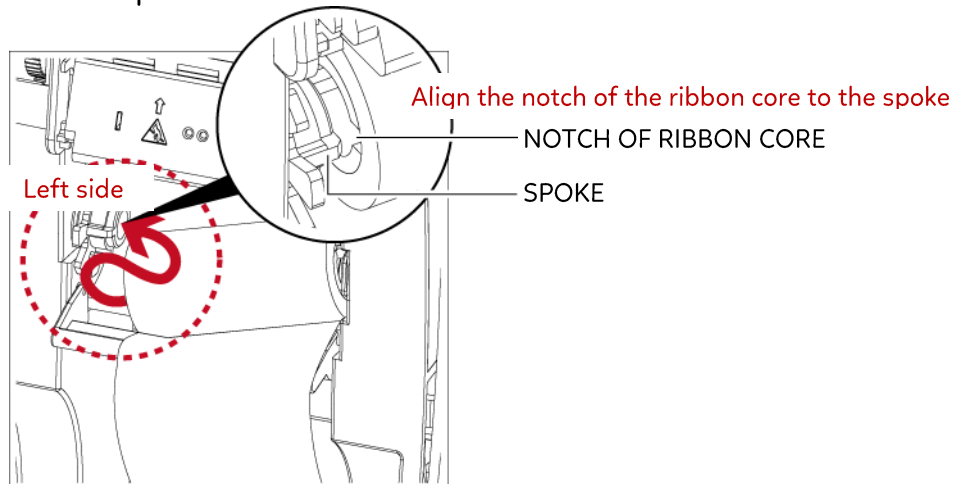
3. The ribbon supply module loading is completed.
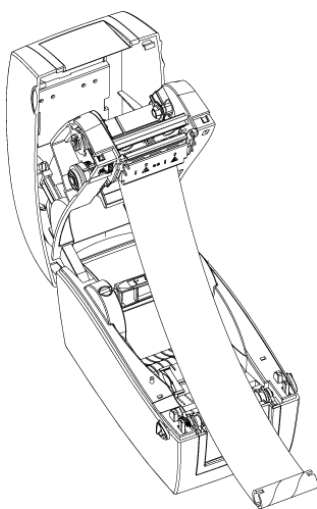
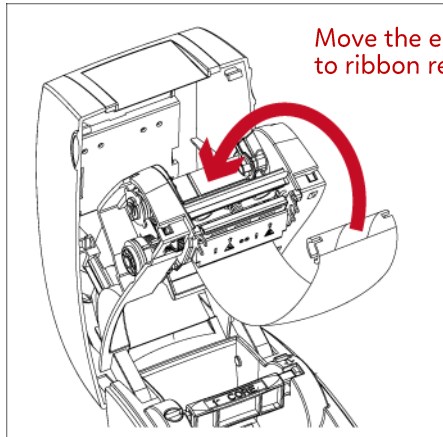## Load The Ribbon On The Printer
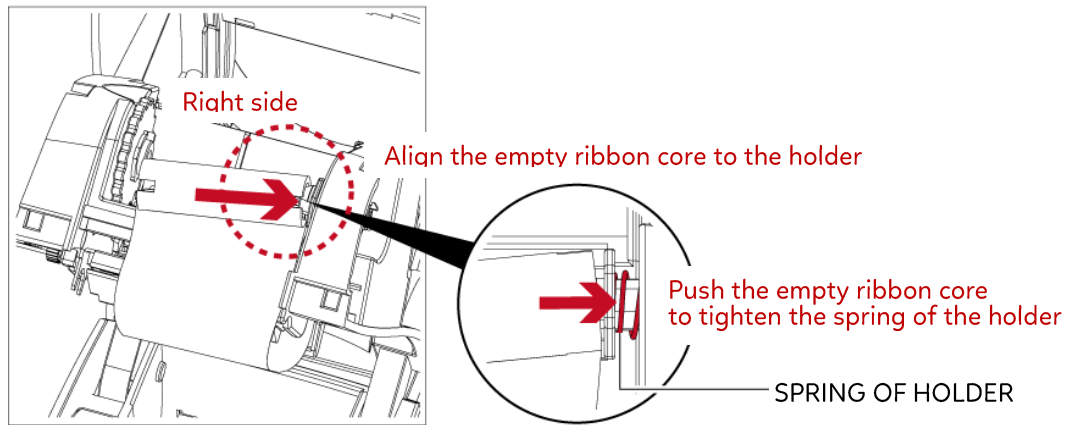## For Ribbon Rewind Module
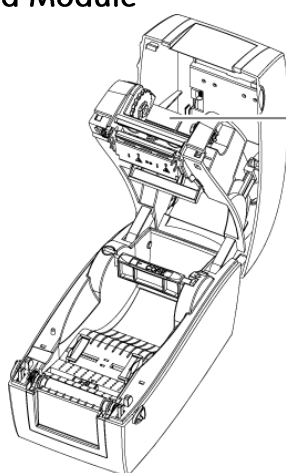
RIBBON REWIND MODULE

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 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

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.

Left side

Rotate backward

Align the notch of empty ribbon core
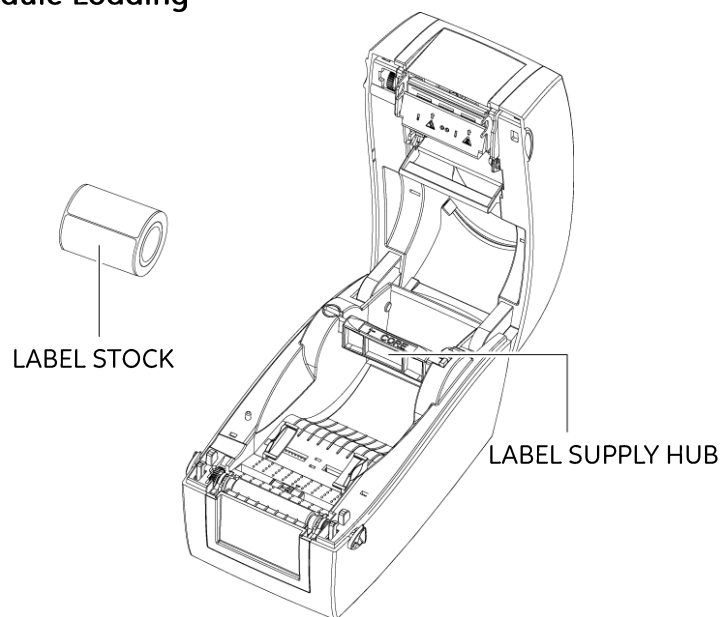to the spoke

NOTCH OF RIBBON CORE

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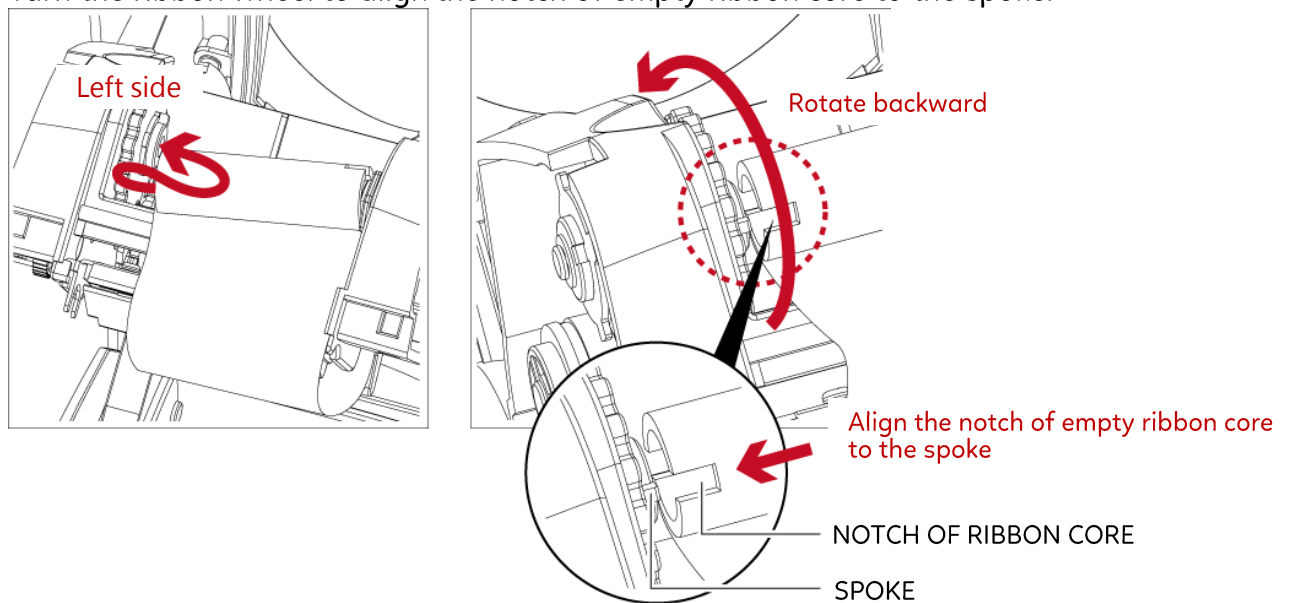
4. Turn the ribbon rewind wheel to tighten the ribbon until it has no wrinkles.
   The ribbon loading is completed once the ribbon supply module and ribbon rewind module
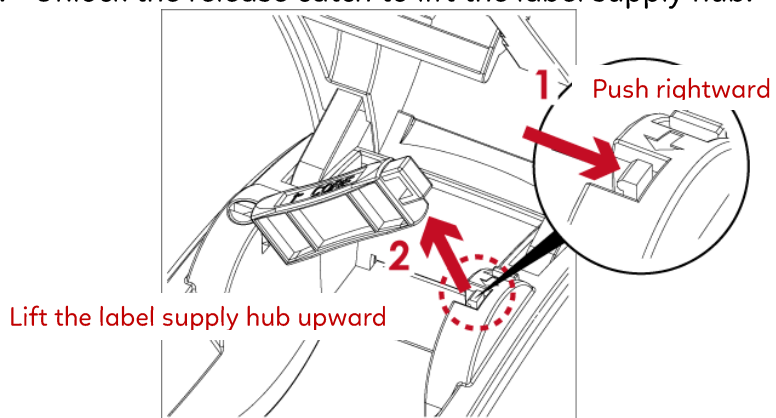   are assembled correctly.

Rotate backward

RIBBON REWIND WHEEL
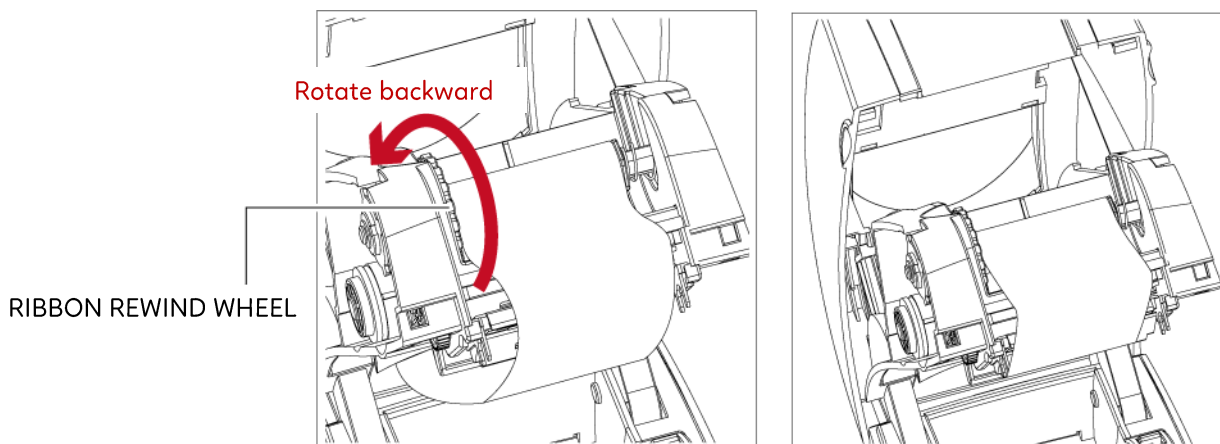
2 Printer Setup
2.3 Loading The Label Roll Module
A New Label Supply Module Loading

LABEL STOCK

LABEL SUPPLY HUB

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

1 Push rightward

2 Lift the label supply hub upward

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

Place on the label supply hub
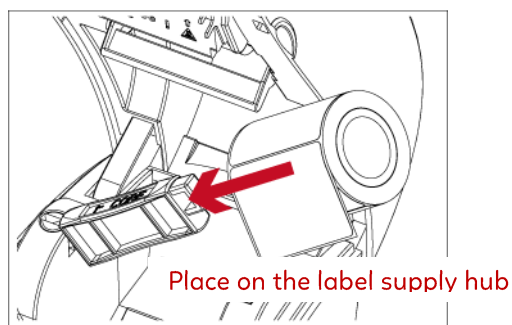
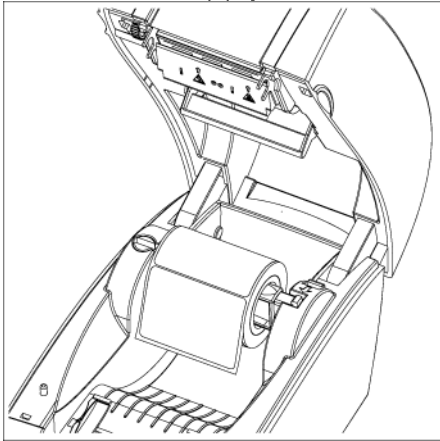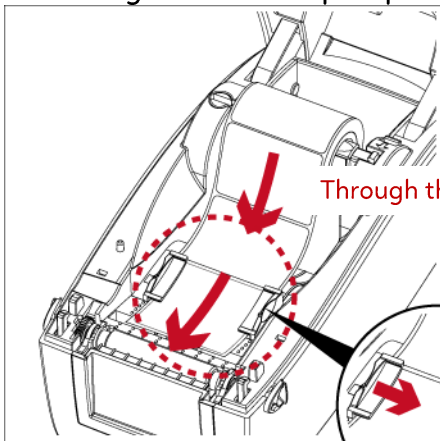3. Push the label supply module downward and close the release catch.
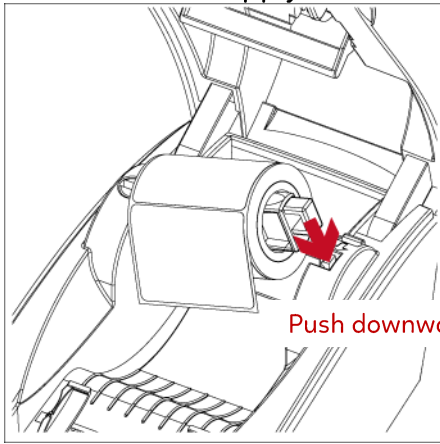
Push downward to fix the module

4. A new label supply module is completed.

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 swaying.

