User Manual

GoDEX

ZX400(i)+ Series

Thermal Label Printer

User Manual :ZX400(i)+
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ZX400(i)+

FCC COMPLIANCE STATEMENT FOR AMERICAN USERS

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 **Subpart B** of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with Part 15 **Subpart B** of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

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

IEC 62368-1:2018

EN 55032:2015/A1:2020, Class B

EN 55035:2017/A11:2020

EN IEC 61000-3-2:2019/A1:2021

EN 61000-3-3:2013/A2:2021

AS/NZS CISPR 32: 2015 AMD 1: 2020

FCC CFR Title 47 Part 15 Subpart B:2021 Class B,

ICES-003 Issue 7:2020, Class B

SAFETY INSTRUCTIONS

Please read the following instructions carefully.

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

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

* Do not remove the grounding pin of power cord. The grounding is an important safety feature. Please keep the power cord grounded (earthed) all the time.

* The cutter is an optional accessory. If the cutter is installed, it is not suitable for children to approach.

1.Thermal Label Printer

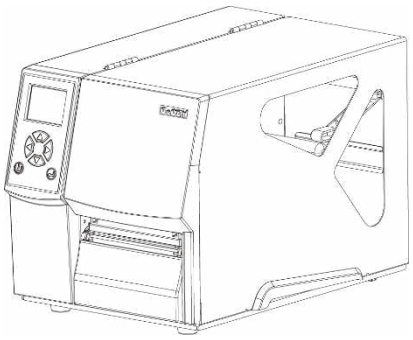
1-1 Box content

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

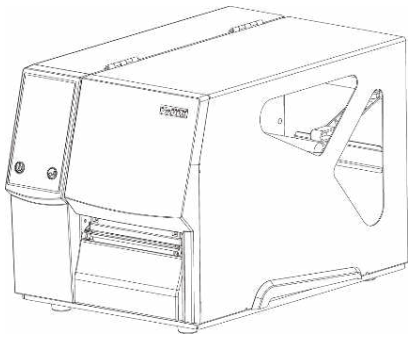
(Package content and Logo style may vary per region。)

•Barcode Printer

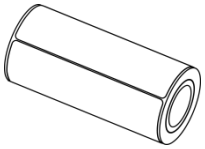
ZX400i+



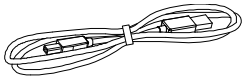
ZX400+



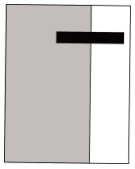
•Label Stock



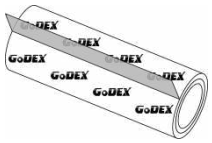
•USB Cable



•Quick Guide

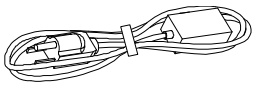


•Ribbon

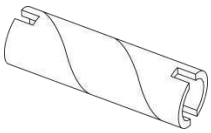


•Power Adapter

Power Cord



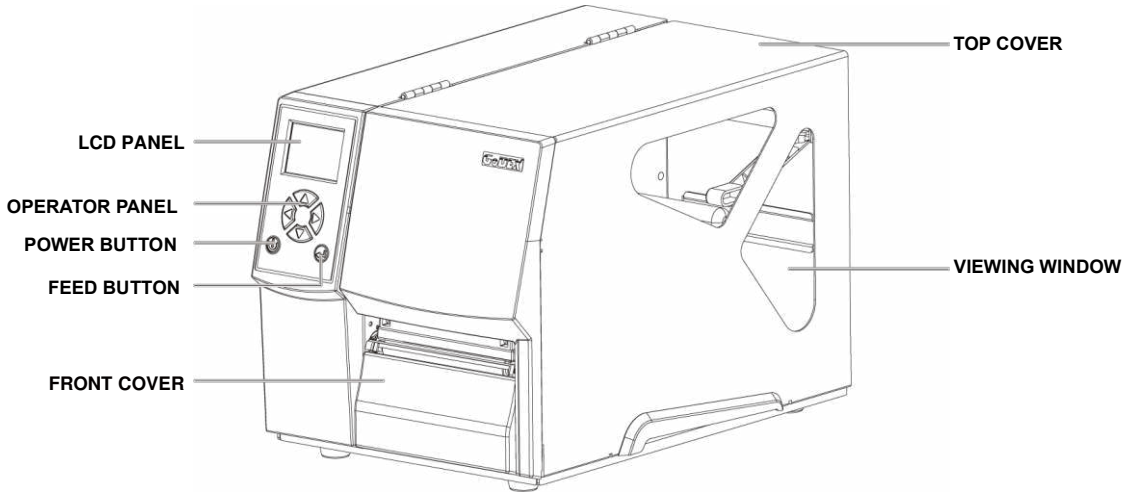
•Empty Ribbon Core



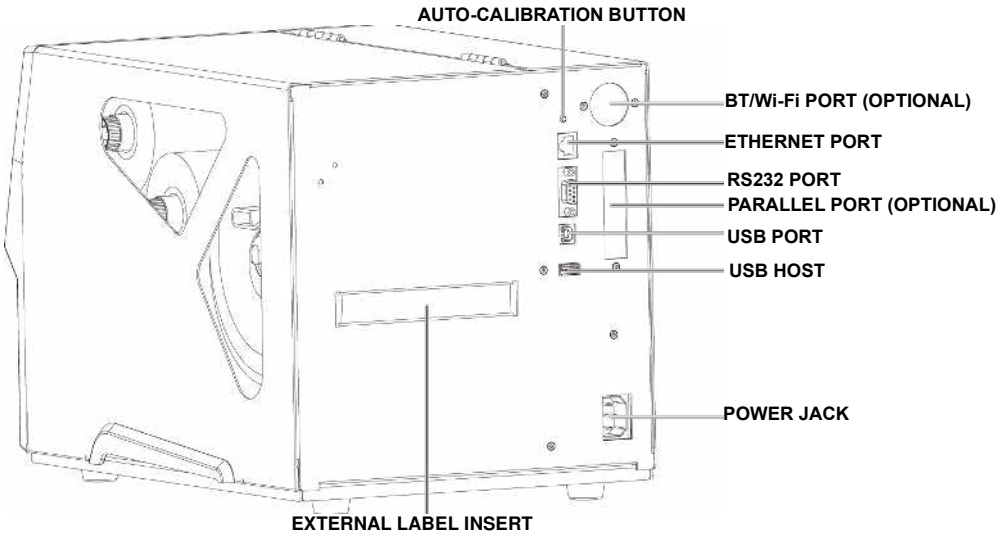
1-2 Getting to know your printer

(ZX400i+)

•Front View

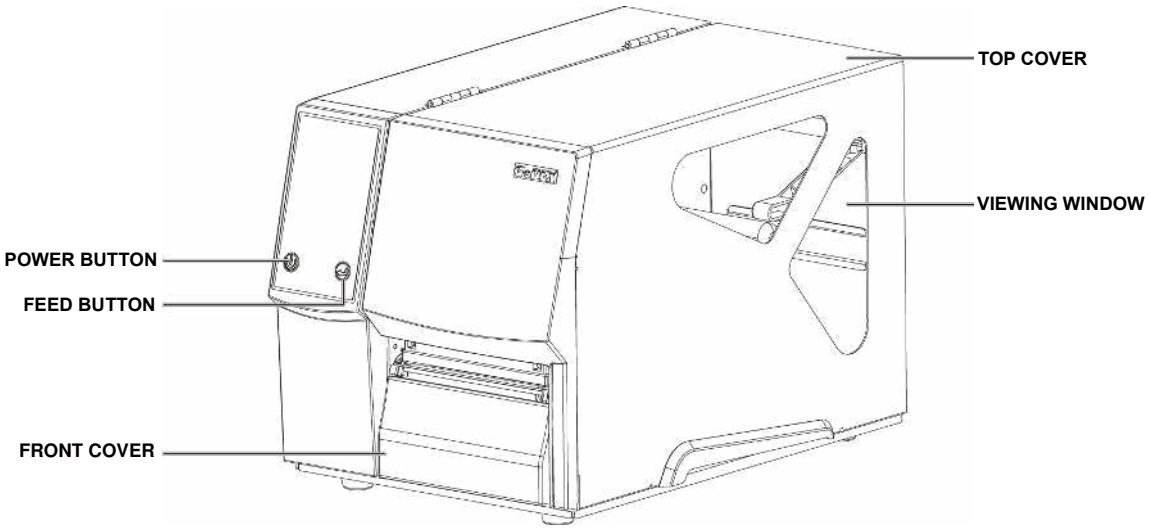


•Rear View

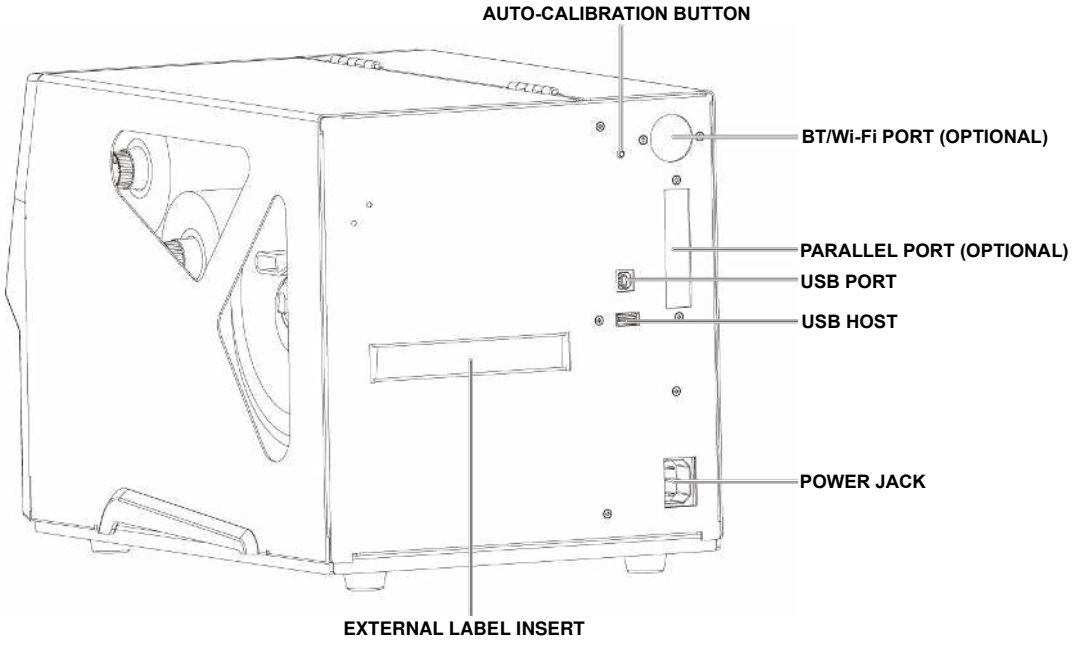


(ZX400+)

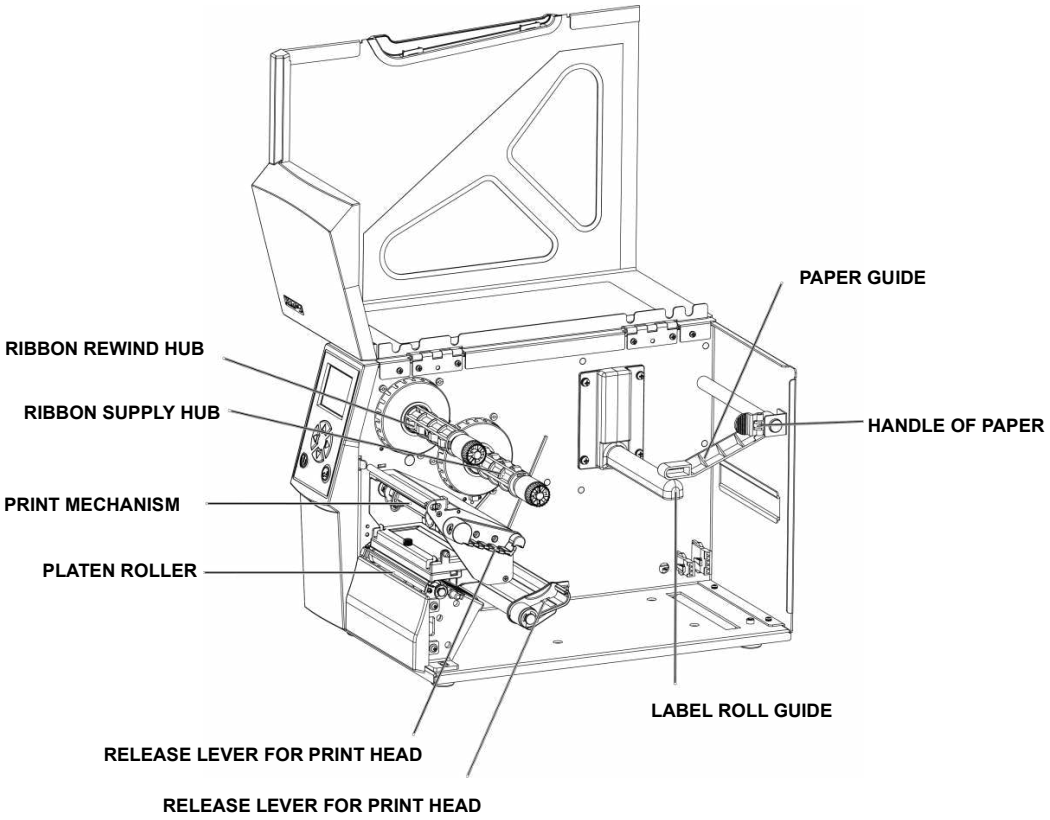
•Front view

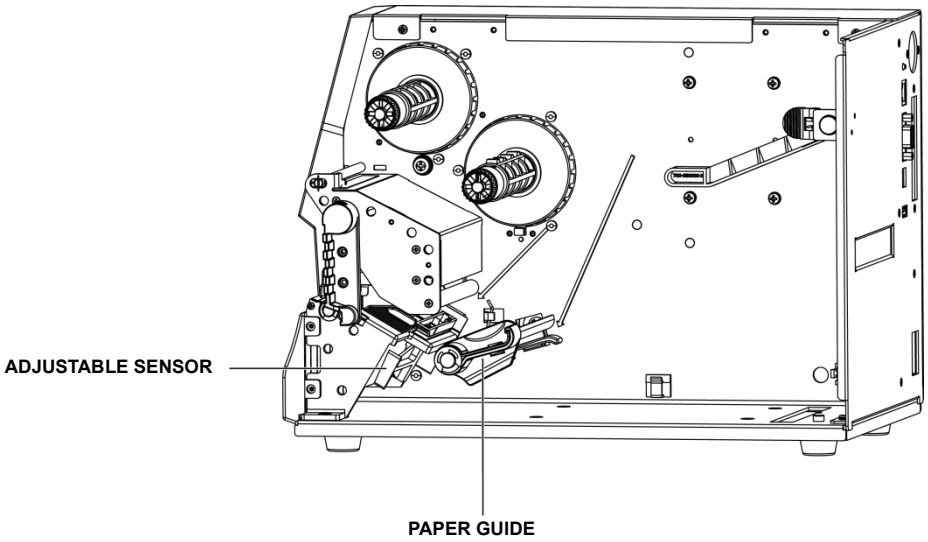


•Rear view



•Open the printer cover





2. Printer Setup

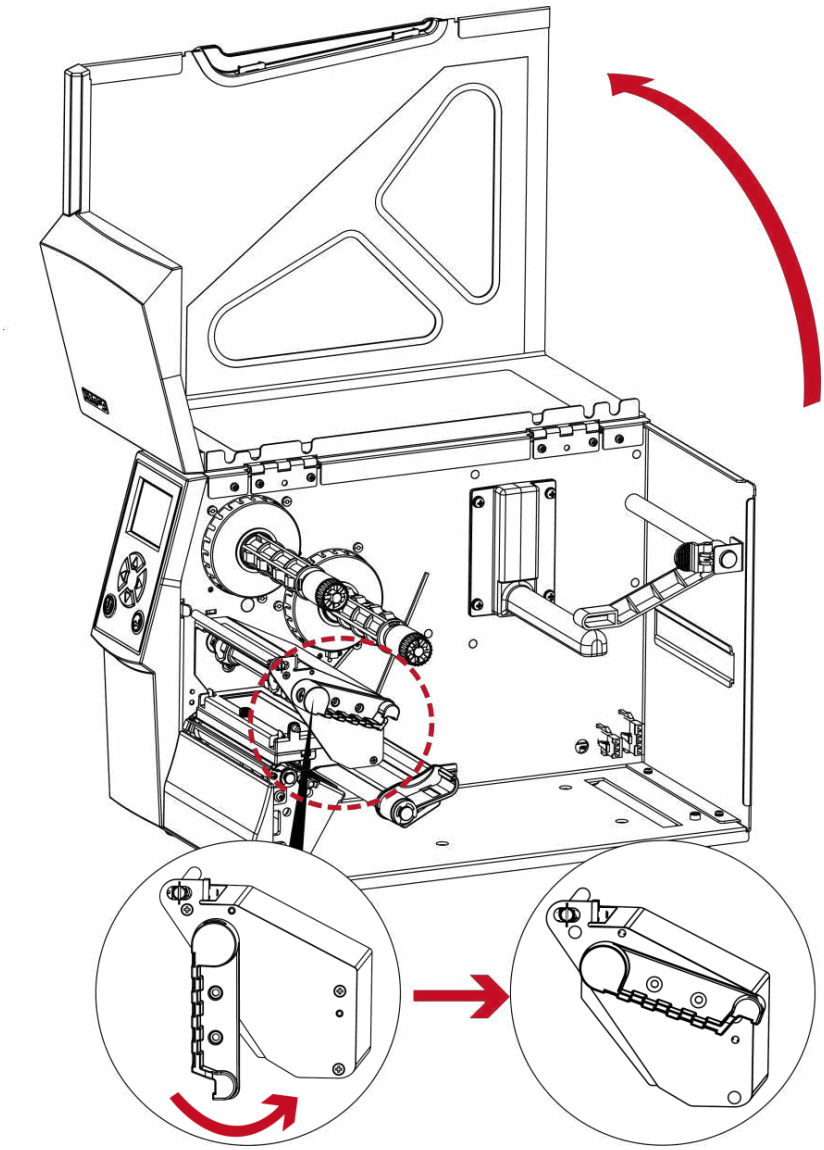
2-1 Loading the label roll

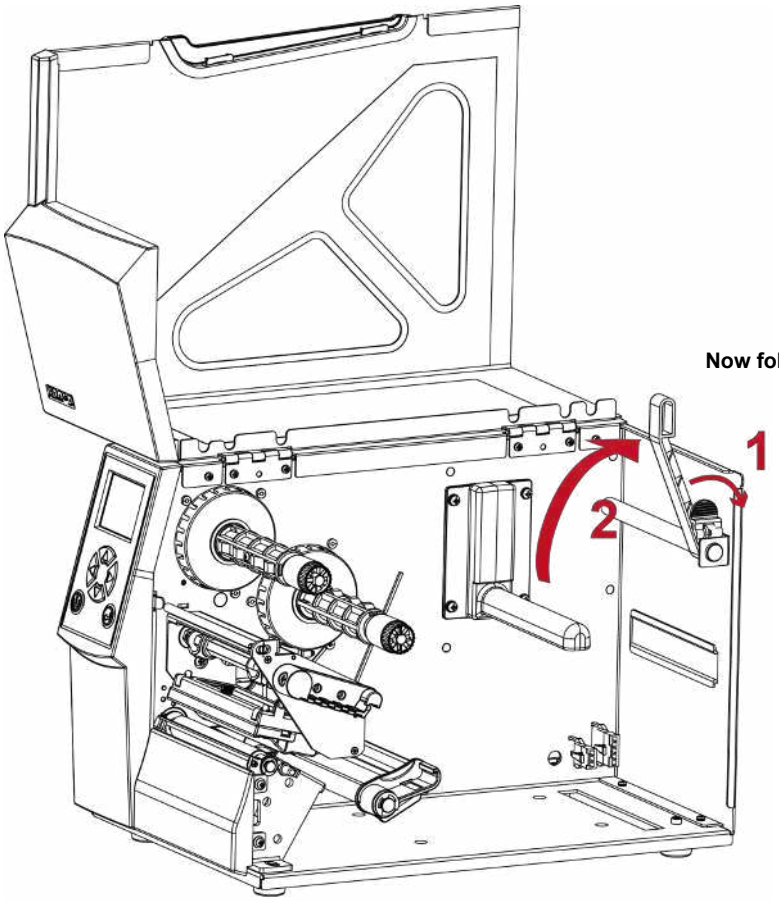
This printer supports the following printing methods:

Thermal transfer printing (TTP) : Requires a ribbon for transferring a printed image to a medium.

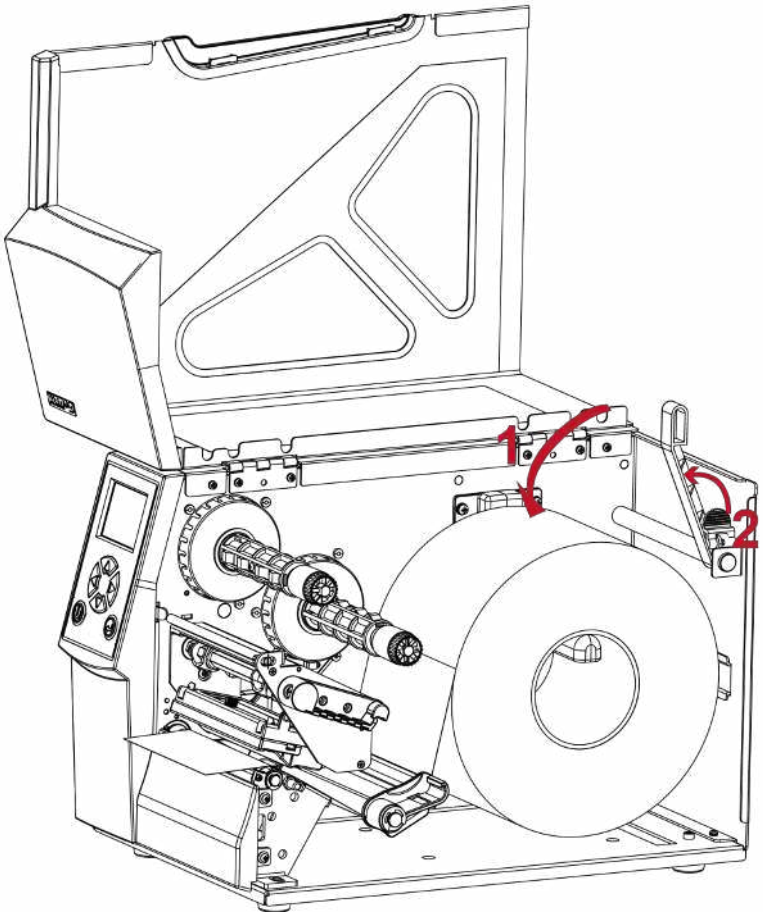
Direct thermal printing (DTP) : Does not require a ribbon, only thermal paper.

Please check which printing method you are using and alter the settings accordingly in the printer driver, printer menu, and/or software.

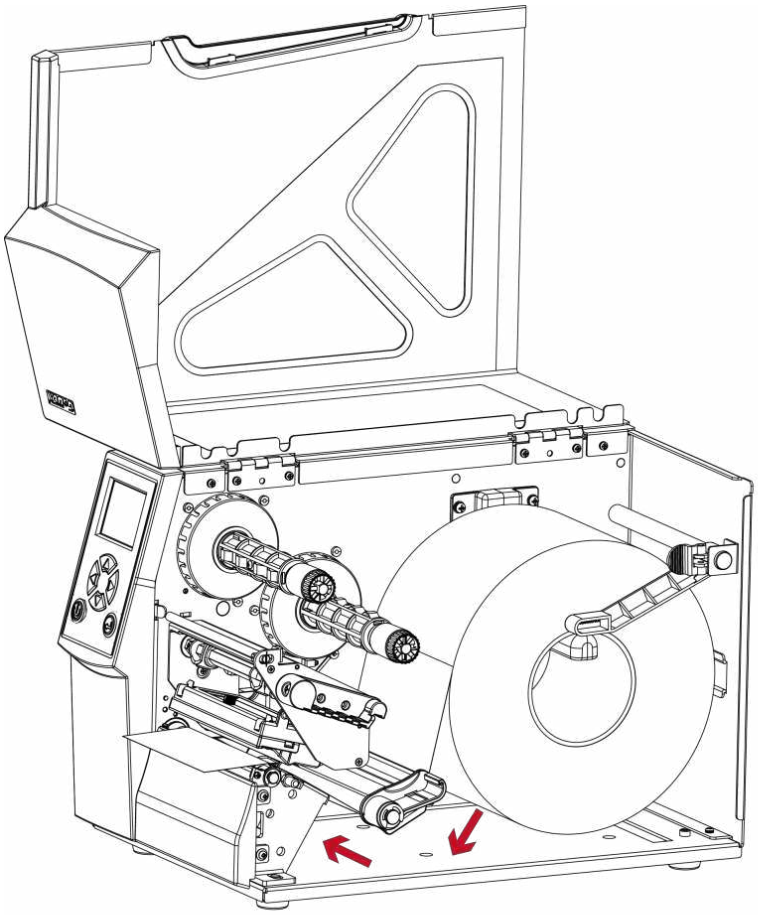




Now fold the label roll guide up



Place the label roll on the label supply hub, pushing it right up to the printer housing. (Do not apply too much pressure to avoid damaging the label stock.)

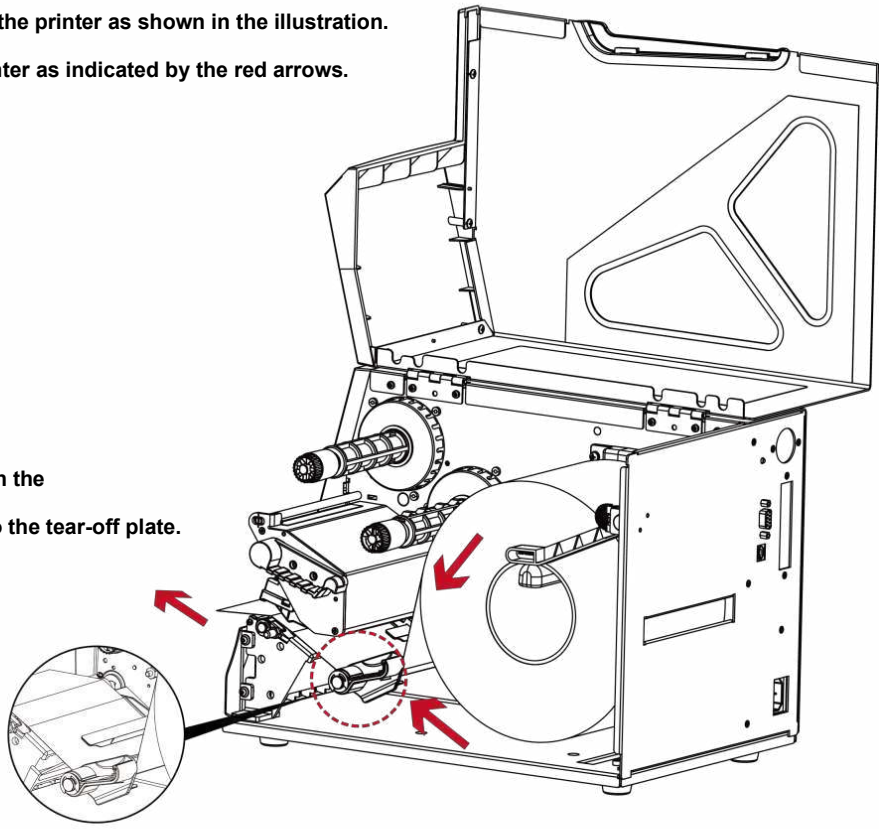


Load the label roll into the printer as shown in the illustration.

