# User's Manual

## EZ-2000 Plus/EZ-6000 Plus

**GODEX**

## 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.

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## 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, Liancheng Rd., Jhonghe City, Taipei County 235,
Taiwan (R.O.C.)

Manufacturer:
GODEX INTERNATIONAL CO., LTD
4F., No. 168, Liancheng Rd., Jhonghe City, Taipei County 235,
Taiwan (R.O.C.)

### Product Description

EUT Description:   Thermal Transfer Printer
Model Number:     EZ-2xxxPyyy (x=0-9,y=0-9,a-z)
Brand Name        GODEX; THARO; ACCUMAX; SYSTEM WAVE

### Measurement Standard

EN 55022:1998+A1:2000+A2:2003
EN 61000-3-2:2000
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:* 61030404-E

Alex Chiu / Manager

Date: November 07, 2006

# FC

## 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, Liancheng Rd., Jhonghe City, Taipei County 235, |
| | Taiwan (R.O.C.) |
| Manufacturer: | GODEX INTERNATIONAL CO., LTD |
| | 4F., No. 168, Liancheng Rd., Jhonghe City, Taipei County 235, |
| | Taiwan (R.O.C.) |

### Product Description

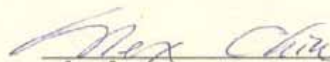| | |
|---|---|
| EUT Description: | Thermal Transfer Printer |
| Model Number: | EZ-2xxxPyyy (x=0-9,y=0-9,a-z) |
| Brand Name: | GODEX; THARO; ACCUMAX; SYSTEM WAVE |
| Laboratory Name: | *Compliance Certification Services Inc. ( Tainan Lab.)* |
| | *No. 8, Jiu Cheng Ling, Jiaokeng Village,Sinhua* |
| | *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: 61030404-D*

*Alex Chiu / Manager*

*Date: November 07, 2006*

# $C\:\epsilon$

## VERIFICATION OF COMPLIANCE

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

### General Information

Applicant:  GODEX INTERNATIONAL CO., LTD
4F., No. 168, Liancheng Rd., Jhonghe City, Taipei County 235, Taiwan (R.O.C.)

Manufacturer:  GODEX INTERNATIONAL CO., LTD
4F., No. 168, Liancheng Rd., Jhonghe City, Taipei County 235, Taiwan (R.O.C.)
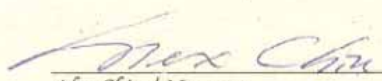
### Product Description

EUT Description:  Thermal Transfer Printer
Model Number:  EZ-6xxxPyyy (x=0-9,y=0-9,a-z)
Brand Name  GODEX; THARO; ACCUMAX; SYSTEM WAVE

### Measurement Standard

EN 55022:1998+A1:2000+A2:2003
EN 61000-3-2:2000
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. .*
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*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:* 61030405-E

*Alex Chiu / Manager*

Date: November 07, 2006

# FC

## 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, Liancheng Rd., Jhonghe City, Taipei County 235, Taiwan (R.O.C.) |
| Manufacturer: | GODEX INTERNATIONAL CO., LTD |
| | 4F., No. 168, Liancheng Rd., Jhonghe City, Taipei County 235, Taiwan (R.O.C.) |

### Product Description

| | |
|---|---|
| EUT Description: | Thermal Transfer Printer |
| Model Number: | EZ-6xxxPyyy (x=0-9,y=0-9,a-z) |
| Brand Name: | GODEX; THARO; ACCUMAX; SYSTEM WAVE |
| 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: 61030405-D*

Alex Chiu / Manager

Date: November 07, 2006

## NOTICE OF AUTHORIZATION TO APPLY THE UL MARK

January 12, 2007

MR. Wallace Tsai
Godex International
C/O Compliance Certification Services Inc
6th FL 605 Jhongshan Rd
Sinhua Township
Tainan Hsien,  71243
Tw

Fax number:      2-22408795

E-mail:          wallacetsai@godex.com.tw

Reference:    File E214683      Project 06NK90314      Report Reference Number: E214683-A2-UL-1,
Amendment 1

Product(s):    USL- UL/CUL FOR PRINTER,Model EZ-6xxxPyyy where x = 0-9; y = 0-9, a-z, employing the
alternate R/C power (Mean Well, Type USP-225-24) and main board

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 products, which
are constructed as described below:

Similar to products covered in the UL 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,                                          Reviewed by:

Jim Kao                                            Joseph Chang
Engineer                                           Project Engineer
Department: 3013BTAI                               Department:  3013BTAI
Tel:  (02)28967790                                 E-mail: joseph.chang@tw.ul.com
Fax:  (02)2890-7430
E-mail:  jim.kao@tw.ul.com


CC:   Compliance Certification Services Inc

E-mail: peifang.wu@tw.ccsemc.com

Attn: Ms Grace Wu


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

# 1. Barcode Printer

## 1-1. Printer Accessories

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

◆ Barcode printer
◆ Power cable
◆ USB Cable
◆ Label Roll Sample
◆ Ribbon
◆ Empty Ribbon Roll
◆ Quick Start Guide
◆ CD (includes label editing software QLabel / Manual)



**EZ-2000 Plus**          **EZ-6000 Plus**

## 1-2. General Specifications

| Model | EZ-2100 Plus | EZ-2200 Plus | EZ-2300 Plus |
|---|---|---|---|
| Resolution | 203 dpi (8 dot/mm) | | 300 dpi (12 dot/mm) |
| Print Mode | Thermal Transfer / Direct Thermal | | |
| CPU | 32 Bit | | |
| Memory | 4MB Flash, 16MB SDRAM | | |
| Print Speed | 2 IPS ~ 6 IPS | 2 IPS ~ 7 IPS | 2 IPS ~ 6 IPS |
| Print Length | Min 13mm (0.51"), Max 4572mm (180") | | Min 13mm (0.51"), Max 2159mm (85") |
| Print Width | 104 mm (4.09") | | |
| Sensor Type | Adjustable transmissive sensor and reflective sensor; left aligned | | |
| Sensor Detection | Type: Label gap and black mark sensing. Detection: Label length auto sensing or program command setting | | |
| Media | Label Roll: Max. 203mm (8.0") with 76.2mm (3") ID core Core Diameter: 38.1mm (1.5") ~ 76.2mm (3") Width (Tear): 25.4mm (1") ~ 118.0mm (4.64") Width (Cutter): Max. 117mm (4.61") Width (Stripper/Rewind): 25.4mm (1") ~ 118.0mm (4.64") Thickness: 0.06~0.25mm | | |
| Ribbon | Length: 450 m (1471 ft) Type: transfer ribbons (wax, hybrid, and resin) in widths of 30 to 110 mm (1.18" to 4.33"). Auto ink inside and ink outside. Core inner diameter 25.4 mm (1"). Max. Ribbon roll diameter 76 mm (2.99"). | | |
| Printer Language | EZPL (Firmware downloadable) | | |
| Software | Application: QLabel-IV(EZPL only) DLL & Driver: Microsoft Windows NT 4.0, 2000 and XP | | |

| | |
|---|---|
| **Resident Fonts** | 11 resident alphanumeric fonts (included OCR A & B), those are expandable 8 times horizontally and vertically. All bit mapped fonts in 8 orientations. Scalable Font (Code Page 850 & 852) in 4 orientations. |
| **Fonts Download** | Windows bit mapped in 8 orientations. True Type font (Ver. 2.XX) and Asian fonts in 4 orientations. |
| **Image Handling** | BMP, PCX, Support ICO, WMF, JPG, EMF file through software. |
| **Barcodes** | 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, MaxiCode, HIBC, Plessey, Random Weight, Telepen, FIM, China Postal Code, RPS 128, PDF417, Datamatrix code & QR code |
| **Interfaces** | Serial port: RS-232 ( Baud rate : 4800 ~ 115200 , Xon/Xoff , DSR/DTR ) USB port: V2.0 CF card socket |
| **Control Panel** | Three single-color LEDs: Power, Ribbon, Media Three control keys: FEED, PAUSE, CANCEL | Back-lit LCD Display:128x64dots Graphic LCD. Three single-color LEDs: Power, Ribbon, Media Three control keys: FEED, PAUSE, CANCEL |
| **Power** | 100/240VAC, 50/60 Hz |
| **Real Time Clock** | Standard |
| **Environment** | Operation: 41°F to 104°F (5°C to 40°C) Storage: -4°F to 122°F (-20°C to 50°C) |
| **Cert. Approval** | BSMI,CE, FCC Class A, CB, cUL, GS, CCC |
| **Humidity** | Operation: 30-85%, non-condensing. Free air. Storage: 10-90%, non-condensing. Free air. |
| **Printer Dimension** | Length: 512 mm (20.15") Height: 291 mm (11.45") Width: 274 mm (10.78") Weight: 15 Kg |
| **Options** | Cutter Internal re-winder Ethernet Adapter Parallel/PS2 Adapter Applicator Interface (1 input, 3 outputs, power 500mA @ 5V) |

*Specifications are subject to change without notice.*

| Model | EZ-6200 Plus | EZ-6300 Plus |
|---|---|---|
| Resolution | 203 dpi (8 dot/mm) | 300 dpi (12 dot/mm) |
| Print Mode | Thermal Transfer / Direct Thermal | |
| CPU | 32 Bit | |
| Memory | 4MB Flash, 16MB SDRAM | |
| Print Speed | 2 IPS ~ 6 IPS | 2 IPS ~ 4 IPS |
| Print Length | Min 13mm (0.51"), Max 3000mm(118") | Min 13mm (0.51"), Max 1371mm (54") |
| Print Width | 168 mm (6.61") | |
| Sensor Type | Adjustable transmissive sensor and reflective sensor; left aligned | |
| Sensor Detection | Type: Label gap and black mark sensing.<br>Detection: Label length auto sensing or program command setting | |
| Media | Label Roll: Max. 203mm (8.0") with 76.2mm (3") ID core<br>Core Diameter: 38.1mm (1.5") ~ 76.2mm (3")<br>Width (Tear): 50.8 mm (2") ~ 178.0mm (7")<br>Width (Cutter): Max. 165mm (6.5")<br>Width (Heavy duty cutter): Max. 172mm (6.8")<br>Width (Stripper/Rewind): 50.8 mm (2") ~ 178.0mm (7")<br>Thickness: 0.06~0.25mm | |
| Ribbon | Length: 450 m (1471 ft)<br>Type: transfer ribbons (wax, hybrid, and resin) in widths of 60 to 174 mm (2.36" to 6.85"). Auto ink inside and ink outside. Core inner diameter 25.4 mm (1"). Max. ribbon roll diameter 76mm (2.99"). | |
| Printer Language | EZPL (Firmware downloadable) | |
| Software | Application: QLabel-IV(EZPL only)<br>DLL & Driver: Microsoft Windows, NT 4.0, 2000 and XP. | |
| Resident Fonts | 11 resident alphanumeric fonts (included OCR A & B), those are expandable 8 times horizontally and vertically. All bit mapped fonts in 8 orientations.<br>Scalable Fonts (Code Page 850 & 852) in 4 orientations. | |
| Fonts Download | Windows bit mapped in 8 orientations. True Type font (Ver. 2.XX) and Asian fonts in 4 orientations. | |
| Image Handling | BMP, PCX, Support ICO, WMF, JPG, EMF file through software. | |
| Barcode | 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, MaxiCode, HIBC, Plessey, Random Weight, Telepen, FIM, China Postal Code, RPS 128, PDF417, Datamatrix code & QR code | |
| Interface | Serial port: RS-232 ( Baud rate : 4800 ~ 115200 , Xon/Xoff , DSR/DTR )<br>USB port: V2.0<br>CF card socket | |
| Control Panel | Back-lit LCD Display:128x64dots Graphic LCD.<br>Three single-color LED lamps: Power, Ribbon, Media<br>Three control keys: FEED, PAUSE, CANCEL | |
| Power | 100/240VAC, 50/60 Hz | |
| Real Time Clock | Standard | |
| Environment | Operation: 41°F to 104°F (5°C to 40°C)<br>Storage: -4°F to 122°F (-20°C to 50°C) | |
| Humidity | Operation: 30-85%, non-condensing. Free air.<br>Storage: 10-90%, non-condensing. Free air. | |
| Cert. Approval | BSMI,CE, FCC Class A,CB,cUL,GS,CCC | |
| Printer Dimension | Length: 516mm (20.31")<br>Height: 285 mm (11.22")<br>Width: 345 mm (13.58")<br>Weight: 16.7 Kg | |
| Options | Cutter<br>Stripper sensor (with internal re-winder)<br>Ethernet Adapter<br>Parallel & PS2 Adapter<br>Applicator Interface (digit in * 1, digit out *3, 5V*1/500mA) | |

*Specifications are subject to change without notice.*

# 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 | | DTR |
| 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 |

## PS2 Interface

| PIN NO. | 1 | 2 | 3 | 4 | 5 | 6 |
|---|---|---|---|---|---|---|
| FUNCTION | DATA | N/C | GND | VCC | CLOCK | N/C |

PS2 interface from PC to printer

| Printer | | | Keyboard |
|---|---|---|---|
| DATA | 1 | 1 | DATA |
| N/C | 2 | 2 | N/C |
| GND | 3 | 3 | GND |
| VCC | 4 | 4 | VCC |
| CLOCK | 5 | 5 | CLOCK |
| N/C | 6 | 6 | N/C |

## 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 |
|---|---|---|---|
| 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 |
| N.C | 7 | 7 | N.C |
| RTS | 8 | 8 | CTS |
| N.C | 9 | 9 | N.C |
| +5V | 10 | 10 | +5V |
| GND | 11 | 11 | GND |
| +5V | 12 | 12 | +5V |

| Applicator wafer | | | | Applicator module |
|---|---|---|---|---|
| +5V | 1 | | 1 | +5V |
| +24V | 2 | | 2 | +24V |
| Printing (out) | 3 | | 3 | Printing |
| Print error (out) | 4 | | 4 | Print error |
| Printed (out) | 5 | | 5 | Printed |
| Print (in) | 6 | | 6 | Print |
| GND | 7 | | 7 | GND |
| N.C | 8 | | 8 | |
| GND | 9 | | 9 | |
| N.C | 10 | | 10 | |