Through the label guides
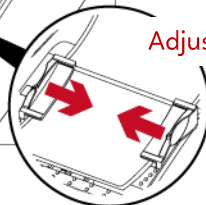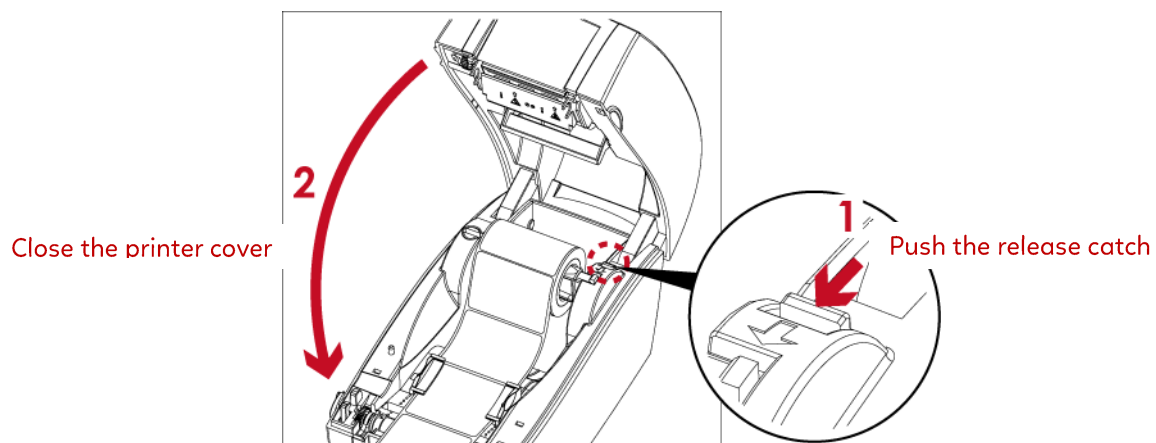
Adjust the label guides

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

2 Close the printer cover

1 Push the release catch

3. Press the FEED key and make sure the label is fed smoothly. The label loading is completed now.
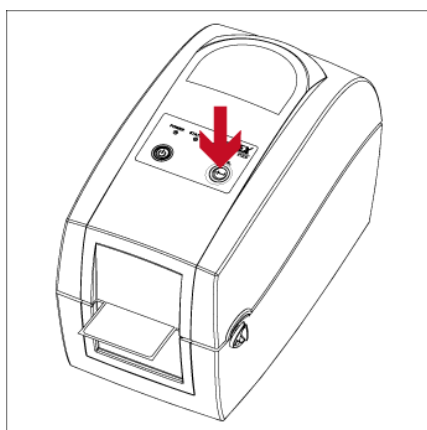
2 Printer Setup

2.4 Connecting The Printer To The Host Computer

1. Please make sure that the printer is switched off.
2. Connect the power cord to the AC adapter.

POWER CORD
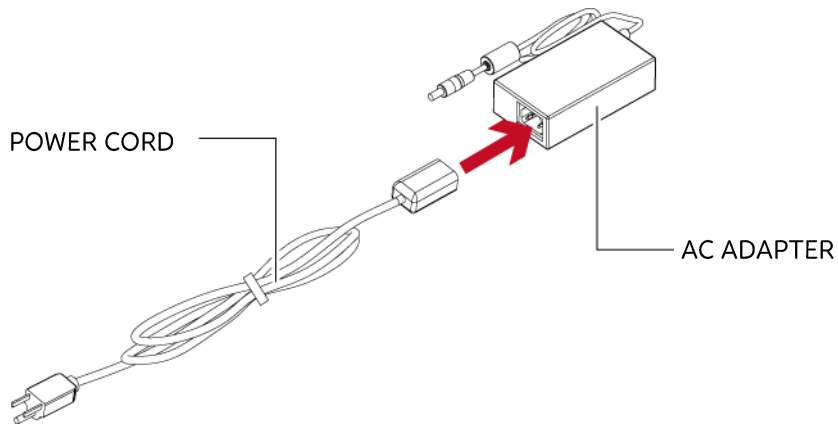
AC ADAPTER

Connect the jack of the power adapter to the printer and connect the plug of the power adapter to the socket of the wall.

RT200/RT230 BARCODE PRINTER

POWER ADAPTER

JACK

SLOT

PLUG

SOCKET
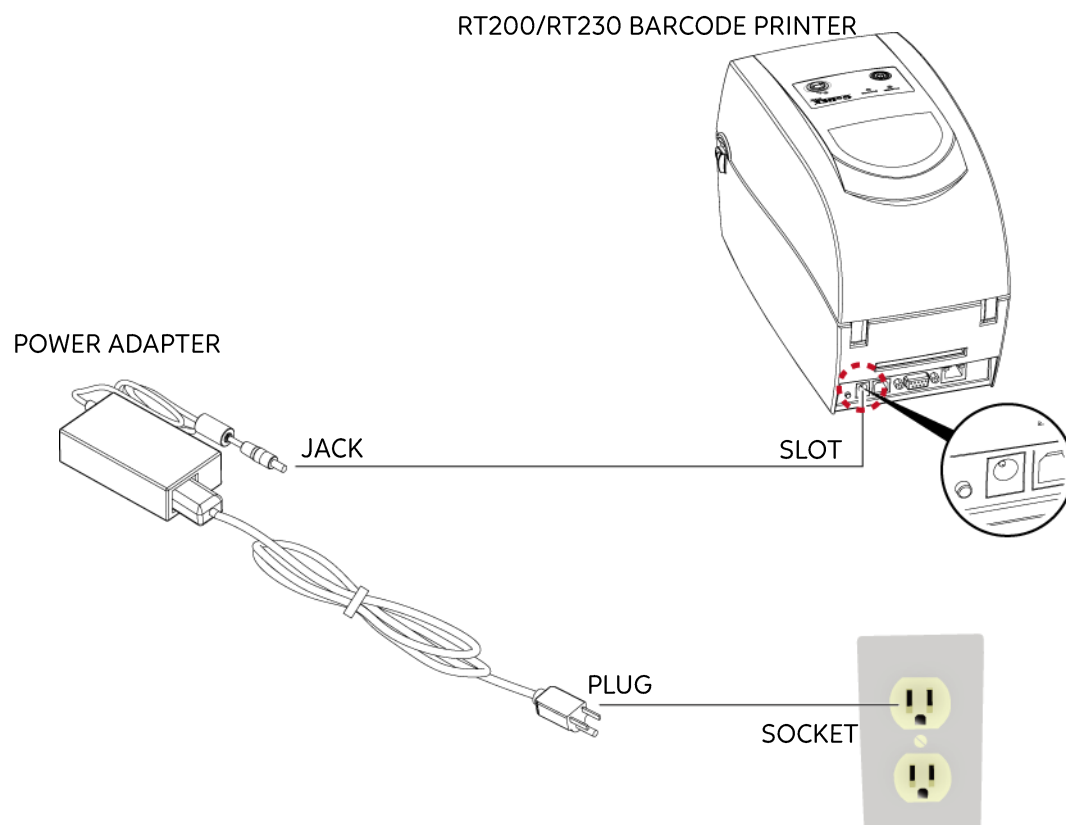
3. Connect the USB/serial cable to the printer and host computer.

RT200/RT230 BARCODE PRINTER

USB PORT

USB CABLE

PLUG

PLUG

PC

SOCKET
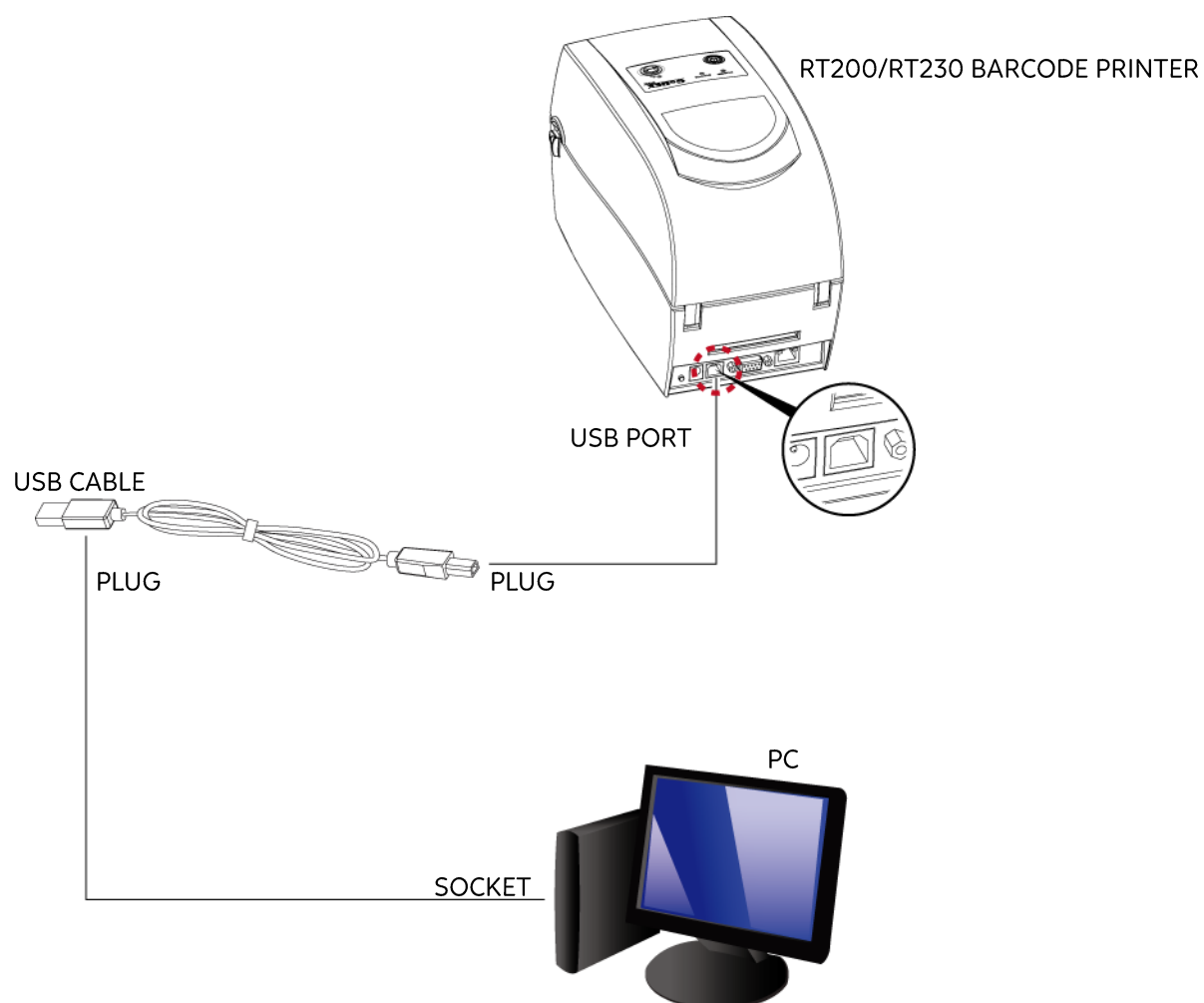
4. Pressing the power button. The power LED indicator should now lights up.

Pressing the power button

POWER LED INDICATOR

OPERATION PANEL
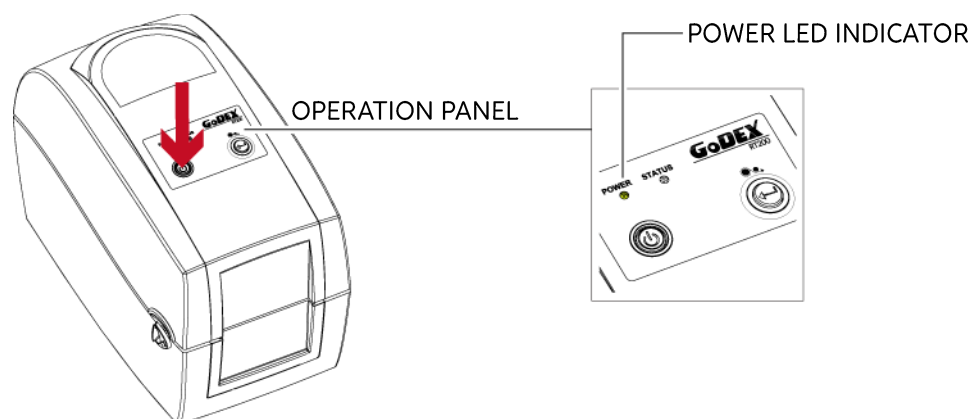
2 Printer Setup

2.5 Installing Printer Driver and GoLabel with Super Wizard CD

1. Insert the Super Wizard CD in the CD/DVD drive of the host computer and the program should pop up automatically. You will see the Welcome screen first. On the Welcome screen, choose "Standard Installation".
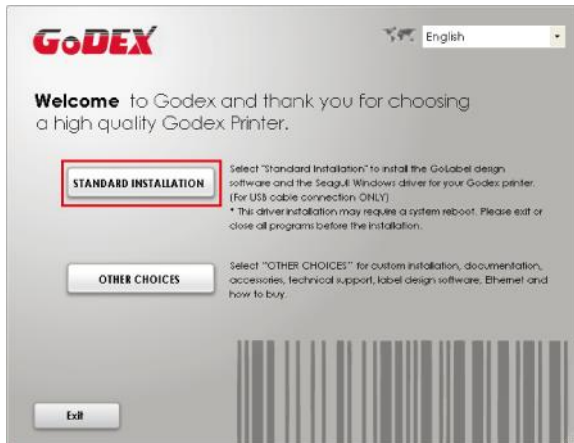
2. The wizard will then ask you to make sure your USB and power cables are connected and that the power is turned on. Make sure that is done and then click "Next".