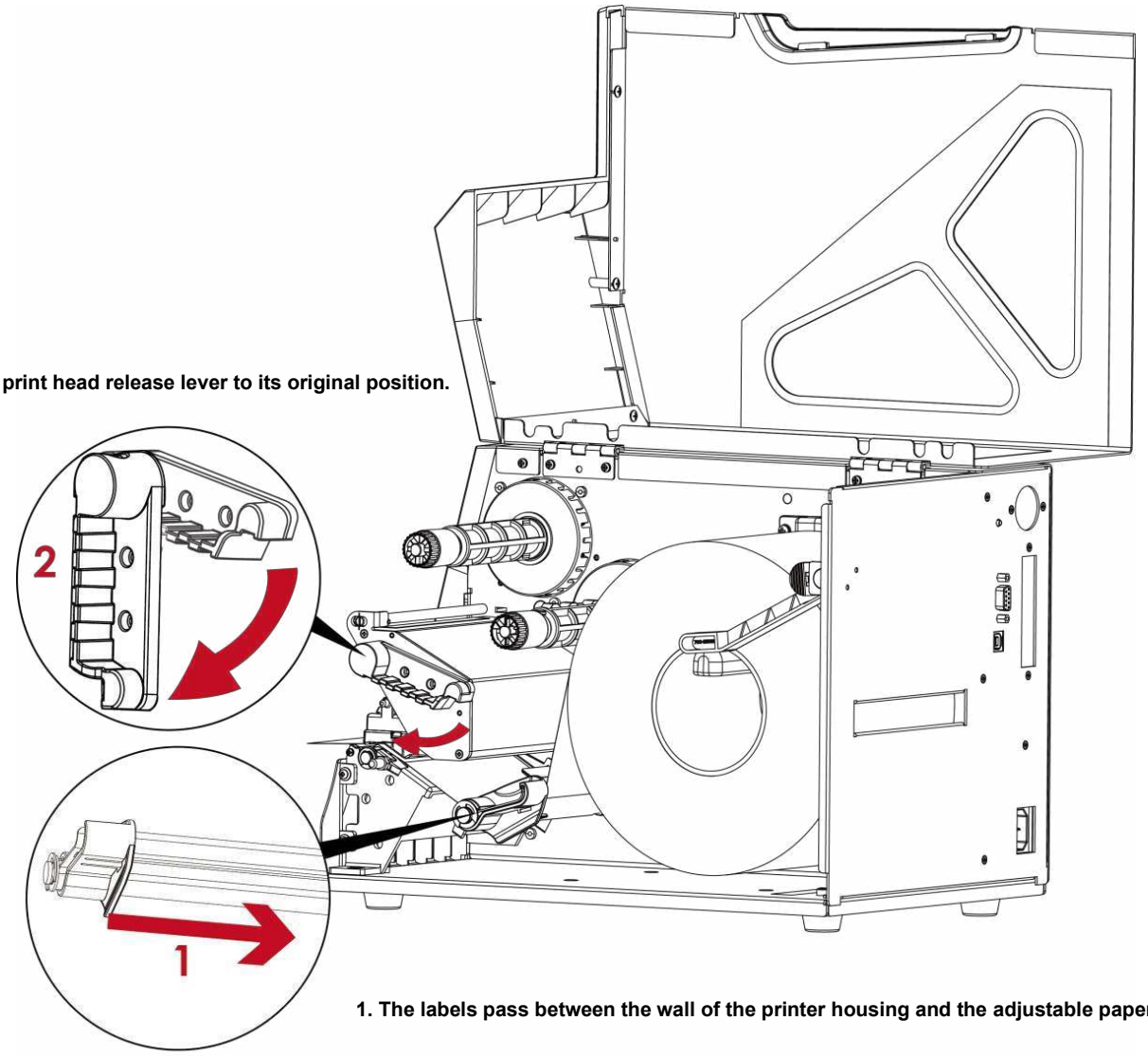
Pass it through the printer as indicated by the red arrows.

Pass the label stock through the

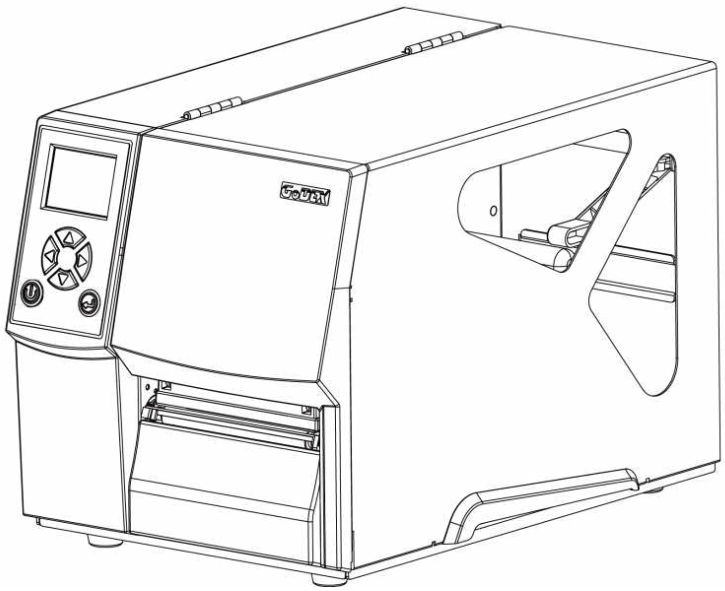
adjustable Sensor and up to the tear-off plate.



2. Return the print head release lever to its original position.



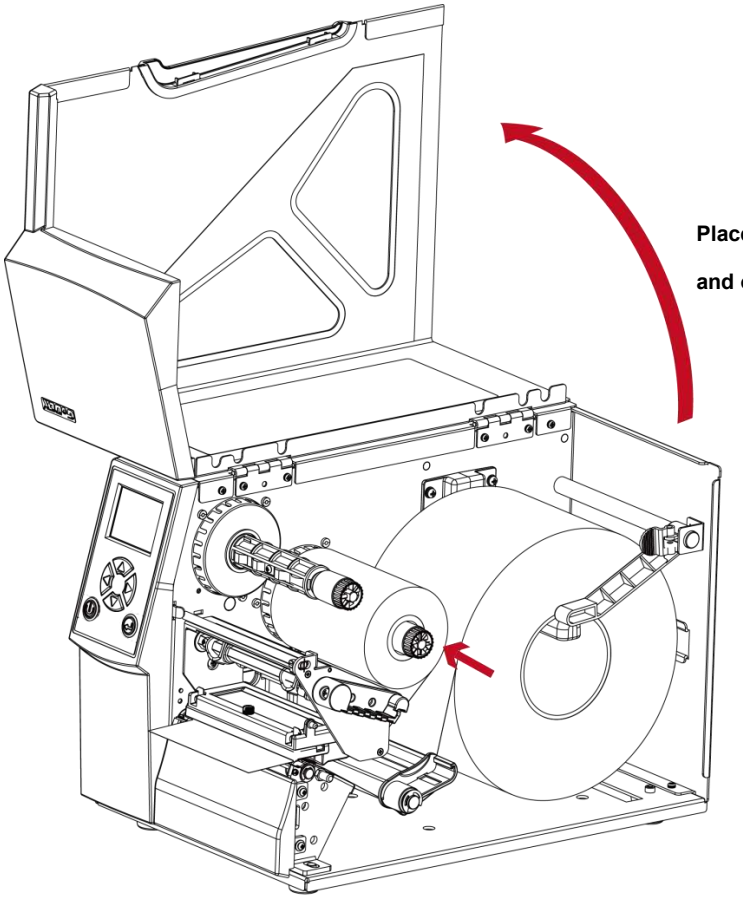
1. The labels pass between the wall of the printer housing and the adjustable paper guide.



Then close the printer cover.

2-2Loading & removing the ribbon

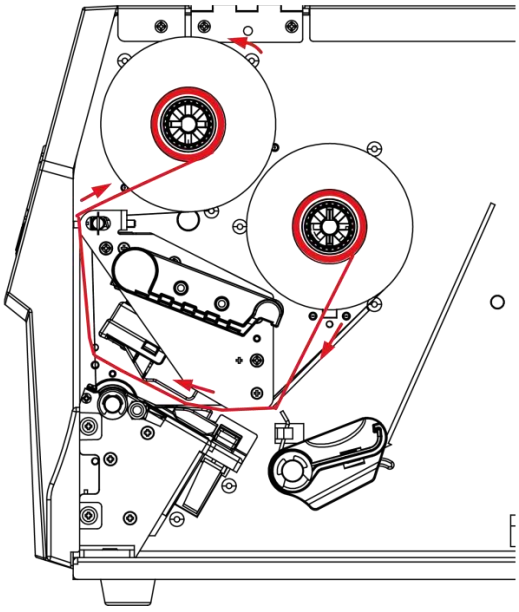
•Loading ribbon



Place the printer on a flat surface and open the printer cover

Place a new ribbon on the ribbon supply hub.

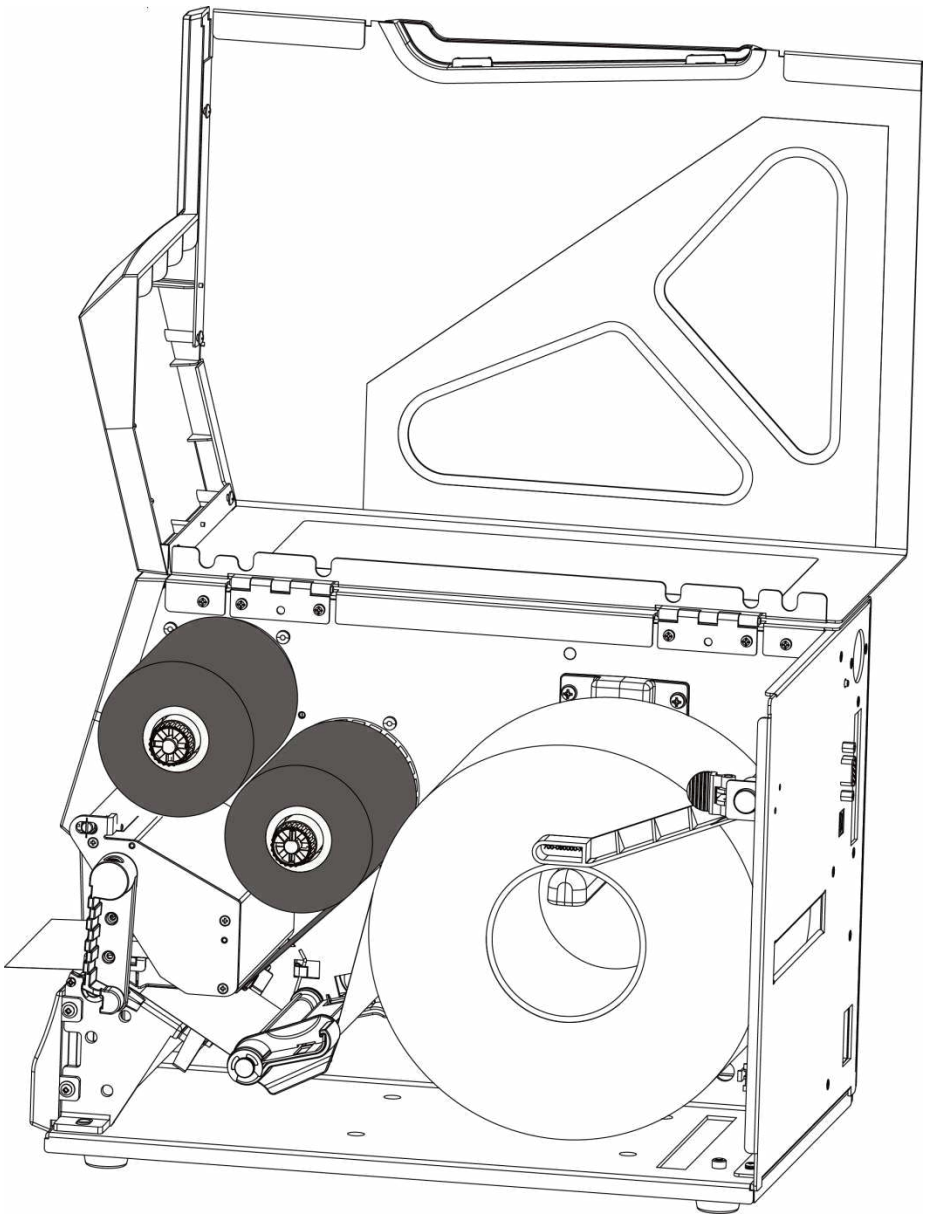
The illustration as below shows you how to install the ribbon.



Ink side out

Pass the ribbon under the print head and back up on the other side.

Attach it to the empty ribbon core.

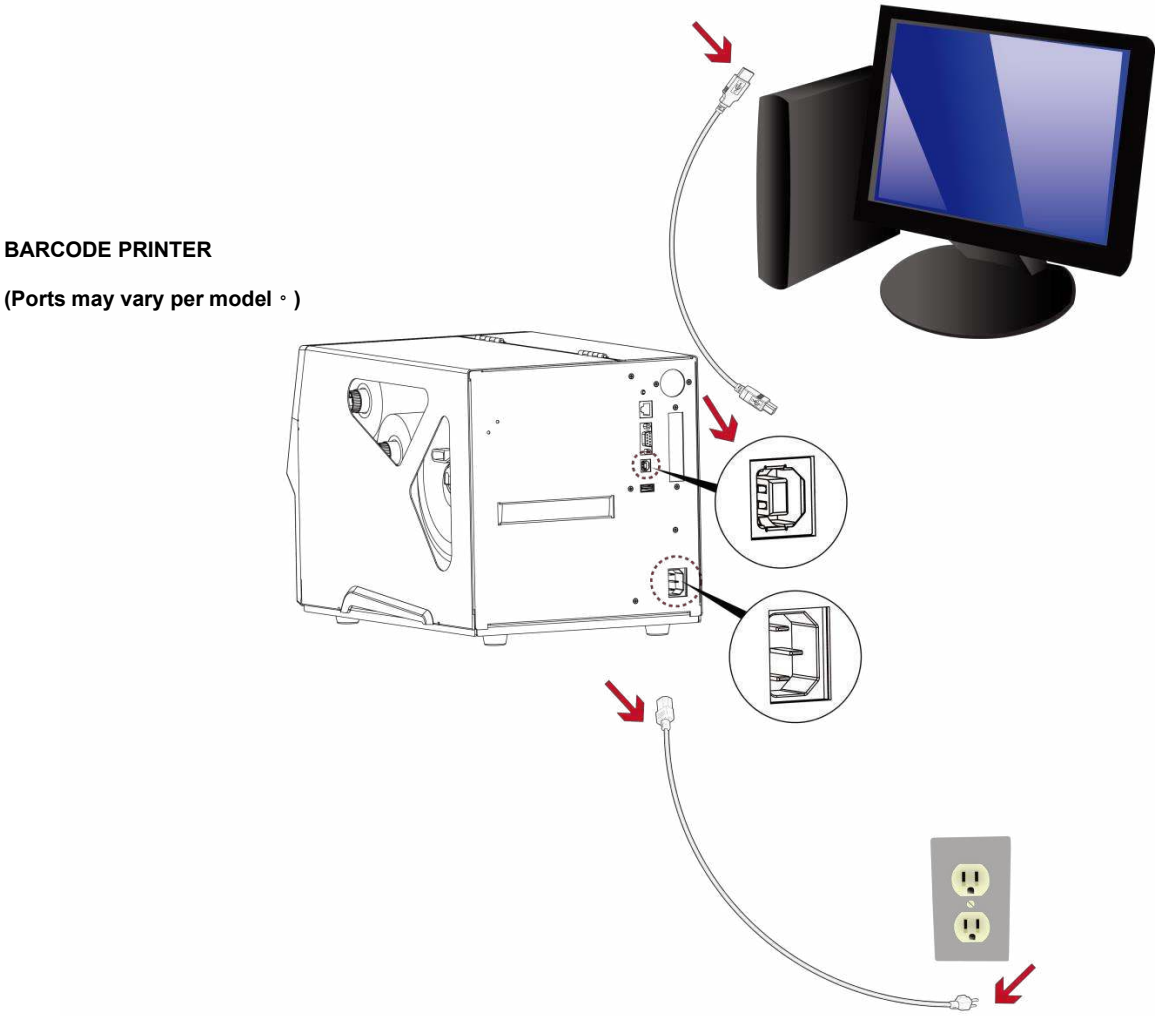


2-3Connecting the printer to the host computer

- Please make sure that the printer is switched off.
- Connect the power cord to the AC adapter and connect the adapter to the printer.
- Connect the USB / parallel cable to the printer and host computer.

(The type of cable may vary according to the products which you purchase.)

- Switch on the printer. The LED indicator should now lights up.



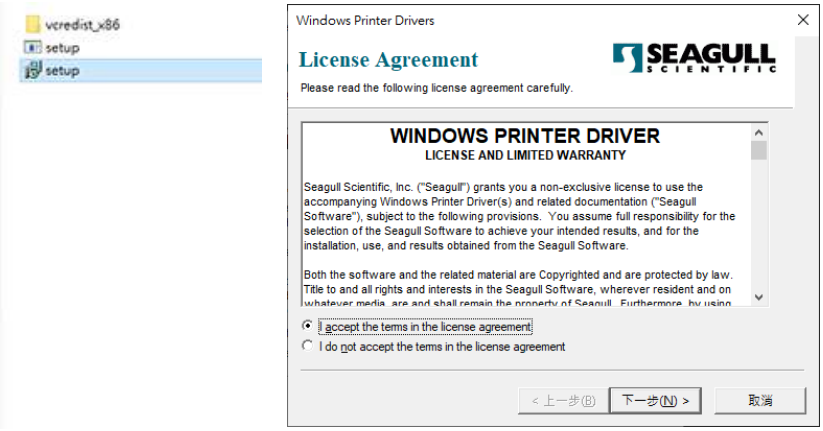
2-4 Installing printer driver and GoLabel II

Relevant documents and software can be found and download on GoDEX official website.

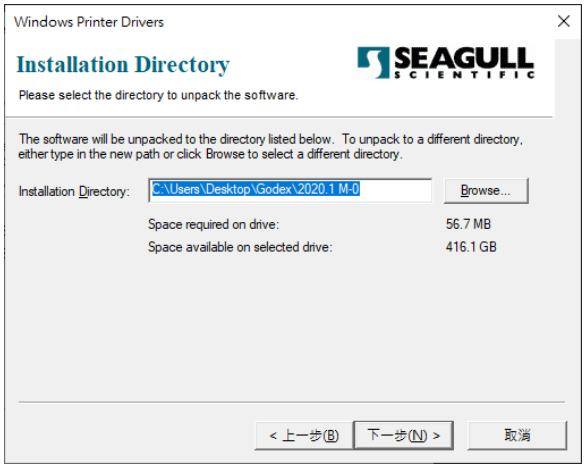
Driver

Step1. Click the compressed driver file in the folder.

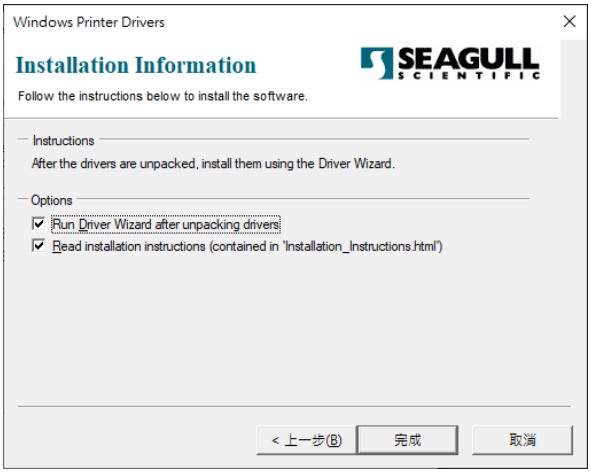
Select "I accept the terms in the license agreement." and click "Next".



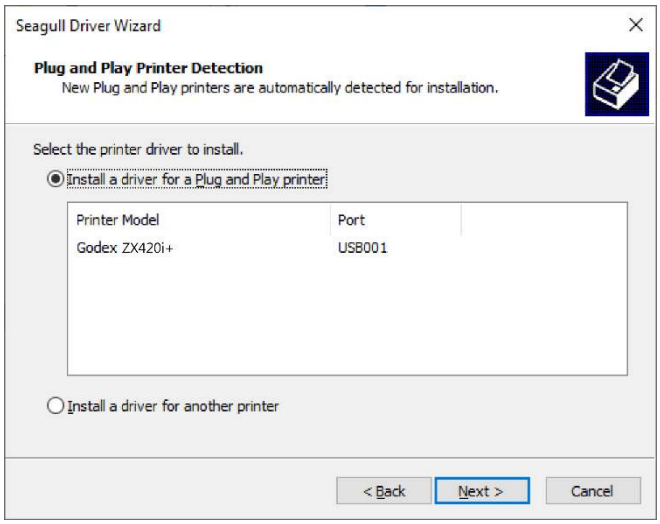
Step2. Select the path to unzip and click "Next"



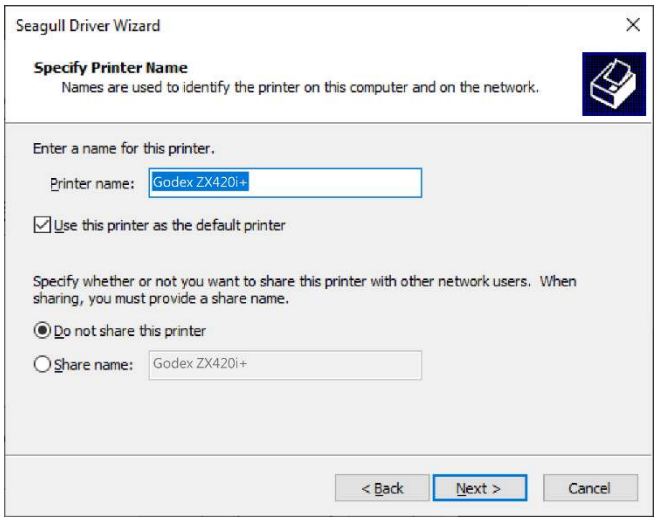
Step3. Click "Finish" and open the Driver Wizard



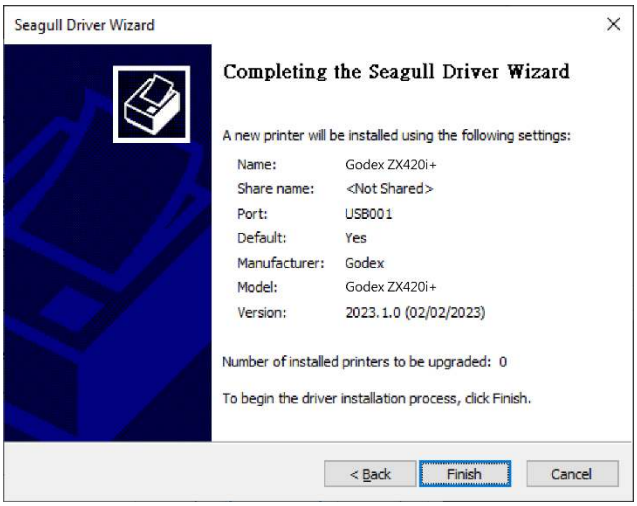
Step4. The driver installation wizard will automatically detect the model, please click "Next" to start the installation.

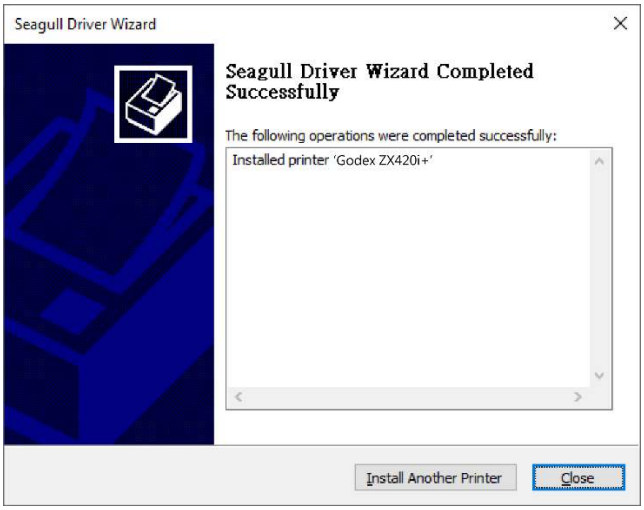


Step5. After entering the printer name, click "Next"



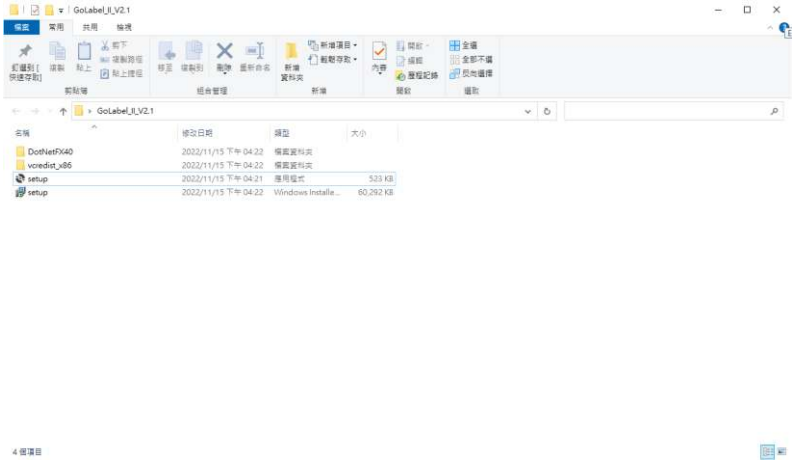
Step6. After confirming the settings, click "Finish" to install.