# 1-4. Printer Parts

## Appearance
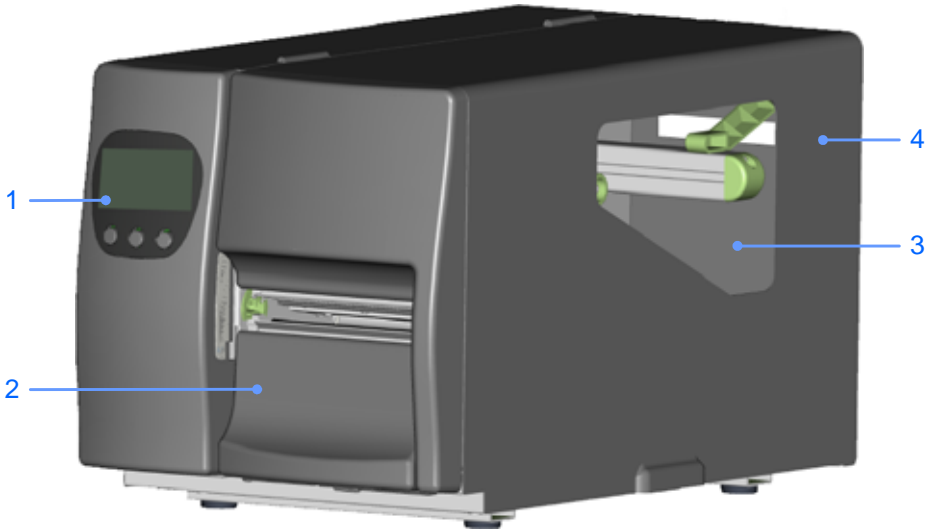


| 1. | Control panel |
|----|---------------|
| 2. | Bottom Front Cover |
| 3. | Observing Window |
| 4. | Top Cover |



| 1. | Fan-Fold Label Insert |
|----|----------------------|
| 2. | CF Card Slot |
| 3. | Serial Port * |
| 4. | USB Port |
| 5. | Power Switch |
| 6. | Power Socket |
| 7. | Fan-Fold Label Insert |
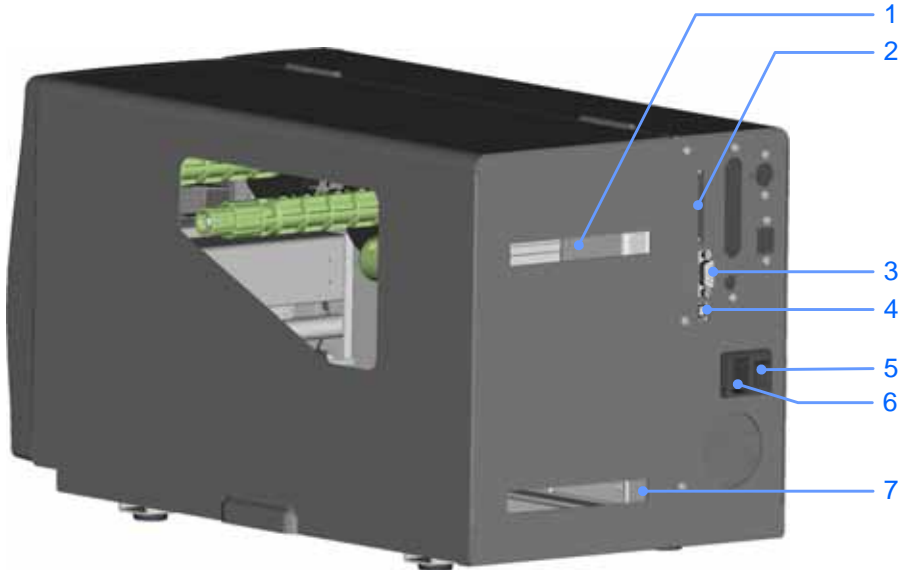
* The communication ports may vary depending on product types.

**Internal**
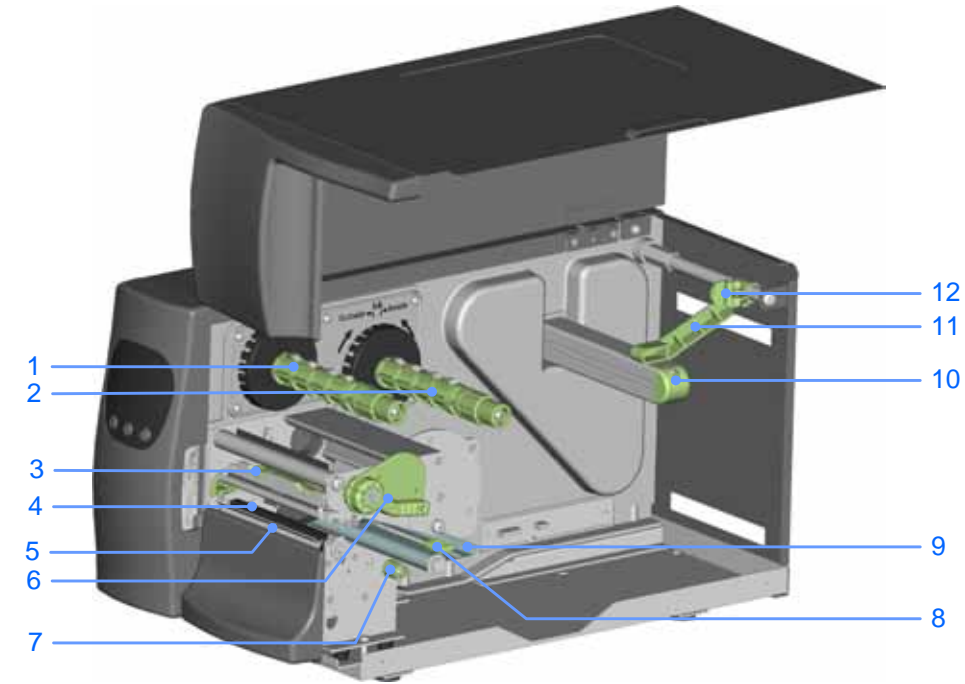


| 1. | Ribbon Rewind Shaft |
| --- | --- |
| 2. | Ribbon Supply Shaft |
| 3. | Printer Mechanism |
| 4. | Platen |
| 5. | Tear off Bar |
| 6. | Print Head Lever |
| 7. | Sensor Knob |
| 8. | Label Guide |
| 9. | Label Tension Plate |
| 10. | Label Roll Bar |
| 11. | Label Supply Guide |
| 12. | Label Alignment Guide |



| 1. | Movable sensor |
| --- | --- |
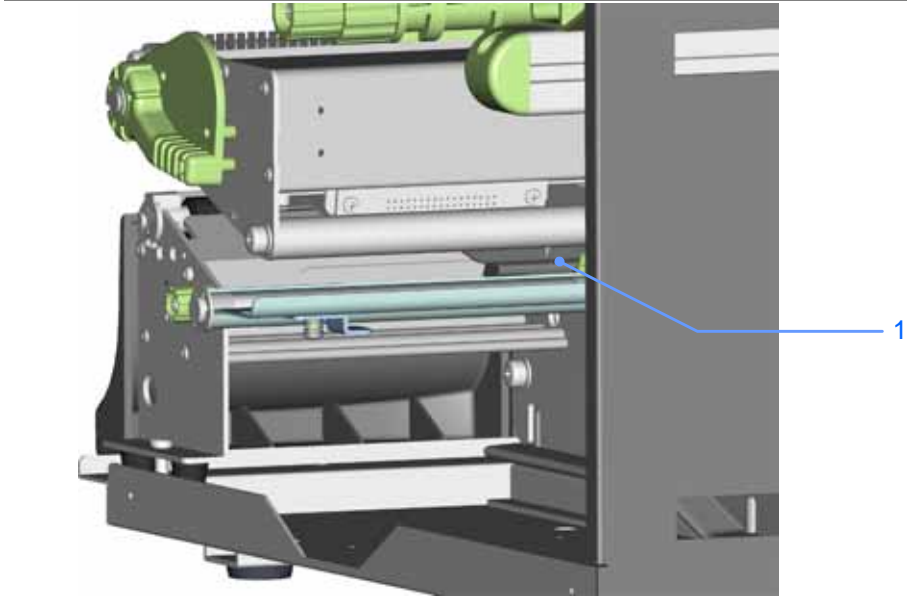
**Control Panel**
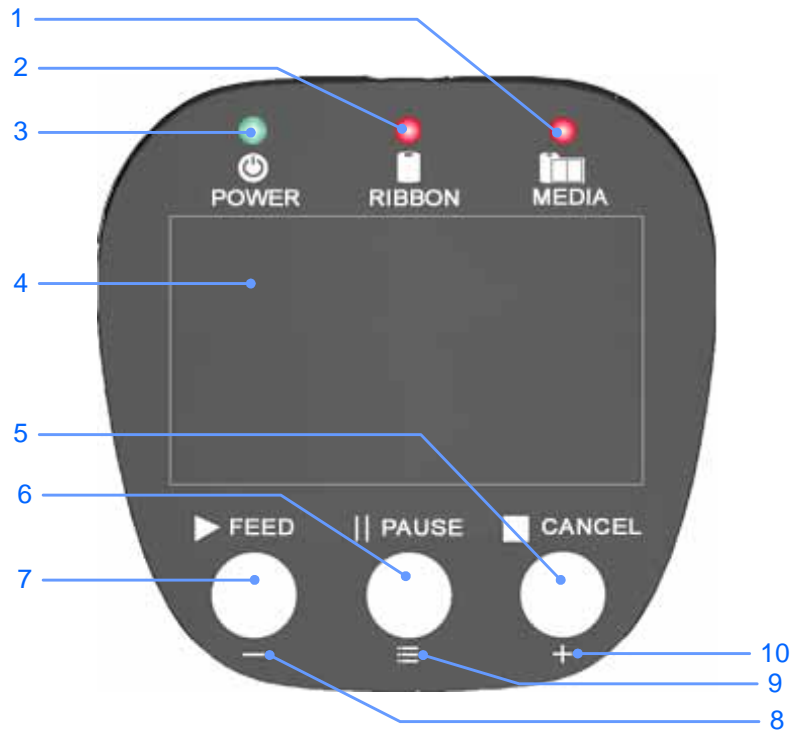


| 1. | MEDIA LED |
|---|---|
| 2. | RIBBON LED |
| 3. | POWER LED |
| 4. | LCD (Product type dependent) |
| 5. | CANCEL Key |
| 6. | PAUSE Key |
| 7. | FEED Key |
| 8. | MINUS (-) Key (In setting mode) |
| 9. | MENU Key (In setting mode) |
| 10. | PLUS (+) Key (In setting mode) |

# 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 the specific print mode, and then go into the Setting Mode after power on the printer

## 2-1. Label Installation
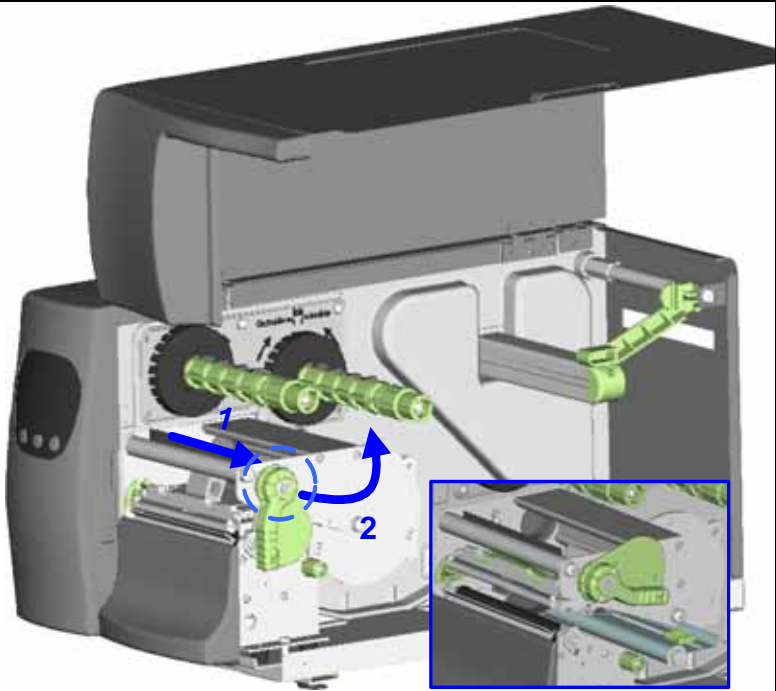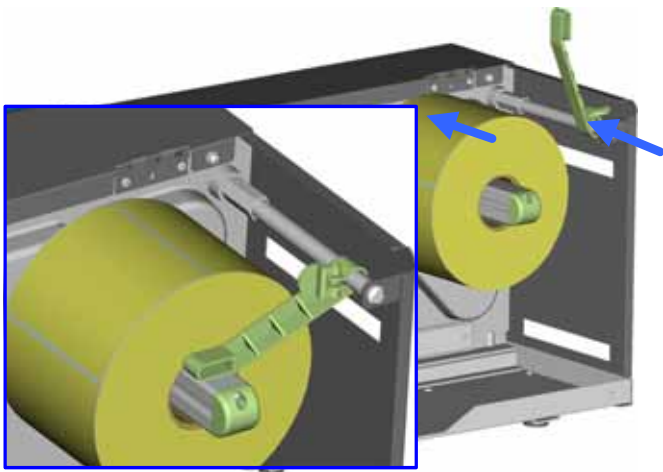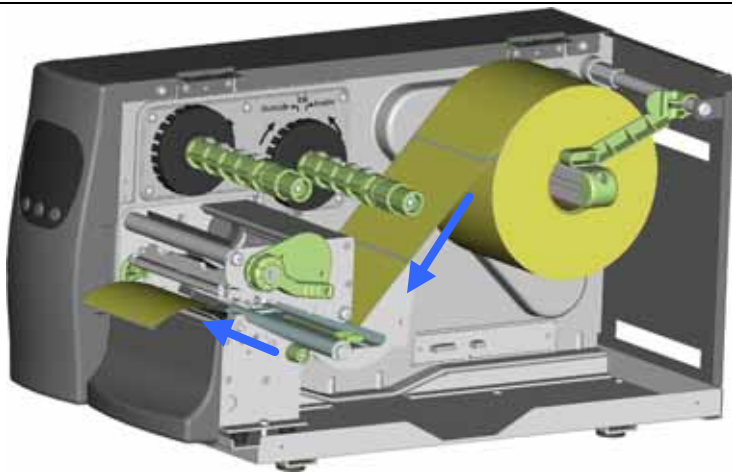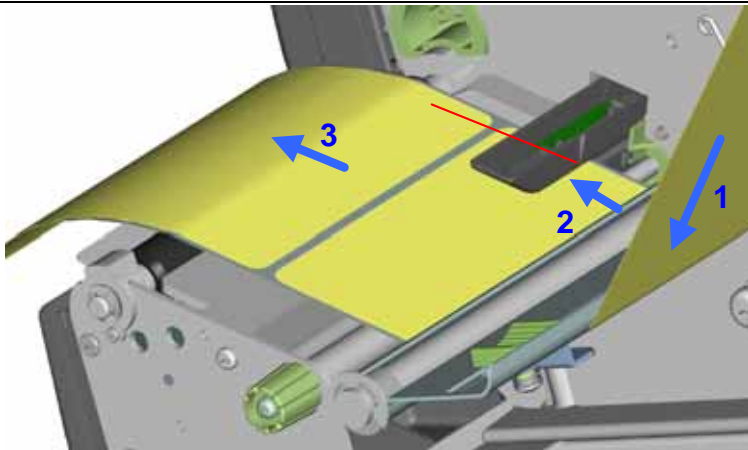
| | |
|---|---|
| 1. Place the printer on a horizontal surface, and open the top cover.<br><br>2. Follow the sequence and direction as the figure shows, pull the Print Head Lever out and flip it upward to the right. |  |
| 3. Pull the Label Alignment Guide to the direction as the blue arrow 1 indicates.<br><br>4. Flip the Label Supply Guide upward as the blue arrow 2 indicates. |  |

| | |
|---|---|
| 5. Place the label roll onto the Label Roll Bar and align the label to printer's inner wall. (To avoid the damage of media, please do not squeeze label roll too hard.)<br><br>6. Pull the Label Alignment Guide back and make it fit the edge of label roll.<br>   *Note*<br>*Please always hold the bottom of the Label Alignment Guide when moving.* | |
| 7. Follow the direction as the figure shows to feed the label. | |
| 8. Put the label under the Moveable Sensor and stretch it to the Tear-Off Bar.<br>   *Note*<br>*Moveable Sensor should be aligned to the position of label gap, black mark and punch hole. You can adjust the position with Moveable Sensor Lever.* | |