3. The next screen you will see is, "Install the GoLabel Software and Windows driver". Click "Next" to continue.

4. As the printer driver and GoLabel are installing, a screen will display a progress bar.

5. Once the installation is complete, you can start to make and print labels with GoLabel or throug the printer driver.

6. As the optional steps, you can also print a test label or register your printer during the "Standard Installation"procedure.

Installing Printer Driver Directly From CD Folder

1. Insert the product CD in the CD/DVD drive of the host computer and open the "Seagull Drivers" folder on the CD. Select the icon for the driver file and click it to start the installation.
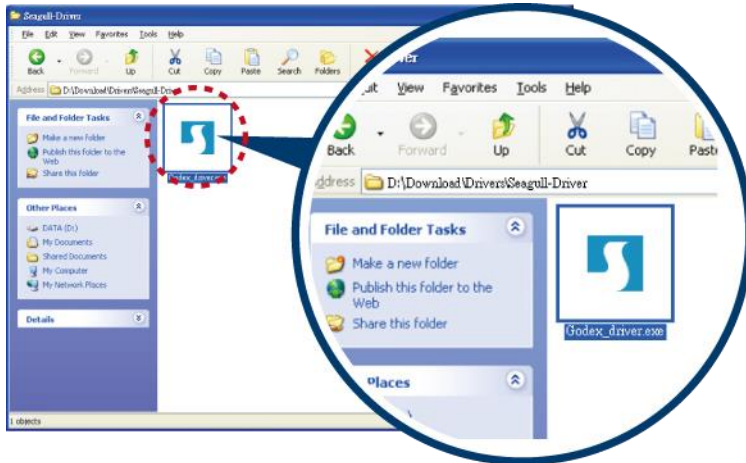
2. Follow the instructions on the screen. The Driver Wizard guides you through the installation procedure.
   Select "Install printer drivers".

3. Specify your printer model.
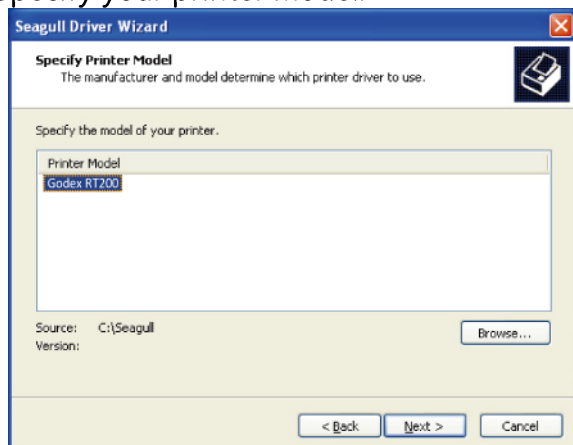
4. Specify the port used to connect the printer to the host computer.
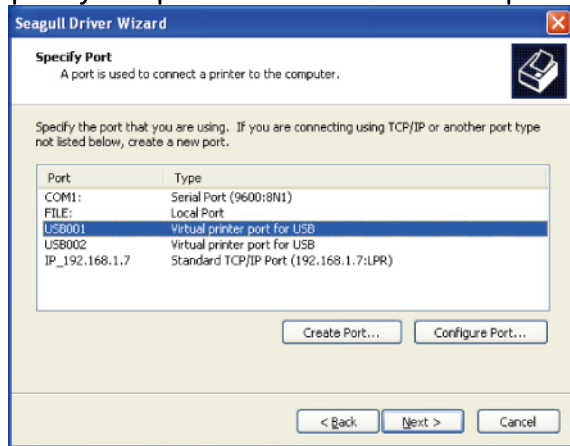
5. Enter a printer name and assign the appropriate rights.
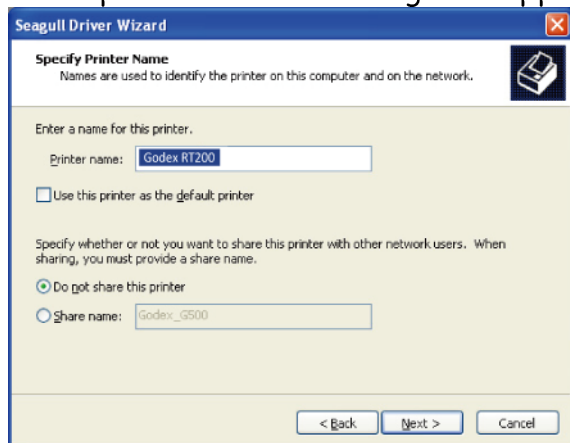
6. Once the installation is complete, a summary of the printer settings is displayed.
   Check whether the printer settings are correct and click "Finish" to start copying the driver files.
   Wait until copying is complete, then finish the installation.

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

3 Printer Setting And Control

3.1 Operation Panel

POWER LED
STATUS LED
OPERATION PANEL
FEED BUTTON
POWER BUTTON

POWER Button
Press the POWER button and the LED indicator lights up green. The printer is on " Ready to print " status now.
When printer is turned on, keep pressing the POWER button for 3 seconds will turn the printer off.

FEED Button
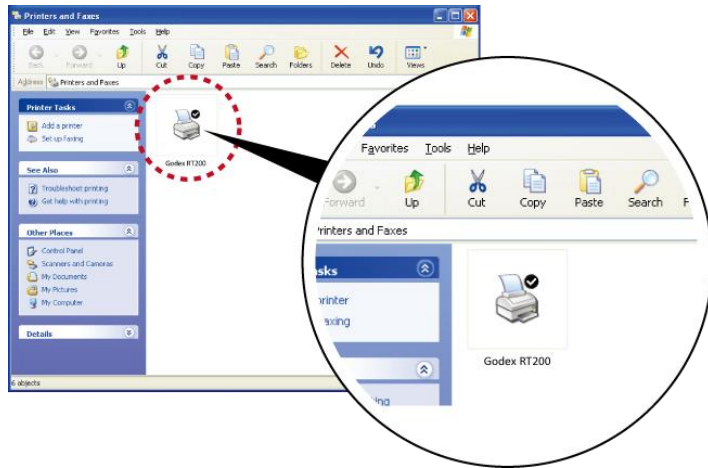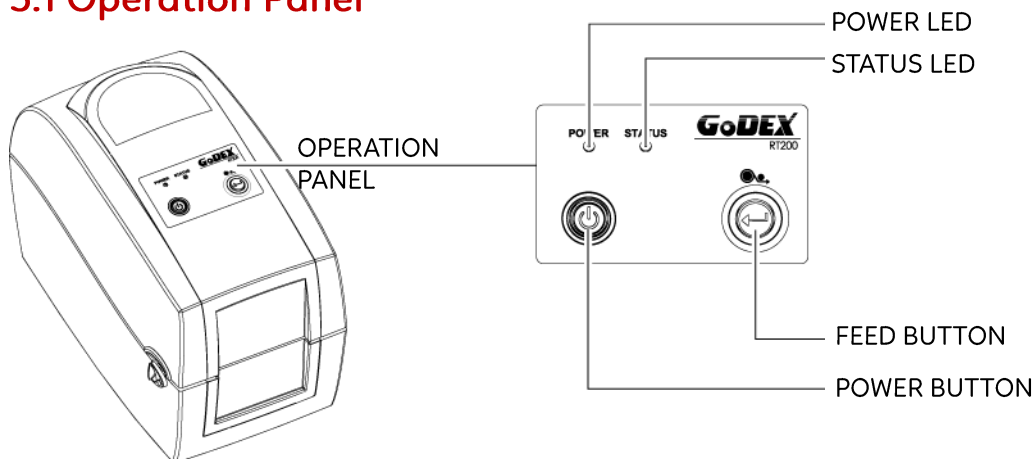When you press the FEED button, the printer moves the label to the defined stop position.
If you are using continuous labels, pressing the FEED button will move label stock until you release the button again.
If you are using individual labels, pressing the FEED button will move only one label.
If the label does not stop at the correct position, you need to run the auto-detection function on the label stock, please see Section 3.2 Label Calibration and Self Test.

LED Indicators

LED Indicator	Status	Description
Green	Standby	The printer is ready for operation.
Red	Error	The printer has detected an error. See Section 3-3. Error Alerts.

3 Operation Panel
3.2 Label Calibration and Self Test
Label Calibration

The printer can automatically detect and store label height.
That means the host computer does not need to transmit the label height to the printer.

Self Test

Self-test function lets you check whether the printer is functioning normally.
Here is how you run the label size calibration and self test.
1. Check that the label stock is loaded correctly.
2. Turn off the printer.
3. Turn the printer on again, keeping the FEED button pressed. When the LED starts to flash red, release the FEED button. The printer will now measure the label stock and store the label height.
4. 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.

Label	Value
Model & Version	RT200:GX.XXX
USB ID setting	USB S/N:12345678
Serial port setting	Serial port:96,N,8,1
MAC address of Ethernet port	MAC Addr:xx-xx-xx-xx-xx-xx
IP protocol setting	DHCP Enable
IP address of Ethernet port	IP xxx.xxx.xxx.xxx
Gateway setting	Gateway xxx.xxx.xxx.xxx
Netmask setting	Sub-Mask xxx.xxx.xxx.xxx
	################################
Number of DRAM installed	1 DRAM installed
Image buffer size	Image buffer size:1500 KB
Number of forms	0000 FORM(S) IN MEMORY
Number of graphics	0000 GRAPHIC(S) IN MEMORY
Number of fonts	000 FONT(S) IN MEMORY
Number of Asian fonts	000 ASIAN FONT(S) IN MEMORY
Number of Databases	000 DATABASE(S) IN MEMORY
Number of Scalable fonts	000 TTF(S) IN MEMORY
Free memory size	4073 KB FREE MEMORY
Speed, Density, Ref. Point, Print direction	^S4 ^H8 ^R000 ~R200
Label width, Form length, Stop position	^W102 ^Q100,3 ^E18
Cutter, Label Dispenser, Mode	Option:^D0 ^O0 ^AD
Sensor Setting	Reflective AD:1.96 2.84 2.49[0.88_23]
Code Page	Code Page:850
Printer is on factory default	Default state=Yes

Auto Label Calibration Button
Keep pressing AUTO CALIBRATION button for 1 second, the printer can immediately run the label size calibration.

AUTO CALIBRATION BUTTON

press and hold for one to two seconds
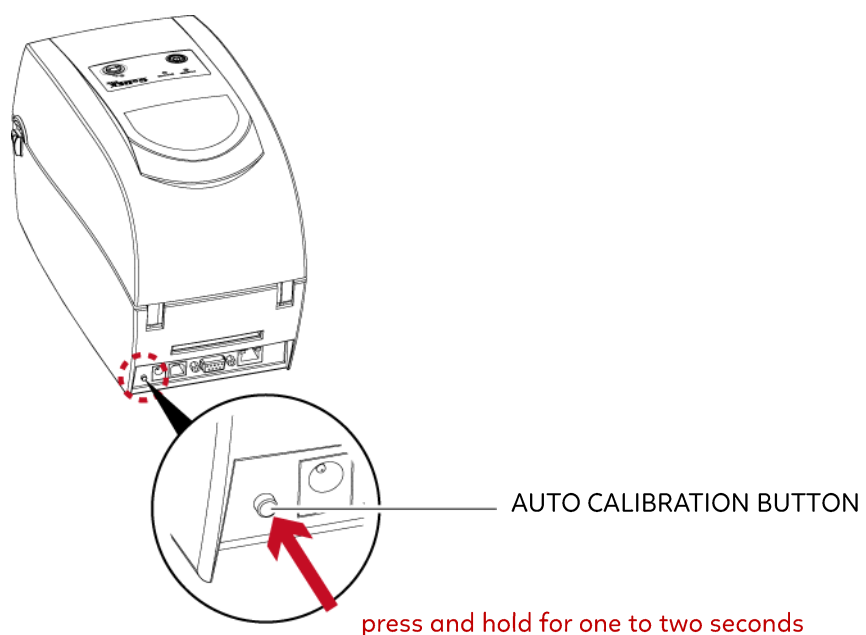
Calibration button can be used to find correct printing position or eliminate the "Media Error" problem.