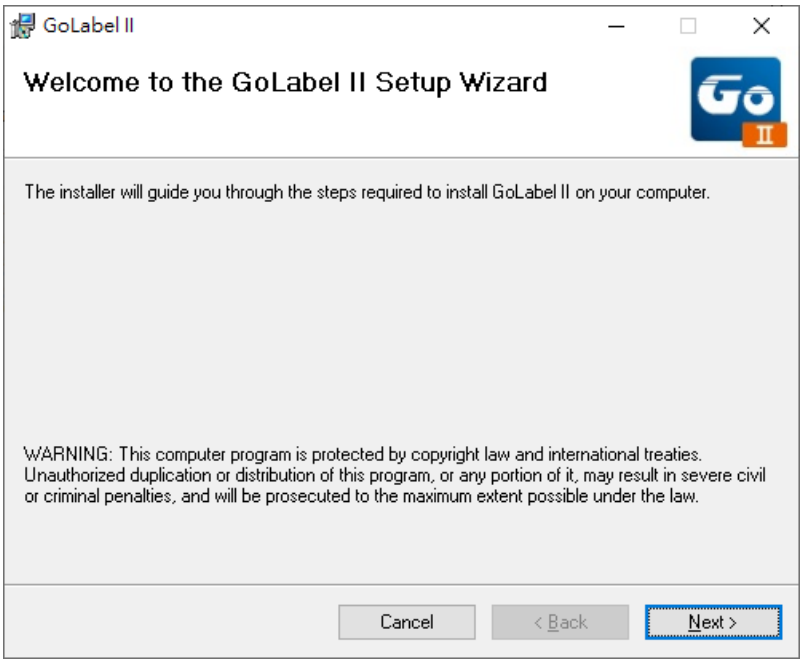


Installing GoLabel II

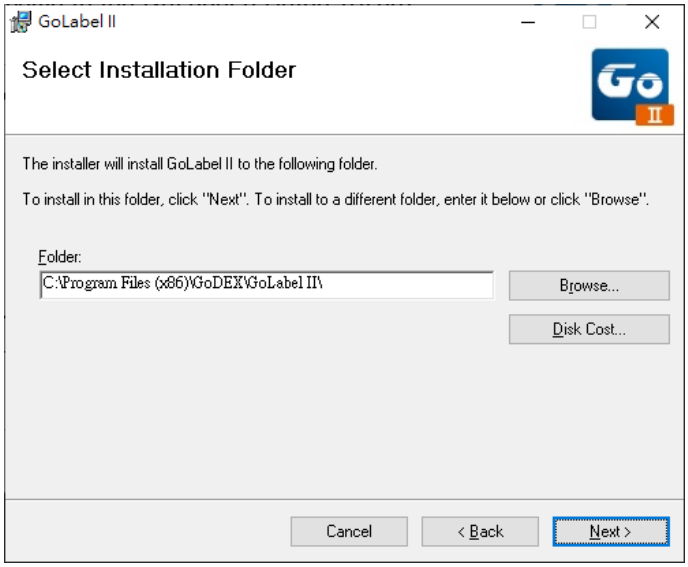
Step1. Click the installer in the folder to install.



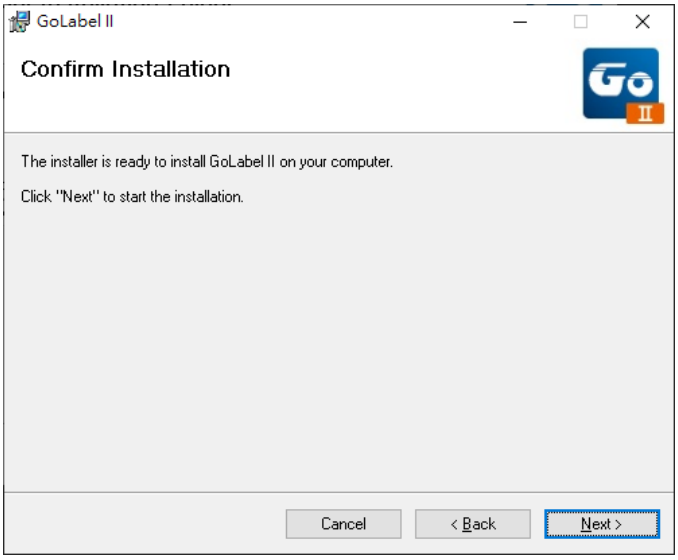
Step2. After entering the installation screen, click “Next”.



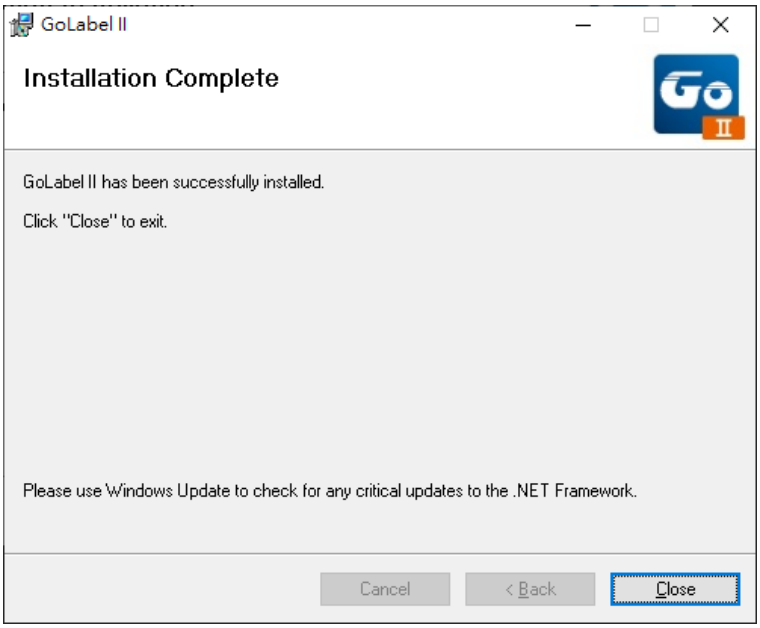
Step3. After selecting the folder to install, click “Next”



Step4. Click Next to start the installation.



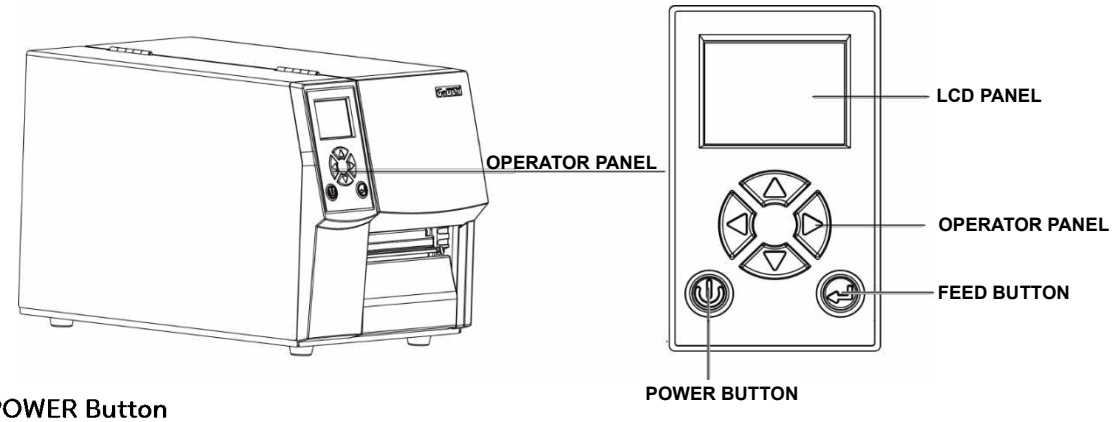
Step5. Finish installation



3. Operation Panel

3-1 LED operationpanel

(For ZX400i+ Series)



POWER Button

Press the POWER button to turn on the printer, and the START UP SCREEN appears. The printer is on "ready to print" status, the LCD screen should display the message "READY" on the screen.
When printer is turned on, hold and press down the POWER button for 3 second will turn the printer off.

FEED Button

Turn on the printer and press the FEED button.
When you press the FEED button, the printer will advance media until the FEED button is released.
If you are using continuous labels, pressing the FEED button will advance a length of media until the button is released.
If you are using media with gaps, pressing the FEED button once will advance only one label.
If the label does not stop at the correct position, you need to run the auto-detection function for your media, please see Section 3.6 Label Calibration and Self-Test.

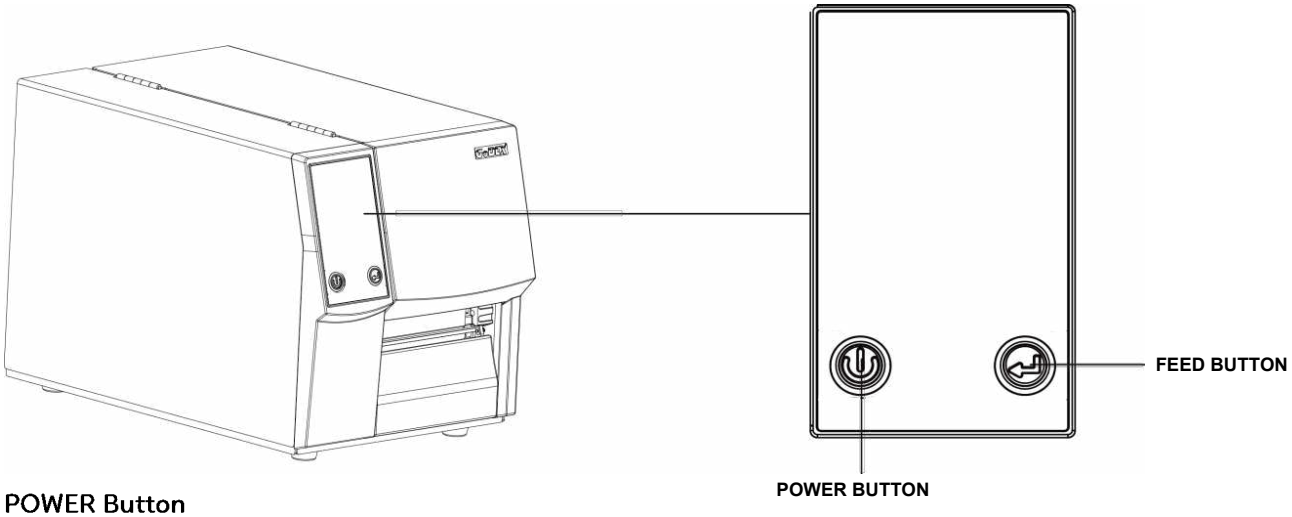
PAUSE PRINTING_FEED Button

Pressing the FEED button while the printer is in standby mode will set the printer to pause mode. In this mode, the printer can receive commands, but it will only process them when it is reset to standby mode. Pressing the FEED button again will reset the printer to standby mode.
Pressing the FEED button during printing will interrupt printing. When the FEED button is pressed again, the printer resumes printing. Example: While a 10-label print job is running, you press the FEED button to pause the printer. Two of the labels have been printed. To resume printing and print the remaining eight labels, you will need to press the FEED button again.

CANCEL PRINTING_FEED Button

Press and hold the FEED button for 3 seconds during printing cancels a print job. The current print job is cancelled.
Example: While a 10-label print job is running, you press the FEED button. Two of the labels have been printed. The print job is cancelled and the remaining eight labels will not be printed

(For ZX400+ Series)



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When you press the FEED button, the printer will advance media until the FEED button is released.

If you are using continuous labels, pressing the FEED button will advance a length of media until the button is released.

If you are using media with gaps, pressing the FEED button once will advance only one label.

If the label does not stop at the correct position, you need to run the auto-detection function for your media, please see Section 3.6 Label Calibration and Self-Test.

PAUSE PRINTING_FEED Button

Pressing the FEED button while the printer is in standby mode will set the printer to pause mode. In this mode, the printer can receive commands, but it will only process them when it is reset to standby mode. Pressing the FEED button again will reset the printer to standby mode.

Pressing the FEED button during printing will interrupt printing. When the FEED button is pressed again, the printer resumes printing. Example: While a 10-label print job is running, you press the FEED button to pause the printer. Two of the labels have been printed. To resume printing and print the remaining eight labels, you will need to press the FEED button again.

CANCEL PRINTING_FEED Button

Press and hold the FEED button for 3 seconds during printing cancels a print job. The current print job is cancelled.

Example: While a 10-label print job is running, you press the FEED button. Two of the labels have been printed. The print job is cancelled and the remaining eight labels will not be printed

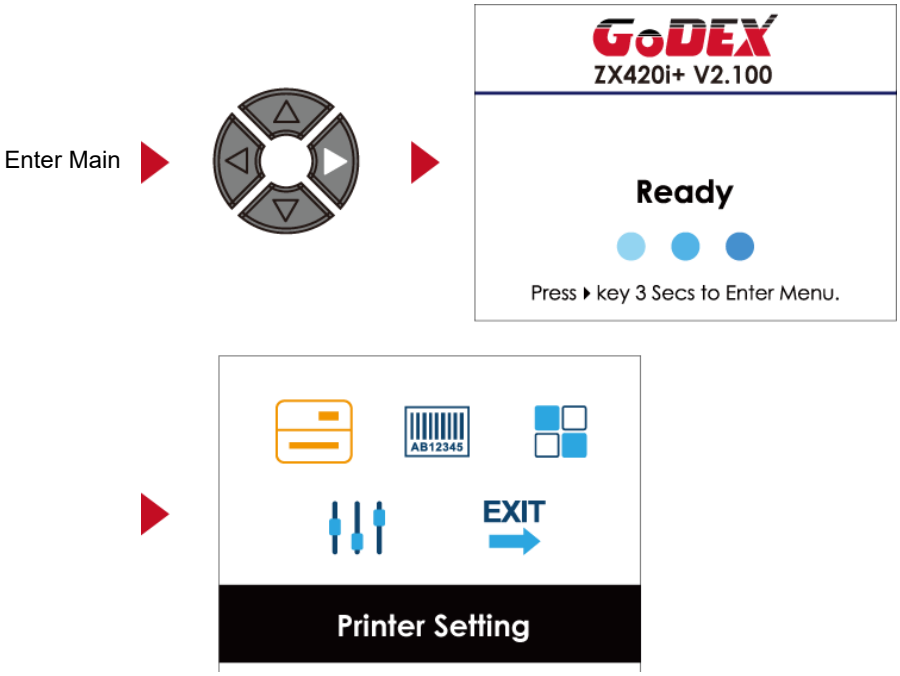
3-2 LCD interface introduction

Getting Started

Press the POWER button to turn on the printer, and the START UP SCREEN appears.

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

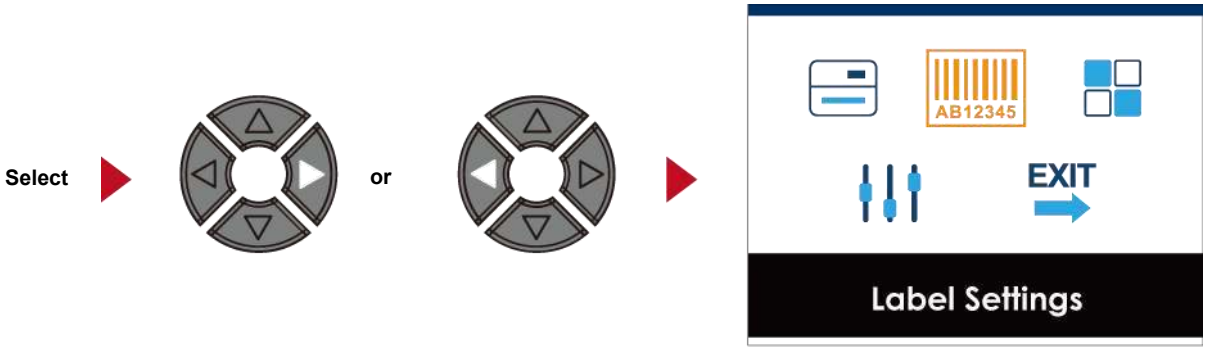
Please keep pressing ▸ button and wait for the timer to be filled, then the LCD interface will enter into the MAIN PAGE for SETTING MODE. You can make various setting functions in SETTING

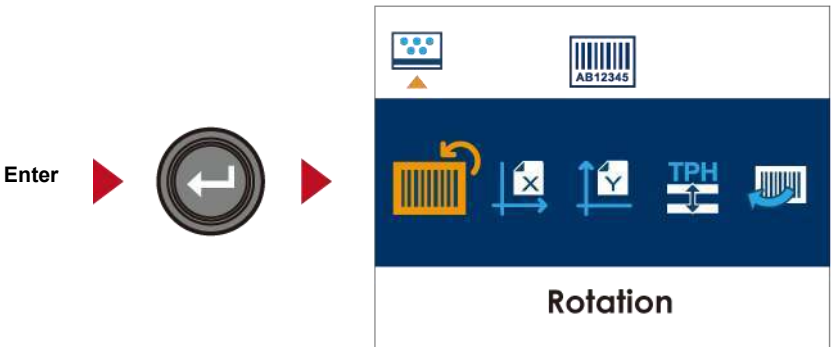


Operations on Setting Page

On MAIN PAGE, press ▶ or ◀ button to move the cursor and select the functions.

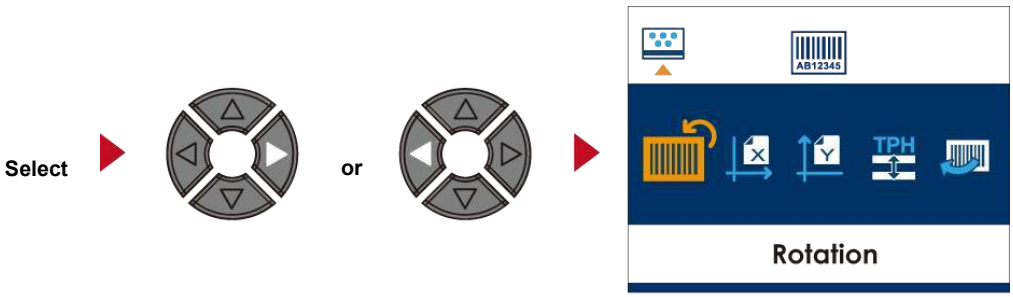
Select a designated function and press FEED button, you will enter the SETTING PAGES for the function.

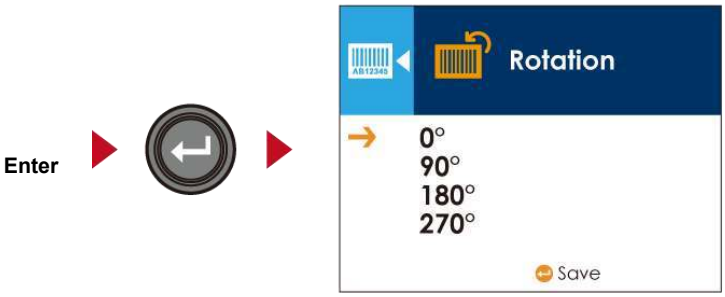




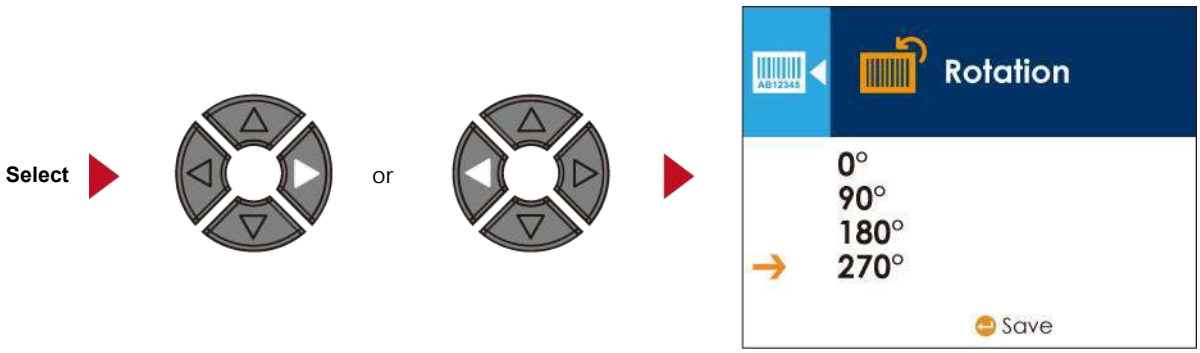
On SETTING PAGES, press ▶ or ◀ button to select the setting items.

Select a designated function and press FEED button, you will enter the SETTING VALUE PAGES for the function.

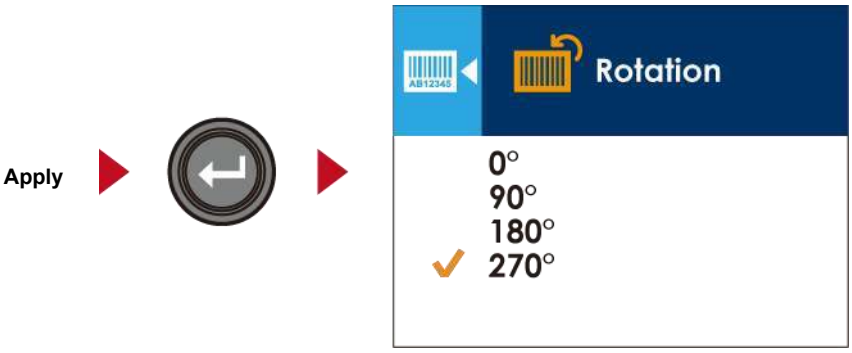




On SETTING VALUE PAGES, press ▲ or ▼ button to change the setting values.



Press FEED button will apply the setting value you just selected, and the red tick will appear to mark the value.



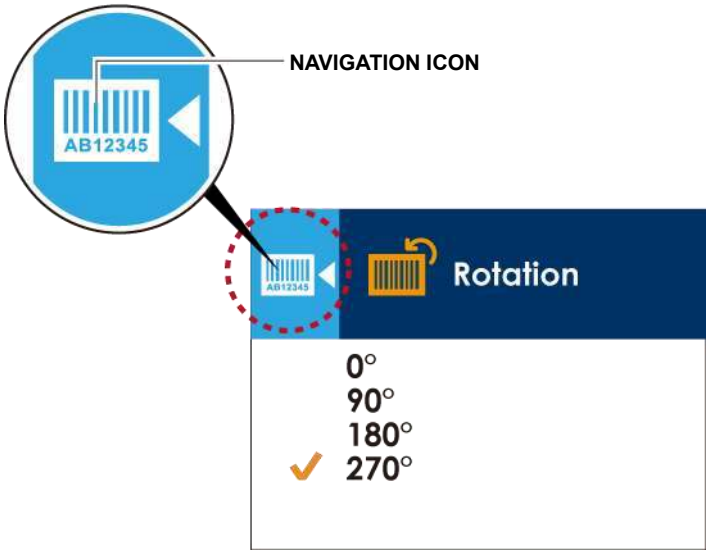
NOTE

* The arrow indicates the value you are selected.

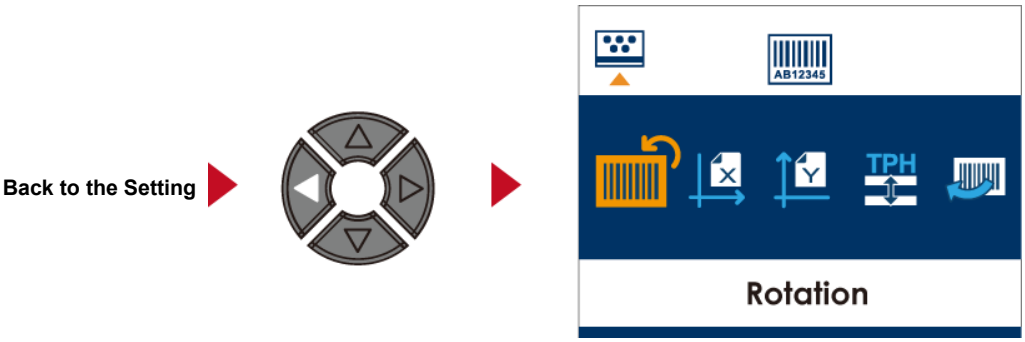
** The tick indicates that the selected value is applied now.

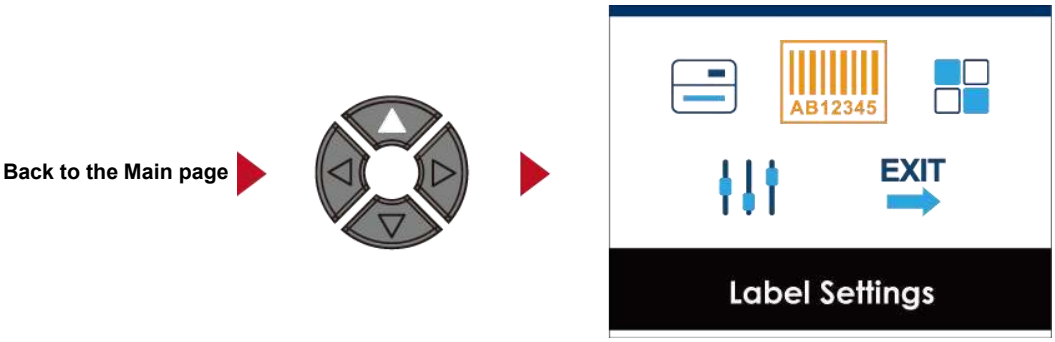
Exit from Current Page to Ready Status

The icon on top-left corner displays the capture of upper level screen and also guides you back to upper level with left or up arrow.

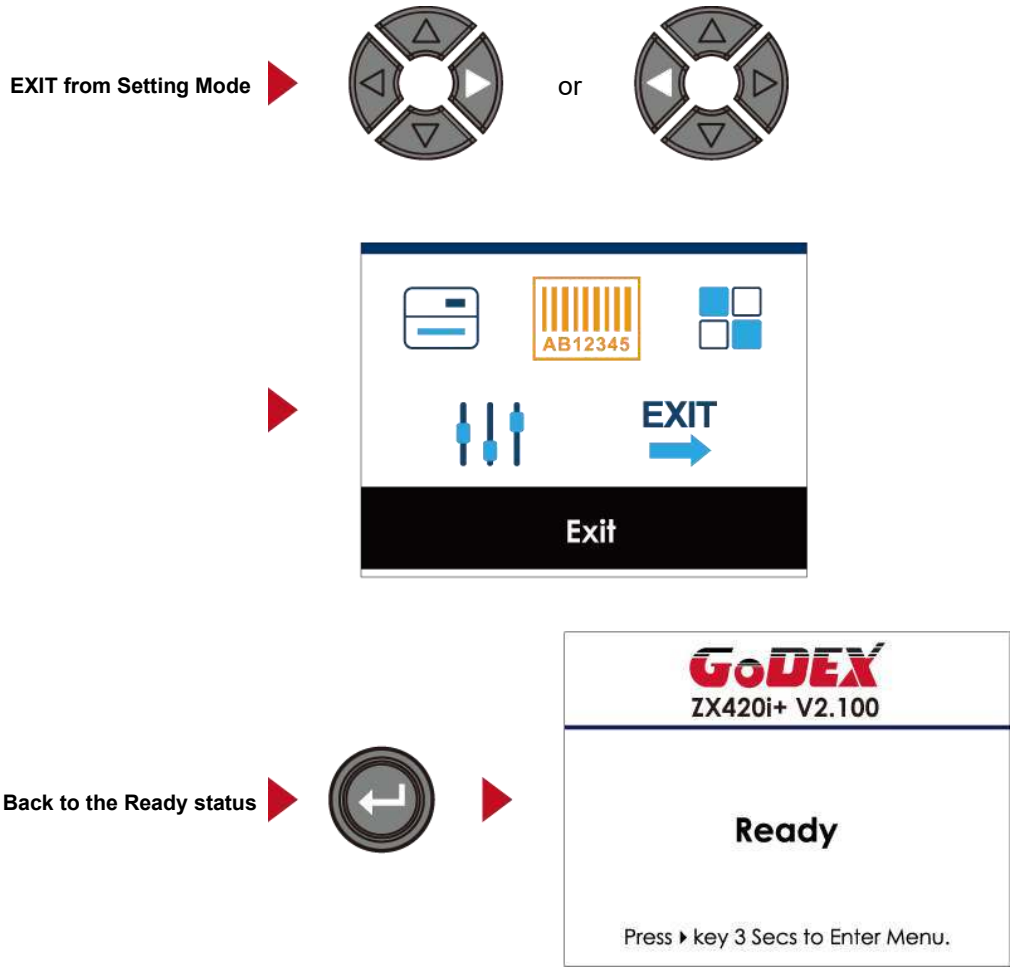


On SETTING VALUE PAGES, press button will go back to the upper level screen.