9.  Align the label edge inward, and fix the label outside in Label Guide. Adjust the Label Guide with the label.

   *Note*
   *The Label should be put within Label Feed Guide as the figure shows.*

10. Flip the Print Head Lever back to its original position.

11. Close the top cover to complete the label installation.
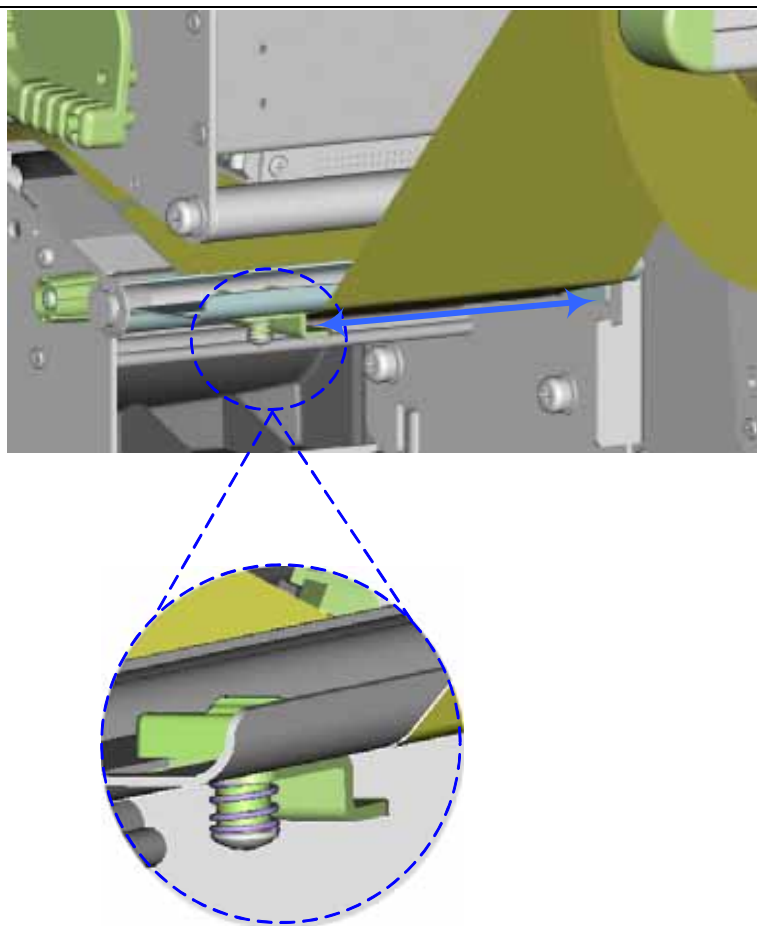
## 2-2. Ribbon Installation
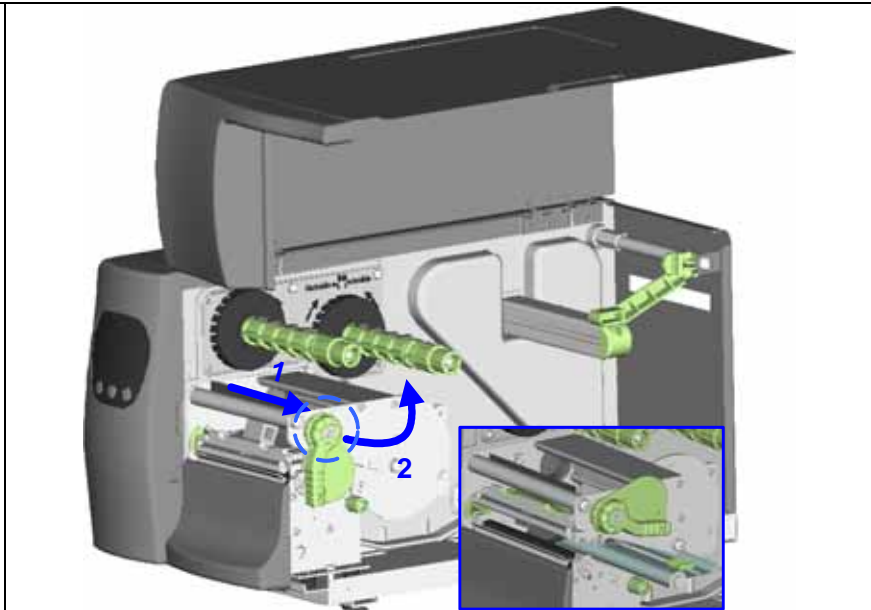
| | |
|---|---|
| 1. Place the printer on a horizontal surface, and open the top cover.<br><br>2. Follow the sequence and direction as the figure shows, pull the Print Head Lever out and flip it upward to the right. |  |
| 3. Place a new ribbon roll onto the Ribbon Supply Shaft and place the empty ribbon roll onto the Ribbon Rewind Shaft.<br><br>4. The right-bottom figure shows two different installing directions according to different types of ribbons. | <br><br>Ribbon outside installation (ink outside the roll)      Ribbon inside installation (ink inside the roll)<br> |

| | |
|---|---|
| 5. Feed the ribbon from the Ribbon Supply Shaft under the print head. Wrap the ribbon around the Ribbon Rewind Shaft and stick it onto the empty ribbon roll.<br><br>*Note*<br>*DO NOT feed the ribbon under the Moveable Sensor.* |  |
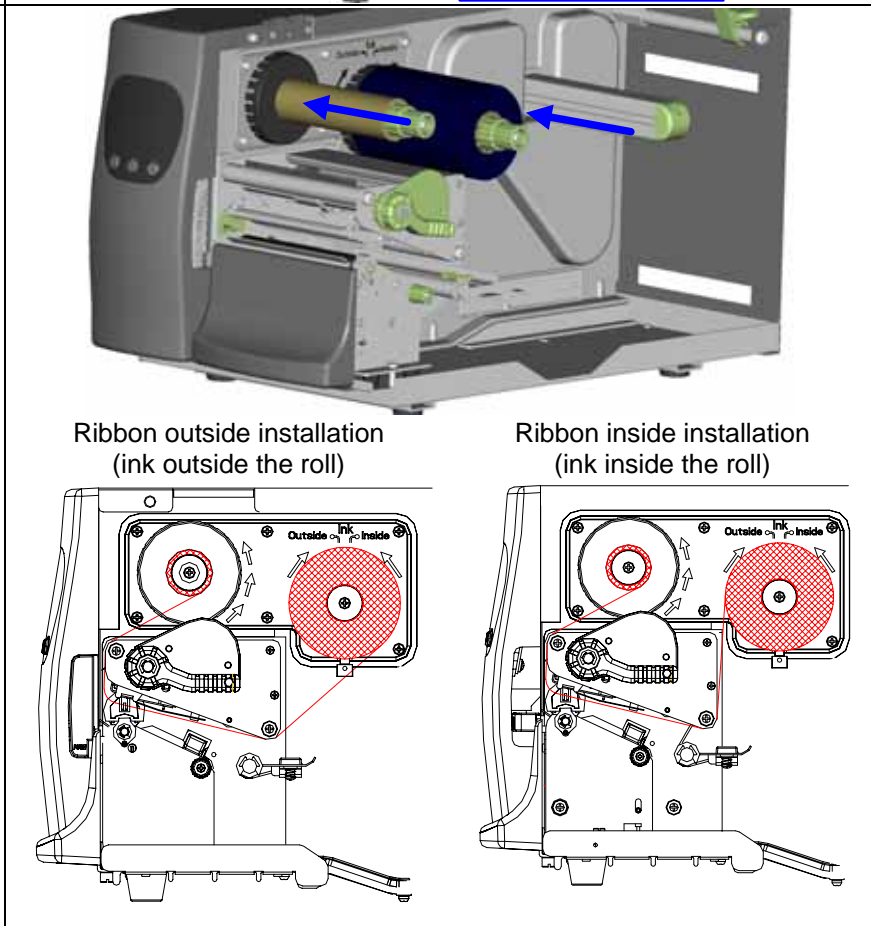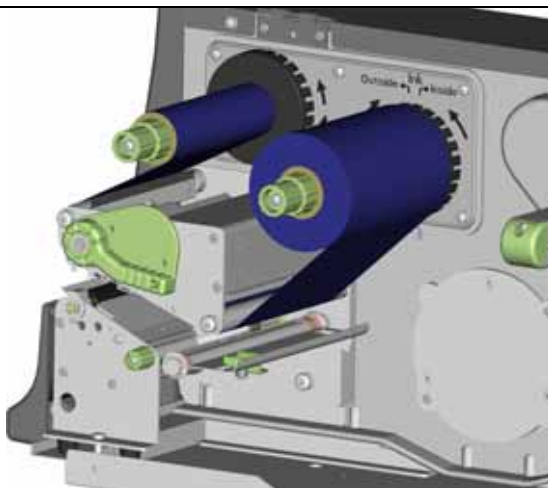
## 2-3. PC Connection

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 both side of printer and PC.
4. Power on the printer, the LCD display would show the printer model and F/W version.
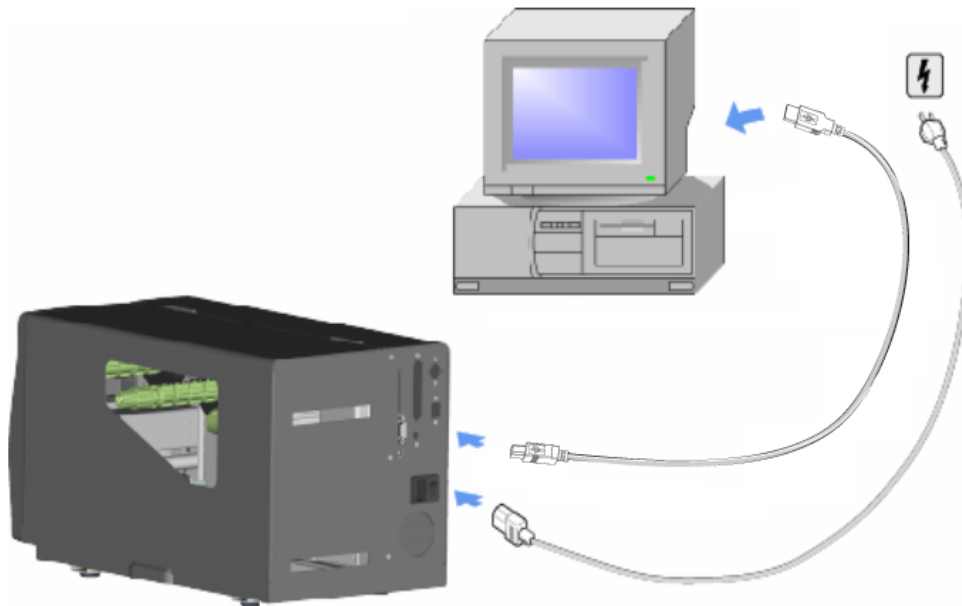
## 2-4. Driver Installation

| | |
|---|---|
| 1. Once the USB cable is connected from PC to the printer, PC will automatically detect the new device and begin the installation process. | Found New Hardware Wizard<br><br>Welcome to the Found New Hardware Wizard<br><br>This wizard helps you install a device driver for a hardware device.<br><br>Found New Hardware<br>USB Device<br>Installing ...<br><br>To continue, click Next.<br><br>< Back   Next >   Cancel |
| 2. Insert the product CD, select 'Specify a location' and describe the path of the printer driver.<br><br>3. Follow the instruction on the Window and complete the driver installation. | Found New Hardware Wizard<br><br>Locate Driver Files<br>Where do you want Windows to search for driver files?<br><br>Search for driver files for the following hardware device:<br><br>USB Device<br><br>The wizard searches for suitable drivers in its driver database on your computer and in any of the following optional search locations that you specify.<br><br>To start the search, click Next. If you are searching on a floppy disk or CD-ROM drive, insert the floppy disk or CD before clicking Next.<br><br>Optional search locations:<br>☐ Floppy disk drives<br>☐ CD-ROM drives<br>☑ Specify a location<br>☐ Microsoft Windows Update<br><br>< Back   Next >   Cancel |
| | Found New Hardware Wizard<br><br>Insert the manufacturer's installation disk into the drive selected, and then click OK.<br><br>OK<br>Cancel<br><br>Copy manufacturer's files from:<br>E:\Plus series\Install_Godex_32and64   Browse... |

# 3. Accessory

## 3-1. Internal Rewinder for EZ-2000 Plus

| | |
|---|---|
| 1 | Rewinder |
| 2 | U Shape Clip |
| 3 | Screw x 4pcs |
| 4 | Rewind bracket |