press and hold for one to two seconds
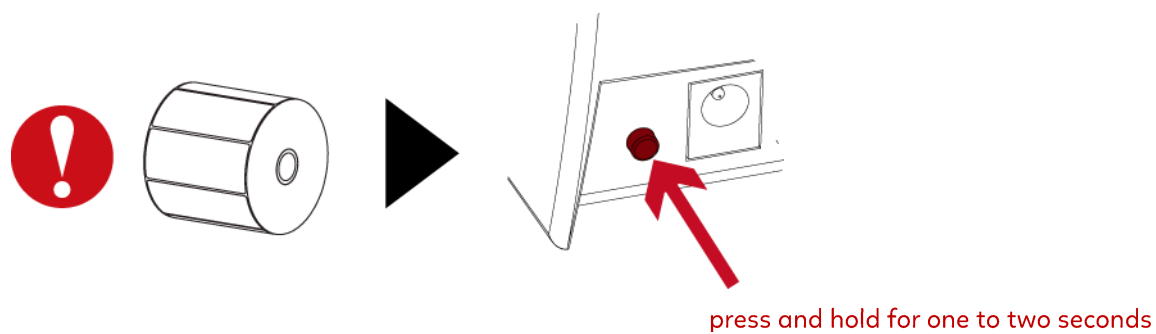
3 Operation Panel

3.3 Error Alerts

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

POWER LED
STATUS LED

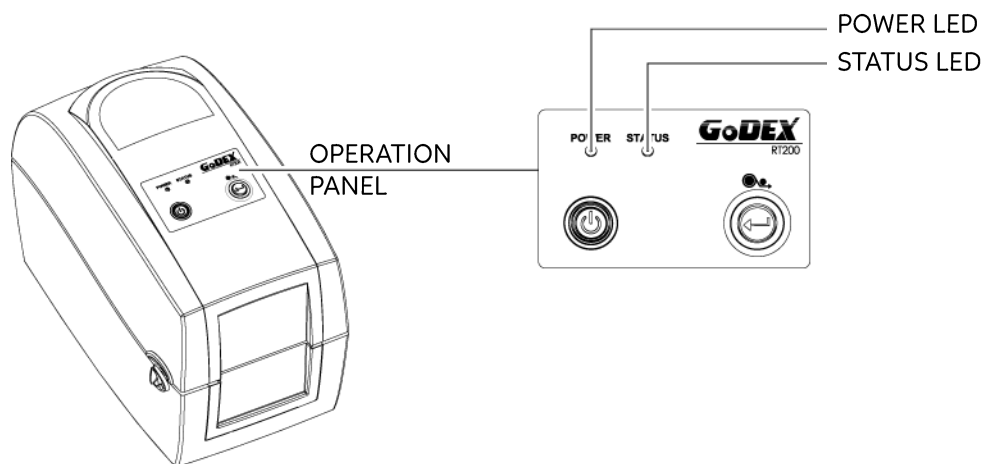OPERATION
PANEL

Error Light Color
· Red

Flashing Frequency

· Flashing

· Light On

POWER LED	STATUS LED	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 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 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 fu ll".	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 Operation Panel

3.4 Dump Mode Begin

For make sure provide us correct information for check what commands sentfrom the PC or software, please following below steps,

STEP 1, Let the printer enter Dump Mode
For Desktop printer (RT200 / RT700 series)
1. Power off the printer, press and hold the FEED key.
2. Power on the printer (while still holding the FEED key).
3. There are 3 serial short beeps first, then, 3 single beep.
Release FEED key when heard the 3rd beep.
Please select to Dump Mode.
STEP 2. Make sure pinter ready for print a label
STEP 3. Send a label or commands which met problem to the printer
STEP 4. Printer will print out a label with letters and numbers, please take a picture on them and send us by email.
To cancel (get out of) the Dump Mode, please press the FEED key, and then the printer will automatically print "OUT OF DUMP MODE." This indicates that the printer is back to the standby mode.

4 NetSetting for Ethernet

4.1 Installing The NetSetting software

The NetSetting software is used to manage the network configurations when connecting the printer via Ethernet port.

It is available on product CD or can be downloaded from official website. To install the NetSetting, please follow below steps.

1. Insert the product CD in the CD/DVD drive of the host computer and open the "Ethernet" folder on the CD.
2. Select the icon for the NetSetting installation file and click it to start the installation.
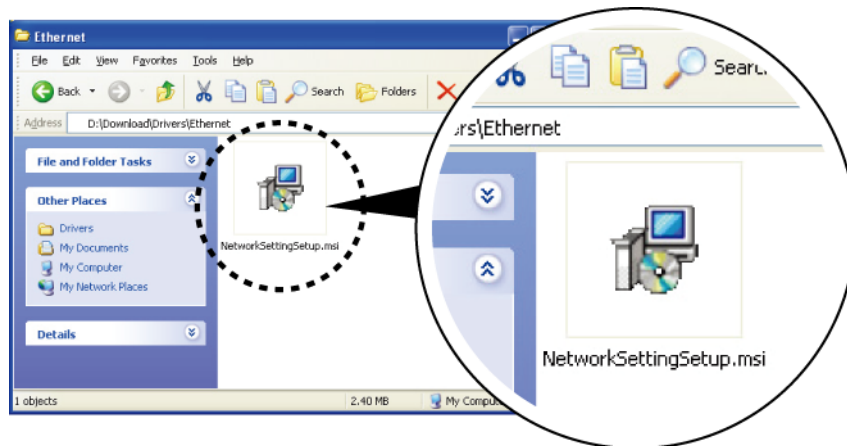
3. Follow the instructions on the screen. The Setup Wizard guides you through the installation procedure.
4. Specify the "Installation Folder".
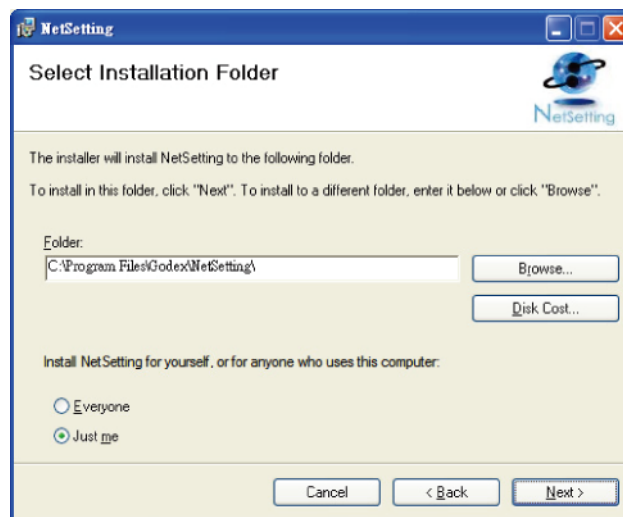
5. Click "Next" to start the installation.
6. Once the installation is completed; you will see the NetSetting icon on your desktop.
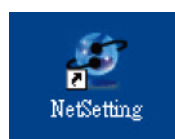
4 NetSetting for Ethernet

4.2 The Interface of NetSetting

Click the NetSetting icon to start the program; you will see the start page as below. The start page will display the basic information of connected printer and your PC.
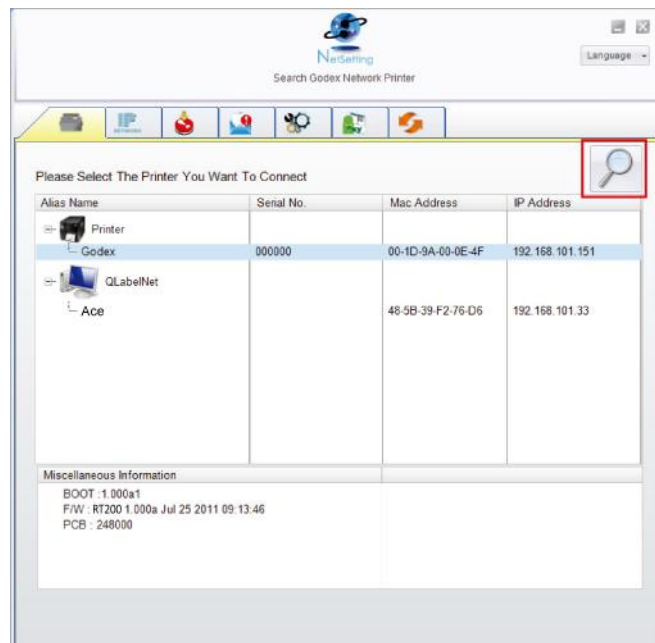
Click the magnifier icon to search the Godex printers which are connected via Ethernet port in you network environment. Once a connected Godex printer is detected, it will be listed on the start page.
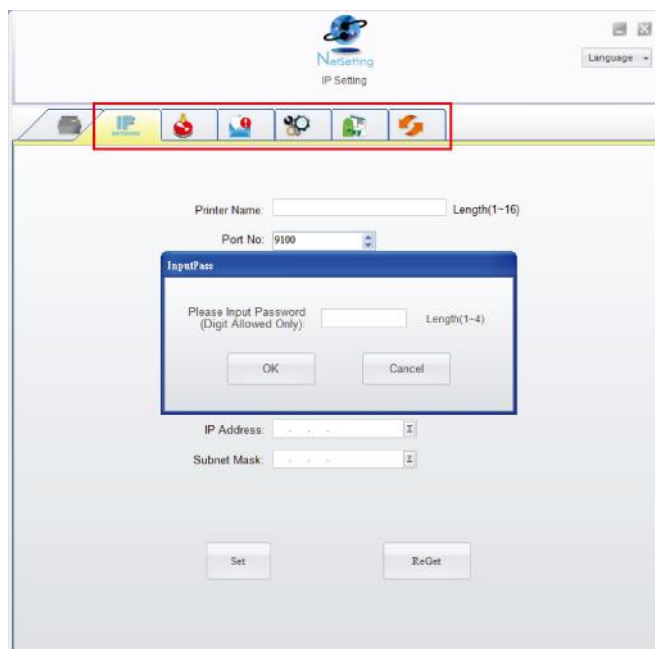
There are six tabs on the top of interface which can configure different types of network settings. But for the data security reason, you need correct password to enter the configuration pages.

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 "ReGet" button to refresh the setting values.

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.
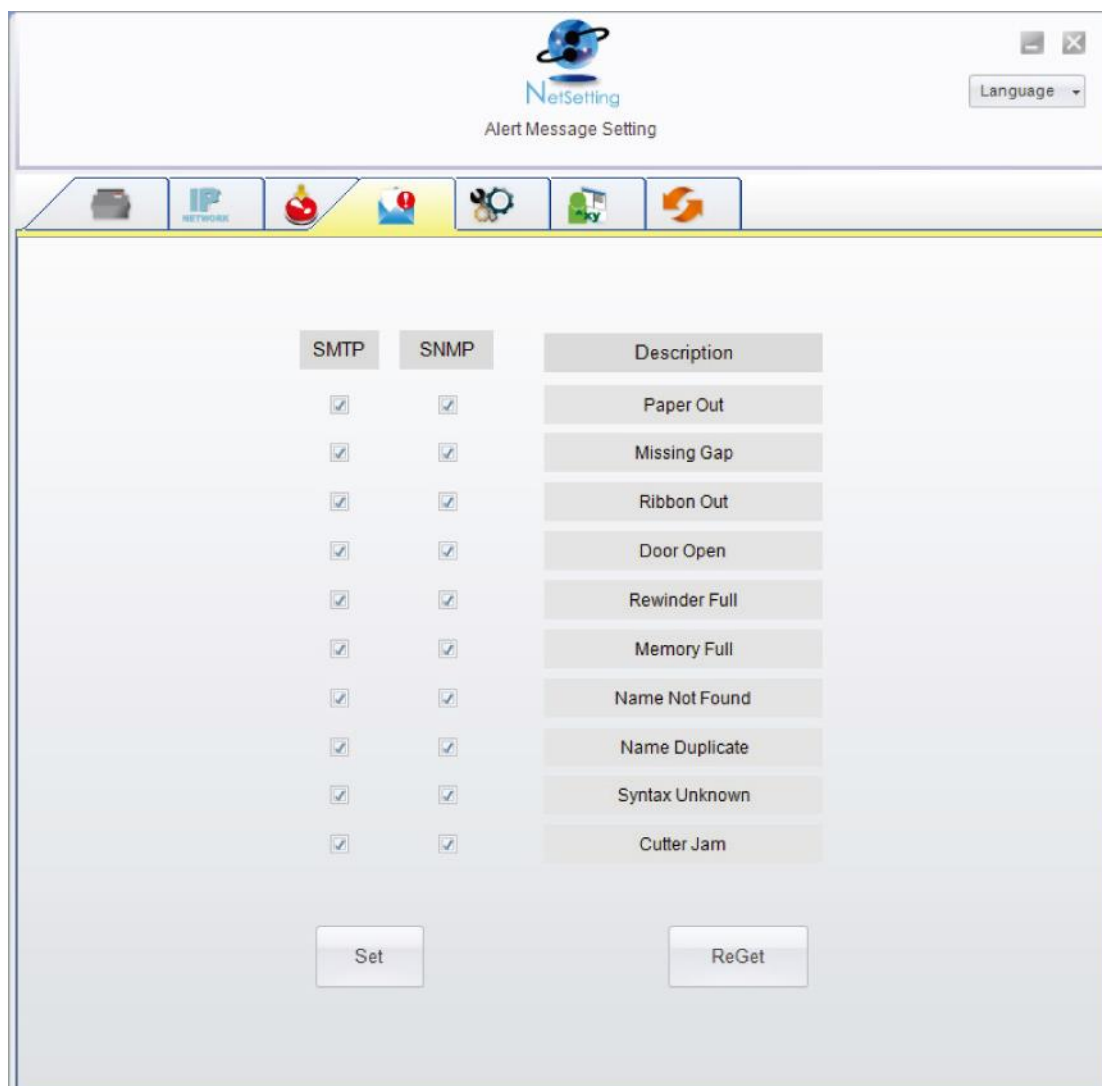

You can press "Set" button to apply the settings and "ReGet" button to refresh the setting values.

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 "ReGet" 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 "ReGet" button to refresh the setting values.