On MAIN PAGE, select the "EXIT" icon and press the FEED button to exit from SETTING MODE and the printer goes back to READY status.

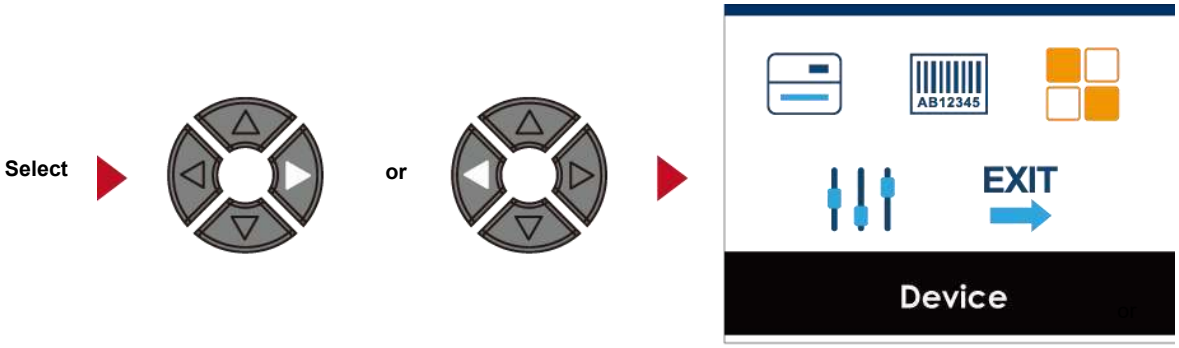


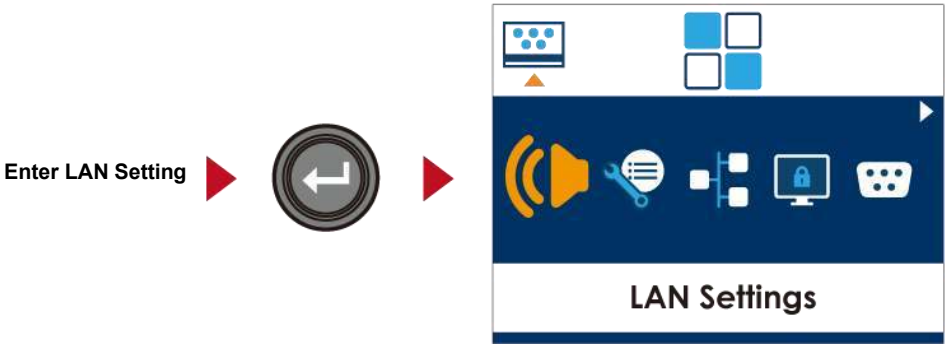
3-3 LAN setting

Operations on Setting Page

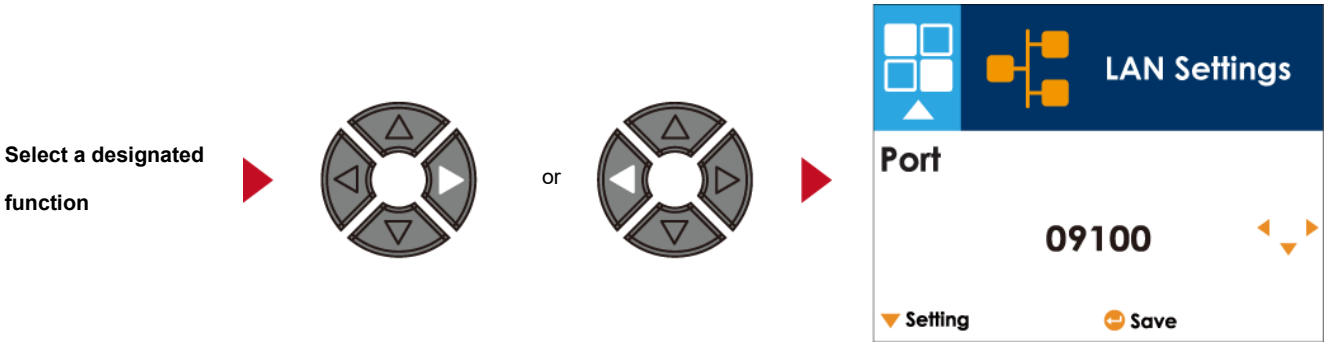
On MAIN PAGE, press ◀ or ▶ button to move the cursor and select the functions.

Select a designated function and press FEED button, you will enter the SETTING PAGES for the function.

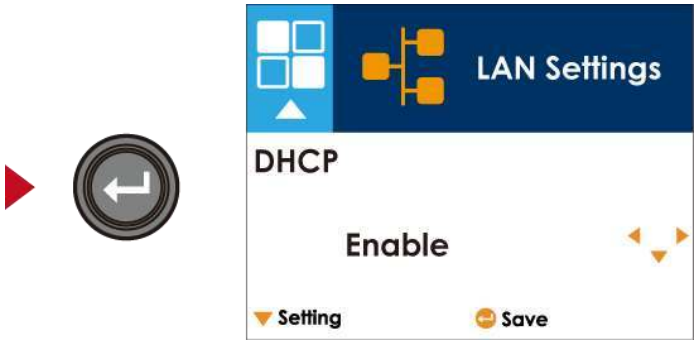




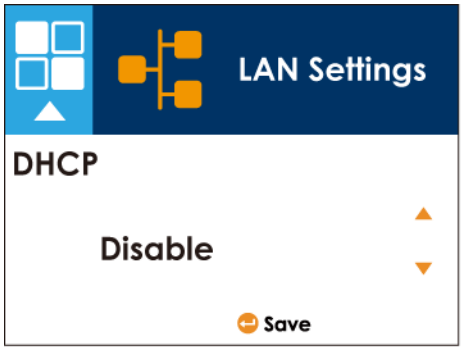
On LAN Setting PAGE, press ▶ or ◀ button to select the setting items.



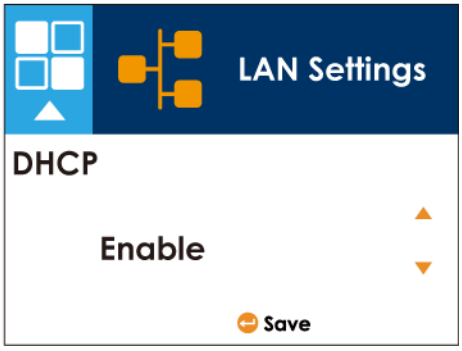
Select DHCP and press FEED button, you will be able to setup DHCP function



The default of DHCP is Disable. Press ▲ or ▼ button to change the setting values.

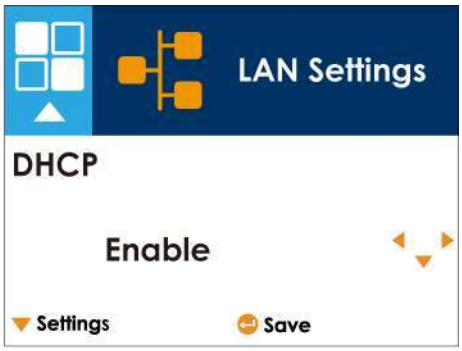


Select ▲ to enable DHCP

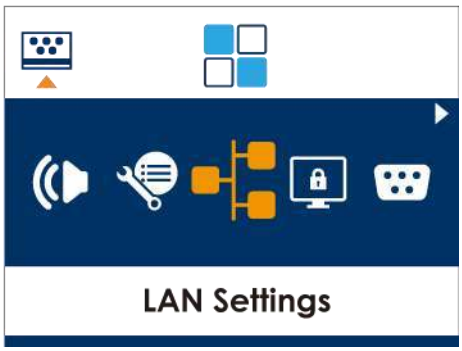


Press FEED button twice to save the setting.

Press FEED once to exit



Press FEED again to save and return to previous

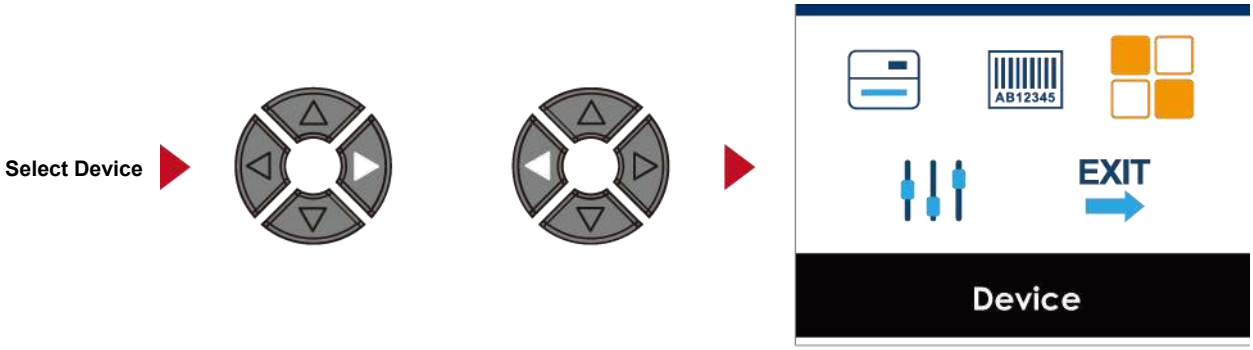


3-4 LCD password

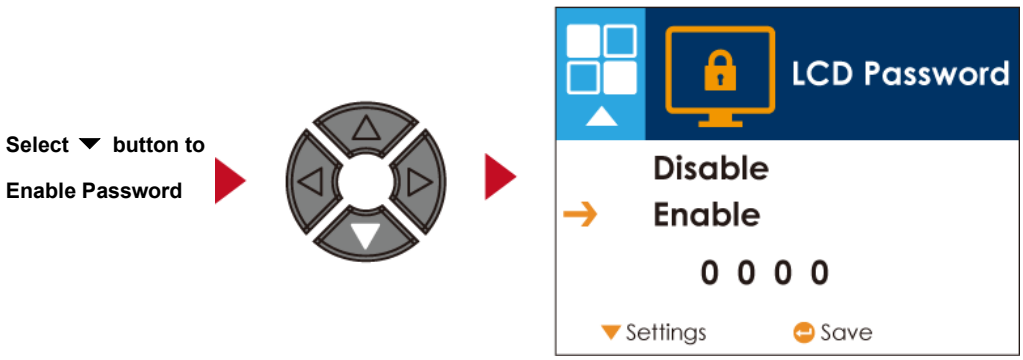
Operations on Setting Page

On MAIN PAGE, press ◀ or ▶ button to move the cursor and select the functions.

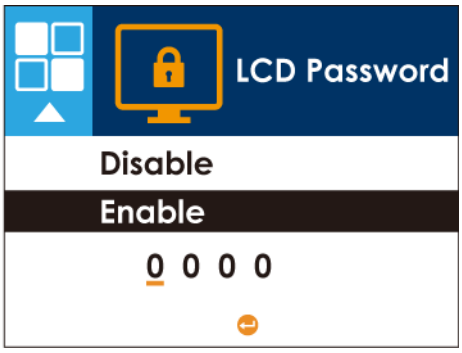
Seclect a designated function and press FEED button, you will enter the SETTING PAGE for the function.



The default of LCD Setting is Disable. Press ▲ or ▼ button to change the setting values.



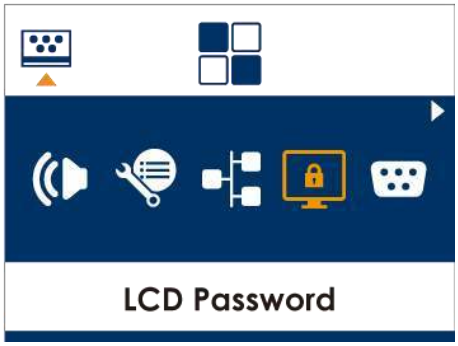
Select ▼ button again to setup the password



Press FEED button twice to save the setting

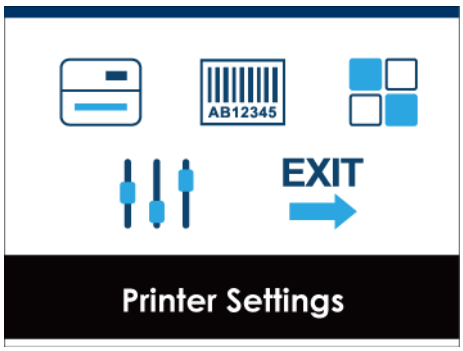
Press FEED button once to exit

Press FEED button again to save and return to previous SETTING PAGE



3-5 LCD interface function

Main Page



Printer Settings	Setting items for printer, ex. Printing speed, darkness. Also includes a Printing Wizard for your ease of printing.
Label	Setting items for printing label, ex. Rotation, Printing position offset.
Device	Option modules and connection port settings.
Analysis	Self-Diagnose functions for printer, ex. TPH testing, self-test page printing.
Exit	Exit

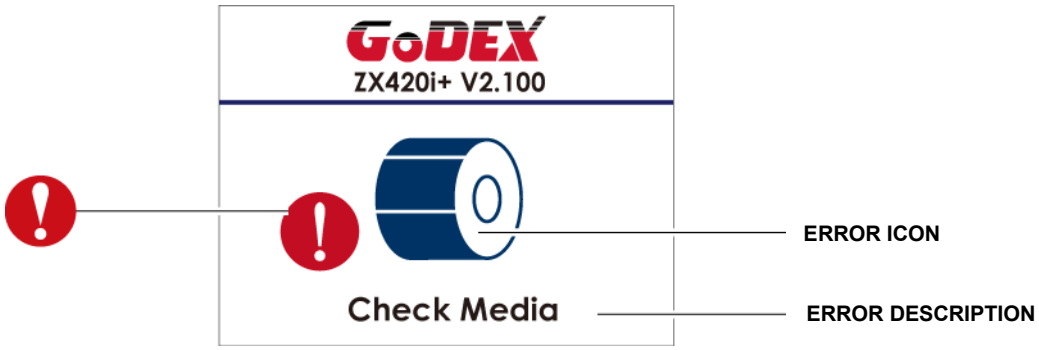
Status of LCD Interface

When printer is on standby status (ready to print), the LCD interface will display “Ready” on screen.

You can only print on this “Ready“ status.

If there is any printers error, the LCD screen will display the error screen to show the type of error.

You can fix the error according the notice.



Icon Definition

	To upper level	Appears on the NAVIGATION ICON of SettingPages. It guides you back to upper level bypressing “LEFT“ key.
	To upper level	Appears on the NAVIGATION ICON of SettingValue Pages. It guides you back to upper level by pressing “UP“ key.
	Lock	On Setting Value pages, press “RIGTH“ key to lock the value for preventing unexpected change.
	Unlock	For locked value, press “RIGHT” key again to unlock the value.
	Scroll the value	On Setting Value pages, press “UP“ or “DOWN“ key to scroll the values for your selection.

Setting Items in Setting Mode

Printer Settings	LCD Language		English	
			Deutsch	
			繁體中文	
			简体中文	
			Français	
			Español	
			日本語	
			Italiano	
			Русский	
			Türkçe	
	Wizard	Speed	2-5 or 7	
		Darkness	0-19	
		Media Type	Label with Gaps	
			Label with Marks	
			Continuous	
		Print Mode	Direct Thermal	
			Thermal transfer	
		Tear-off Position	0-40	
	Setting	Darkness	0-19	
		Speed	2-5 or 7	
		Sensor	Media Detection	Auto Select
				See-Through
				Reflective
			Media Type	Label with Gaps
				Label with Marks
				Continuous
		Printing Mode	Direct Thermal	
			Thermal Transfer	
		Tear-off Position	0-40	
		Top of Form	Apply	
			Cancel	
		Codepage	850, 852, 437, 860, 863, 865, 857, 861, 862, 855, 866, 737, 851, 869, Win1252, Win 1250, Win 1251, Win 1253, Win 1254, Win1255, Win1257	
AB12345	Rotation		0°	
			90°	

Label			180°
			270°
	Horizental Offset		-100 - 100
	Vertical Offset		-100 - 100
	Start Offset		-100 - 100
	Recall Label		001 Form Name
			002 Form Name
Device	Buzzer		Apply
			Cancel
	Optional Setting	Option	None
			Cutter
			Label Dispensor
			Applicator
		Pre-Printing	Apply
			Cancel
	LAN Setting	Part NO.	09100
		DHCP	Disable
			Enable
		Default Gateway	192.168.000.254
		Dynamic IP	192.168.102.076
		Subnet Mask	255.255.255.000
	LCD Password		Disable
			Enable
	Serial Port Setting	Baud Rate	4800 bps
			9600 bps
			19200 bps
			38400 bps
			57600 bps
			115200 bps
		Parity	Non
			Odd
			Even
		Data bits	7 bits
			8bits
		Stop bits	1 bits
			2 bits
	RTC Setting	Clock Display	Apply
			Cancel

		RTC Setting	YYYY/MM/DD
			HH:MM:SS
	BT	Clear Bind	Enable
			Disable
		Make Device Visible	Enable
			Disable
		SSP	Enable
			Disable
		PIN Code	0000
		Search Devices	
Analysis	Calibration		Apply
			Cancel
	Self-test		Apply
			Cancel
	TPH Testing		Apply
			Cancel
	Reset to Default		Apply
			Cancel
	Clear Memory	Label Format	Apply
			Cancel
		Graphic	Apply
			Cancel
		Bitmap Fonts	Apply
			Cancel
		True Type Fonts	Apply
			Cancel
		Asian Fonts	Apply
			Cancel
		ALL	Apply
			Cancel
EXIT	Exit		

3-6 Label size calibration and self test page

The printer can automatically detect and store label height.

That means the host computer does not need to transmit the label height to the printer.

And the self-test function lets you check whether the printer is functioning normally.

Here is how you run the label size calibration and self test.

Step.01 ➡ Check that the label stock is loaded correctly.

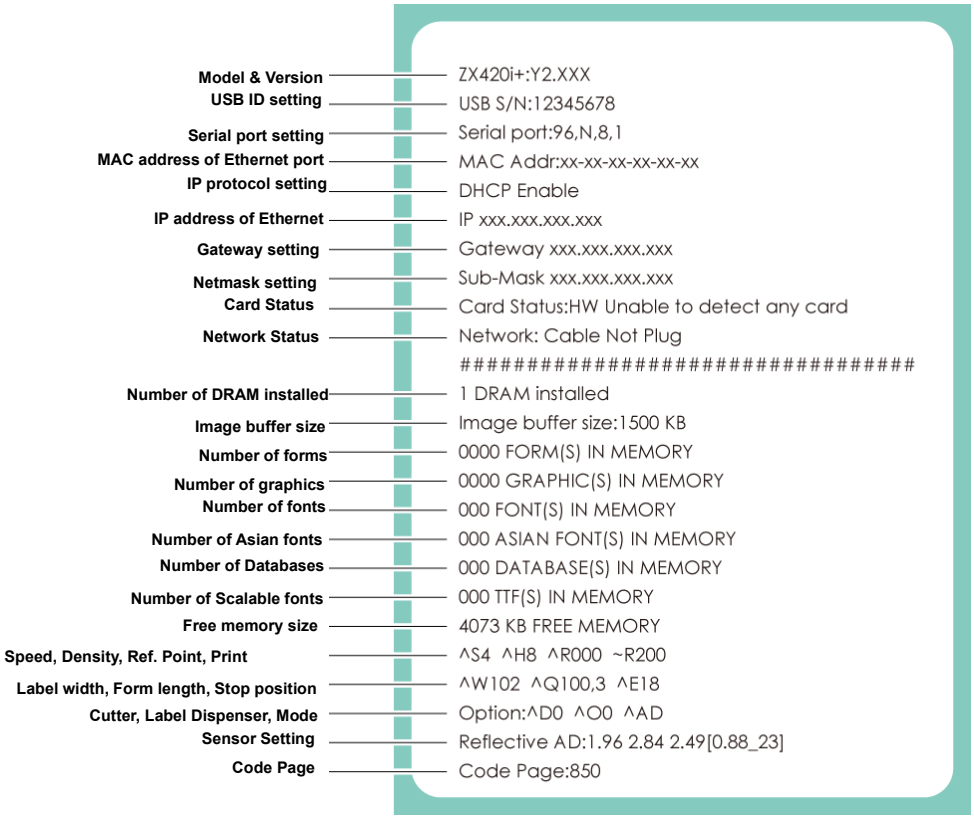
Step.02 ➡ Switch off the printer.

Step.03 ➡ Switch the printer on again, keeping the FEED button pressed. When the READY LED starts to flash red and the STATUS LED lights up orange, release the FEED button. The printer will now measure the label stock and store the label height

Step.04 ➡ Once the printer has successfully measured the label stock, it will print a self-test label.

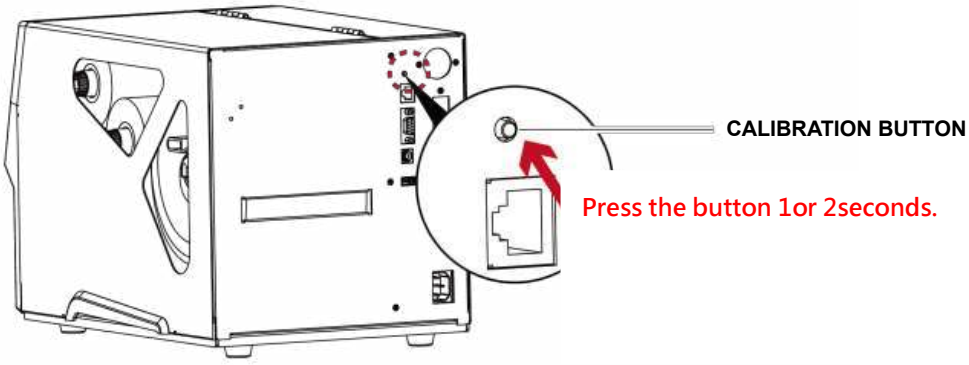
The contents of a self-test printout are listed below.

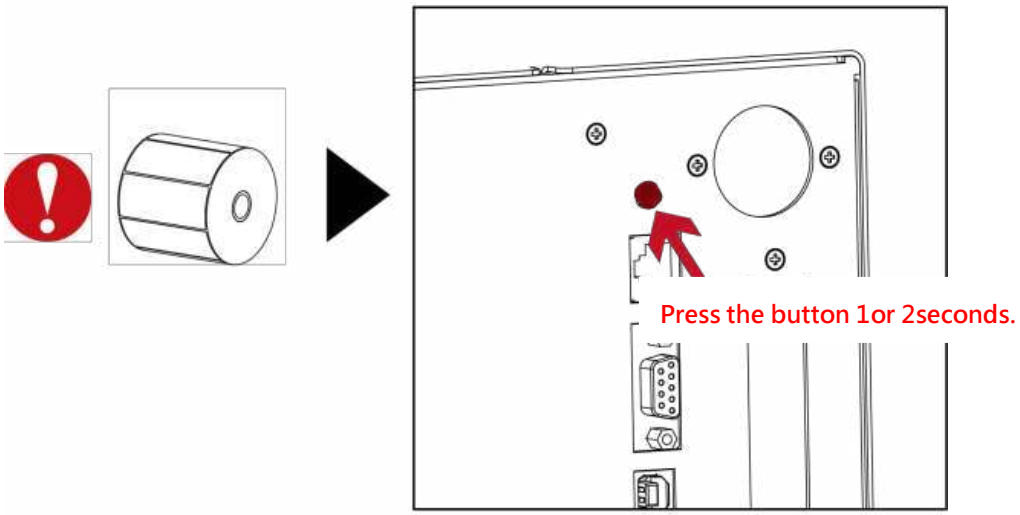
(The data below is for reference only, actual result may vary according to each situation.)



Label Calibration Button

A hardware button to make a Label Calibration while printer encountering "Media Error" during the cases when first-time printer start up or change label or ribbon to another type, such as change using gap label to continuous or black mark labels.





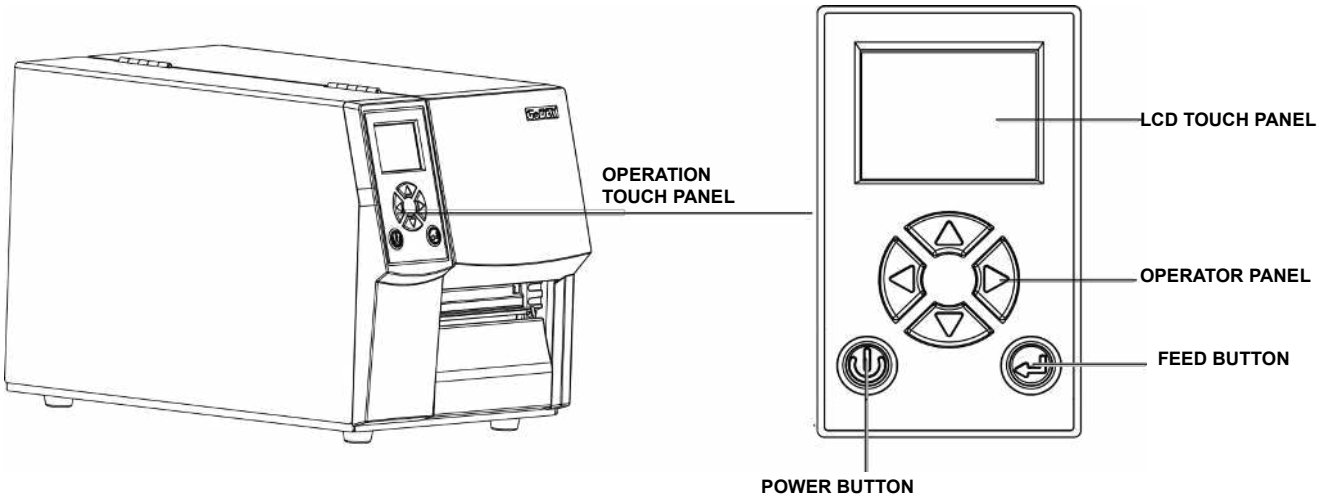
NOTE

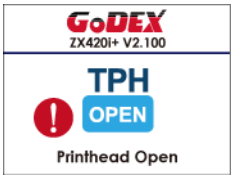
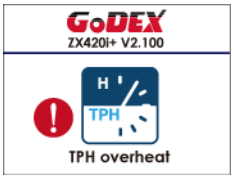
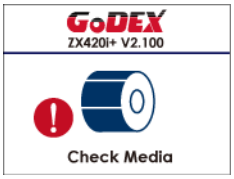
* Press C-button is equivalent to the auto-sensing command "~S,SENSOR" that will cancel on-printing-job and make the Label Calibration immediately.

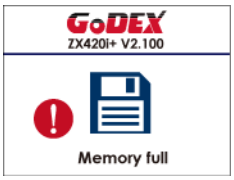
3-7 Error alerts

(For ZX400i+/ZX400i Pro Series)

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.