*Note*
*Peel-off liner Max width: 118mm*

*Suggestion*
*Liner thickness:*
*0.06mm~0.25mm*



1. Place the printer onto a smooth surface, open the top cover and face the printer sideways.

   *Note*
   *Before the installation, please power off the printer first.*



2. Turn the printer sideways and remove the Rewinder module cover plate.

| | |
|---|---|
| 3. Take off the U Shape Clip from the Liner Rewind Shaft.<br><br>4. Secure the Rewinder unit onto the printer. |  |
| 5. After the Rewinder is installed, plug the Rewinder Cable Connector onto the Rewinder Connector. |  |
| 6. Rewinder Installation completes. |  |
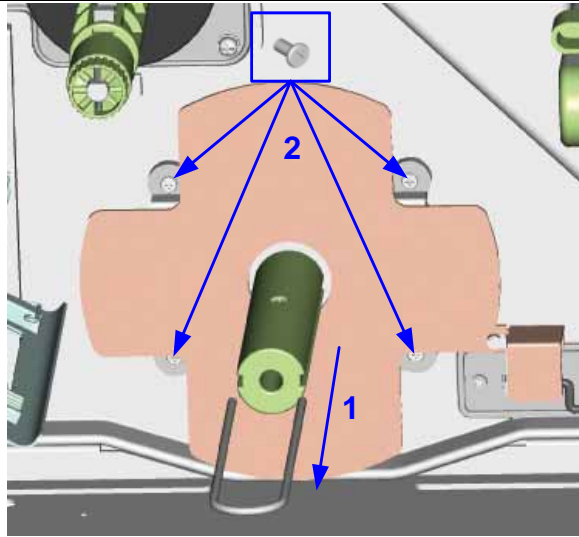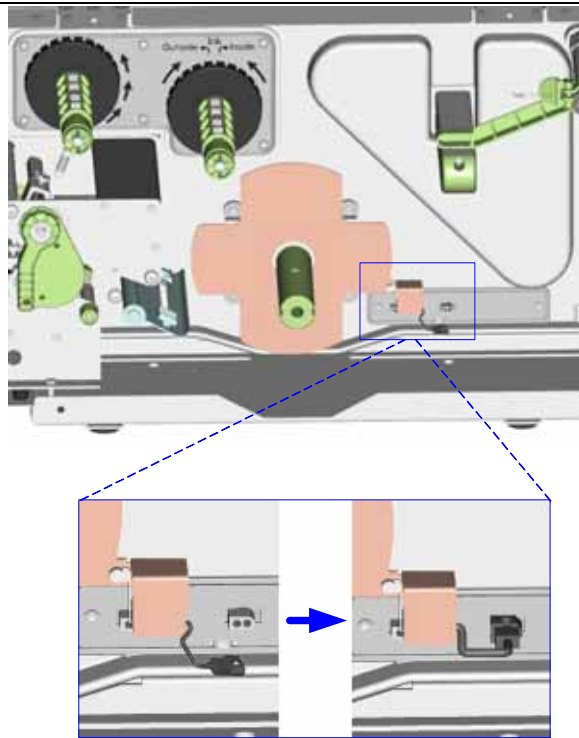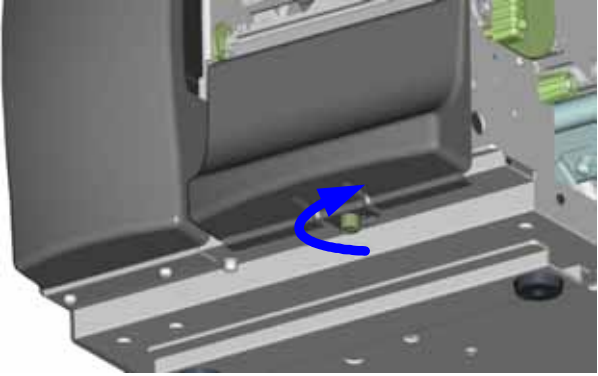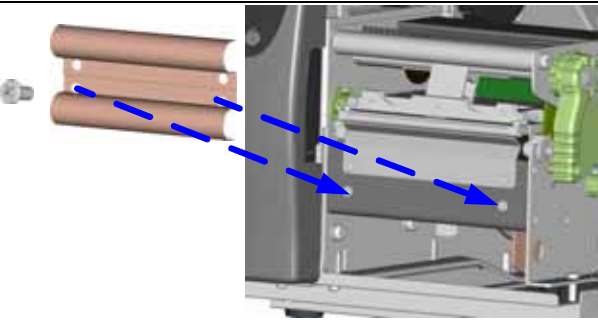
## 3-2. Rewind Bracket Installation for EZ-2000 Plus

| | | |
|---|---|---|
| 1. | Face the printer front, and unscrew the bottom cover screw.<br><br>2. Remove the bottom front Cover.<br><br>*Note*<br>*Before the installation, please power off the printer first.* | |
| 3. | Mount the label rewind bracket onto the printer mechanism and secure the screws into place. | |
| 4. | Label rewind bracket installation completes. | |
| 5. | Install the media into the printer.<br><br>6. Feed the label through the Printer Mechanism and around the Label Feed Guide.<br><br>7. Wrap the label around the Liner Rewinder Shaft, and use the U Shape Clip to secure the liner.<br><br>*Note*<br>*Make sure the label rewind is in correct direction.* | |

| | |
|---|---|
| 8. Close the top cover to complete Label rewind bracket and Rewinder installation.<br><br>*Note1*<br>*Before starting to rewind labels, please make sure the printer's Label Rewind Bracket is installed properly as instructed.*<br><br>*Note2*<br>*When use stripper function, Please dismount the rewind bracket first.* |  |
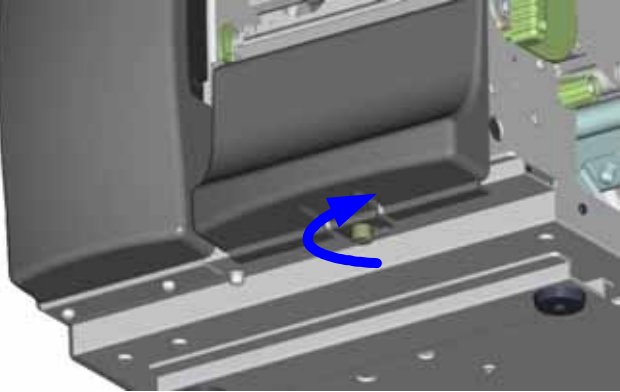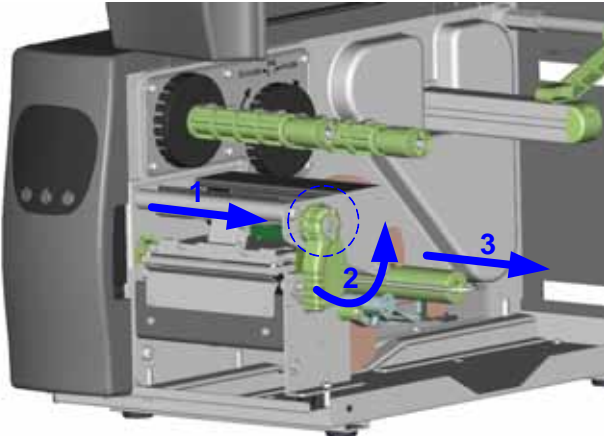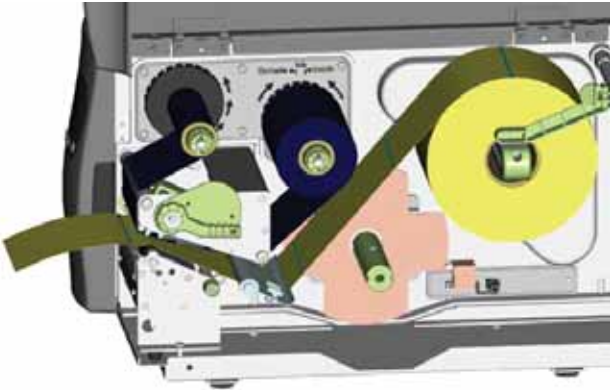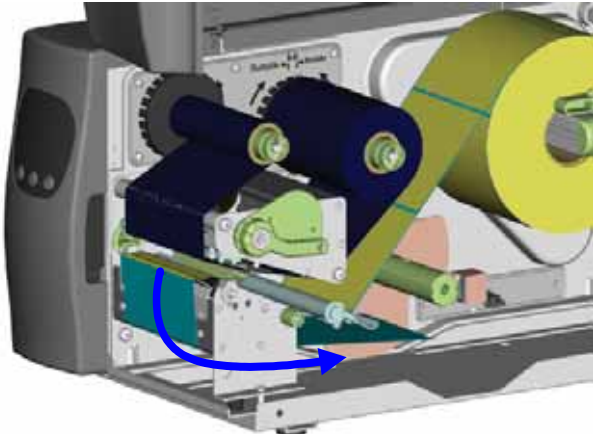
## 3-3. Stripper Installation for EZ-2000 Plus

| | |
|---|---|
| 1. Face the printer front, and unscrew clockwise the bottom front cover screw.<br><br>2. Remove the bottom front cover.<br><br>*Note*<br>*Before the installation, please power off the printer first.* | |
| 3. After Rewinder installation complete, face the printer sideways.<br><br>4. Pull the print head lever out and flip it upward to the right.<br><br>5. Remove the U Shape Clip. | |
| 6. Install the media into the printer.<br><br>*Note Label liner thickness is recommended to be 0.06mm ± 10% with basic weight 65g/ ± 6%.*<br><br>*Suggestion When using the stripper module, set the stop position to 12 in QLabel and the E value is 12.* | |
| 7. Peel off a few labels from the liner (about 400mm of liner), and then feed the liner through the Printer Mechanism and around the Label Feed Guide. | |

| | |
|---|---|
| 8. Wrap the liner around the Liner Rewinder Shaft, and use the U Shape Clip to secure the liner.<br><br>9. Flip the print head lever downward and then push it back to the original position.<br><br>*Note*<br>*Make sure the liner rewind is in correct direction.* |  |
| 10. Screw the bottom front cover back onto the printer. |  |
| 11. Press lower part of the stripper sensor to flip it open.<br><br>12. Flip the stripper sensor to the sensor detects position. |  |
| 13. Close the top cover to complete stripper installation. |  |
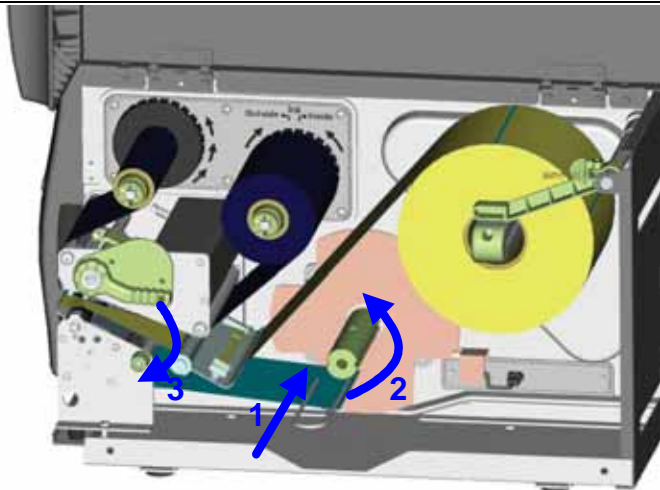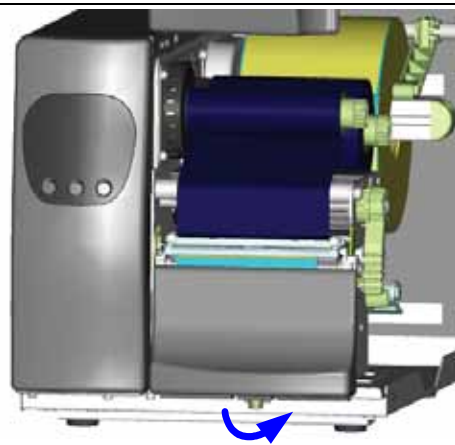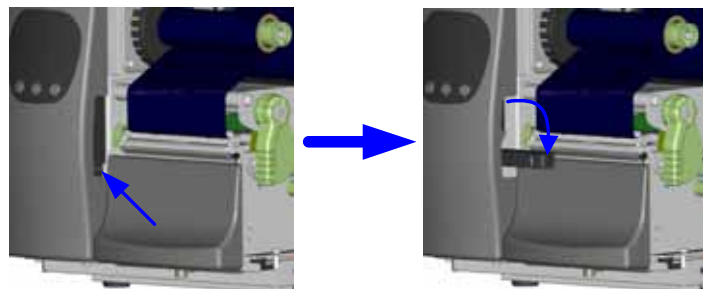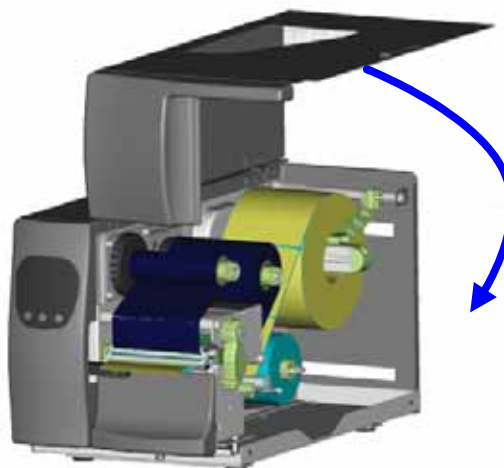
## 3-4. Cutter Installation

| | |
|---|---|
| 1 | Cutter Cover (EZ-2000 Plus) |
| 2 | Cutter Cover (EZ-6000 Plus) |
| 3 | Cutter |
| 4 | Locks |
| 5 | Screws x 2pcs |

*Note1*

*Do not cut self-adhesive labels! The traces of adhesive will pollute the rotary knife and impair safe operation!*

*Note2*

*The service life of EZ-2000+ Cutter is 500,000 cuts with paper weights 160g/ ,and 250,000 cuts with paper weights 200g/ .*