User Command

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

For some commands that will return response message, the message will be displayed in "Output Message" window.
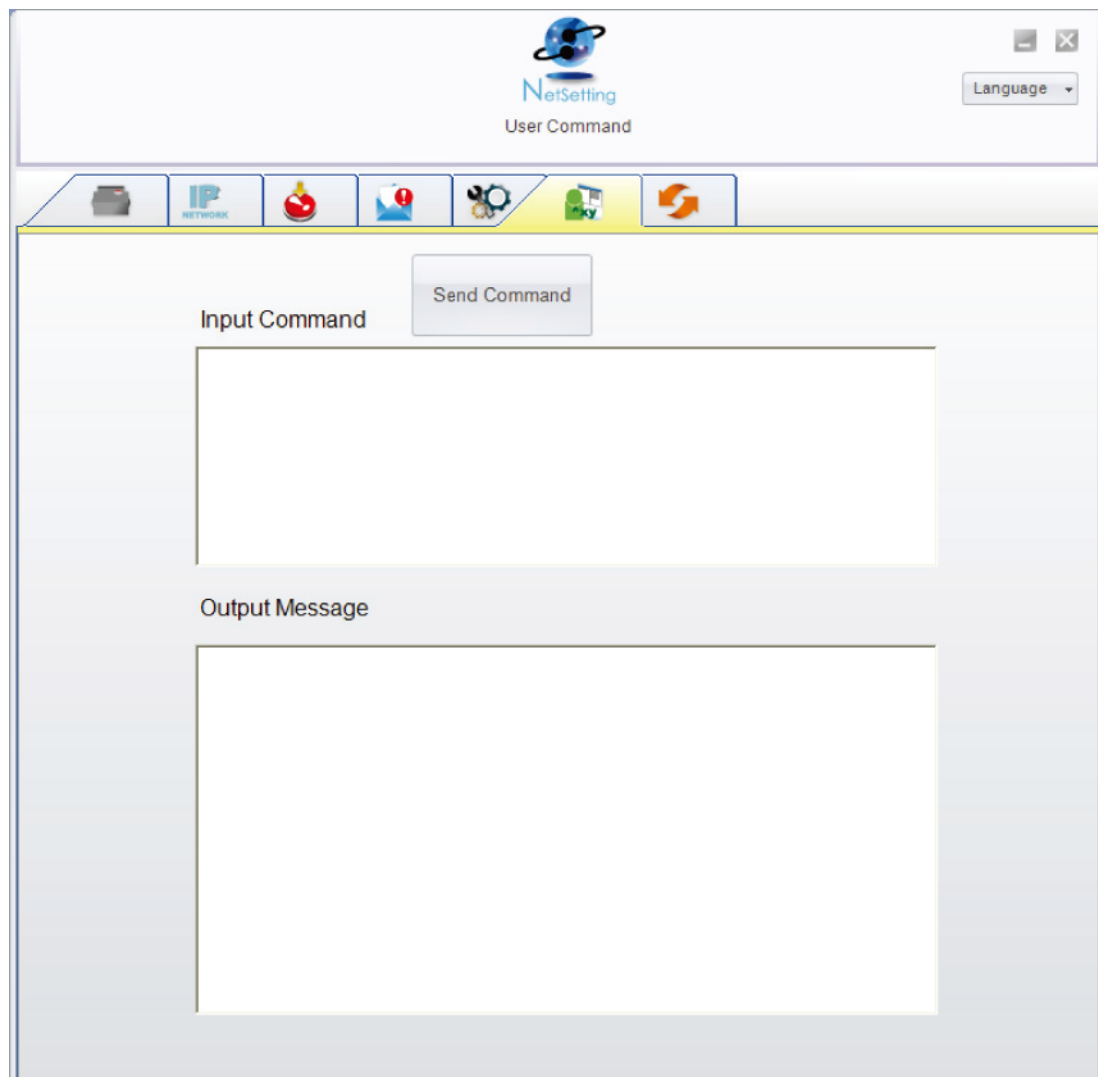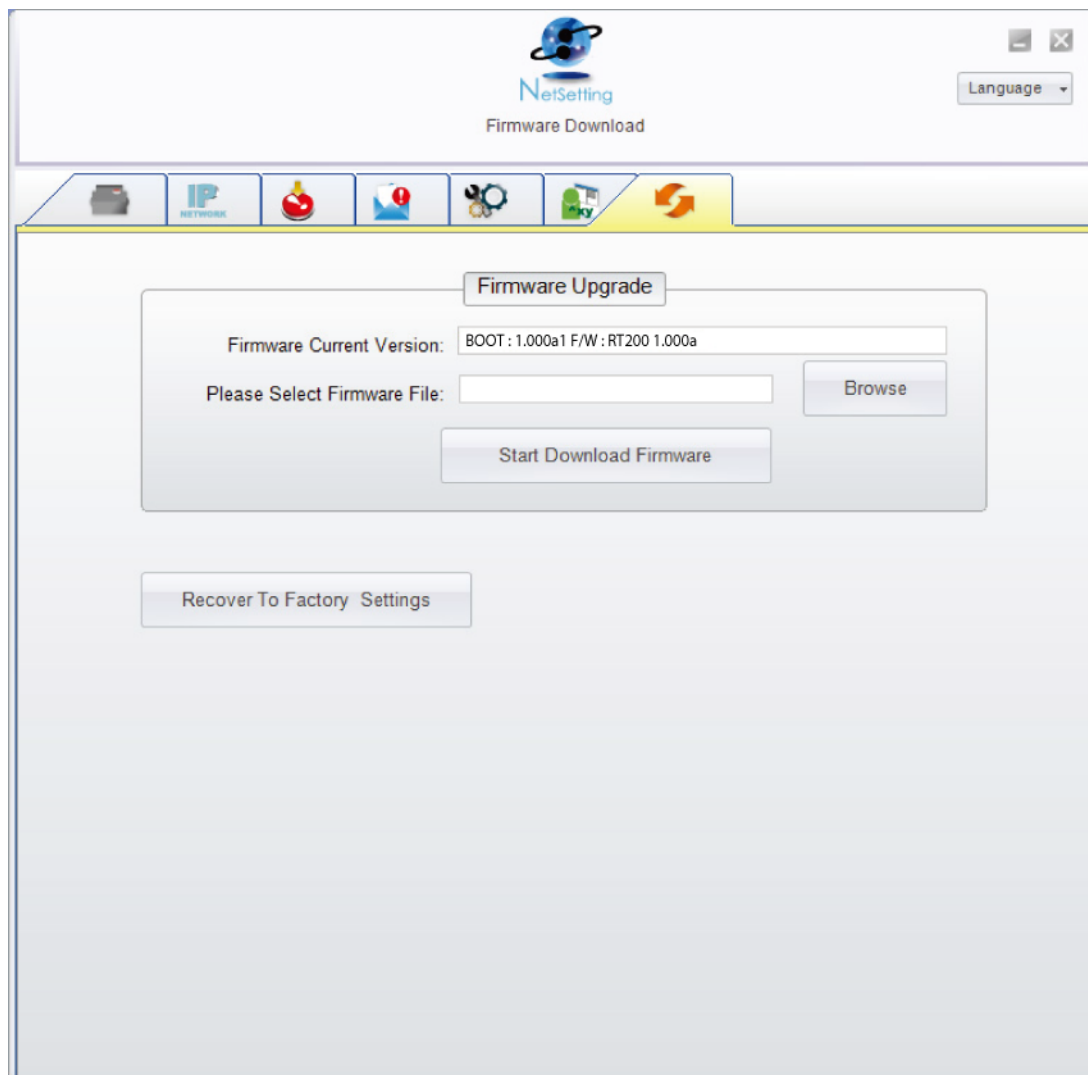
You can press "Send Command" button to send printer commands via Ethernet port and control the printer remotely.

Firmware Download

On "Firmware Download" tab, the current version of printer firmware will be showed on the screen. If you need to update the printer firmware, just specify the file location of firmware file and press "Start Download Firmware" button.
The printer firmware then can be updated remotely.

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

5 Accessories

5.1 Preparation Steps

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

1. Turn off the printer
   Remember to switch off the printer before installing any module.
2. Open the printer cover and the printing mechanism
   Open the printer cover by pulling the release catches on both sides of the printer and lift the cover.

Please see the Section 2.1 for further information about Open The Printer.

The printing mechanism is lifted up with the printer cover
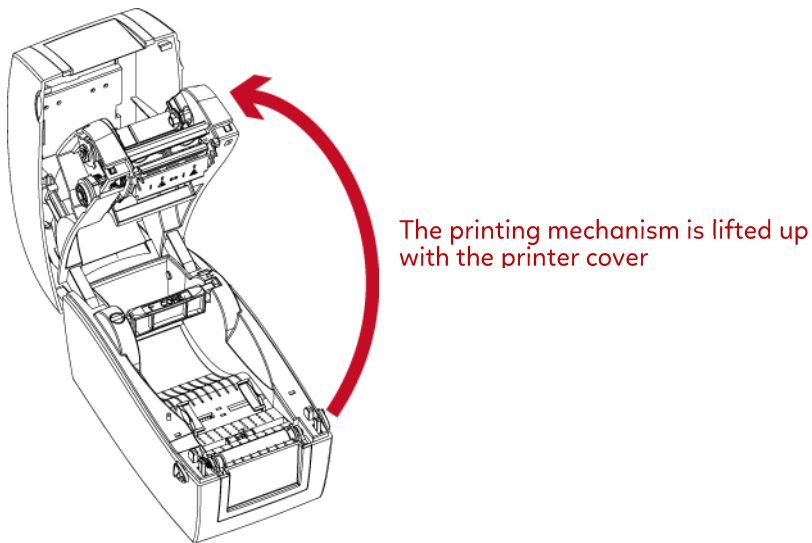
3. Remove the front cover
   Please pull frontward to remove the front cover.

Pull frontward
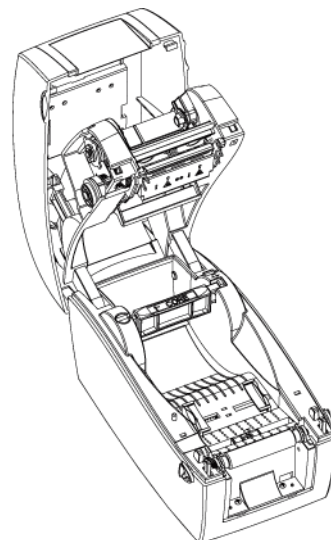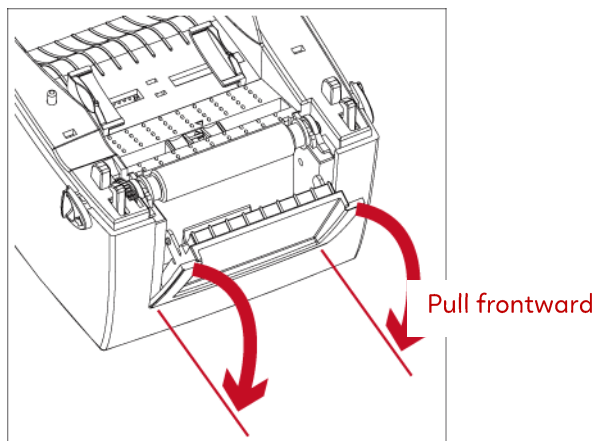
4. Remove the platen
Lift up the release clips on both sides of the platen to release and pull upward the platen.

Release the clip

CLIP

Pull up the platen
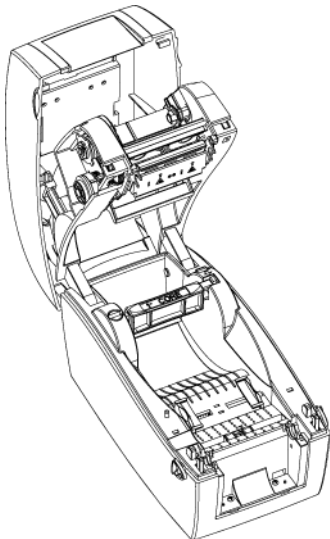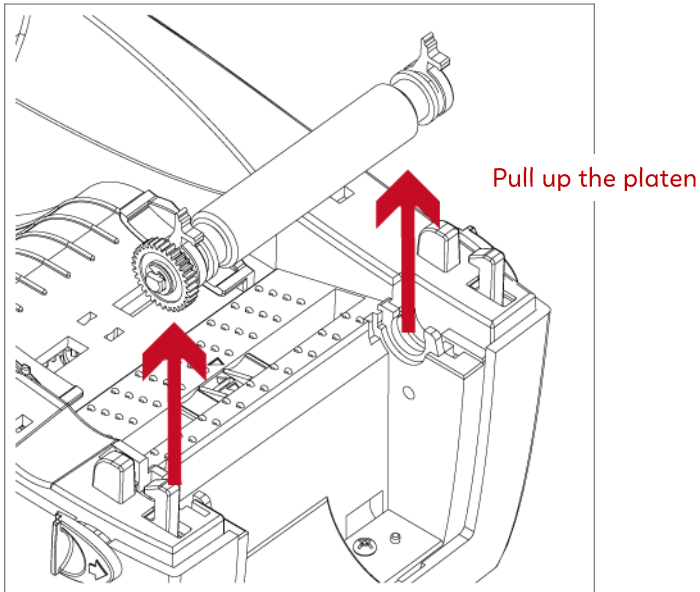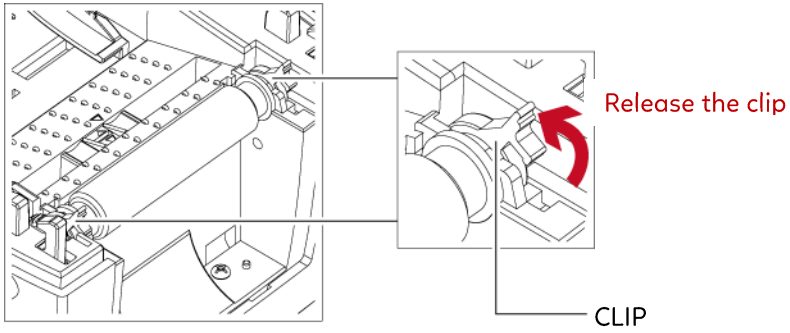
5. Ribbon loading
Please see the Section 2.2 for further information about Loading the Ribbon.
6. Label loading
Please see the Section 2.3 for further information about Loading the Label Roll Module.