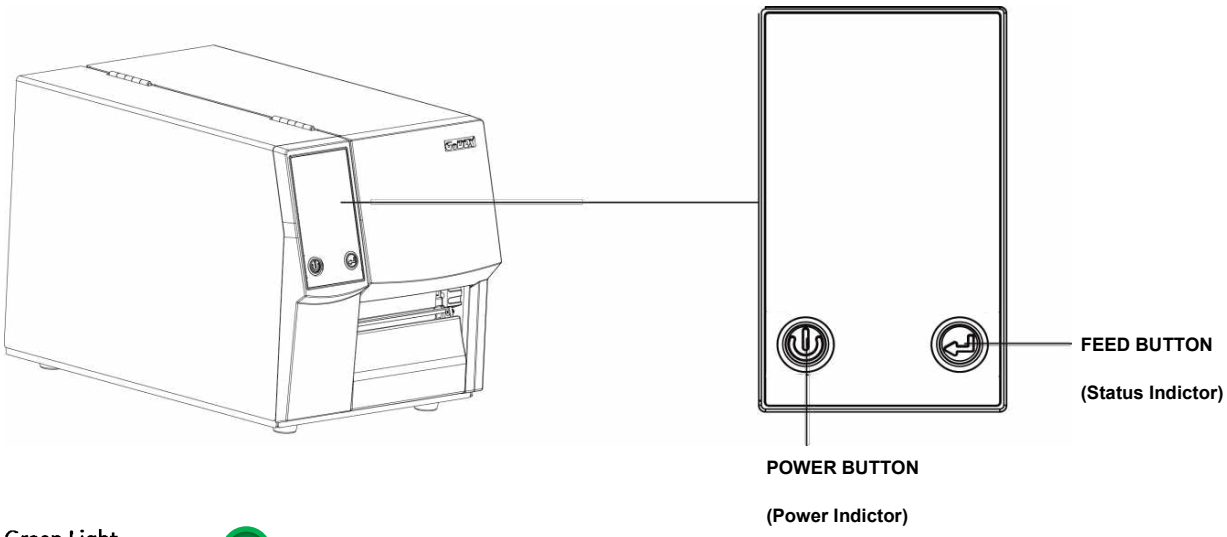


Operation Panel Status	Type	Beeps	Description	Solution
	Print Head Error	2 x 4 beeps	The printing mechanism is not correctly closed.	Open the print mechanism and close it again.
	Print Head Error	None	High temperature at the print head.	Once the print head has cooled down, the printer switches to standby mode.
	Media Error	2 x 3 beeps	No ribbon is installed and the printer displays an error.	Make sure that the printer is set to direct thermal printing mode.
			The ribbon is finished or the label supply hub is not moving.	Replace the ribbon roll.
	Media Error	2 x 2 beeps	No paper is detect.	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 full".	Delete unnecessary data or install additional memory.
			Unable to find file. The printer prints the message " File Name not found"	Use the "~X4" command to print all files. Then check whether the files exist and whether the names are correct.
			A file of the same name already exist. The printer prints the message "Duplicate Name".	Change the name of the file and try storing it again.

(For ZX400+/ZX400 Pro Series)

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.



Green Light

Red Light

Red Light flashes

Types	LED above the display		Beeps	Description	Solution
	Power Indictor	Status Indictor			
Print head is open			4x2 beeps	The print mechanism is not closed.	Please make sure that the print mechanism is closed correctly.
Print head is overheat				The print head is too hot.	Once the print head has cooled down, the printer switches to standby mode.
check ribbon			3x2 beeps	No ribbon is loaded.	Please make sure that the printer is set to thermal direct mode.
				The ribbon is finished or the ribbon roll is not moving.	Replace the ribbon roll.

check media			1x2 beeps	Unable to detect the paper.	Please make sure that the gap sensor is positioned correctly. If that does not fix the problem, run the auto-detection function again.
				The labels are finished.	Replace the label roll.
				Paper jam.	Check the path of paper feeding.

3-8 USB host

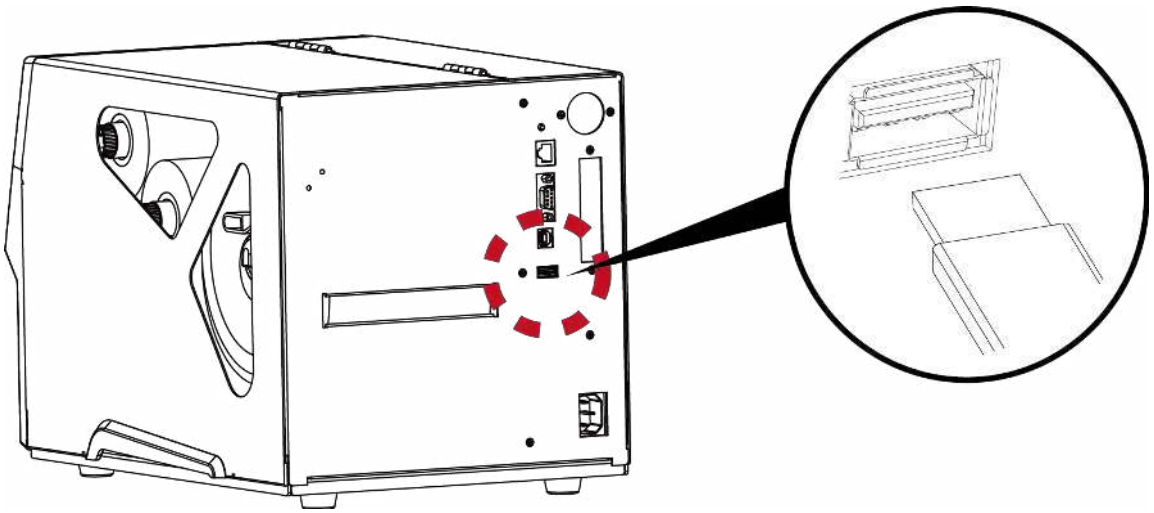
Definition : USB Host port supports either device： USB memory stick, keyboard or scanner.

Purpose:

- USB memory stick : It extends the user memory space up to 32GB for Graphic, Font, Label Format, DBF and Command files downloading. The printer's Firmware also can be updating if copy new version of Firmware into USB memory stick.
- Connecting an USB keyboard to printer for "Keyboard Mode" mode operation.
- Plug-in an USB scanner to operate the printer in "Keyboard Mode" .

Usage of Extended Memory

- USB memory stick : It supports hot-plugging function; printer will create a Folder "\LABELDIR" and switch "User Flash" to " Extended Memory" automatically while user plugs an USB memory stick into a GoDEX printer.
- Connect the USB Stick plugged -in printer to PC via USB Device or Ethernet port and run "GoLabel" software to download Graphic, Font, Label Format, DBF and Command files to the printer.
- Detail download procedures, please refer to "GoLabel On-line Help".



Usage of Firmware Update

- Remove USB memory stick from printer and plug-in it to a PC's USB port; delete Firmware "*.bin" file from "\LABELDIR\FW" of USB memory stick if it existing; or create a Folder "\LABELDIR\FW" to USB memory stick if it doesn't existing.
- Copy a new version of Firmware "xxxx.bin" to the Folder "\LABELDIR\FW"; and then remove USB and plug-in back to the printer that going to update Firmware.
- The printer will update the Firmware automatically when plug-it-into the printer and printer find-out the Firmware in "\LABELDIR\FW" is newer version.
- Don't remove the USB memory stick out while it's under updating with "Flash Writing..."message that displays on LCD panel.

USB keyboard

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

Here have six sub-dialogs "Recall Label" "Country Code" "Code Page" "Clock Setting" "Database Setting" "Label Edit" is able operating by keyboard as follow definition:

1. Press "ESC" key to exist from "Keyboard Mode" or back to previous dialog
2. Press "F1", it will let the printer from "Home Page" mode entering into "Keyboard Mode"
3. Press "Enter", "Arrow" and "Alphabetic" keys as the usual in PC that will perform the key-in function of "Keyboard Mode".

Scanner

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

Scanner is using in "Keyboard Mode" to scanning the "Serial Number, Variable" and Print Quantity while the printer prompts a message on LCD touch panel and wait for data input.

---

* The USB Host port on GoDEX printer is without "HUB" function.

** The USB Memory Stick supports with "FAT32"Disk Format and up to 32GB only. The certified venders are Transcend, Apacer, Patriot, Consair and Kingston.

*** The download function for Graphic, Font, Label Format, DBF and Command files is operated by GoLabel of PC and must go through the a "i" "x" model printer itself.

**** On a PC, user may copy entire folder"\LABELDIR" from USB memory stick to PC or vice-versa. Copy a sub-folder or individual file in "\LABELDIR" to PC or vice-versa is not supported.

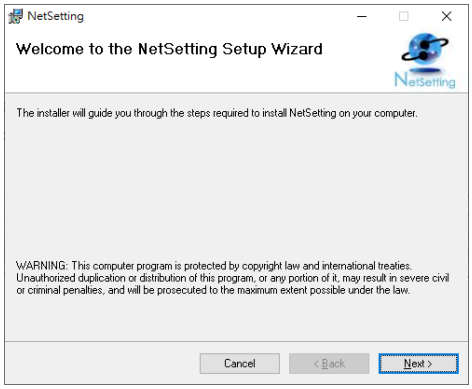
4 NetSetting for Ethernet

4-1 Installing the NetSetting software

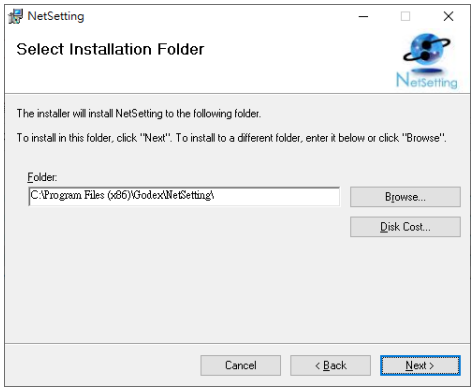
The NetSetting software is used to manage the network configurations when connecting the printer via Ethernet port.

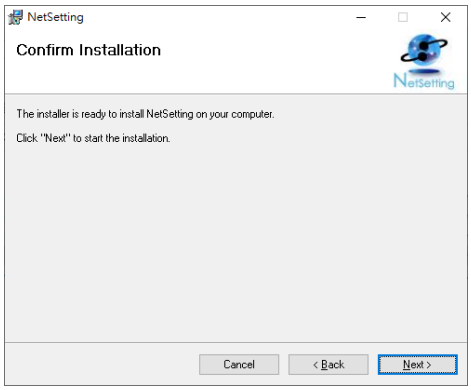
NetSetting can be downloaded from Godex official website. To install the NetSetting, please follow below steps.

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

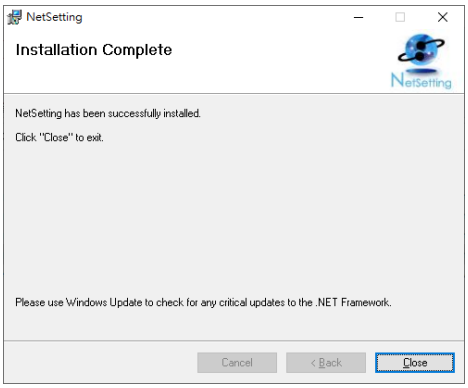


Step.02 ➡ Specify the "Installation Folder", then click "Next" to installing.





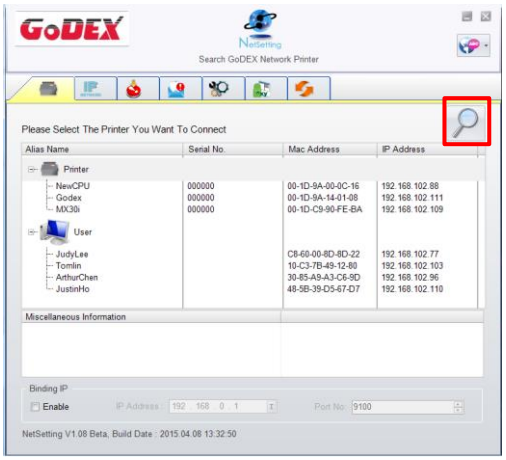
Step.03 ➡ Once the installation is completed, you will see the NetSetting icon on your desktop as right diagram.

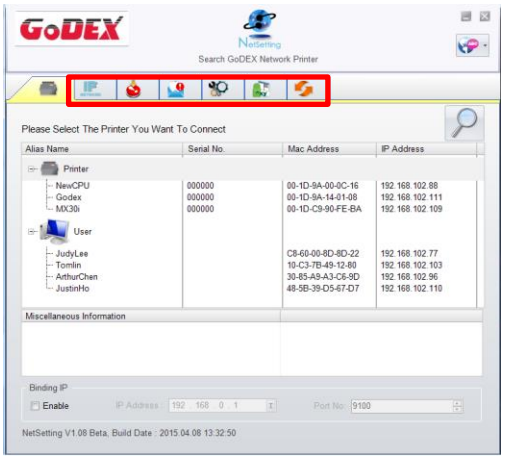


4-2 The interface of NetSetting

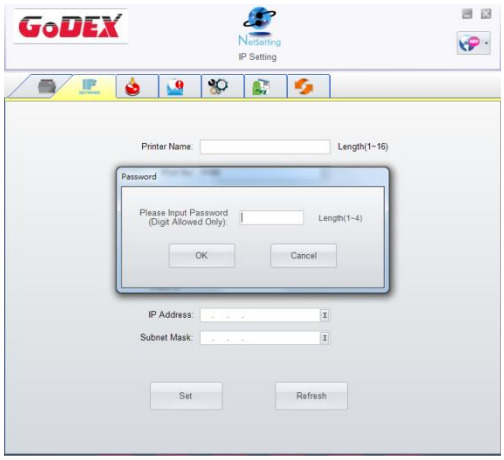
GoDEX printer can also be used through a network connection (as a remote network printer), make sure the printer connected to the Internet and the power cord, you can use the Interface of NetSetting to search connected network printers.

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





Step.02 ➡ There are six tabs on the top of interface which can configure different types of network settings. But for the data security reason, you need correct password to enter the configuration pages.



NOTE

* The default password is "1111", you can change the password later from the "IP Setting" tab.

IP Setting

The IP Setting tab can change the printer name, Port number, Gateway setting and the password for configuring the printer. You can also set the printer's IP address ether by DHCP or by Static IP.

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

NOTE

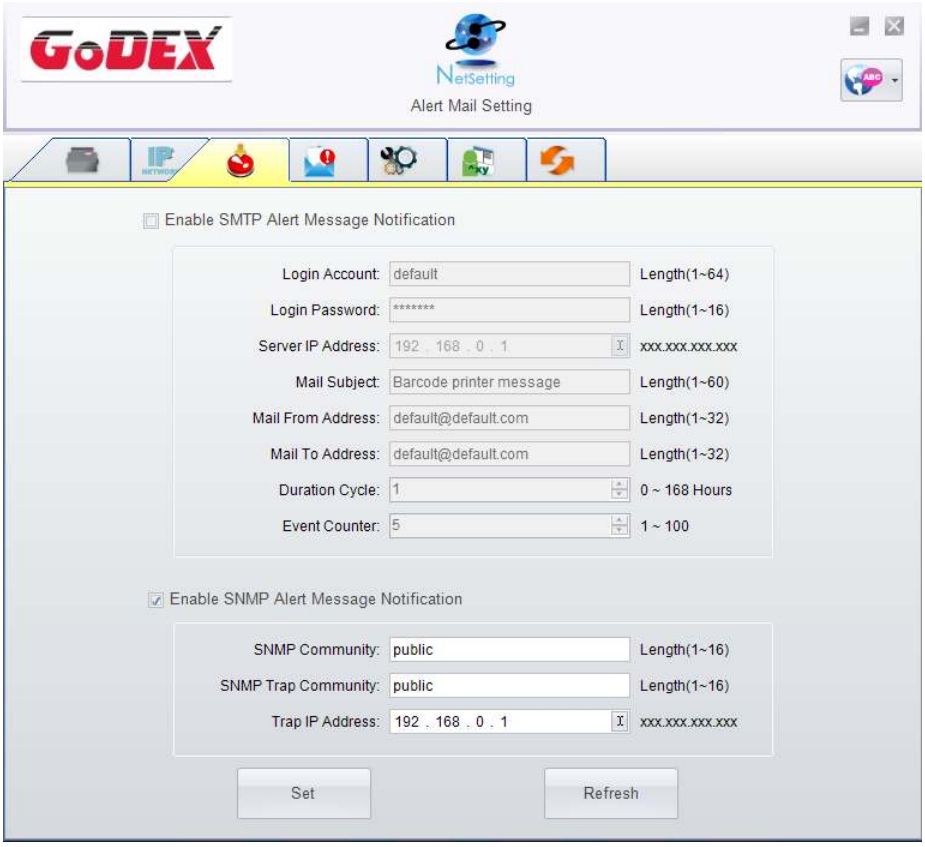
* To fully benefit from the NetSetting software, you should be familiar with basic networking principles. Please contact your network administrator for related network setting information.
* When enabling DHCP, if you find the IP Address as: IP = 169.254.229.88, Net mask = 255.255.0.0, Gateway = invariable (last value), the IP Address is invalid.

Alert Path Setting

NetSetting will send the alert messages to designated mail account when the error happened on printer.

The alert messages are sent by SMTP (Simple Mail Transfer Protocol) or SNMP (Simple Network Management Protocol).

You can set or change the configurations of SMTP and SNMP on this “Alert Path Setting” tab.

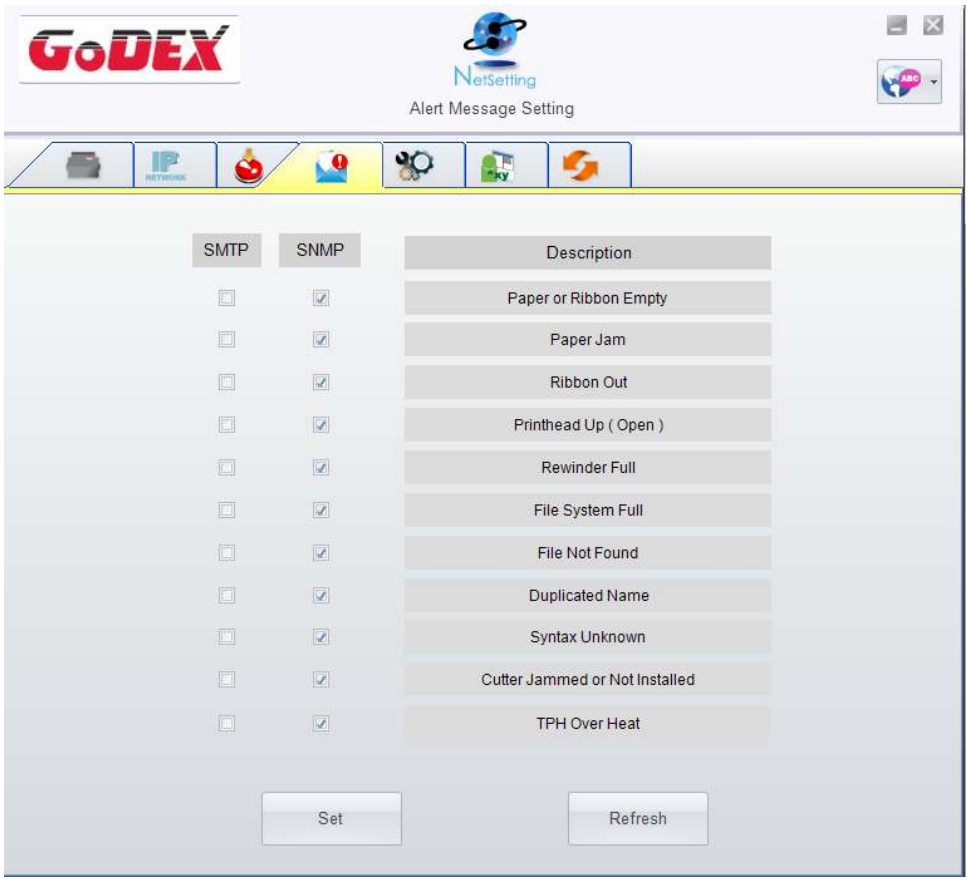


You can press “Set” button to apply the settings and “ReGet” button to refresh the setting values.

Alert Message Setting

For the alert message notification function, you can decide which error cases need to be sent out to the operator.

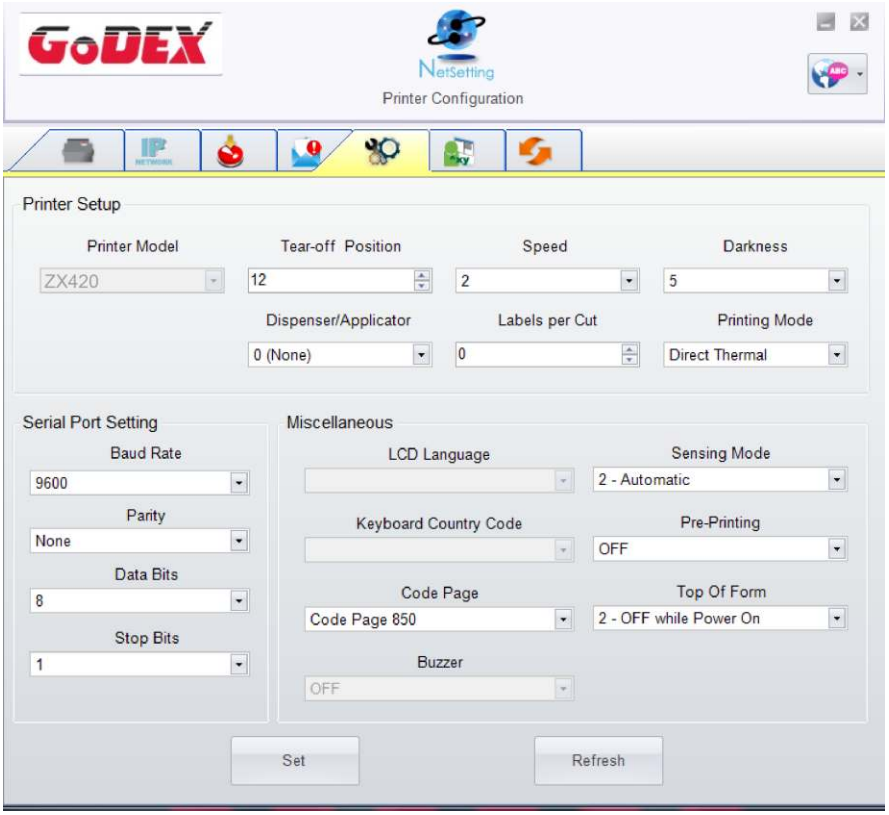
Moreover, the alert messages can be set to be sent by SMTP, SNMP or both.



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.

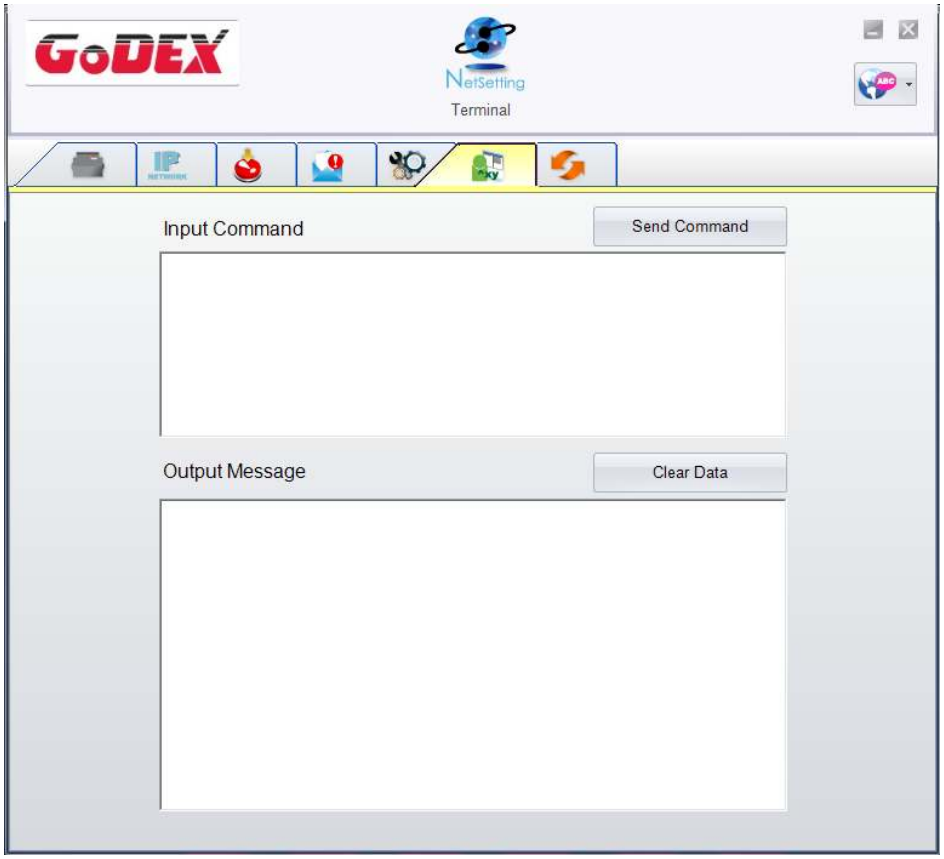


You can press “Set” button to apply the settings and “ReGet” button to refresh the setting values.

User Command

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

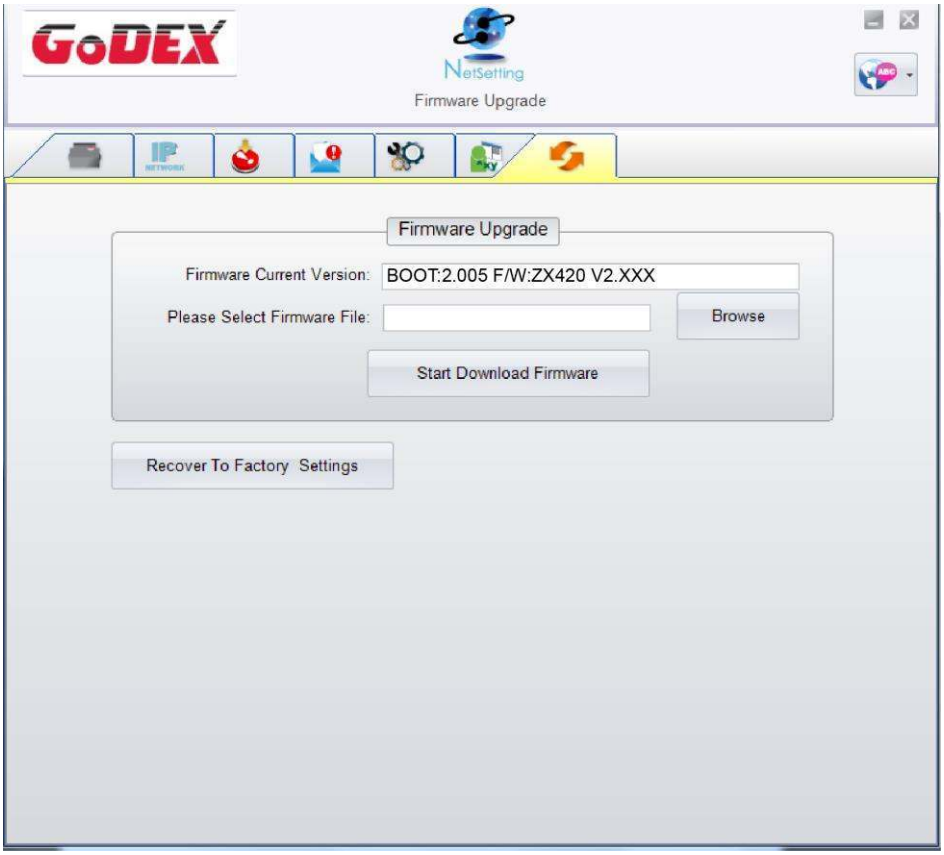
For some commands that will return response message, the message will be displayed in "Output Message" window.