*Note3*

*The service life of EZ-6000+ Cutter is 500,000 cuts.*
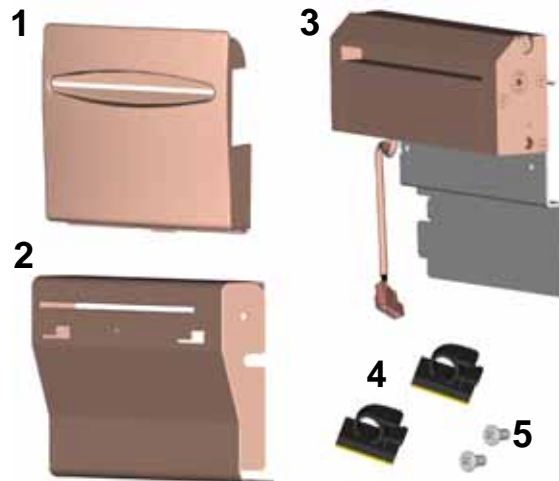
1. Face the printer, and unscrew the screw to remove the bottom front cover.
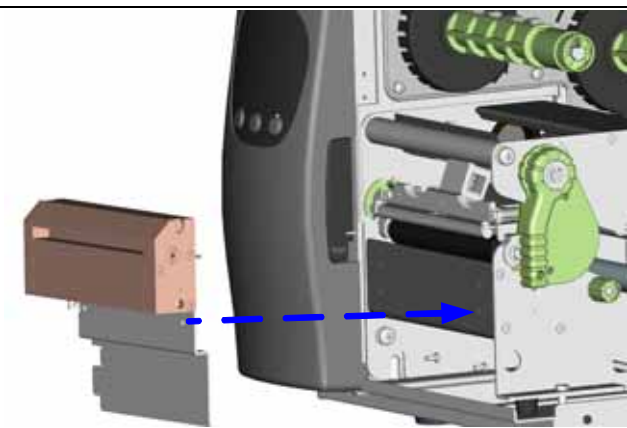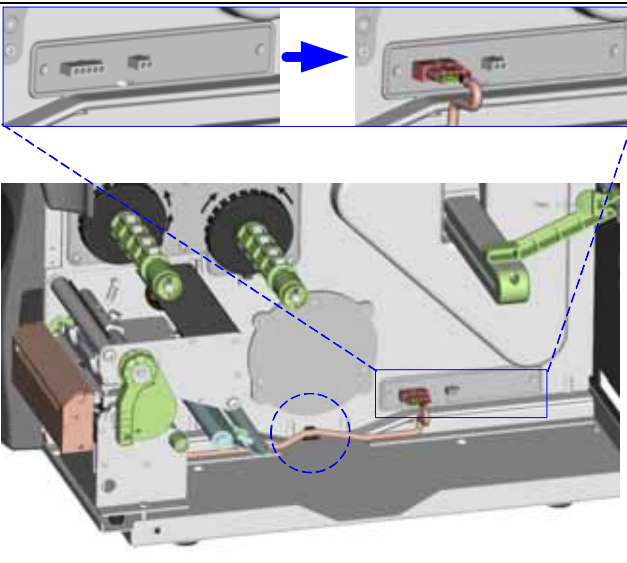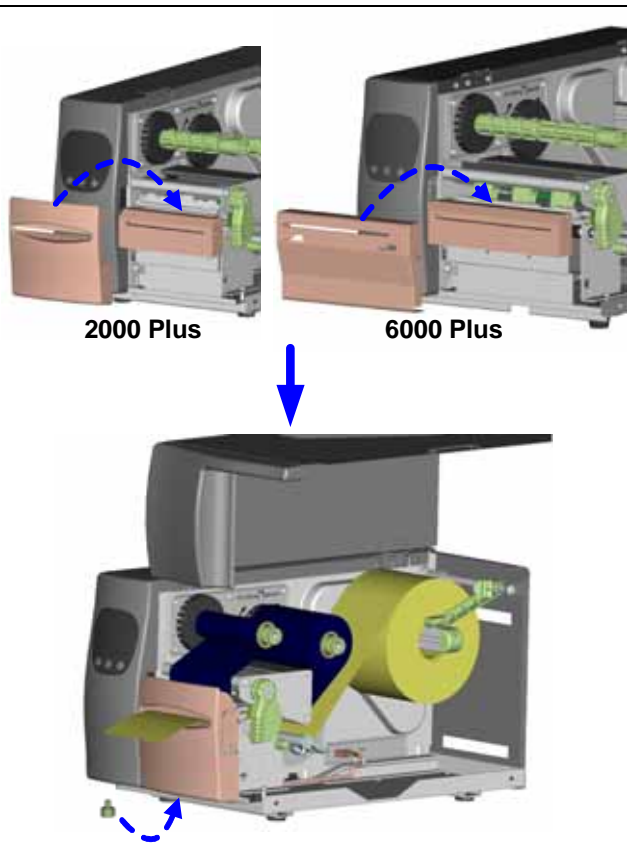
   *Note*

   *Please power off the printer before installing the cutter module.*
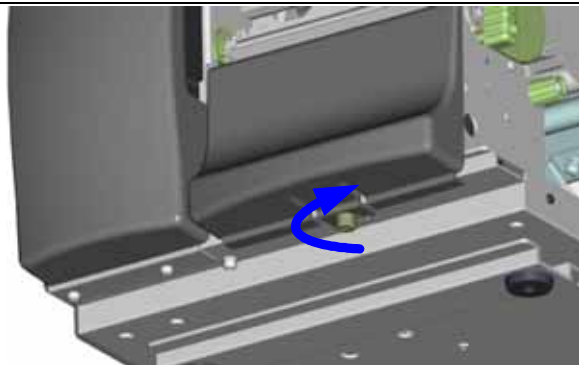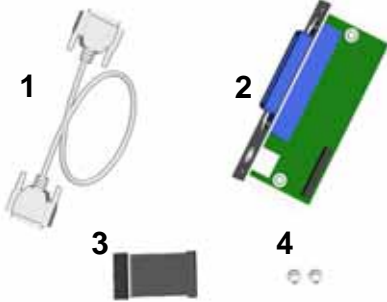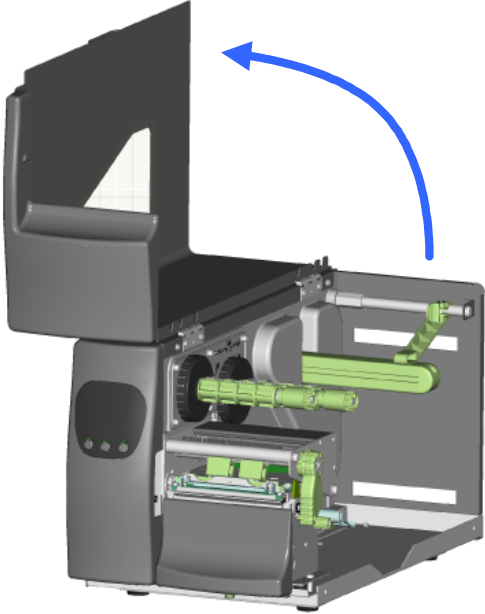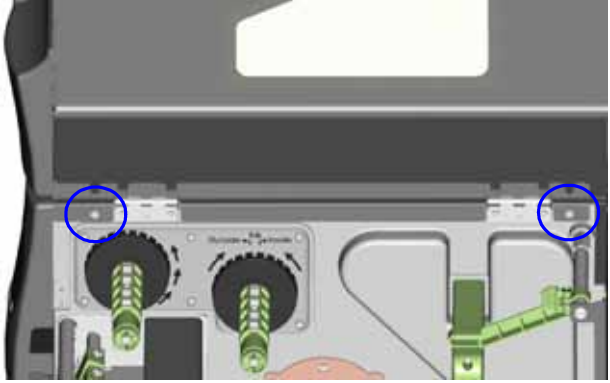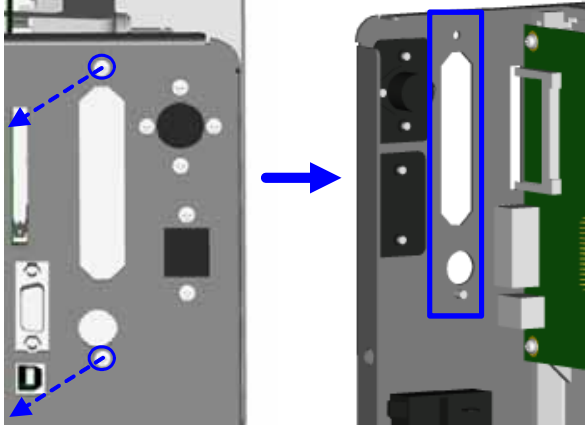
2. Open the top cover and unscrew the two screws in the front to remove the tear off bar.

| | |
|---|---|
| 3.   Hold the cutter and secure the cutter kit onto the printer. |  |
| 4.   Plug the cutter cable connector onto the cutter connector.<br><br>5.   Tie the cables with the secure locks, and stick the locks onto the bottom plate. |  |
| 6.   Hang up the cutter cover to the cutter and screw the bottom cover screw.<br><br>7.   Install the media into the printer. Close the Top Cover to complete the cutter installation.<br><br>*Note1*<br>*Make sure the printer is set to activate cutter function on.*<br><br>*Note2*<br>*The label / paper used for cutting is suggested to be at least 30mm in height.*<br><br>*Suggestion*<br>*When installing the cutter module, set the stop position to 26 (for EZ-2000+) or 30 (for EZ-6000+) in QLabel and the E value is 26 (for EZ-2000+) or 30 (for EZ-6000+).* | <br>**2000 Plus**      **6000 Plus** |

## 3-5. Parallel/PS2 Adapter Installation

| | |
|---|---|
| 1 | Parallel Cable |
| 2 | Parallel/PS2 Adapter |
| 3 | Connector Cable |
| 4 | Screw x 2pcs |



| | |
|---|---|
| 1. | Make sure the power is off and the power cable is unplugged. Place the printer onto a smooth surface and open the top cover. |



| | |
|---|---|
| 2. | Unscrew two screws as indicated in figure and remove the left top cover from the printer. |



| | |
|---|---|
| 3. | Unscrew the screws of parallel port cover and remove the cover. |

| | | |
|---|---|---|
| 4. | Align the Parallel/PS2 module to the parallel port and secure the module onto the back plate. |  |
| 5. | Connect one end of the 30 pin connector cable to the main board and the other end to the Parallel/PS2 module. |  |
| 6. | The Parallel/PS2 module installation is complete. |  |
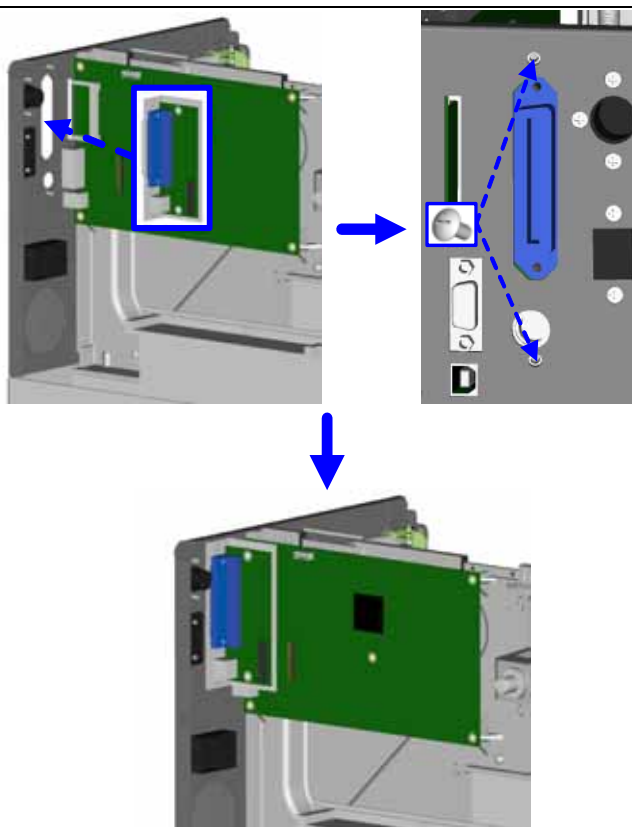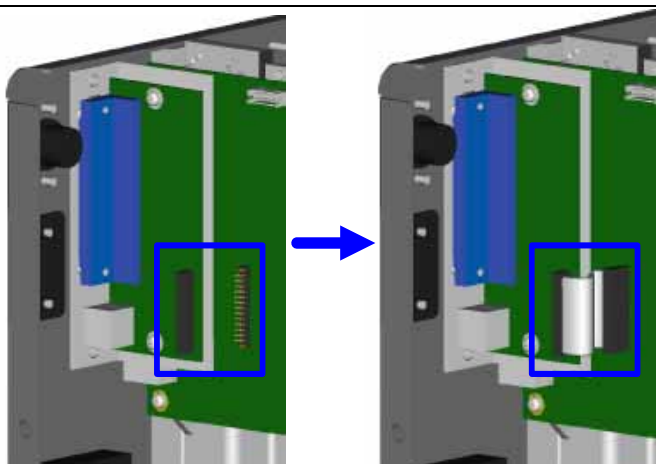
# 4. Control Panel

## 4-1. Control Panel Introduction

### Without LCD monitor



| Control keys | |
|---|---|
| ▷ | FEED |
| ❚❚ | PAUSE |
| ☐ | CANCEL |

| LED indicators | |
|---|---|
| Power | Power on |
| Ready(Power) | After turning on the power, the Ribbon and Media lights will flash alternately until the completion of initialization. |
| Ribbon | Ribbon status indication |
| Media | Media status indication |

### With LCD monitor



| Control keys | |
|---|---|
| ▷ | FEED |
| ❚❚ | PAUSE |
| ☐ | CANCEL |

| LED indicators | |
|---|---|
| Power | Power on |
| Ready(Power) | After turning on the power, the Ribbon and Media lights will flash alternately until the completion of initialization. |
| Ribbon | Ribbon status indication |
| Media | Media status indication |

## 4-2. Control Keys Introduction

### ▷ FEED Key

After pressing the FEED key, printer will send the media (according to media type) to the specified stop position. When printing with continuous media, pressing the FEED key will feed media out to a certain length. When printing labels, pressing the FEED key will feed one label at a time; if the label is not sent out in a correct position, please proceed with the Auto Sensing (see page45).

### ‖ Pause Key

When pressing the Pause key in standby mode, the printer will go into the Pause Mode, and LCD Display will indicate "EZ-xxxx Vx.xxx Pause." At this status, printer won't be able to receive any command. Then pressing the Pause key once again, the printer will get out of the Pause mode and go back to standby mode.

Pressing the Pause key while printing, printer will pause the print job. When the Pause key is pressed one more time, the printer will continue with the rest of the print job. For example, if the print job contains 10 labels, press the Pause key to stop printing after 2 labels are printed. When pressing the Pause key again, printer will finish the printing of the remaining 8 labels.

### ☐ Cancel Key

Pressing the Cancel key while printing, the LCD Display will show "Print job is cancelled", it means the printer cancels the current print job. For example, if the print job contains 10 labels, press the Cancel key after 2 labels are printed, the remaining 8 labels won't be printed, and the printer goes back to standby mode.