5 Accessories

5.2 Installing The Label Dispenser

The Overview Of The Label Dispenser
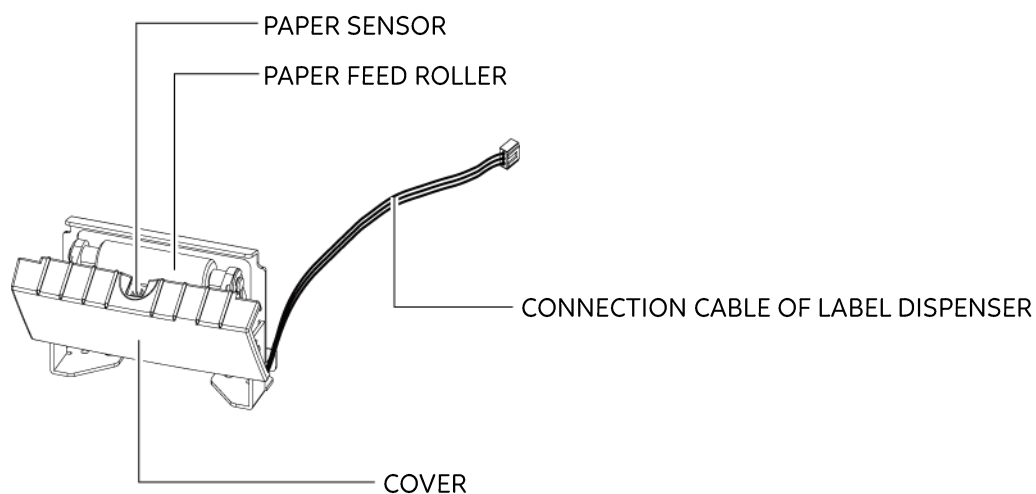
PAPER SENSOR

PAPER FEED ROLLER

CONNECTION CABLE OF LABEL DISPENSER

COVER

Preparation Steps
Please see the Section 5.1 Preparation Steps to complete the preparation steps before installing the label dispenser.

Installing The Label Dispenser
1. Pass the connection cable through the slot of the printer.
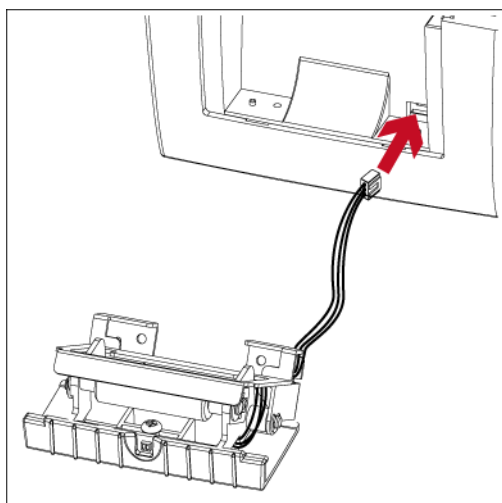
Notice

* A label liner thickness of 0.006 mm ± 10% and a weight of 65 g/m2 ± 6% are recommended.
* The label dispenser will take labels up to a max. width of 60 mm.
* When using the label dispenser, set the stop position (printer command ^E) to 13.

2. Place label dispenser to align both holes of screw and then tighten the screws.
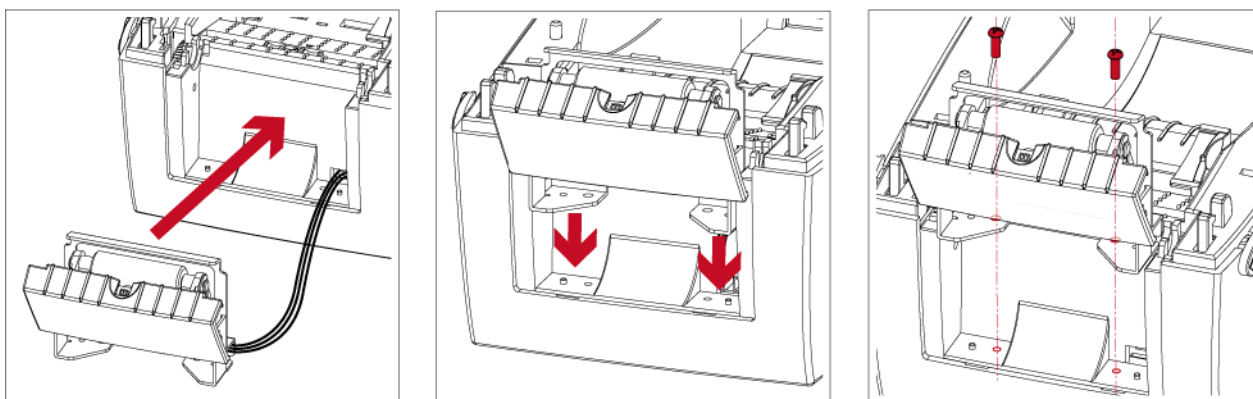
3. Place the platen back to the printer and lock the clips.

Lock the clip

CLIP

4. Close the top cover and printing mechanism.
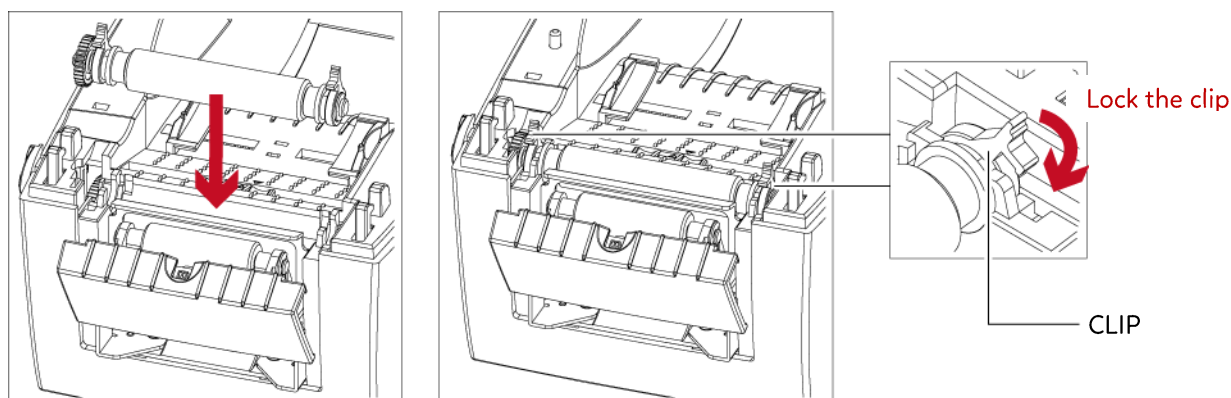
5. Turn the printer upside down.

6. Open the cover on the bottom of printer.
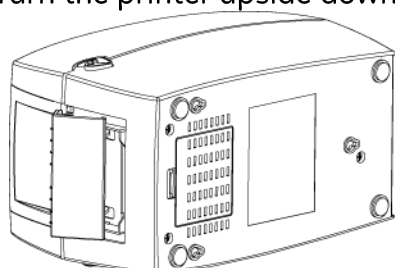
COVER OF THE MODULE CONNECTION JACKS

Open the cover
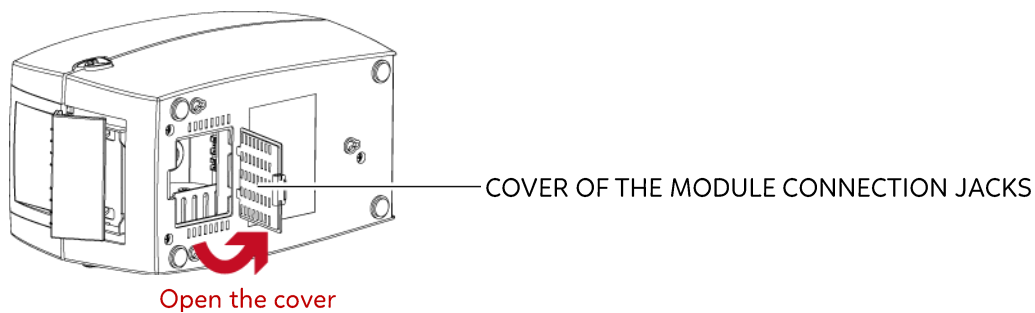
7. Plug the connector fo the label dispenser to the jack.

Plug

JACK

CONNECTOR OF THE CONNECTION CABLE

8. Close the cover of the module connection jacks.

COVER OF THE MODULE CONNECTION JACKS

Close the cover
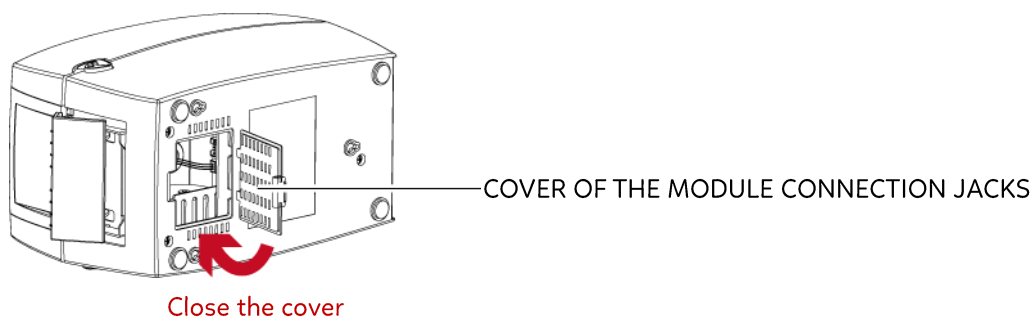
Notice

* The printer must be switched off when plugging the connector, or the motherboard may be destroyed!
* There are 2 jacks : the lower jack for the label dispenser, the upper jack for the cutter.

CUTTER JACK

LABEL DISPENSER JACK
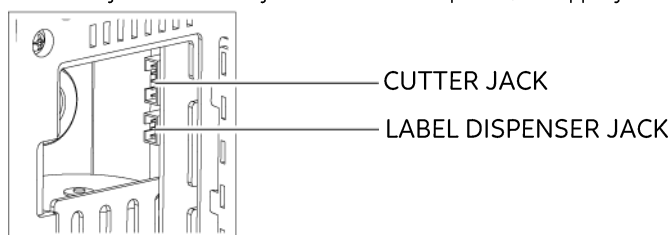
Loading Label Roll With The Label Dispenser Module

1. Remove the first label from the label stock.

LABEL STOCK

LABEL LINER

Tear a label

THE FIRST LABEL
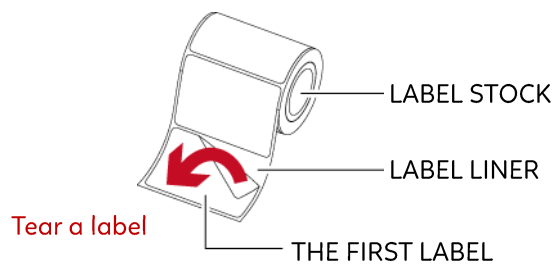
2. Feed the Label stock through the label guides.

Through the label guides
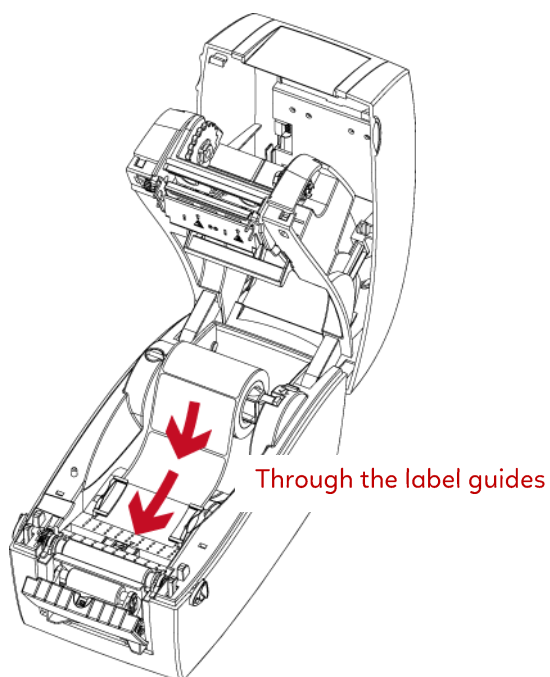
3. Pull the label liner through the platen and the steel of the label dispenser.

LABEL LINER

PLATEN

STEEL
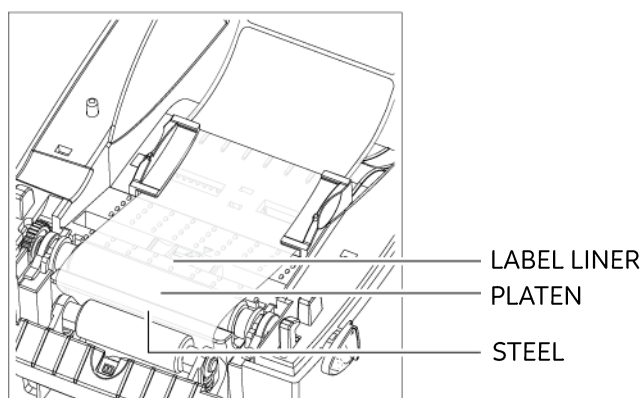
Notice

* Labels should be at least 25 mm high.