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

Firmware Download

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



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

5 Accessories

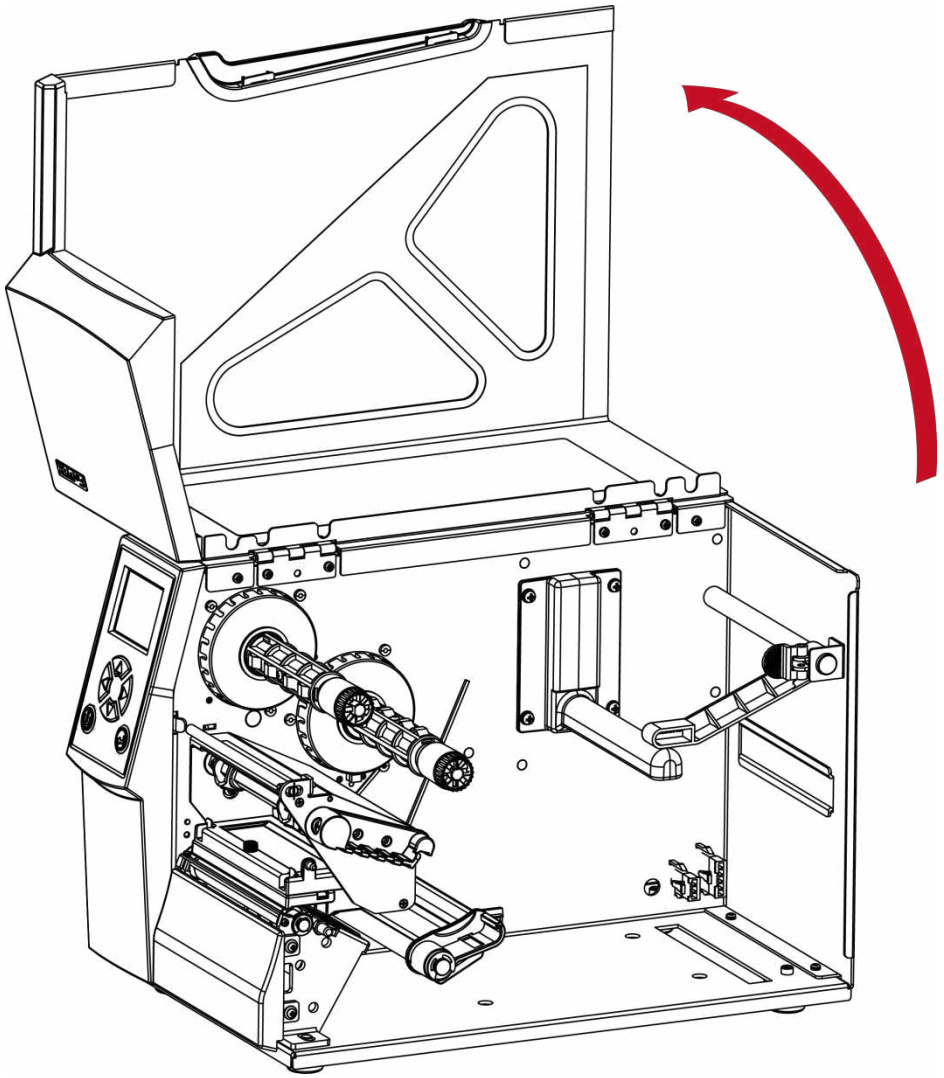
5-1 Preparation steps

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



NOTE

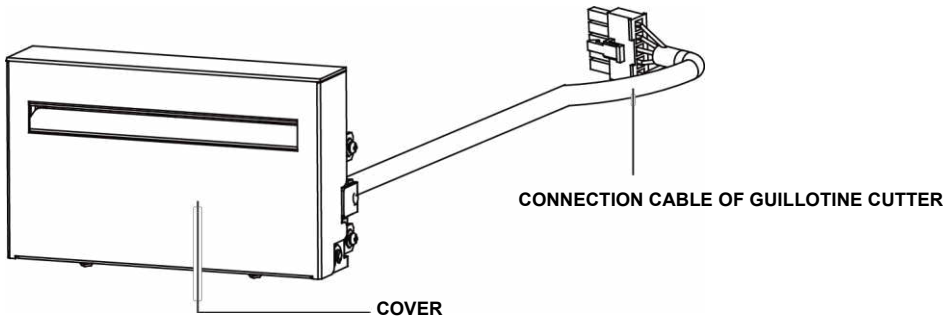
* Remember to switch off the printer before installing the cutter.

** Do not use to cut adhesive labels! Glue residue will be left on the cutter blade and impair its functioning.

5-2 Installing the Cutter

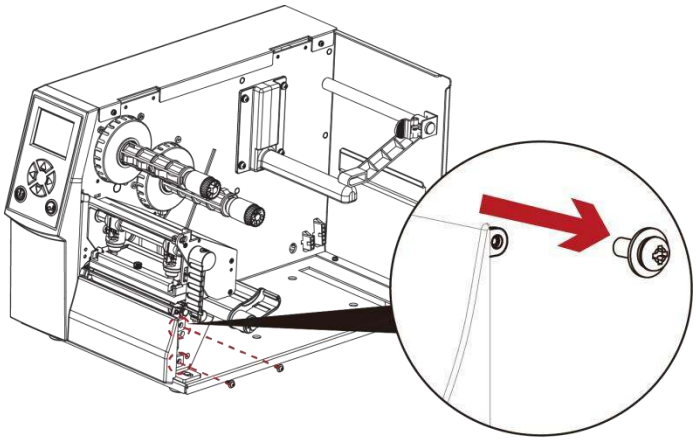
5-2-1 Installing the guillotine cutter

Overview Of Guillotine Cutter



Steps for installing the Guillotine Cutter:

(Power off the printer and remove the power cable before installing the guillotine cutter module)



1. **Remove the screw (as circle indicated).**

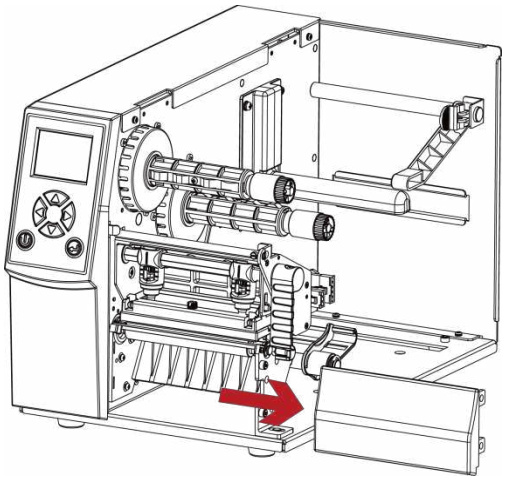
NOTE

* Power off the printer and remove the cable from the connector before installing guillotine cutter module.

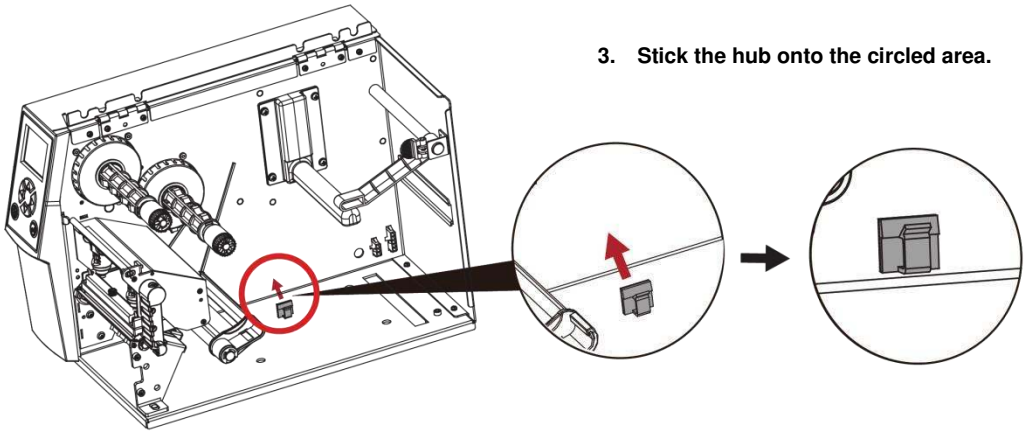
** Labels with adhesive glue are not applicable or otherwise could result to malfunction.

*** Applicable label size is at maximum width of 118mm and minimum length of 30mm. (Usage with labels outside this range will be excluded from warranty terms)

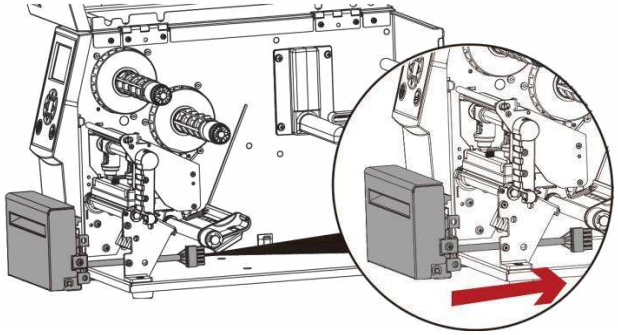
**** Stop position (^Ex command) should set to 26~27 through GoLabel before using the guillotine cutter.



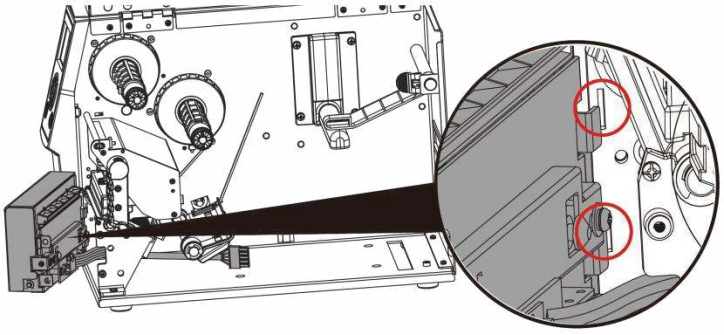
2. **Remove the cover panel by pushing to right-hand side.**



3. **Stick the hub onto the circled area.**

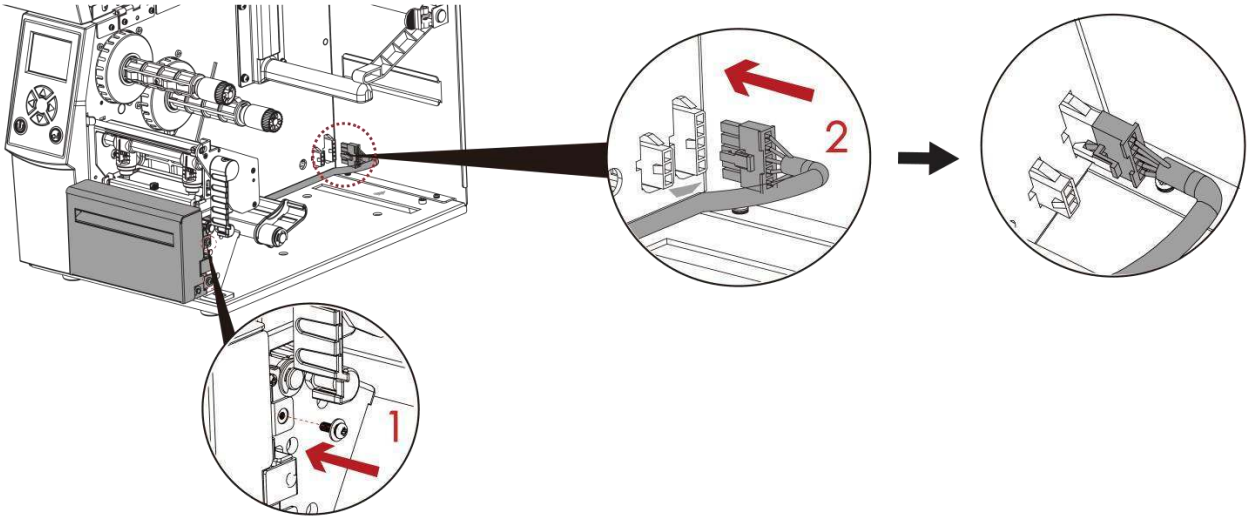


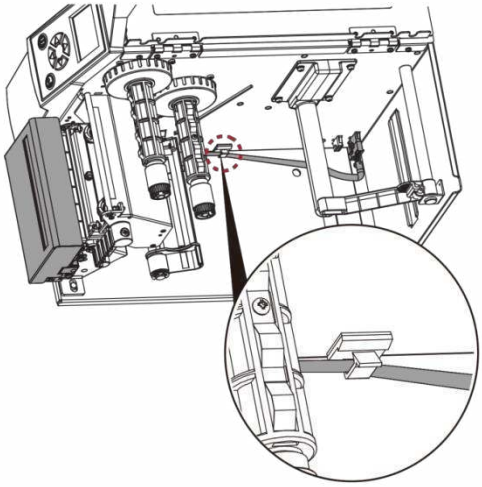
4. **Direct the cutter's cable through the platen bracket of the printer.**



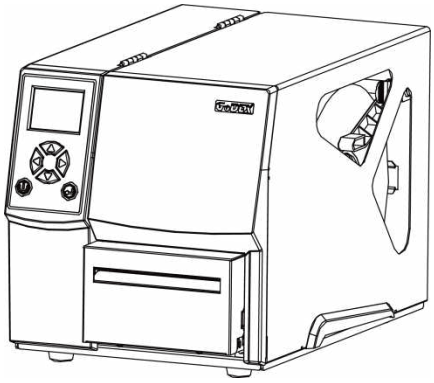
5. **Engage the catchs of the cutter module firmly into the printer.**

6. Tighten the screws and plug the cutter's cable into the printer in the direction of the arrow.





7. **Put the cable into the hub.**



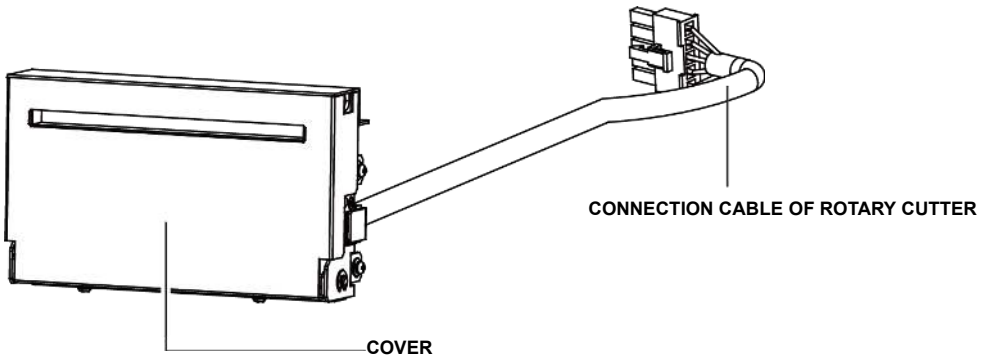
8. **Close printer cover.**

NOTE

* Printer power should be off when plugging the connector to avoid malfunction

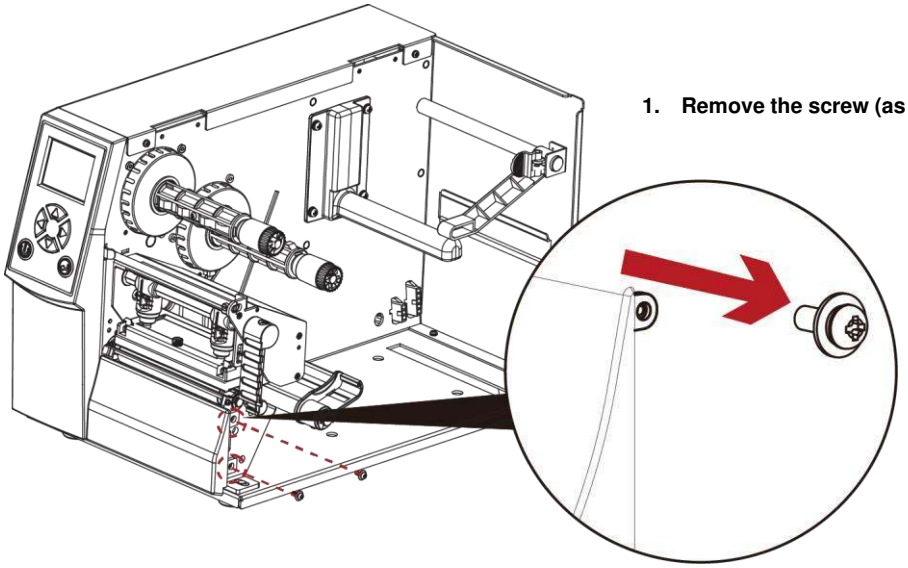
5-2-2 Installing the rotary cutter

Overview Of Rotary Cutter



Steps for installing the Rotary Cutter:

(Power off the printer and remove the power cable before installing the guillotine cutter module)



1. **Remove the screw (as circle indicated).**

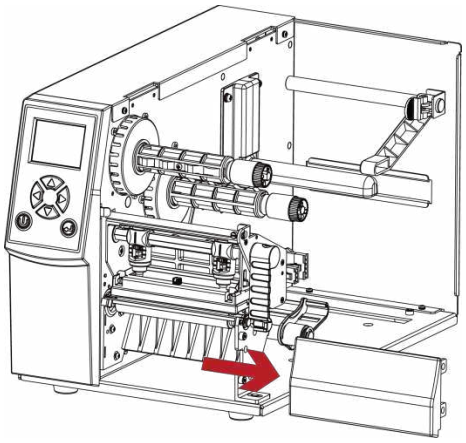
NOTE

* Power off the printer and remove the cable from the connector before installing rotary cutter module.

** Labels with adhesive glue are not applicable or otherwise could result to malfunction.

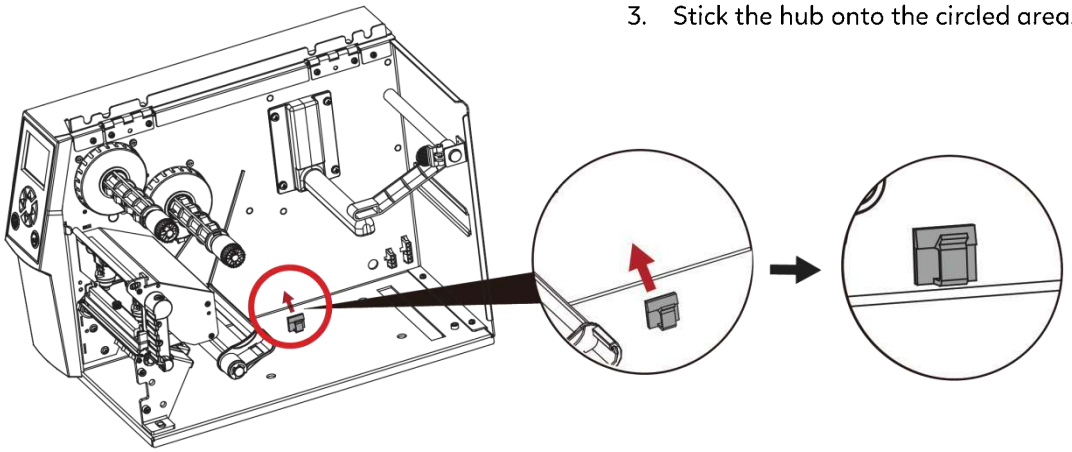
*** Applicable label size is at maximum width of 118mm and minimum length of 30mm. (Usage with labels outside this range will be excluded from warranty terms)

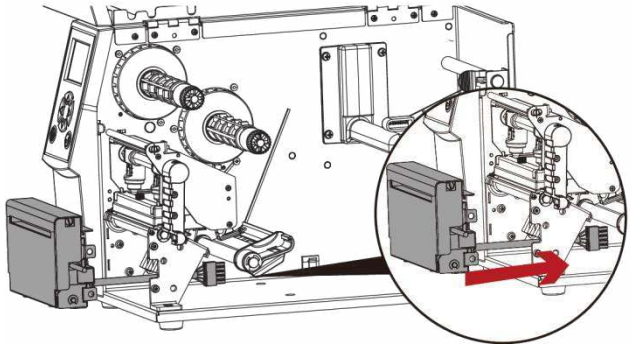
**** Stop position (^Ex command) should set to 29~30 before using the rotary cutter.



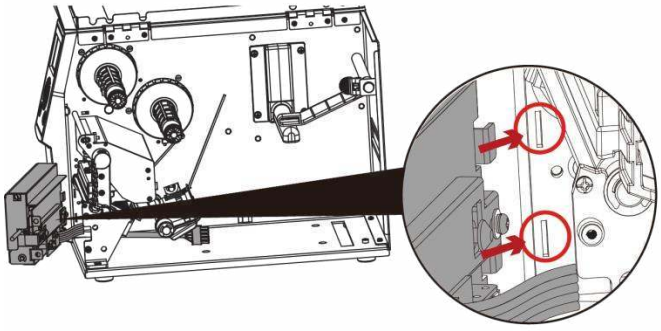
2. Remove the cover panel by pushing to right-hand side.

3. Stick the hub onto the circled area.



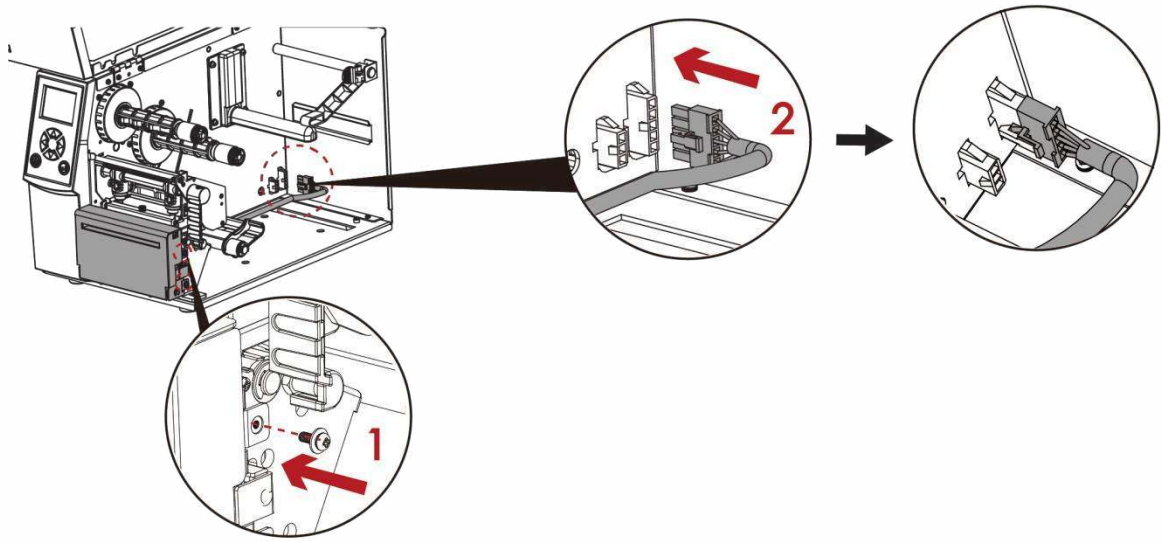


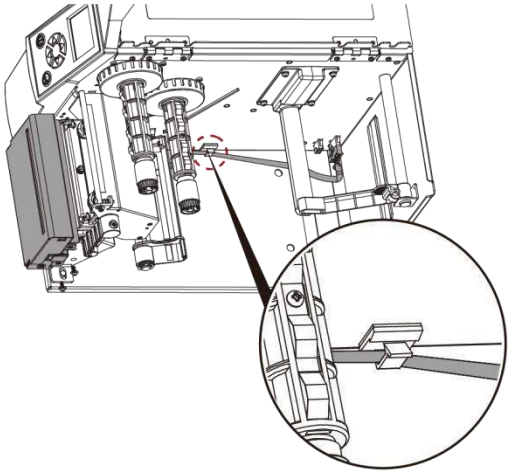
4. Direct the cutter's cable through the platen bracket of the printer.



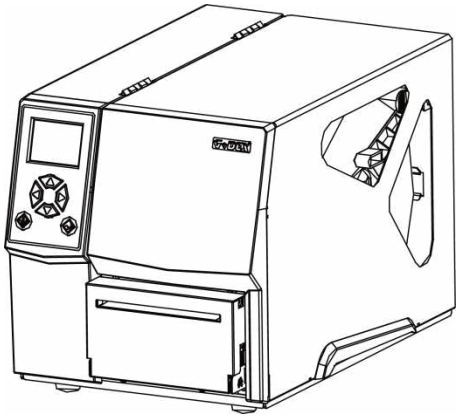
5. Engage the catchs of the cutter module firmly into the printer.

6. Plug the cutter's cable into the printer in the direction of the arrow.





7. Put the cable into the hub.



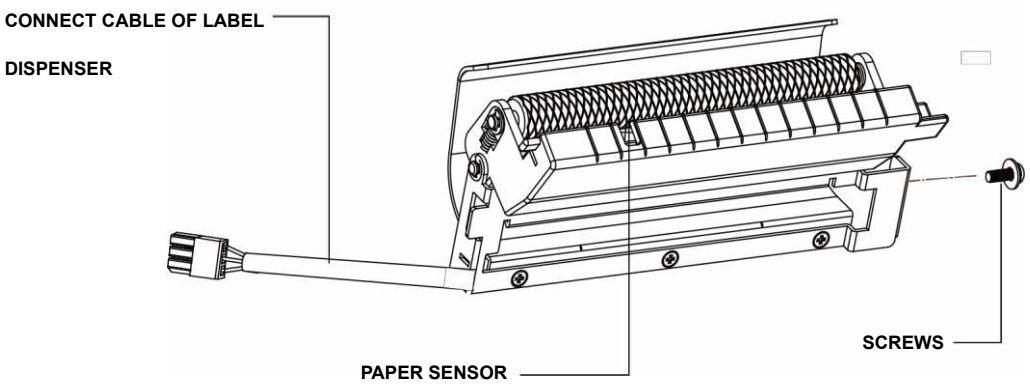
8. Close printer cover.