With different combinations of FEED PAUSE and CANCEL keys, the printer can perform various functions as follows:

### Without LCD monitor

| Item | Key | Beep | Description |
|---|---|---|---|
| Self test | ▷ + Power on | 3 beeps | Press and hold ▷ key and turn on the printer until the buzzer beeps 3 times. |
| Dump mode | ▷ + Power on | 3 beeps → 1 beep | After entering Self test Mode, keep holding ▷ key until the buzzer beep once. |
| Auto sensing | ‖ + Power on | 3 beeps | Press and hold ‖ key and turn on the printer until the buzzer beeps 3 times. |
| Go to default | ▷ + ☐ + Power on | 2 beeps twice | Press and hold ▷ & ☐ keys and turn on the printer until the buzzer beeps 2 times. The printer setting will go to default. |
| Download mode | ☐ + Power on | 1 beep | Press and hold ☐ key and turn on the printer until the buzzer beeps once. This mode is only for firmware downloading. |
| Setting mode | ≡ | 3 beeps | When Power on, press and hold ≡ key about 3 to 4 seconds until the buzzer beep 3 times. |

## With LCD monitor

| Item | Key | Beep | LCD Message | Description |
|---|---|---|---|---|
| Self test | ▷ + Power on | 3 beeps | Self test | Press and hold ▷ key and turn on the printer until the buzzer beeps 3 times. |
| Dump mode | ▷ + Power on | 3 beeps → 1 beep | Now in Dump Mode | After entering Self test Mode, keep holding ▷ key until the buzzer beep once. |
| Auto sensing | ‖ + Power on | 3 beeps | Auto sensing Mode | Press and hold ‖ key and turn on the printer until the buzzer beeps 3 times. |
| Go to default | ▷ + ▢ + Power on | 2 beeps twice | Go to default | Press and hold ▷ & ▢ keys and turn on the printer until the buzzer beeps 2 times. The printer setting will go to default. |
| Download mode | ▢ + Power on | 1 beep | DL MODE Vx.xx | Press and hold ▢ key and turn on the printer until the buzzer beeps once. This mode is only for firmware downloading. |
| Setting mode | ≡ | 3 beeps | Setting mode | When Power on, press and hold ≡ key about 3 to 4 seconds until the buzzer beep 3 times. |

## 4-3. Setting mode

In the Setting Mode, changes can be made according to requirement on the printing mode, options, media type, and parallel interface (printer can only go into setting when connected to PC by parallel cable, USB cable, or serial cable).

1.  Power on the printer and make sure it is on "Ready to print" status.
2.  Press and hold Pause key about 3 to 4 seconds until the buzzer beep 3 times (for product types that with LCD monitor, the LCD will display "Setting Mode").
3.  In the Setting Mode, the keys have the following functions:

    ━ **: MINUS / Enter**

    ≡ **: MENU / NEXT**

    ➕ **: PLUS / Exit**

4.  Before exiting the Setting Mode, printer will prompt user whether to save the settings. After user's response on whether do or do not save the settings, printer will return to standby mode.

### Without LCD monitor

Press and hold ≡ key about 3 to 4 seconds until the buzzer beep 3 times
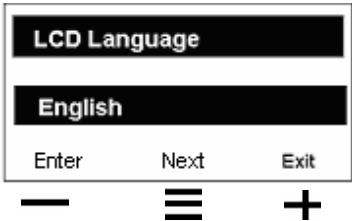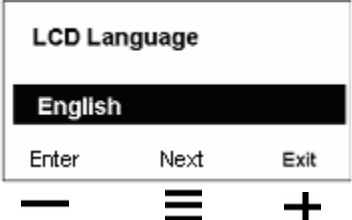
 Blinking    Steady

| ≡ | ━ | ➕ | Ribbon | Media | Description |
|---|---|---|---|---|---|
| Setting mode | Exit without saving | Save & exit | 🔴 | 🔴 | Ribbon & Media lights flash simultaneously |
| Darkness | - | + | 🔴 | | Ribbon light flashes and then blinks for each pressing. The buzzer will beep when the adjustment reaches the maximum or minimal. |
| Speed | - | + | | 🔴 | Media light flashes and then blinks for each pressing. The buzzer will beep when the adjustment reaches the maximum or minimal. |
| Direct Thermal / Thermal Transfer | DT | TT | 🔆 | | Ribbon light blinks. |
| Stop Position | - | + | 🔆 | 🔴 | Ribbon light blinks and Media light flashes. The Media light blinks for each pressing and the buzzer will beep when the adjustment reaches the maximum or minimal. |
| Buzzer | Off | On | | 🔆 | Media light blinks |

## With LCD monitor

Press and hold ☰ key about 3 to 4 seconds until the buzzer beep 3 times and LCD shows Setting mode. The LCD monitor will show different options on the bottom.
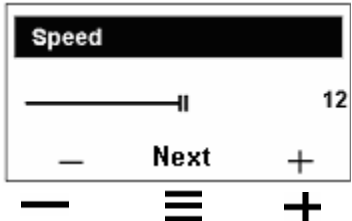
| | |
|---|---|
| **LCD Language**<br>**English**<br>Enter    Next    Exit<br>━    ☰    ✚ | After entering to Setting mode, the first highlight on LCD monitor indicates the current item for setting. |
| LCD Language<br>**English**<br>Enter    Next    Exit<br>━    ☰    ✚ | In setting type, the first line indicates the current item and the second line indicates current setting. |
| **Speed**<br>━━━━━━╢    12<br>━    Next    ✚<br>━    ☰    ✚ | In adjustment type, the first line indicates the current item and the second line indicates current value.<br>Plus: press ✚ key to increase the value<br>Minus: press ━ key to decrease the value<br>Next: press ☰ key to go to next item |

Below are general descriptions of setting items.

| | |
|---|---|
| **Darkness** | **Default: 15**<br>Set the darkness of printing result. The setting value is from 0 to 19 and the default value is. |
| **Speed** | Set the speed of printing. |
| **Stop Position** | **Default: 12**<br>Set the stop position of printing. The setting value is from 0 to 60. |
| **Printhead Position** | **Default: 0**<br>Set the position of print head when printing. The setting value is from -100 to 100. |
| **Printing mode** | **Default: Thermal Transfer**<br>**Thermal Transfer:** when printing, a ribbon must be installed to transfer the print contents onto the media.<br>**Direct Thermal:** when printing, no ribbon is necessary; it only requires direct thermal media. |
| **Option Setup** | **Default: Option OFF**<br>**Strip Mode:** turn on the stripper function<br>**Cutter Mode:** turn on the cutter function<br>**Applicator Mode:** turn on the applicator function<br>**None:** select this to turn off the stripper and cutter functions. |
| **Sensor Setup** | **Default:** Gap paper<br>**Black Mark:** for label or plain paper with black mark in the back<br>**Gap:** for labels with liner and gap, or hang tags. The default is set to be gap paper.<br>**Continuous:** for continuous paper |

| | |
|---|---|
| **COM Port Set** | **Baud Rate:**<br>**Default - 9600 bits**<br>4800 bits<br>9600 bits<br>19200 bits<br>38400 bits<br>57600 bits<br>115200 bits |
| | **Parity:**<br>**Default - None Parity**<br>None Parity<br>Odd Parity<br>Even Parity |
| | **Data Bits:**<br>**Default - 8 bits**<br>7 bits<br>8 bits |
| | **Stop Bits:**<br>**Default - 1 bit**<br>1 bits<br>2 bits |
| **Auto Sensor** | **Default: Auto Mode**<br>**Auto Mode:** auto sense the label type (black mark, gap & plain Mpaper) and length<br>**Gap Mode:** detects gap paper<br>**Black Mark Mode:** detects black mark label |
| **LCD Language** | **Default:** English<br>English<br>Simplified Chinese<br>Traditional Chinese<br>Spanish<br>Italian<br>Deutsch<br>French<br>Turkish |
| **Code Page** | **Default: Code Page 850**<br>Code Page850<br>Code Page852 |
| **Keyboard Setup** | **Default: US**<br>US<br>UK<br>French<br>German<br>Spanish<br>Italian<br>Finnish<br>Dutch<br>Belgian |
| **Keyboard Mode** | **Default: Recall Label**<br>**Recall Label**   Recall label from memory card.<br>**Keyboard Setup**   Setting the keyboard.<br>**Code page Setup**   Setting the code page.<br>**Printing Option:** Set the print quantity.<br>**Clock Setup:** Set the clock and clock display.<br>**Exit KB Mode**   Exit PS2 KB Mode. |
| **Buzzer Setup** | **Default: ON**<br>ON<br>OFF |

| | |
|---|---|
| **Smart Backfeed** | **Default: ON**<br>**ON:** This function must install stripper or cutter.<br>**OFF** |
| **Password** | **Default: OFF**<br>**ON:** When password protect enable, the password is required for entering Setting Mode.<br>**OFF** |
| **Top of Form** | **Default: ON**<br>**ON:** Start each printing from the Top-of-Form position.<br>**OFF** |
| **Ethernet** | **Go to default:** Set the IP address of Ethernet module to factory default setting. |
| **Preview** | Preview and check all settings. |

*Note 1*

*"Default Setting" is the original settings from the factory, if other changes are made on the settings, then follow the new settings.*

*Note 2*

*Printer will store the previous settings after power off, thus if settings are to be changed again, please enter the Setting Mode to reset.*

# The diagram of Setting Mode



- Darkness — 0-19
- Speed — 2-7
- StopPosition — 0~60mm
- PrintheadPosition — -100-+100
- PrintMode — ThermalTransfer* — DirectThermal
- OptionSetup — StripMode — CutterMode — ApplicatorMode — None*
- SensorSetup — BlackMark — Gap* — Continuous
- COMPortSetup — BaudRate — Parity — DataBits — StopBits
- AutoSensor — AutoMode* — GapMode — BlackMarkMode
- LCDLanguage — English* — Simplified Chinese — Traditional Chinese — Español — Italiano — Deutsch — Français — Türkçe
- CodePageSetup — CodePage850* — CodePage852
- KeyboardSetup (D) — US* — UK — French — German — Spanish — Italian — Finnish — Dutch — Belgian
- KeyboardMode — RecallLabel* — EnterKeyboard? (D)
  - RecallLabel — PrintQuantity — SelectLabel — RecallLabel
  - KeyboardSetup — Codepagesetup — CodePage850* — Codepage852
  - PrintingOption — PrinterPrompts — Indefinite — Fixed
  - ClockSetup — ClockSetting — ClockDisplay
  - ExitKB Mode
- Buzzer Setup — ON* — OFF
- SmartBackfeed — ON — OFF*
- Password — ON — OFF*
- TopofForm — ON* — OFF
- Ethernet — Gotodefault
- Preview

◆ Items with the " sign is default setting.
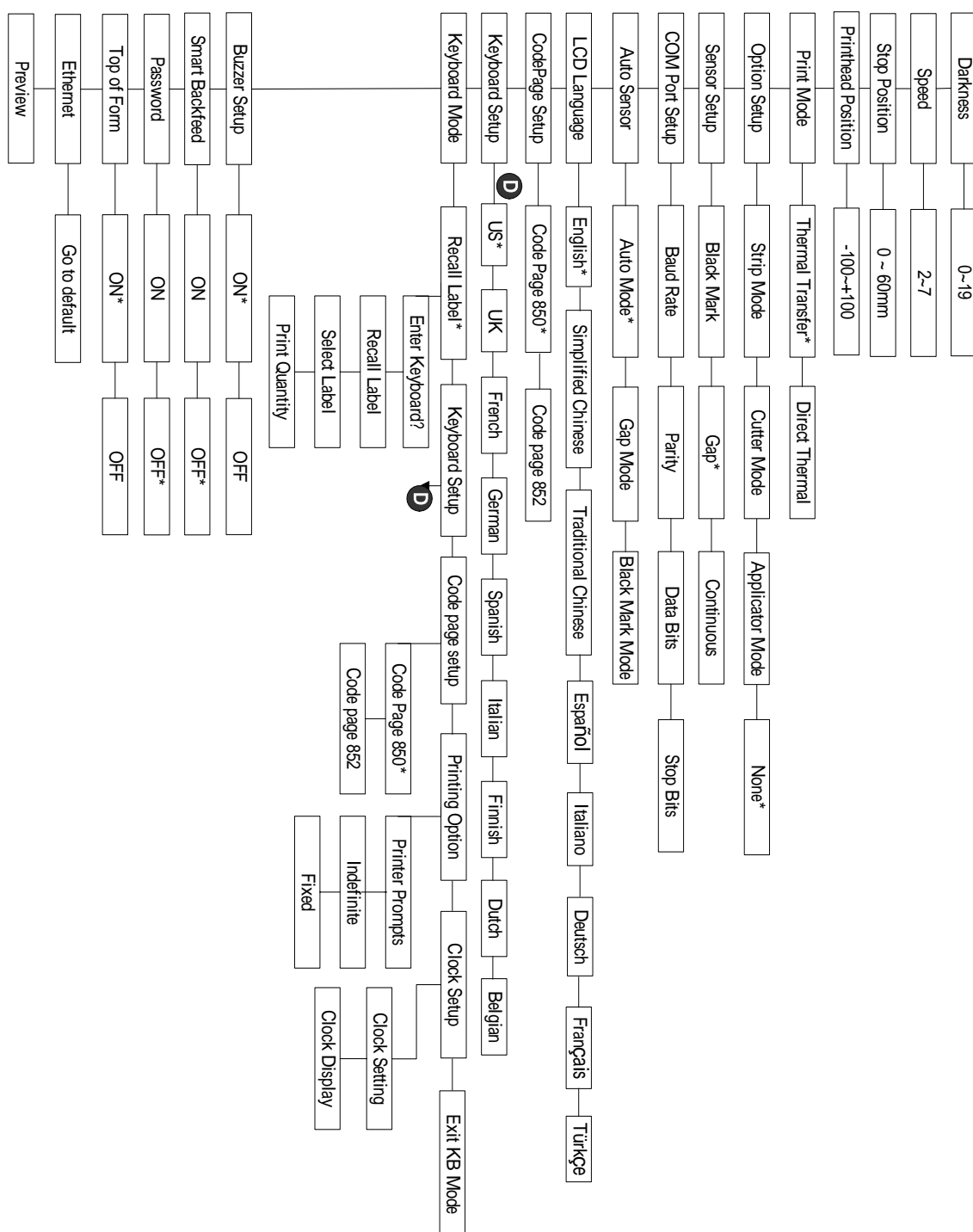
## 4-4. Self-Test

The Self-Test function will help user to check whether the printer is operating normally. In Self-Test Mode, the printer will print out a test sample each time when the FEED key is pressed. To break off the Self-Test procedure, please power off the printer.
Below are the Self-Test procedures:

1.    Power off the printer, press and hold the FEED key.
2.    Power on the printer (while still holding the FEED key); release the FEED key after hearing 3 beeps.
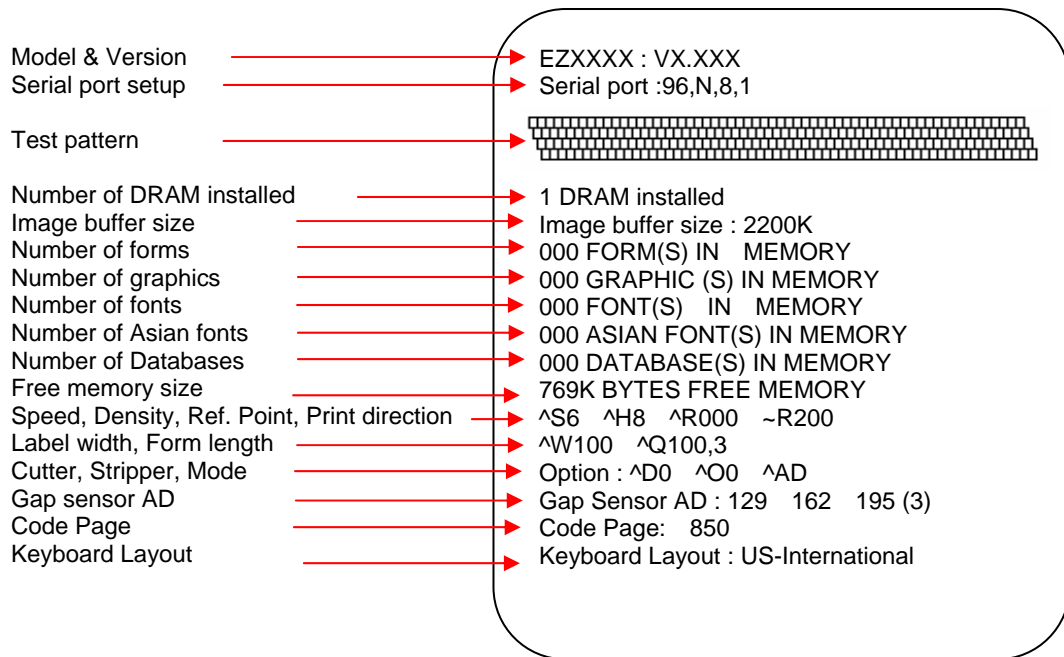3.    After about 1 second, printer would automatically print out the following, and the LCD Display would show "Self Test."   This means the printer is operating normally.

| | |
|---|---|
| Model & Version | EZXXXX : VX.XXX |
| Serial port setup | Serial port :96,N,8,1 |
| Test pattern | |
| Number of DRAM installed | 1 DRAM installed |
| Image buffer size | Image buffer size : 2200K |
| Number of forms | 000 FORM(S) IN   MEMORY |
| Number of graphics | 000 GRAPHIC (S) IN MEMORY |
| Number of fonts | 000 FONT(S)   IN   MEMORY |
| Number of Asian fonts | 000 ASIAN FONT(S) IN MEMORY |
| Number of Databases | 000 DATABASE(S) IN MEMORY |
| Free memory size | 769K BYTES FREE MEMORY |
| Speed, Density, Ref. Point, Print direction | ^S6   ^H8   ^R000   ~R200 |
| Label width, Form length | ^W100   ^Q100,3 |
| Cutter, Stripper, Mode | Option : ^D0   ^O0   ^AD |
| Gap sensor AD | Gap Sensor AD : 129   162   195 (3) |
| Code Page | Code Page:   850 |
| Keyboard Layout | Keyboard Layout : US-International |

Self-Test includes the internal printer data setting.

## 4-5. Dump Mode

When label setting and the print result don't match, it's recommended to go into the Dump Mode to check whether there's a mistake in data transmission between the printer and the PC. For example, when printer receives 8 commands, yet without processing these commands, only printed out the contents of the commands, this will confirm whether the commands were received correctly. Test procedures to enter the Dump Mode are as follows:

1.  Power off the printer, press and hold the FEED key.
2.  Power on the printer (while still holding the FEED key).
3.  When LCD Display shows "DUMP MODE BEGIN," release the FEED key. Printer will automatically print "DUMP MODE BEGIN." This means the printer is already in Dump Mode.
4.  Send commands to the printer, and check to see if the print result matches the commands sent.

To cancel (get out of the Dump Mode), press the FEED key, this time printer will automatically print out "OUT OF DUMP MODE." This indicates that printer is back in the standby mode. Or power off to exit the Dump Mode.


## 4-6. Auto Sensing

Printer can automatically detect label (black mark paper) length and record it. By this way, without setting the print length, the printer can accurately detect the label (black mark) positions.

1.  Check if the Moveable Sensor Mark is located at the right sensing position.
2.  Power off the printer, press and hold the Cancel key.
3.  Power on the printer (while still holding the Cancel key), after printer beeps 3 times and the LCD Display shows "Auto Sensing mode," release the Cancel key. Printer will automatically detect the label size/length and record.
4.  LCD Display shows the results of measurement.

Printer goes back to standby mode after displaying the measurement.

## 4-7. Error Messages

If problems occur that prevent the printer printing normally, the printer will beep as warning, and error messages will be displayed.

Quickly blinking    Slowly blinking    Light is on
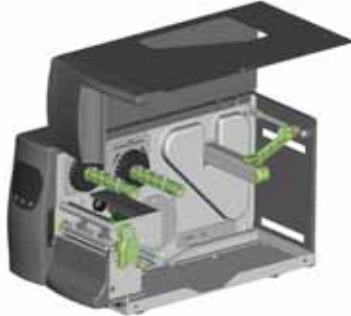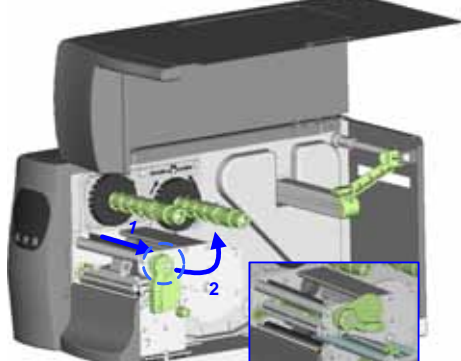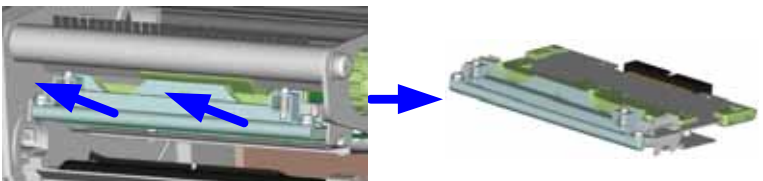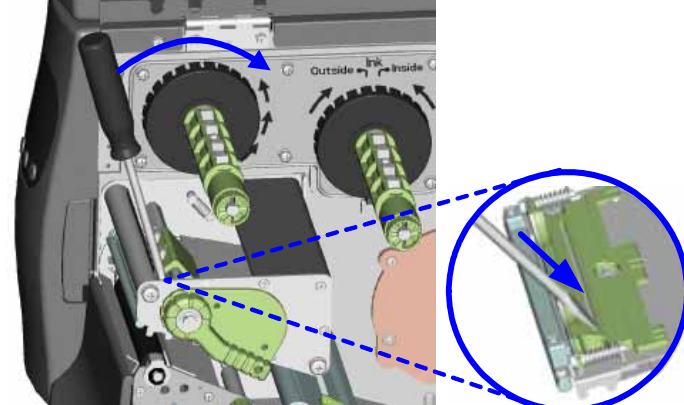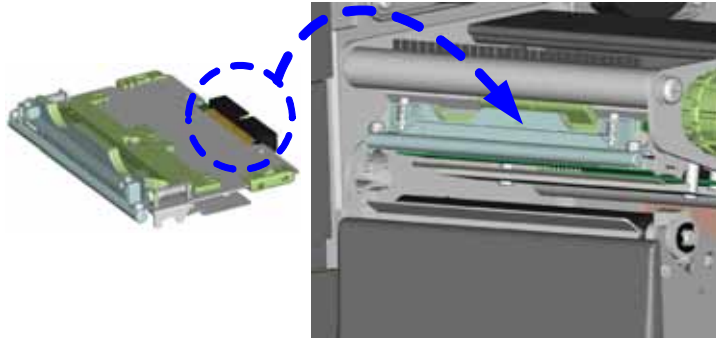
| LCD Message Display | LED Message Light | | Beep | Description | Solution |
|---|---|---|---|---|---|
| | Ribbon | Media | | | |
| Print Head is opened | (light on) | (light on) | both lights are on | 4 beeps twice | Thermal Print Head is not firmly closed. | Re-open the Thermal Print Head and make sure it is closed tightly. |
| Entering the Cooling Process | (blinking) | (blinking) | blinking simultaneously | | Thermal Print Head temperature high. | Printer goes back to standby mode after cooling. |
| Out of ribbon or check ribbon sensor | (light on) | | | 3 beeps twice | Ribbon not installed, and printer shows error message. | Make sure the printer is in the Direct Thermal mode. |
| | | | | | Ribbons used up or ribbon supply shaft not moving. | Replace with new ribbon roll. |
| Out of media or check media gap sensor | | (light on) | | 1 beep 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. |
| | | | | | Label used up. | Replace with new label roll. |
| Check paper setting | | (light on) | | 1 beep twice | Paper jam. | Possible causes: card tags, paper falling into the gap behind the platen roller, can't find label gap/black mark, black mark paper out. Please adjust according to actual usage. |
| CF Card not found | (blinking) | (blinking) | blinking simultaneously | 2 beeps twice | CF Card is not formatted. | Please follow the instruction on Chapter 5-8 to format the CF Card. |

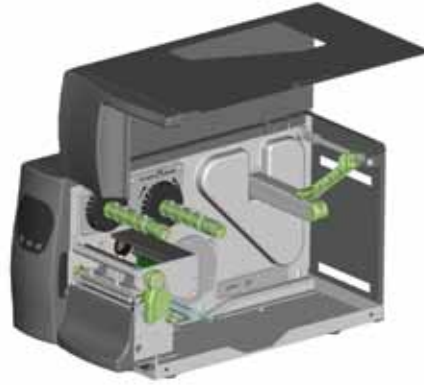| | | | | | | |
|---|---|---|---|---|---|---|
| Memory Full | 🔴 | | | 2 beeps twice | Memory is full | Delete unnecessary data in the memory or use CF Card. |
| Rewinder Full | | 🔴 | | 2 beeps twice | Rewinder is full | Remove the labels on rewinder. |
| Filename can not be found | 🔴 | | | 2 beeps twice | Can't find the file | Use "~X4" command to print out all the files, then check whether the file exist and the names are correct. |
| Filename repeated | | 🔴 | | 2 beeps twice | File name is repeated | Change the file name and download again. |

# 5. Maintenance and Adjustment

## 5-1. Print Head Module Installation / Removal Instruction

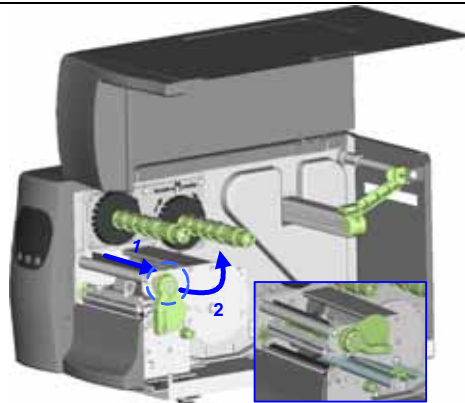| | |
|---|---|
| 1. Open the top cover.<br><br>*Note*<br>*Power-off when removing print head module.* |  |
| 2. Pull the Print Head Lever out and flip it upward to the right.<br><br>*Note*<br>*When remove print head module, please dismount the cutter first.* |  |
| 3. To remove the print head module, hold on the front of the print head module and pull it out. |  |
| 4. If user cannot successfully remove the print head by hand, the screwdriver can be used for assistant as the figure shows. |  |
| 5. To install the print head module, hold on the front of the print head module and slide down along the track. Align the male end (with protruding pins) with the female end (pin base) and push the print head module down. |  |

## 5-2. TPH Print Line Adjustment

| | |
|---|---|
| Please contact your local dealer for technical support<br><br>1. Open the top cover. |  |
| 2. Pull the Print Head Lever out and flip it upward to the right. |  |
| 3. TPH print line adjustment:<br><br>◆ When the printing is stiff or printing with thick paper, the print line needs to be moved forward (paper feed direction) in order to achieve better printing quality. Use a flat tip screwdriver, and turn the screws (A) clockwise to move the TPH forward<br><br>◆ TPH position adjustment for the left and right screws (A) need to be identical to make sure that the print line and the roller platen are parallel to each other.<br><br>◆ Turning the screws (A) one circle, the TPH will move 0.5mm. It is recommended to adjust by a quarter of a circle each time to fully control the printing quality and status.<br><br>◆ If the adjustment is failed, please slowly turn the screws (A) counterclockwise all the way to the end using a flat tip screwdriver. And redo the adjustment from the beginning. |  |
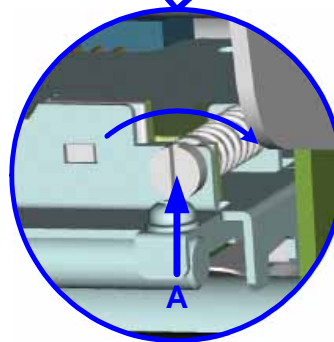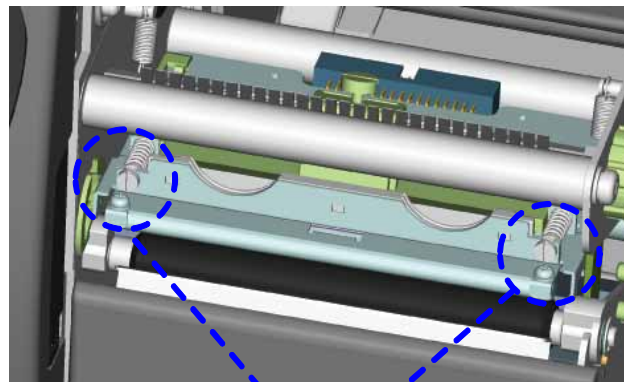
## 5-3. Ribbon Tension Adjustment

The ribbon shaft tension can be adjusted by turning the ribbon shaft knob clockwise or counterclockwise. There are 4 different levels of tension and marked with 1~4 on both knobs of Ribbon Rewind Shaft and Ribbon Supply Shaft. 1 represents the strongest tension and 4 is the weakest tension. When the tension is too weak to pull the ribbon, please decrease the tension of Ribbon Supply Shaft or increase the tension of Ribbon Rewind Shaft. To adjust the ribbon shaft knob, please push the knob inward and then start to turn.