4. The feeding path of label and liner should be as shown in below graphic.

LABEL

LABEL LINER

LABEL STOCK

PLATEN

ROLLER
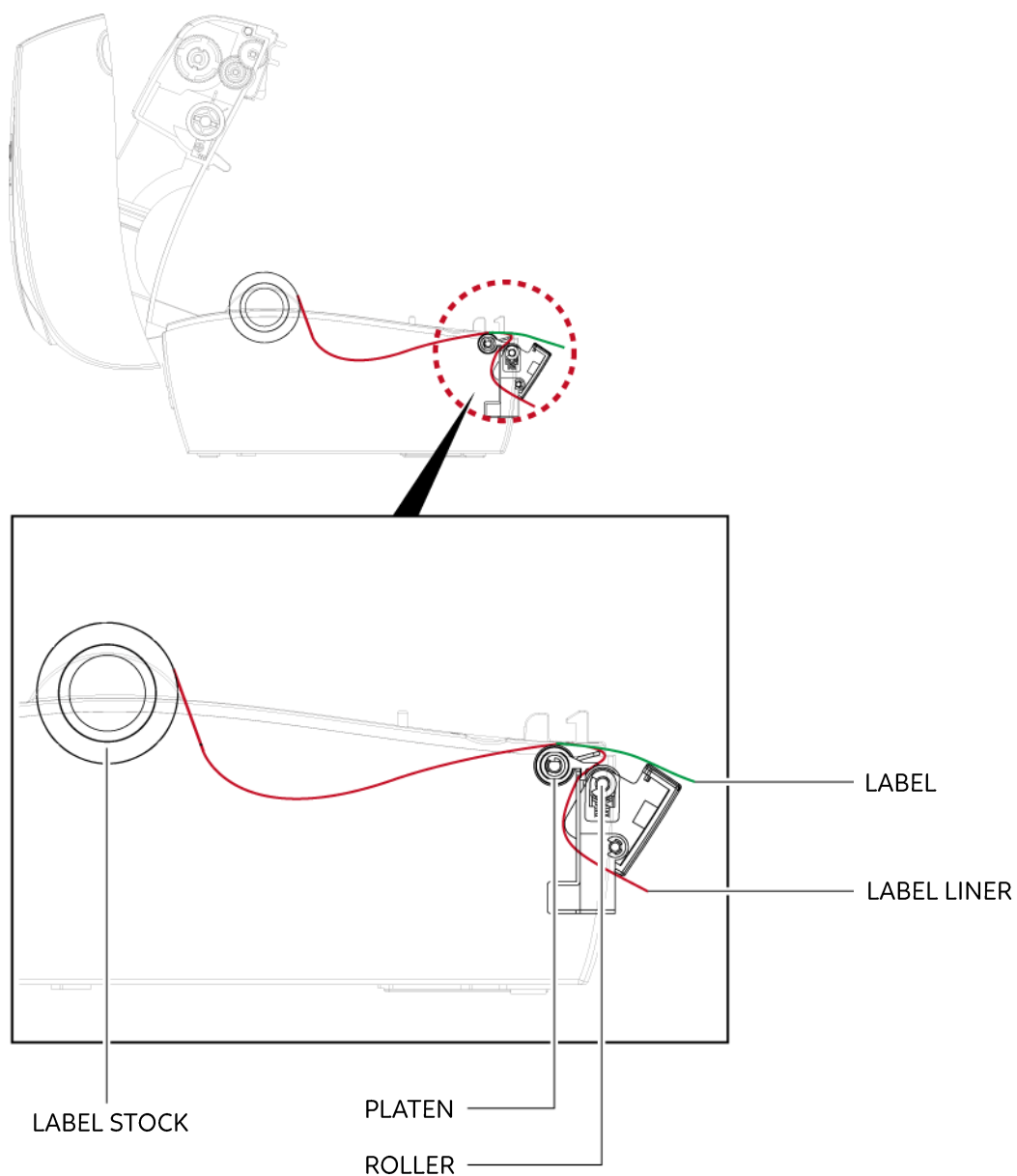
5. Close the label dispenser and printer cover. The installation is completed now.

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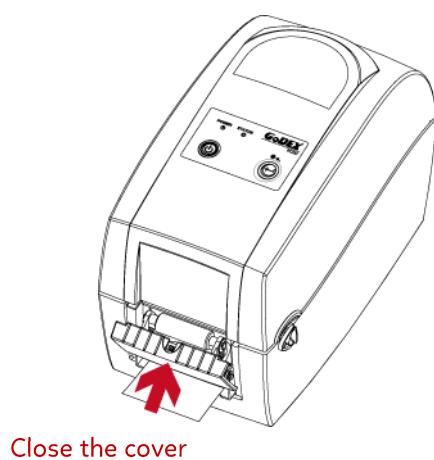
6. Press the FEED button to feed the label. The label will be peeled from the liner while it passes through the label dispenser.

Press the feed key

LABEL

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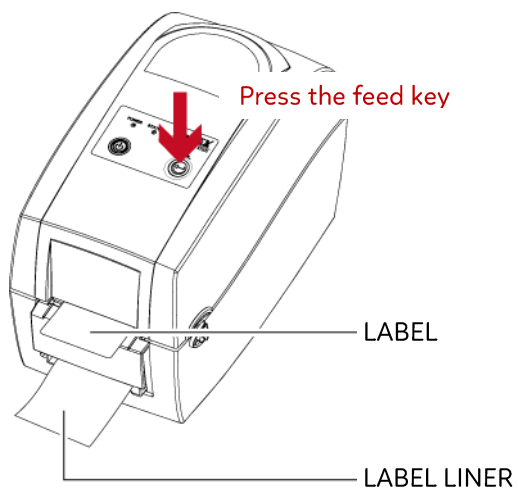
* There is a paper sensor on the Label Dispenser module. It will stop the printing if it is covered by label. Remove the last printed label and the printer will then continue to print next label.

Press the feed key

PAPER SENSOR
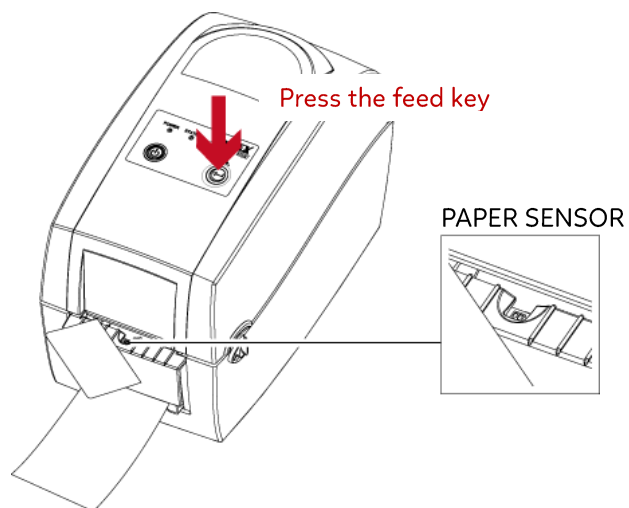
5 Accessories
5.3 Installing The Cutter
The Overview Of The Cutter
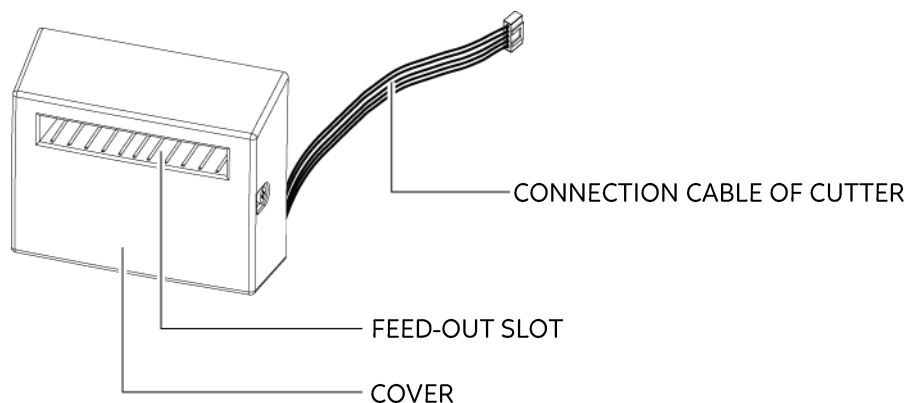
CONNECTION CABLE OF CUTTER

FEED-OUT SLOT

COVER

Preparation Steps

Please see the Section 5.1 Preparation Steps to complete the preparation steps before installing the cutter.

Installing The Cutter

1. Pass the connection cable through the slot of the printer.

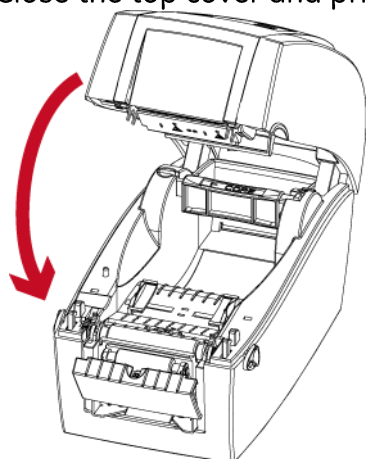2. Place the cutter to align both holes of screw and then tighten the screws.


3. Place the platen back to the printer and lock the clips.

Lock the clip

CLIP
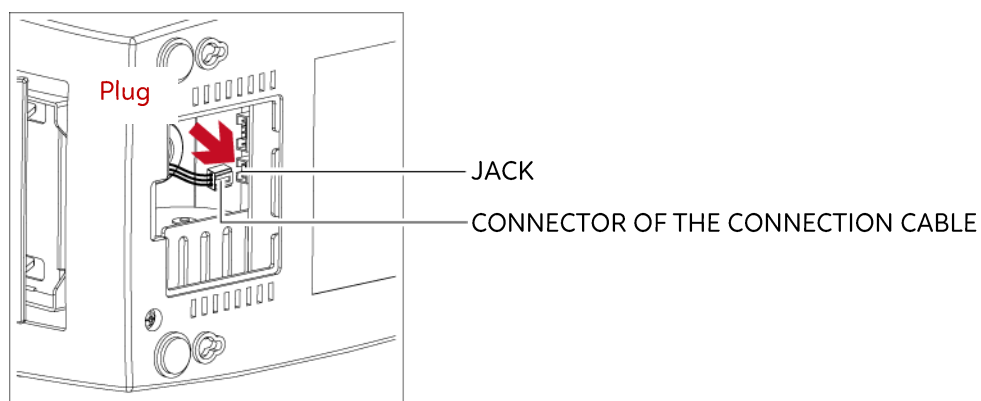
4. Close the top cover and printing mechanism.

5. Turn the printer upside down.

6. Open the cover on the bottom of printer.
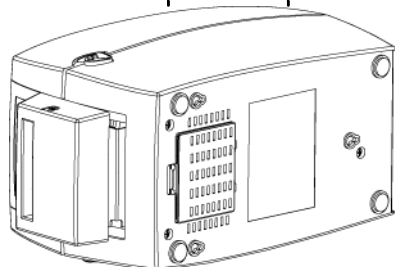
COVER OF THE MODULE CONNECTION JACKS

Open the cover
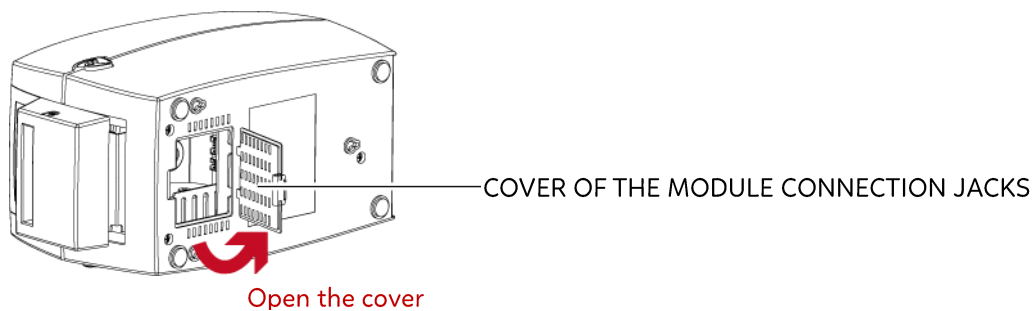
7. Plug the connector for the cutter to the jack.