NOTE

* Printer power should be off when plugging the connector to avoid malfunction

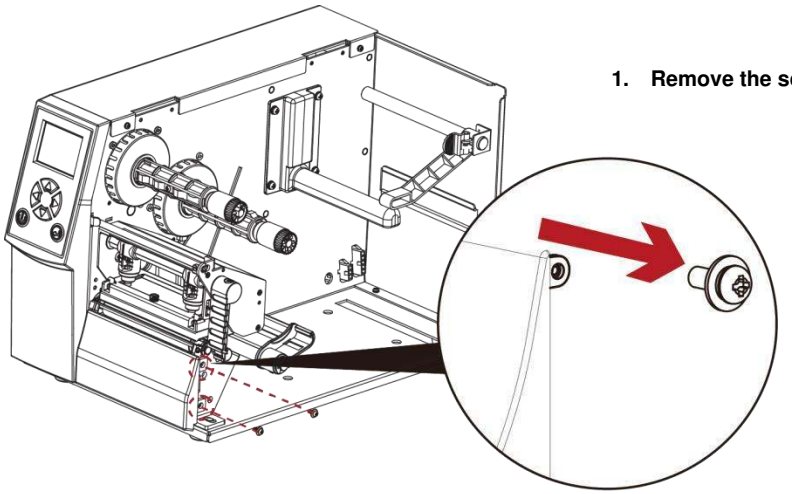
5-3 Installing the label dispenser

The Overview of the Label Dispenser



Steps for installing the Label Dispenser:

(Power off the printer and remove the power cable before installing the label dispenser module)



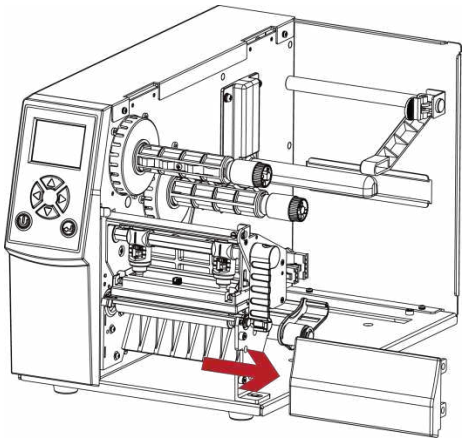
1. **Remove the screw (as circle indicated).**

NOTE

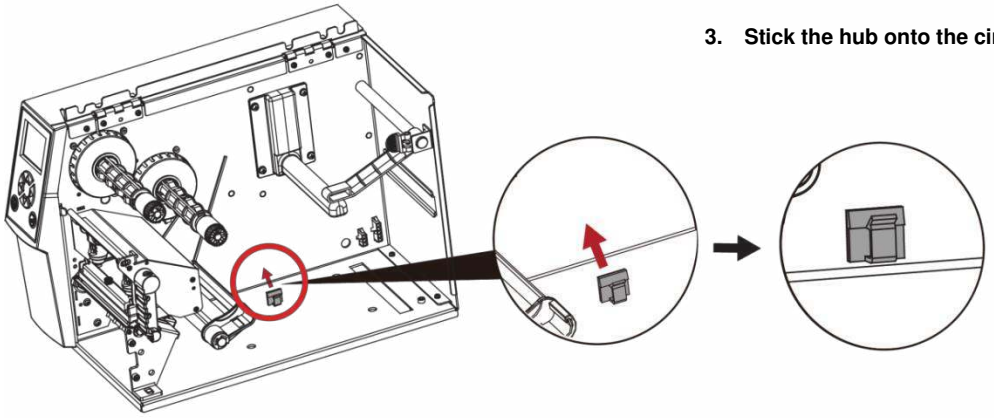
* A label liner thickness of 0.006 mm ± 10% and a weight of 65 g/m2 ± 6% are recommended.

** The label dispenser will take labels up to a max. width of 110 mm, and labels should be at least 25 mm high.

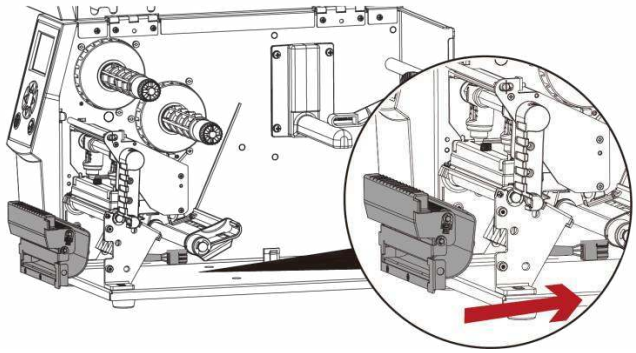
*** When using the label dispenser, set the stop position to 9 mm.



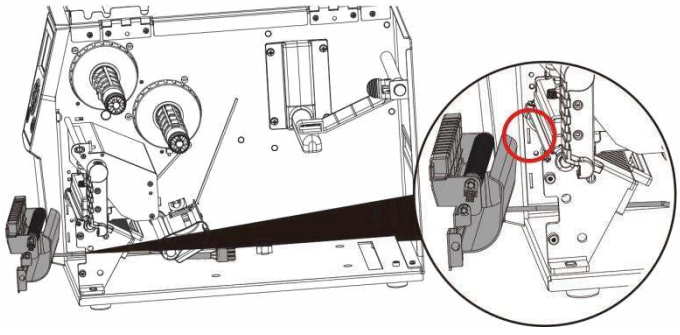
2. Remove the cover panel by pushing to right-hand side.



3. Stick the hub onto the circled area.

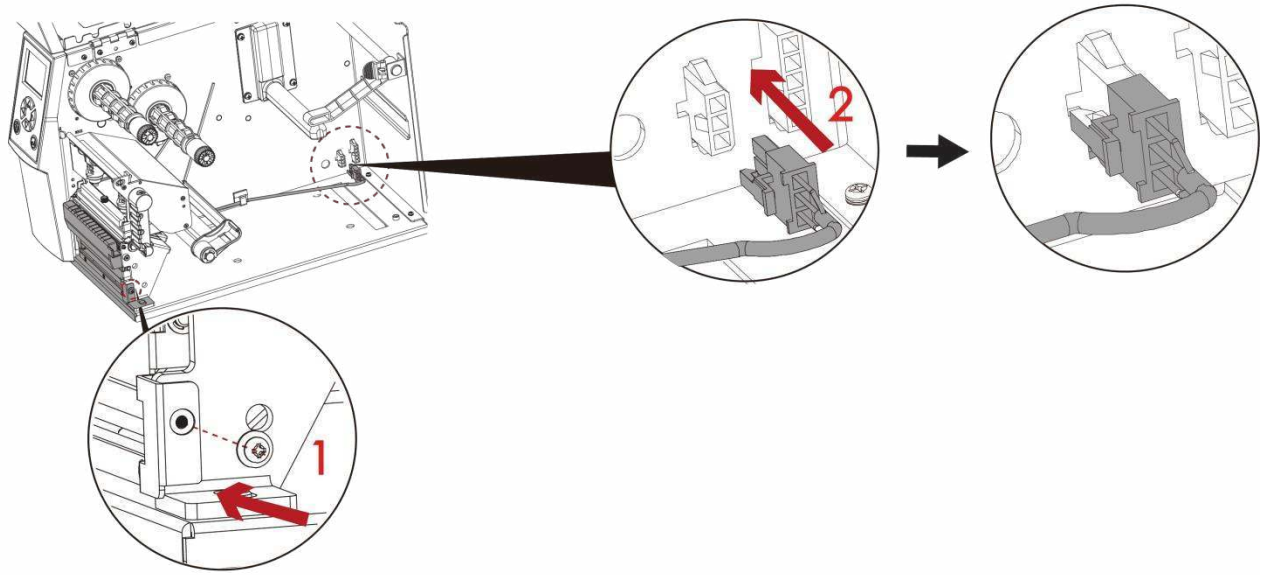


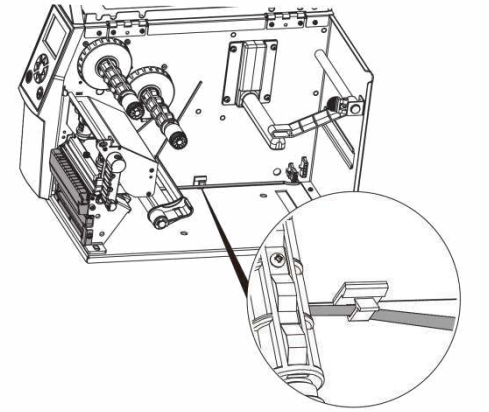
4. Direct the label dispenser's cable through the platen bracket of the printer.



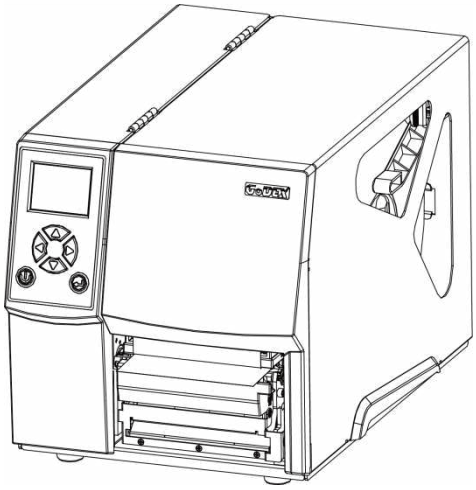
5. Engage the catchs of the label dispenser module firmly into the printer.

6. Plug the label dispenser's cable into the printer in the direction of the arrow.





7. Put the cable into the hub.

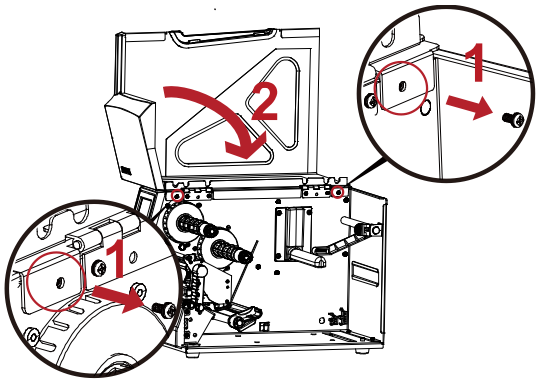


8. Close printer cover.

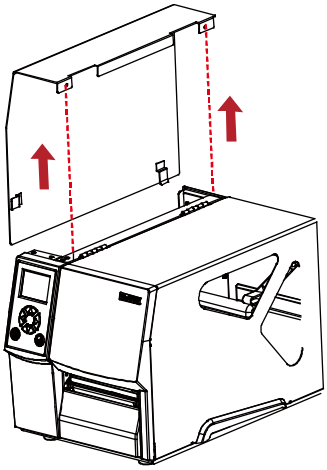
NOTE

* Printer power should be off when plugging the connector to avoid malfunction

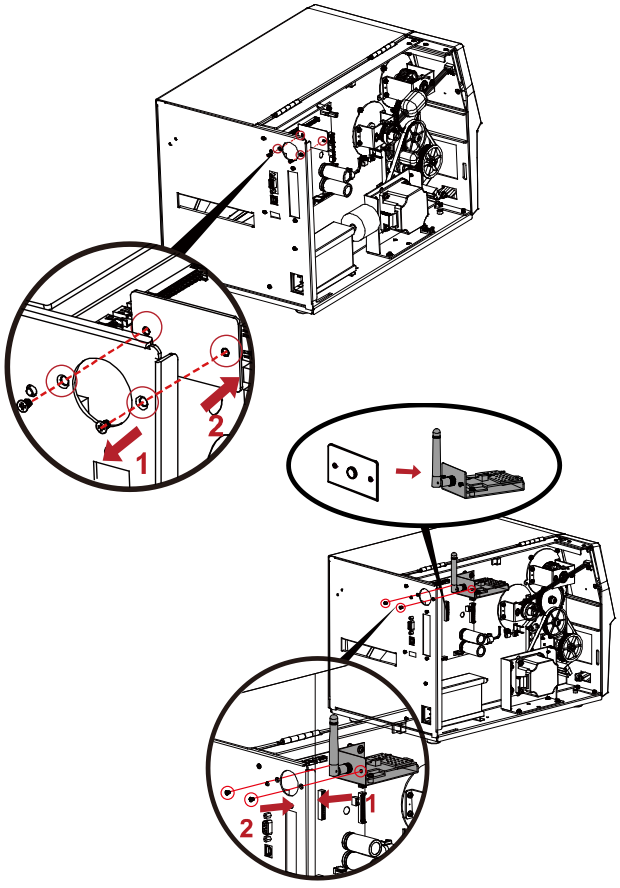
5-4 Installing the WiFi module



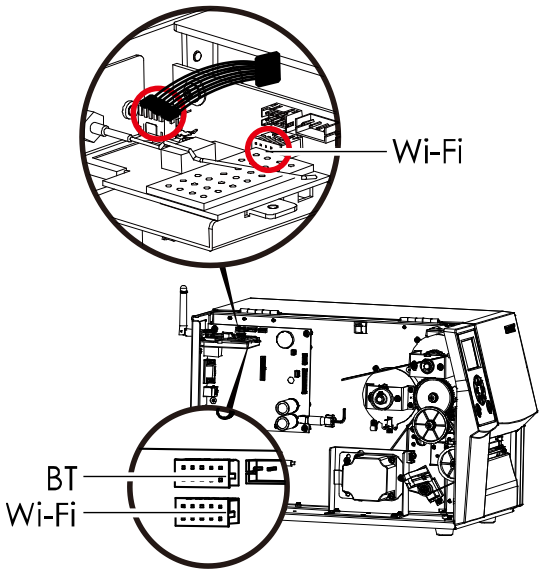
Step1. Remove the screw on the left side cover.



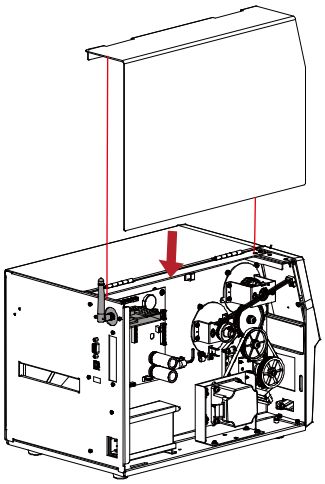
Step2.Disassemble the left side cover.



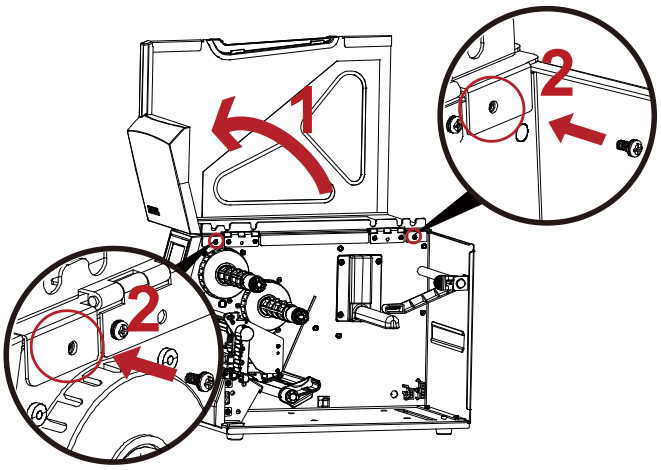
Step3.Install the WiFi Module.



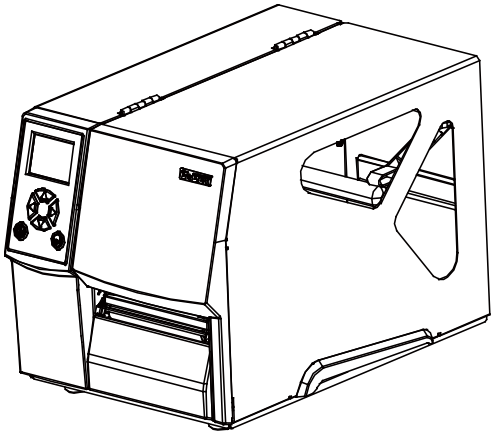
Step4.Connect the cable.



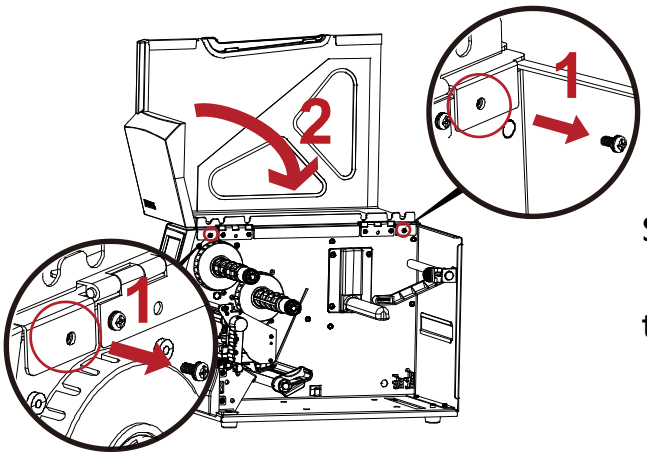
Step5.Install the left side cover.



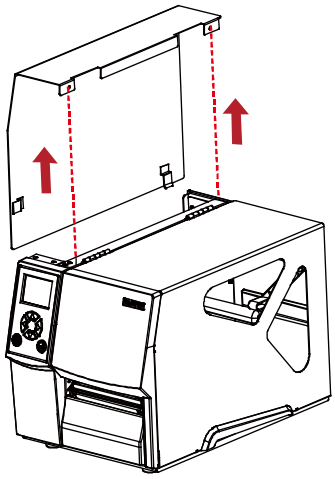
Step6. Lock the left cover screws.



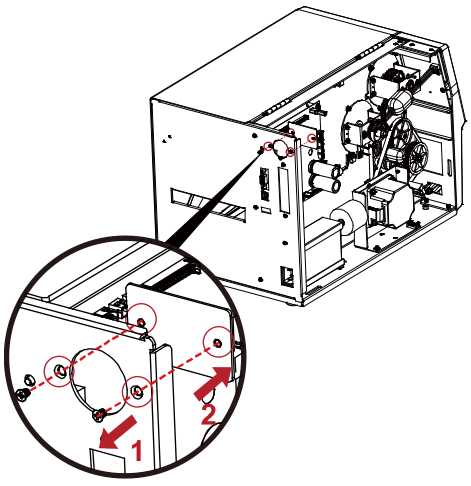
5-5 Installing the bluetooth module



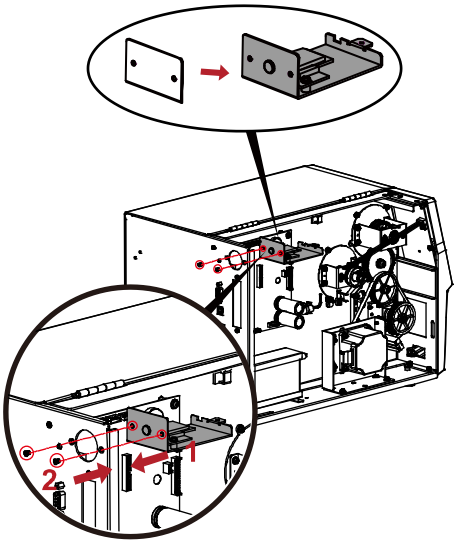
Step1. Remove the screw on the left side cover.

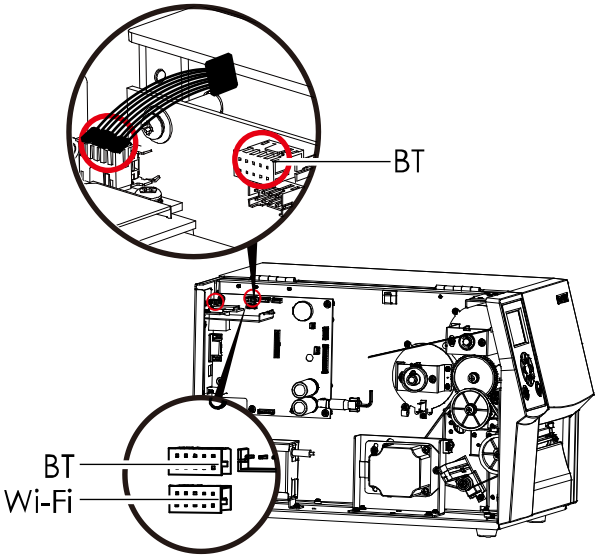


Step2. Disassemble the left side cover.

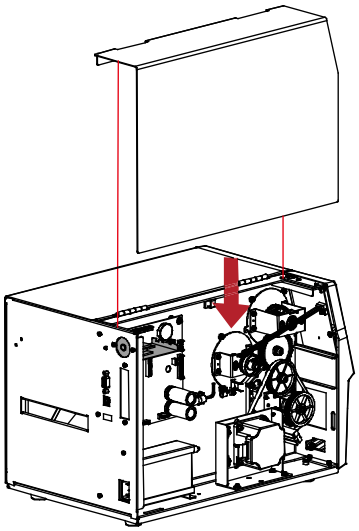


Step3. Install the Bluetooth Module.

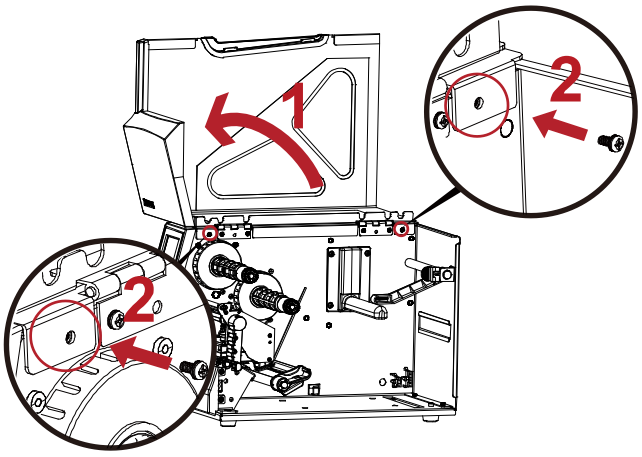




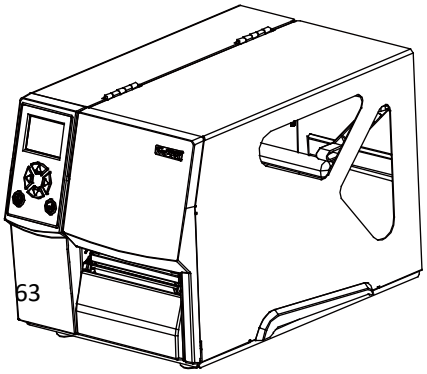
Step4. Connect the cable.



Step5. Install the left side cover.

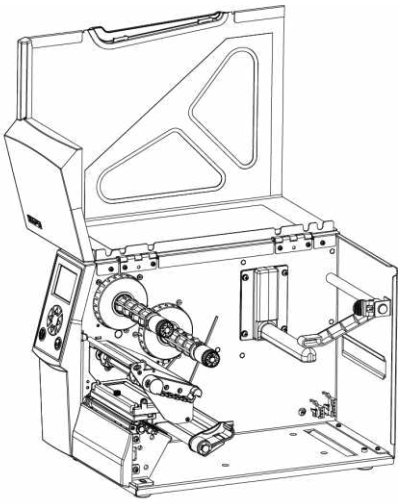


Step6. Lock the left cover screws.

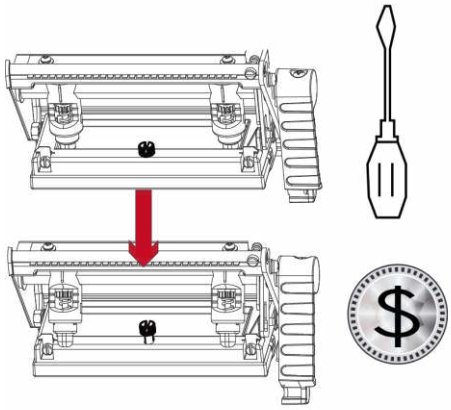


6 Maintenance and Adjustment

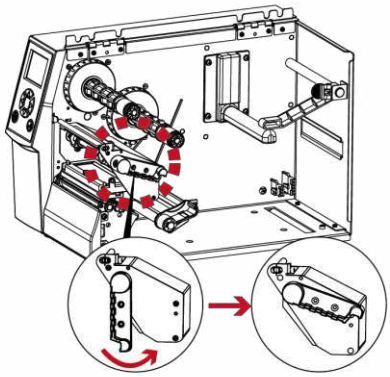
6-1 Installing / removing the print head module

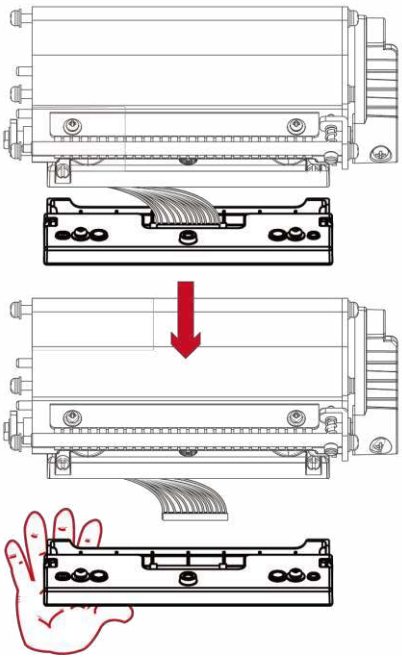


1. **Open the printer cover.**



2. **Using a screwdriver or a coin, loosen the screw to take out the TPH module.**





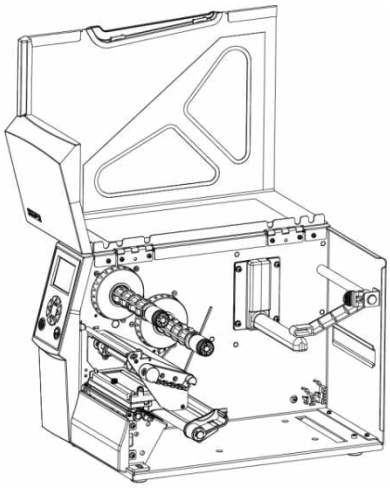
3. **Turn the print head counterclockwise to a top right position**

4. **Turn the print head counterclockwise to a top right position**

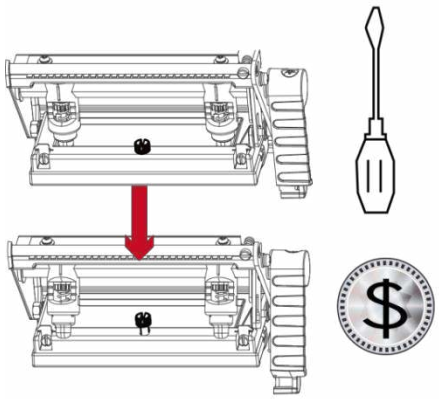
NOTE

* Remember to switch off the printer before removing the print head module.

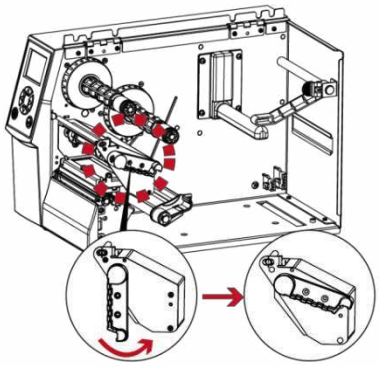
6-2 Adjusting the print line



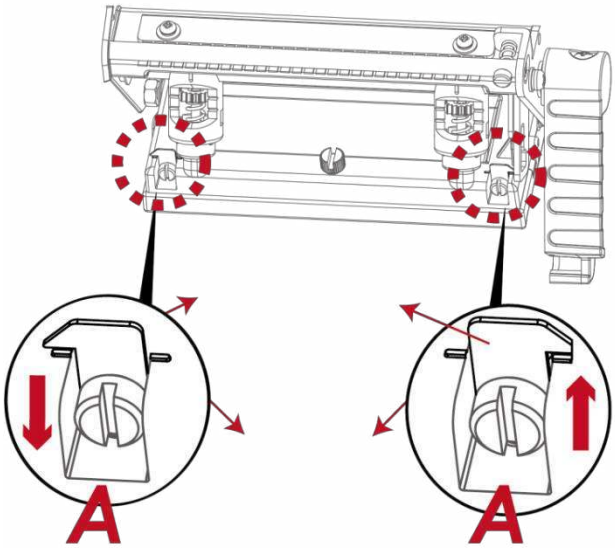
1. **Open the printer cover.**



2. **Using a screwdriver or a coin to loosen the screw**



3. **Turn the print head counterclockwise to a top right position**



If no improvement is visible, turn the screws(A) clockwise or counterclockwise as far as possible and be sure to align with the indicator board and indicator line. Repeat the adjustment process until printing quality has improved.

6-3 Adjusting ribbon tension

You can adjust the ribbon tension by turning the ribbon shaft knob (see illustration) clockwise or counterclockwise.

There are 4 possible settings, which is marked on the ribbon supply hub.