If the ribbon wrinkles occurs during printing due to the differences of ribbon materials, please increase the tension by turning Ribbon Rewind Shaft Knob clockwise. (For more detail about the ribbon wrinkle problem, please refer to Chapter5-6)

If a narrower ribbon is used (especially when ribbon width is less than 2"), the printer might have problem to pull the labels. In this case, please decrease the tension by turning Ribbon Supply Shaft Knob counterclockwise. Moreover, the Ribbon Roll maybe difficult to be removed because of the shape-change that result from over-power tension. In this case, please decrease both tensions of Ribbon Supply Shaft and Ribbon Rewind Shaft by turning Knobs counterclockwise.
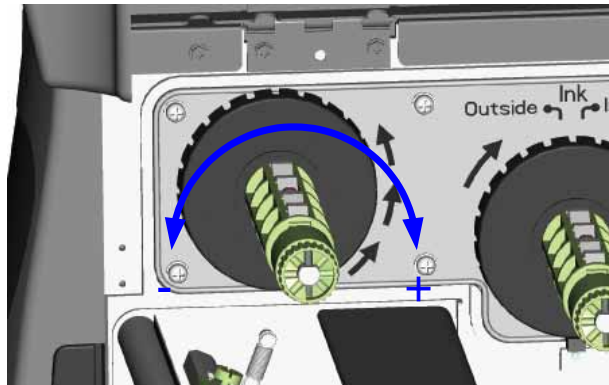
# 5-4. Thermal Print Head Cleaning

Unclear printouts (some parts of label cannot be printed) 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 lifting the Print Head Lever.
5. If there are label pieces or other stain on the print head (see blue arrow), please use a soft cloth with industrial use alcohol to wipe away the stain.

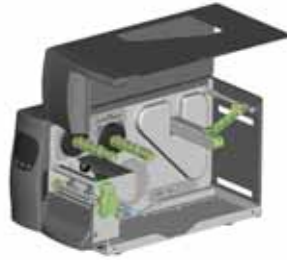*Note 1*
*Weekly cleaning on the print head is recommended.*

*Note 2*
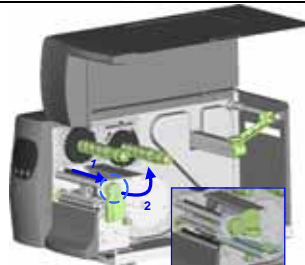*When cleaning the print head with soft cloth, make sure there is no any metal or hard particles attached on it.*
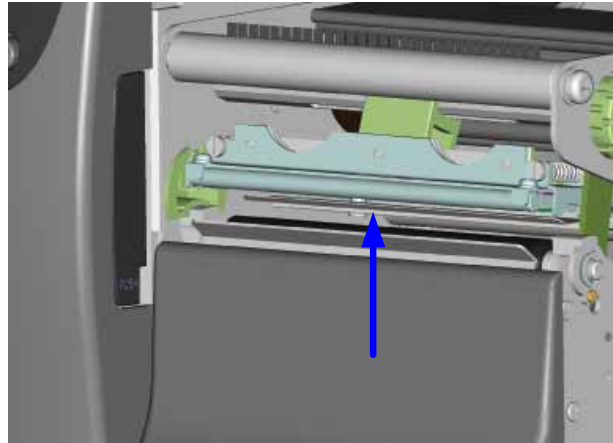
# 5-5. Print Head Balance and Pressure Adjustment

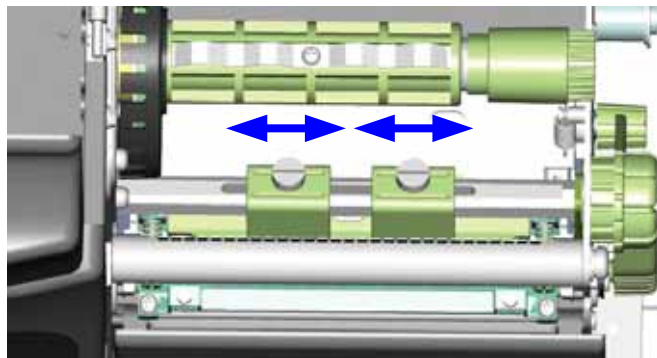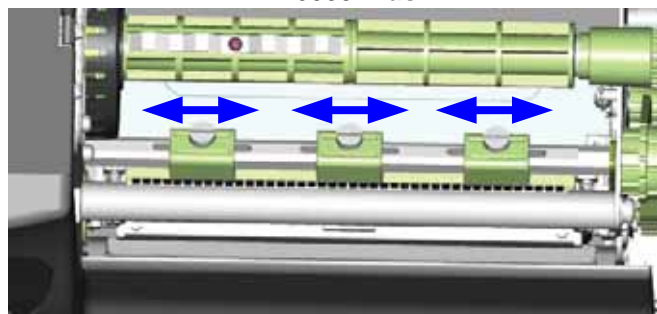| | |
|---|---|
| 1. Open the top cover. |  |
| 2. Pull the Print Head Lever out and flip it upward to the right. |  |
| When printing with different label materials or using different ribbon types, unbalanced print quality may occur due to the media material differences. Moreover, when one side of the printout is not printed clearly or ribbon wrinkle occurs, it's necessary to adjust the position or pressure of TPH Spring Box.<br><br>3. Move the TPH Spring Box as showed on the figure to change the print position. Normally, the wider the paper, the right-TPH Spring Box is farther to the right (out); the narrower the paper, the right-TPH Spring Box is farther to the left (in).<br><br>If the problem is still not solved, please move to next step to adjust the pressure of TPH Spring Box. | **EZ-2000 Plus**<br><br>**EZ-6000 Plus**<br> |
| 4. To adjust the TPH Spring Box pressure, use a flat tip screwdriver to turn the screw clockwise to increase the pressure; counterclockwise to decrease the pressure. |  |
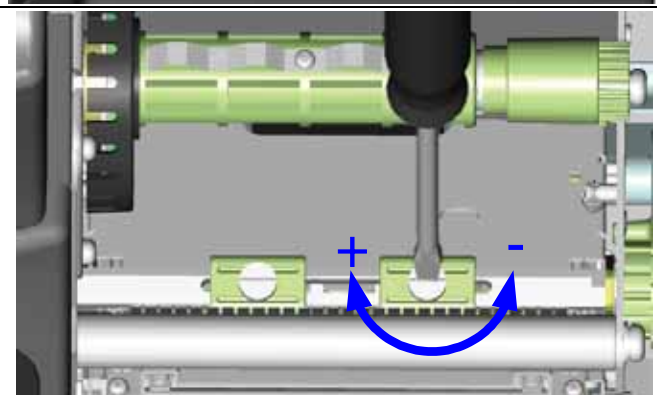
# 5-6. Ribbon Shield Adjustment

1. Due to the differences in the ribbon materials, if ribbon wrinkles occur during printing, please adjust the ribbon shield screw.

   Example: If ribbon wrinkles occur as (a), please turn the ribbon shield screw A clockwise, and if ribbon wrinkles occur as (b), please turn the ribbon shield screw B clockwise.



(a)　　　　　　　　　　　　　　　　(b)

2. It is recommended to adjust by a half of a circle each time to fully control the printing quality and status. Perform the printing test after adjustment, and if a ribbon wrinkle has not been removed, please perform the adjustment one more time.　Each adjustment on the screw can not be turned more than two circles.

   *Note*

   *If the screws are turned more than acceptable range, then paper feed may not be smooth. In this circumstance, please restore the ribbon shield screws and do the adjustment again.*
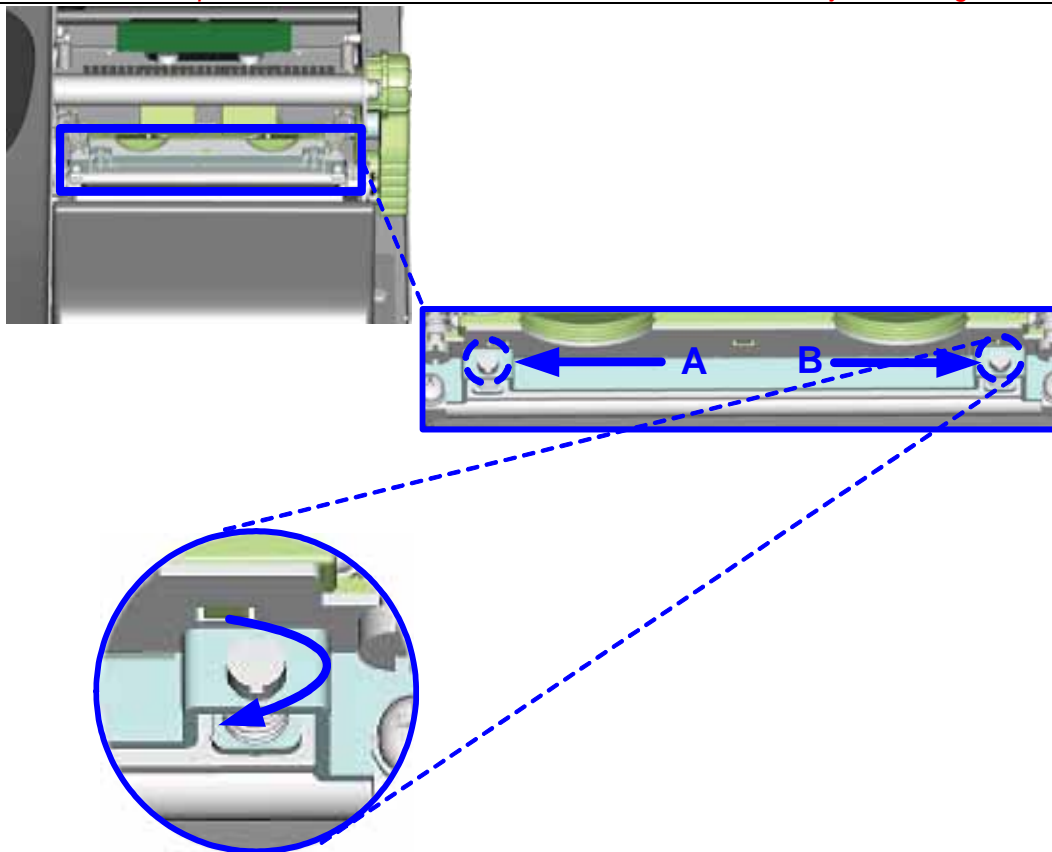
## 5-7. Adjust the Cutter

| | |
|---|---|
| 1. The cutter-adjusting hole is on both sides of cutter.<br><br>2. The cutter will not work properly if there is a paper jam. Please power off the printer and use a 3mm hexagon screwdriver to insert into the hole.<br><br>3. Turn the screwdriver clockwise to remove the jammed-label.<br><br>4. After the jammed-label is removed, power on the printer again. The cutter will reset automatically.<br><br>*Note*<br>*The label / paper used for cutting is suggested to be at least 30mm in height.* |  |
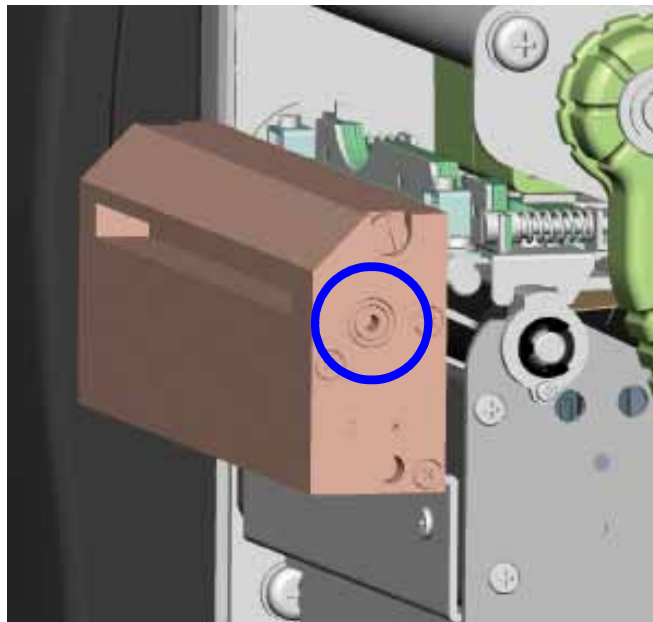
## 5-8. CF Card Instruction

All the EZ-2000 Plus and EZ-6000 Plus series models have built-in CF Card slot on the back of the printer. 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 print 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, the LCD will show the message of "CF card not formatted, press FEED to format".
3. If user wants to format the CF Card, please follow the instruction to press the "FEED" key, and then the printer will format the CF Card in FAT16.
4. 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.
5. The capacity of CF Card that is supported by the printer is from 128MB to 1GB.

# 5-9. Troubleshooting

| Problem | Recommended Solution |
|---|---|
| LCD Display shows no message after power on the printer | ◆ Check the power cable |
| LED light indicates error messages after printing stops | ◆ Check for software setting or program command errors<br>◆ Replace with suitable label or ribbon<br>◆ Check if label or ribbon is all out<br>◆ Check if label is jammed/tangled up<br>◆ Check if mechanism is closed (Thermal Print Head not positioned correctly)<br>◆ Check if sensor is blocked by paper/label<br>◆ 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<br>◆ Select the correct printer driver<br>◆ 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<br>◆ Check if application software has errors<br>◆ Check if start position setting has errors<br>◆ Check if ribbon has wrinkles<br>◆ 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<br>◆ 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<br>◆ Use internal command "~T" to check Thermal Print Head can print completely<br>◆ Check the media quality |
| The printout is not in desired position | ◆ Check if sensor is covered by paper or dust<br>◆ Check if liner is suitable for use, please contact reseller for more information<br>◆ Check if label roll edge is aligned with Label Width Guide |
| When printing, page skipping occurs | ◆ Check if error occurs on label height setting<br>◆ Check is sensor is covered by dust |
| Unclear printout | ◆ Check print darkness setting<br>◆ 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 0.16mm |
| When using cutter, label couldn't feed or unexpected cutting occurs | ◆ Check if cutter is installed properly<br>◆ Check if Paper Feed Rods are sticky |
| When using stripper, the function is not working correctly. | ◆ Check if stripper sensor is covered with dust<br>◆ Check if label is installed properly |

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