Plug

JACK

CONNECTOR OF THE CONNECTION CABLE

8. Close the cover of the module connection jacks.
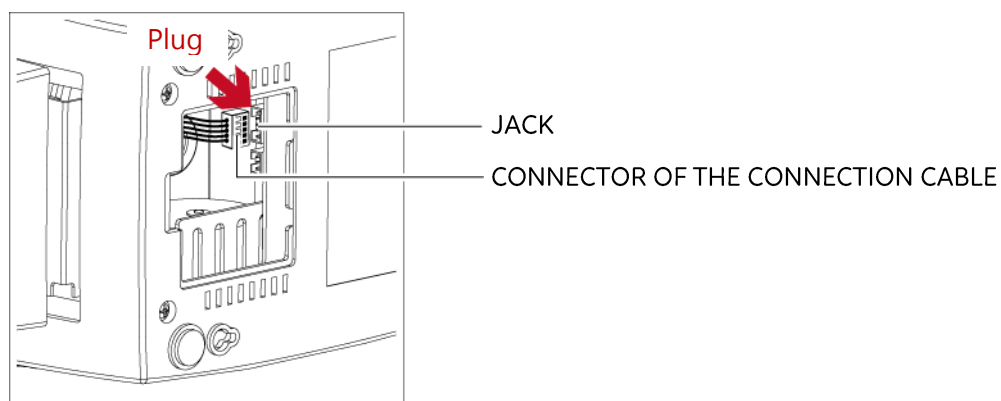
COVER OF THE MODULE CONNECTION JACKS

Close the cover
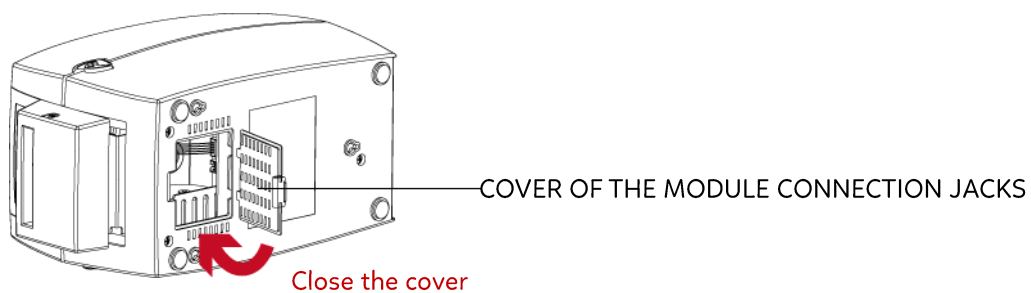
Notice

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

CUTTER JACK

LABEL DISPENSER JACK
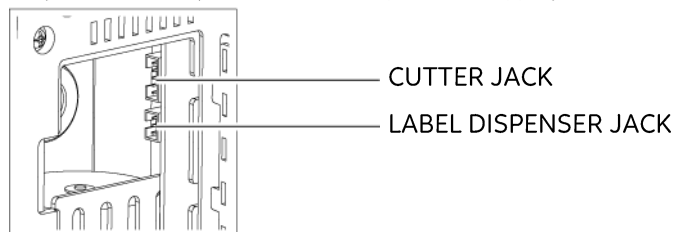
Installing The Label Roll Module On The Printer

1. Pass the labels through the guides and the cutter.

Through the label guides

Through the cutter
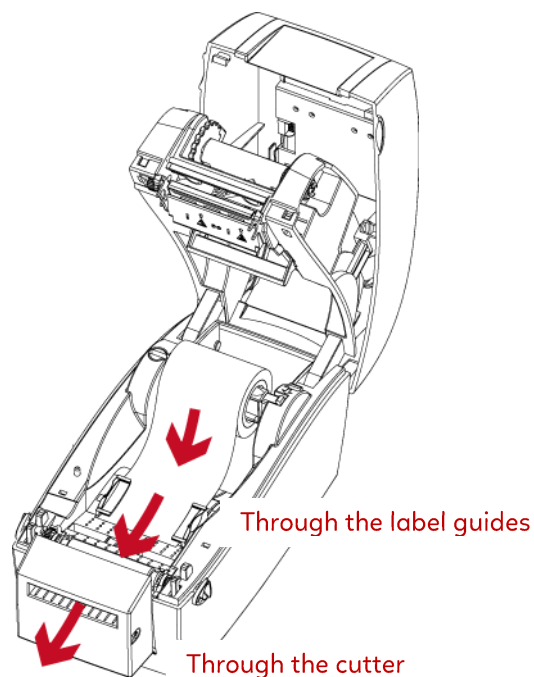
2. Close the top cover and printing mechanism. To finish, press the FEED button to set the label position.

Close the top cover

Press the feed key
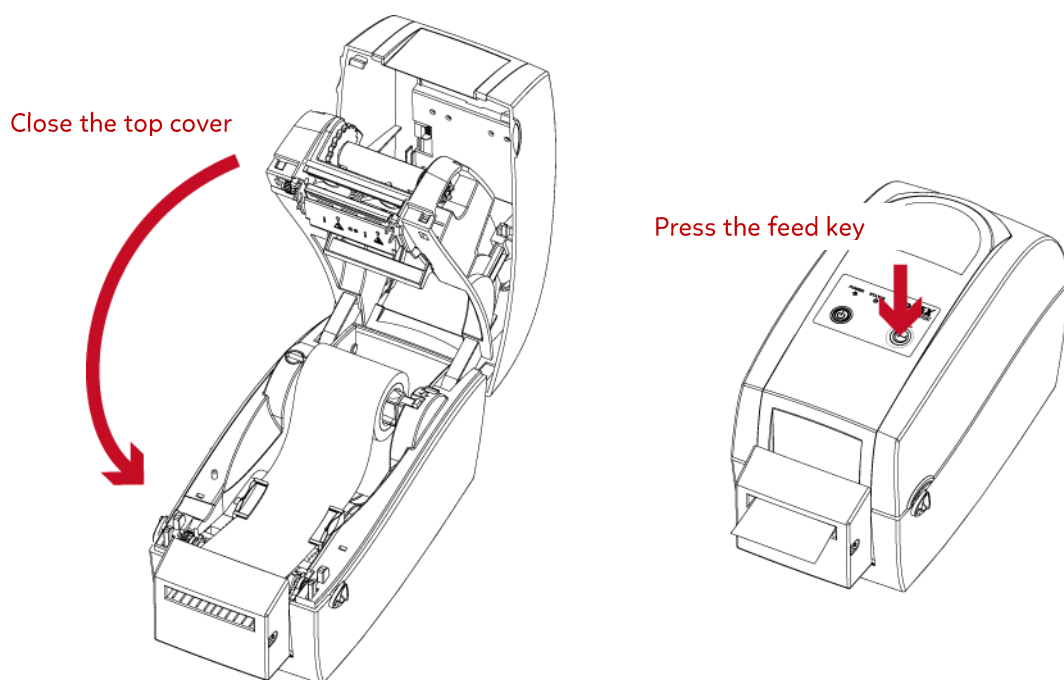
Notice

* We advise against using inside wound label stock.
* Labels should be at least 30 mm high. When using the printer with the cutter, you should set the stop position (^E) to 30.

6 Maintenance And Adjustment

6.1 Cleaning The Print Head

Dirt on the print head or ribbon, or glue residue from the label stock may result in inadequate print quality. The printer cover must therefore always be closed during printing. Keeping dirt and dust away from the paper or labels ensures a good print quality and a longer lifespan of the print head.

Cleaning Steps
Here is how you clean the print head.
1. Turn off the printer.
2. Open the printer cover.
3. Remove the ribbon.
4. 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.

To clean the print head
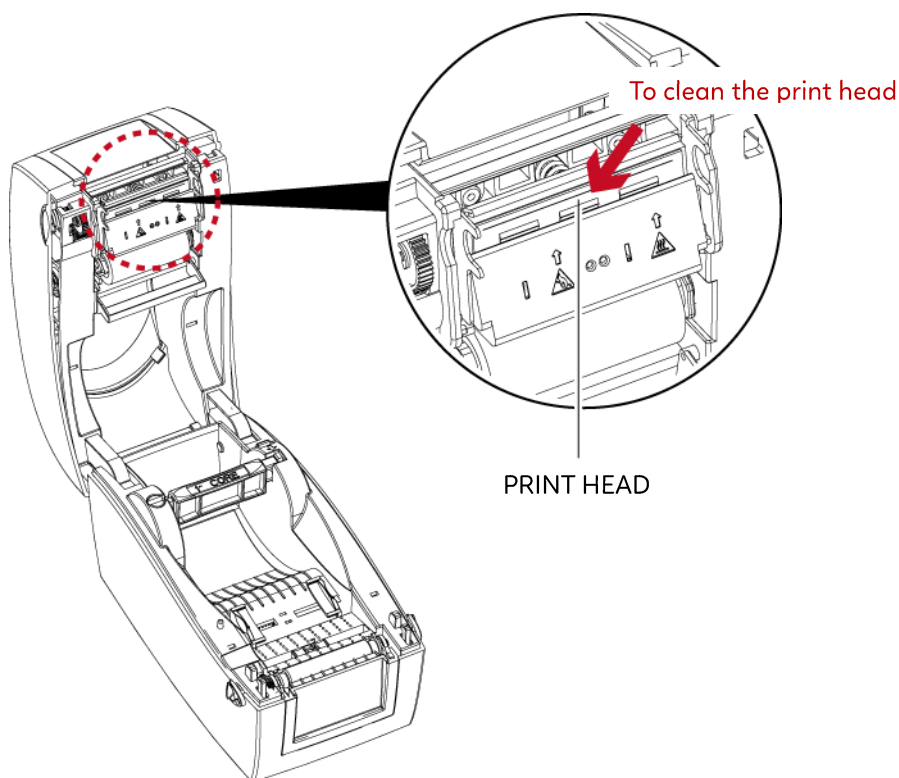
PRINT HEAD

Notice

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

6 Maintenance And Adjustment

6.2 Troubleshooting

Problem	Solution
The printer is switched on but the LED does not light up.	◆ Check the power supply. Please see the Section 2.4
The LED lights up red and printing is interrupted.	◆ Check the software settings (driver settings) or command codes. ◆ Look for the error alert in the table in Section 3.3 Error Alerts. ◆ Check whether the print mechanism is closed correctly. Please see the Section 3.3
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. ◆ Choose the correct printer driver. ◆ Choose the correct label stock and a suitable printing mode.
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. Please see the Section 6.1
There is no printed image on some parts of the label.	◆ Check whether any label material or ribbon is stuck to the thermal print head. ◆ Check for errors in the application software. ◆ Check whether the starting position has been set incorrectly. ◆ Check the ribbon for wrinkles.
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. ◆ Use the internal "~T" command to check whether the thermal print head will carry out a complete print job. ◆ Check the quality of the print medium.
The printed image is positioned incorrectly.	◆ Check whether there is paper or dust covering the sensor. ◆ Check whether the label stock is suitable. Contact your supplier. ◆ Check the paper guide settings.
A label is missed out during printing.	◆ Check the label height setting. ◆ Check whether there is dust covering the sensor. ◆ Run the auto-detection function. Please see the Section 3.2
The printed image is blurred.	◆ Check the darkness setting. ◆ Check the thermal print head for dust or dirt. Please see the Section 6.1
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.

Notice

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

APPENDIX
PRODUCT SPECIFICATIONS

Model		RT200	RT230
Print Method		Thermal Transfer/Direct Thermal	
Resolution		203dpi(8dots/mm)	300dpi(12dots/mm)
Print Speed		5IPS(127mm/s)	4IPS(102mm/s)
Print Width		2.12"(54mm)	2.24"(56.9mm)
Print Length		Min. 0.16"(4mm)**; Max. 68"(1727mm)	Min. 0.16"(4mm)**; Max. 68"(1727mm)
Memory	Flash	8MB Flash(4MB for user storage)	
	SDRAM	16MB SDRAM	
Sensor Type		Fixed transmissive sensor, central aligned Reflective sensor (full range)	
Media	Types	Continuous form, gap labels, black mark sensing, and punched hole; label length set by auto sensing or programming	
	Width	15mm(0.6")~60mm(2.36")	
	Thickness	0.003"(0.06mm) Min.-0.008"(0.20mm)Max.	
	Label Roll Diameter	Max. 127mm(5")	
	Core Diameter	25.4mm(1")~38.1mm(1.5")	
Ribbon	Types	Wax, wax/resin, resin	
	Length	360' (110m)	
	Width	0.78"-2.24"(20mm-58mm)Max	
	Ribbon Roll Diameter	1.57" (40mm)	
	Core Diameter	0.5" (12.7mm)	
Printer Language		EZPL, GEPL, GZPL, GDPL auto switch	
Software	Label Design Software	GoLabel II(for EZPL only)	
	Driver	Vista, Windows 7, Windows 8 & 8.1, Windows 10, Windows 11, Windows Server 2008 R2, 2012, 2012 R2, 2016, 2019, MAC, Linux	
	SDK	Win CE, .NET, Windows Vista, Windows 7, Windows 8 & 8.1, Windows 10, Windows 11, Android, Mac, iOS	
Resident Fonts	Bitmap Fonts	6, 8, 10, 12, 14, 18, 24, 30, 16X26 and OCR A&B Bitmap fonts 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	Bitmap fonts 90°, 180°, 270° rotatable, single characters 90°, 180°, 270° rotatable	
	Asia Fonts	Asian fonts 90°, 180°, 270° rotatable and 8 times expandable in horizontal and vertical directions	
	Scalable Fonts	Scalable fonts 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, Dot Code, Macro PDF417	
Code Pages		CODEPAGE 437, 850, 851, 852, 855, 857, 860, 861, 862, 863, 865, 866, 869, 737 WINDOWS 1250, 1251, 1252, 1253, 1254, 1255, 1257, 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 2.0 Ethernet 10/100Mbps print server	
Control Panel		Two LEDs: Ready, Status Control Key: FEED Power on/off button Auto-Calibration button	
Real Time Clock		Standard	
Power		Auto Switching 100-240VAC, 50-60Hz	
Environment	Operation Temperature	41°F - 104°F(5°C - 40°C)	
	Storage Temperature	-4°F - 122°F (-20°C - 50°C)	
Humidity	Operation	30-85%, non-condensing	
	Storage	10-90%, non-condensing	
Agency Approvals		CE(EMC), FCC Class A, CB, CCC, cUL (The safety certification marks may be different depending on sales regions.)	
Dimension	Length	9.7"(245mm)	
	Height	6.9"(175mm)	
	Width	5.3"(135mm)	
Weight		4 lbs (1.8kg), excluding consumables	

Options	Guillotine Cutter Label Dispenser External label roll holder for 10" (250 mm) O.D. label rolls External label rewinder

Notice

* Specifications are subject to change without notice. All company and/or product names are trademarks and/or registered trademarks of their respective owners.
* Minimum print height 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 height printing capability.
* The cutter is an optional accessory. If the cutter is installed,it is not suitable for children to approach.

APPENDIX

INTERFACE

Pinout Description
· USB

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

· Serial Port

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

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

Notice

---

* The total current to the serial port may not exceed 500mA.