1 : Tension is the highest

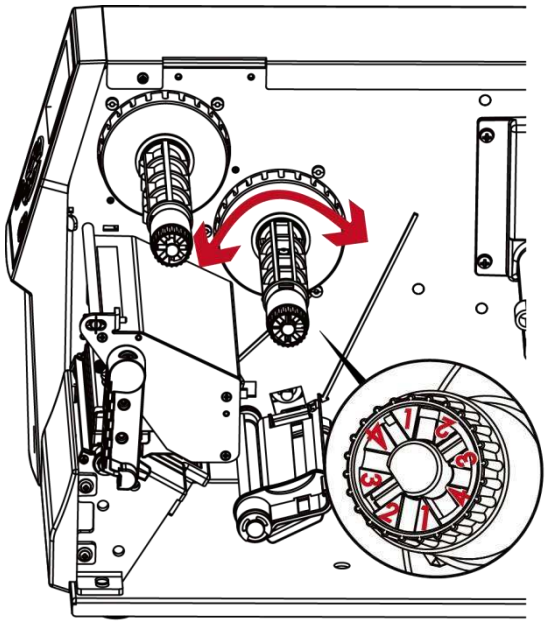
4 : Tension is the lowest

If the tension is so low that the ribbon does not move forward, you need to reduce the tension of the ribbon supply hub.

To set the tension, press in the knob and turn it clockwise or counterclockwise as required.

Increasing the tension of the ribbon rewind hub will remove any wrinkling of the ribbon during printing, which results from the use of different ribbon materials. (For details about the wrinkling/creasing of ribbons, see Section 6-6.)

If you are using a very narrow ribbon, the printer may not move the label stock forward (particularly with a ribbon that is less than 2" wide). In that case, reduce the tension by turning the knob of the ribbon supply hub counterclockwise.



6-4 Cleaning the thermal print head

Dirt on the print head or ribbon may result in inadequate print quality

(there are only partial images on the label). The printer cover should therefore be kept

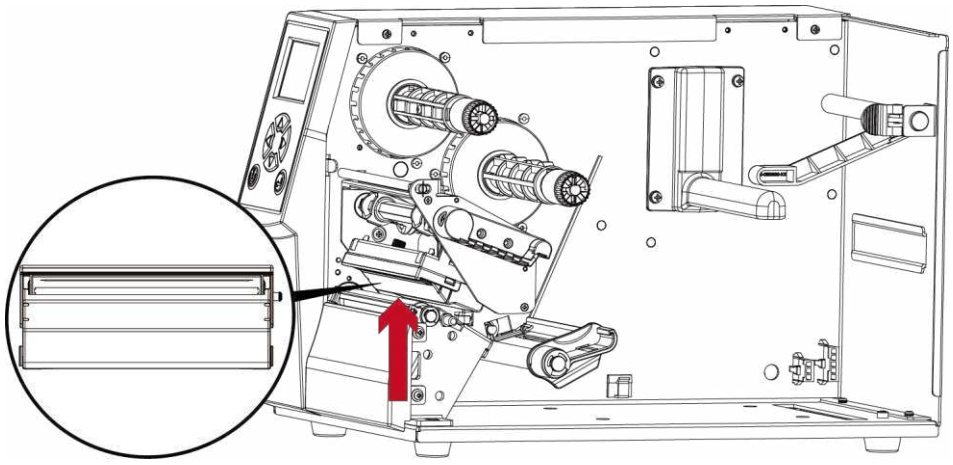
closed when possible.

Keeping dirt and dust away from the paper or labels ensures a good print quality

and a longer lifespan of the print head. Here is how you clean the print head:

1. Switch off the printer.
2. Open the printer cover.
3. Remove the ribbon.
4. Release the print head by turning the print head release lever.
5. 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 wipe.



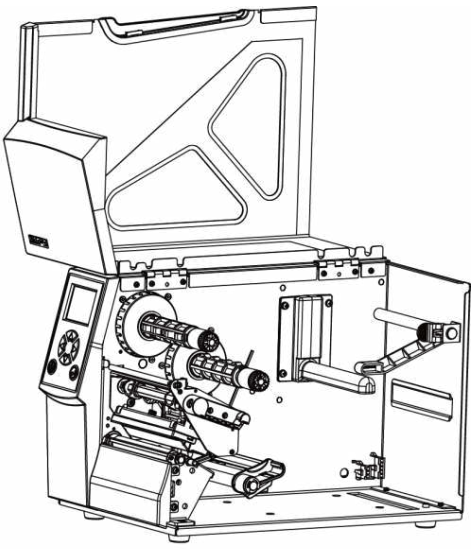
NOTE

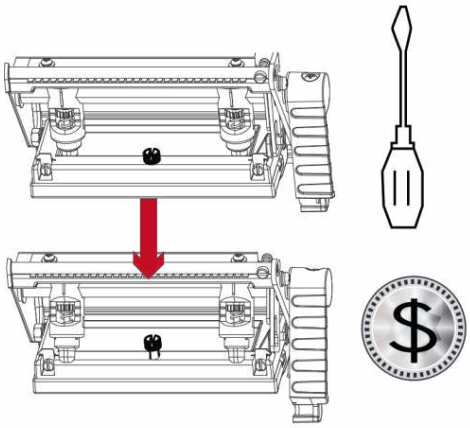
* The print head should be cleaned once a week.

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

6-5 Adjusting the balance and print head tension

1. Open the printer





2. Using a screwdriver or a

coin to loosen the screwcoin to loosen the screw

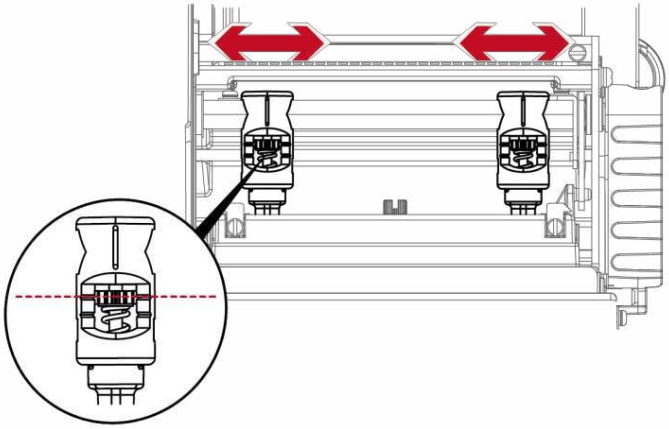
When using a variety of label stock

and ribbons, the ink may not be evenly distributed.

If there is no printed image on one side of the paper,

or the ribbon wrinkles, the print head pressure

must be readjusted using the TPH spring boxes.



Move the TPH spring boxes as shown in the illustration

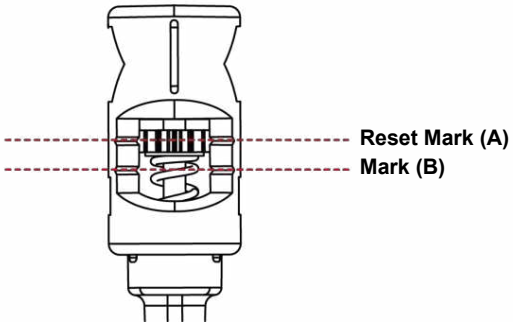
to change the print head pressure.

The wider the label you are using, the further apart

the TPH spring boxes must be moved away from

each other. If there is no quality improvement,

you need to change the pressure on the TPH spring boxes.



Turning the screw left increases the pressure,

while turning it right reduces the pressure.

Be sure not to turn the screw so that it goes below Mark(B).

6-6 Ribbon shield settings

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

If your print result looks like the example in (a), you need to turn ribbon shield screw clockwise.

If your print result looks like the example in (b), you need to turn ribbon shield screw counterclockwise.

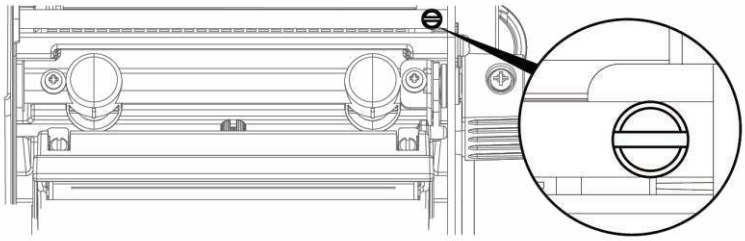
(a)

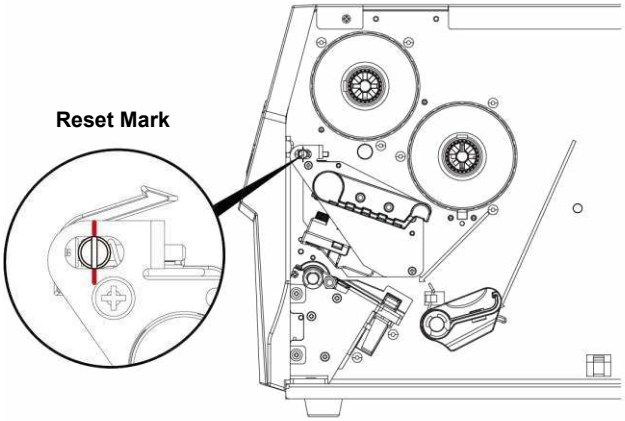
(b)

To keep track of the change in print quality, you should adjust the screws by half a turn at a time.

Print a test page. If there is no improvement in the print result, turn the screw by another half turn.

Do not turn the adjustment screw more than two full turns(360°).

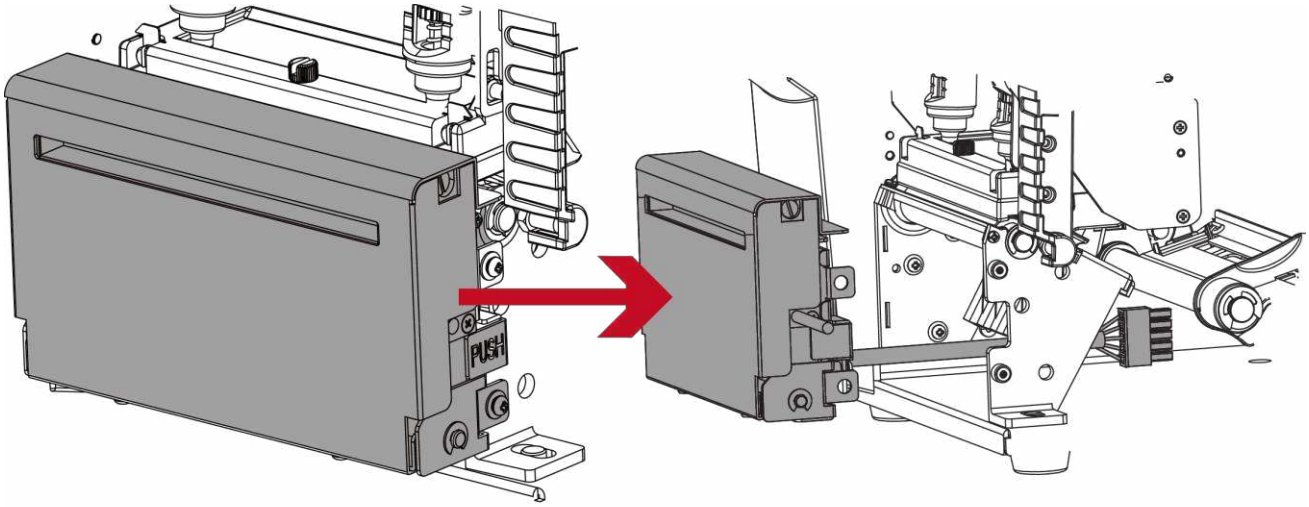




NOTE

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

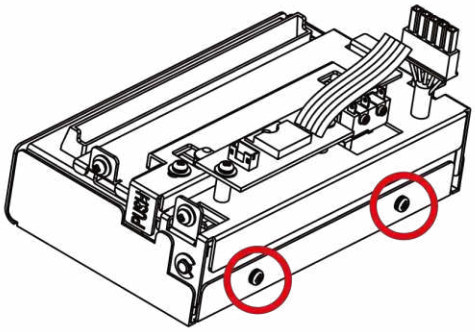
6-7 Cutter settings

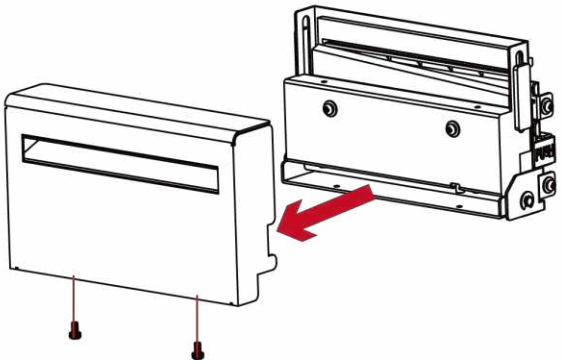


Switch off the printer before removing the CUTTER.

(Remove or install cutter refer to ‘’accessories” in Section 5)

Unscrew the screw at the bottom of cutter.





Remove the cutter cover.

Clean and remove jammed paper.

Reinstall CUTTER back onto printer.

NOTE

* Remember to switch off the printer before removing the CUTTER.

** The label medium should be at least 30 mm long to ensure correct functioning of the cutter.

6-8 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 side up and that it is the 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 there is any label material or ribbon stuck to the the print head. ♦ Check for errors in the application software. ♦ Check whether the starting position has been set correctly. ♦ 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.
Skipping labels 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.

NOTE

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

APPENDIX

Product specifications

Model Name		ZX420+	ZX420i+	ZX430+	ZX430i+
Print Method		Thermal Transfer / Direct Thermal			
Resolution		203 dpi (8 dots/mm)		300 dpi (12 dot/mm)	
Print Speed		Up to 6 ips (152 mm/s)		Up to 5 ips (127 mm/s)	
Print Width		4.25" (108 mm)		4.16" (105.7 mm)	
Print Length		Min. 0.16" (4 mm)** ; Max . 279.53" (7100 mm)		Min. 0.16" (4 mm)** ; Max. 125.98" (3200 mm)	
Processor		32-bit RISC CPU			
Memory	Flash	128 MB			
	SDRAM	128 MB			
Sensor Type		Adjustable reflective sensor and transmissive sensor, left aligned			
Media	Type	Continuous form, gap labels, black mark sensing, and punched hole; label length set by auto sensing or programming			
	Width	Tear : Min. 1" (25.4 mm) – Max. 4.65" (118 mm) Cutter : Max. 4.61" (117 mm) Dispenser : Max. 4.33" (110 mm)			
	Thickness	Min. 0.0024" (0.06 mm) – Max. 0.01" (0.25 mm)			
	Label roll diameter	Max. 8" (203.2 mm) with 3" (76.2 mm) core Max. 6" (152.4 mm) with 1.5" (38.1 mm) core Max. 5" (127 mm) with 1" (25.4 mm) core			
	Core diameter	Min. 1 " (25.4 mm) – Max. 3" (76.2 mm)			
Ribbon	Types	Wax, wax/resin, resin			
	Length	Max. 1476' (450 m)			
	Width	Min. 1.18" (30 mm) – Max. 4.33" (110 mm)			
	Ribbon roll diameter	3" (76.2 mm)			
	Core diameter	1" (25.4 mm)			
Printer Language		EZPL, GEPL, GZPL, GDPL auto switch			
Software	Label design	GoLabel II (for EZPL only) (Windows)			
	Management tools	GoTools (Windows/ Android) GoUtility (Windows)			
	APP for Printing	GoAPP (Android/ iOS)			
Driver		Windows 7, Windows 8 & 8.1, Windows 10, Window11, Windows Server 2008 R2, 2012, 2012 R2, 2016, 2019, 2022, MAC, Linux			
SDK		Win CE, .NET, Windows 7, Windows 8 & 8.1, Windows 10, Windows 11, Android, Mac, iOS			
Resident Fonts	Bitmap Fonts	6, 8, 10, 12, 14, 18, 24, 30, 16X26 and OCR A & B 0°, 90°, 180°, 270° rotatable, single characters 0°, 90°, 180°, 270° rotatable 8 times expandable in horizontal and vertical directions			
	TTF Fonts	(Bold / Italic / Underline) 0°, 90°, 180°, 270° rotatable Internal TTF Fonts x5 : Traditional Chinese, Simplified Chinese, Japanese, Korean, Western languages			
Download Fonts	Bitmap Fonts	0°, 90°, 180°, 270° rotatable, single characters 0°, 90°, 180°, 270° rotatable			
	Asian Fonts	16x16, 24x24. Traditional Chinese (BIG-5), Simplified Chinese(GB2312), Japanese (S-JIS), Korean (KS-X1001) 0°, 90°, 180°, 270° rotatable and 8 times expandable in horizontal and vertical directions			
	TTF Fonts	(Bold / Italic / Underline) 0°, 90°, 180°, 270° rotatable			
Barcodes	1-D Bar Codes	China Postal Code, Codabar, Code 11, Code 32,Code 39, Code 93, Code 128 (subset A, B, C), EAN-8/EAN-13 (with 2 & 5 digits extension), EAN 128, FIM, German Post Code, GS1 DataBar, HIBC, Industrial 2 of 5 , Interleaved 2-of-5 (I 2 of 5), Interleaved 2-of-5 with Shipping Bearer Bars, ISBT-128, ITF 14, Japanese Postnet, Logmars, MSI, Postnet, Plessey, Planet 11 & 13 digit, RPS 128, Standard 2 of 5, Telepen, Matrix 2 of 5, UPC-A/UPC-E (with 2 or 5 digit extension), UCC/EAN-128 K-Mart, Random Weight and Pharmacode			

	2-D Bar Codes	Aztec code, Code 49,Codablock F , Datamatrix code, MaxiCode, Micro PDF417, Micro QR code, PDF417,QR code, TLC 39, GS1 Composite, DotCode, Marco PDF 417			
Code Pages		Codepage 437, 737,850, 851, 852, 855, 857, 860, 861, 862, 863, 865, 866, 869 Windows 1250, 1251, 1252, 1253, 1254, 1255, 1257 Unicode UTF8、UTF16BE、UTF16LE			
Graphics		Resident graphic file types are BMP and PCX, other graphic formats are downloadable from the software			
Interfaces		• USB 2.0 (Type B) • USB Host (Type A)	• USB 2.0 (Type B) • Serial Port (RS232) • Ethernet 10/100 Mbps • USB Host (Type A)	• USB 2.0 (Type B) • USB Host (Type A)	• USB 2.0 (Type B) • Serial Port (RS232) • Ethernet 10/100 Mbps • USB Host (Type A)
Control Panel		•1 Power on/standby button with green color LED backlight •1 Calibration button at rear panel •1 Control key : FEED / PAUSE / CANCEL with dual color LED backlight: Ready (Green); Error (Red)	•Color TFT LCD with navigation button •1 Power on/standby button with green color LED backlight •1 Calibration button at rear panel •1 Control key : FEED / PAUSE / CANCEL with dual color LED backlight: Ready (Green); Error (Red)	•1 Power on/standby button with green color LED backlight •1 Calibration button at rear panel •1 Control key : FEED / PAUSE / CANCEL with dual color LED backlight: Ready (Green); Error (Red)	•Color TFT LCD with navigation button •1 Power on/standby button with green color LED backlight •1 Calibration button at rear panel •1 Control key : FEED / PAUSE / CANCEL with dual color LED backlight: Ready (Green); Error (Red)
Real Time Clock		Standard			
Power		Auto Switching 100-240V AC, 50-60Hz			
Environment	**Operation temperature**	41°F to 104°F (5°C to 40°C)			
	Storage temperature	-4°F to 140°F (-20°C to 60°C)			
Humidity	**Operation**	20-85%, non-condensing			
	Storage	10-90%, non-condensing			
Agency Approvals		CE (EMC)、FCC Class B、CB、cULus、ICES-003, UKCA, BSMI, ENERGY STAR **(The safety certification marks may be different depending on sales regions.)**			
Dimension	**Length**	403 mm (15.9")			
	Width	260 mm (10.2")			
	Height	274 mm (10.8")			
Weight		10.8 Kg (23.81lbs), excluding consumables			
Options		Cutter module (Dealer Install) Parallel port adaptor module (Centronic female 36-pin)(Dealer Install) WiFi and BT (BLE 5.0) combo module (Dealer Install) External label rewinder Label Dispenser (Dealer Install)			

* 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 and maximum print speed specification compliance can be dependent on non-standard material variables such as label type, thickness, spacing, liner construction, etc. GODEX is pleased to test non-standard materials for minimum print height, and maximum print speed capability.
***Due to ZX400 Series WiFi module message communication through LAN port, please make sure WiFi module has been removed when you want to use LAN port.

**** The cutter is an optional accessory. If the cutter is installed, it is not suitable for children to approach.

Interface

- Parallel port

Handshaking : DSTB is sent to the printer, BUSY to the host computer
Interface cable : Parallel cable compatible with IBM computers
Pinout : See below

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

- 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
-	1 _____ 1	+5V, max 500mA
RXD	2 _____ 2	TXD
TXD	3 _____ 3	RXD
DTR	4 _____ 4	N/C
GND	5 _____ 5	GND
DSR	6 _____ 6	RTS
RTS	7 _____ 7	CTS
CTS	8 _____ 8	RTS
RI	9 _____ 9	N/C
Computer		Printer

- USB Port

Computer Connector : Type A

Pin NO.	1	2	3	4
Function	VBUS	D-	D+	GND

Connector Type : Type B

Pin NO.	1	2	3	4
Function	VBUS	D-	D+	GND

- Ethernet (RJ-45)

PIN NO.	FUNCTION
1	T+
2	T-
3	R+
4	N/C
5	N/C
6	R-
7	N/C
8	N/C

Notice

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

Wi-Fi Printer Sever Module Installation(Quick Setting)

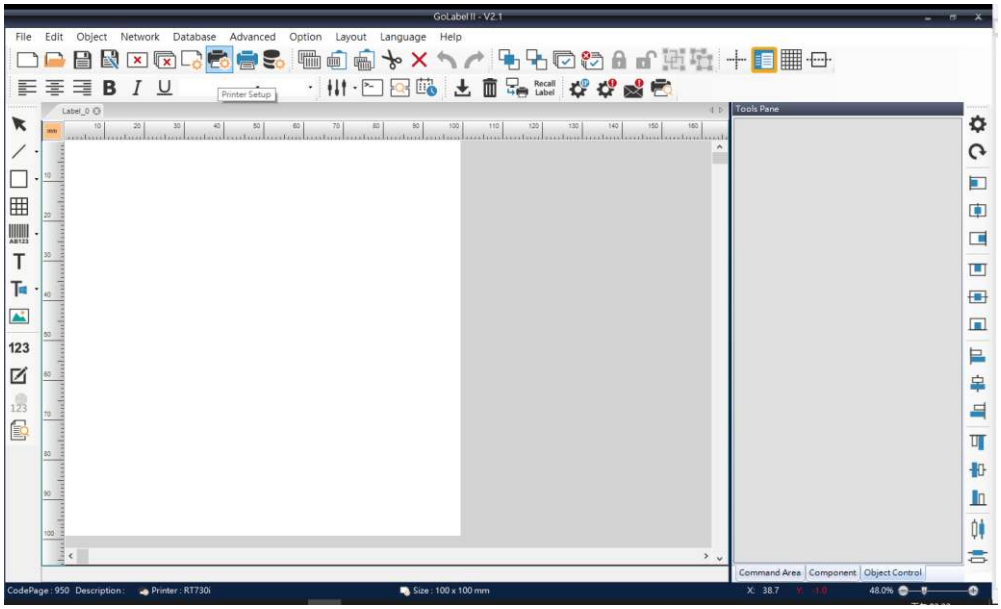
* Quick setting only supports GoLabel 1.15K and Arm 7 (FW1.100)
Or Arm 9 (FW2.00A) or higher version

Set up wireless network through GoDEX WiFi tool

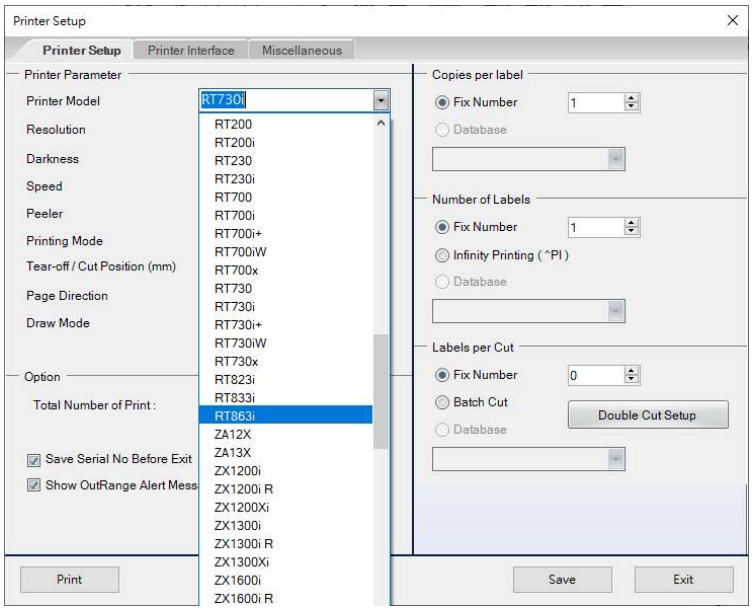
1. Turn on the printer,connect printer and computer by USB cable.

2. Start GoLabel.

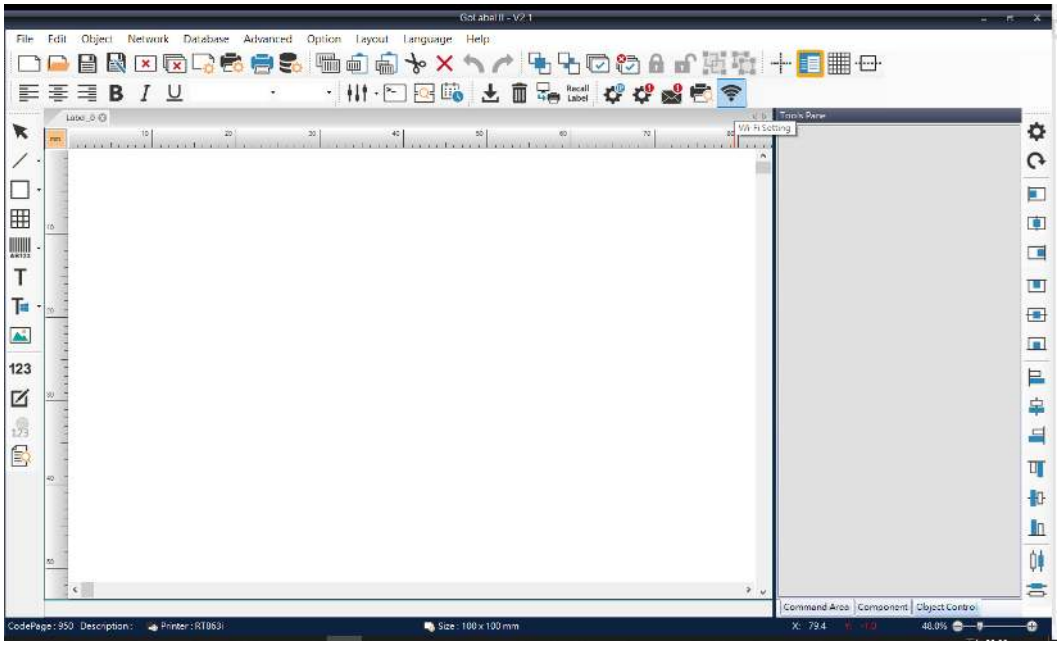
3. “Generic”→”Printer Setup”.



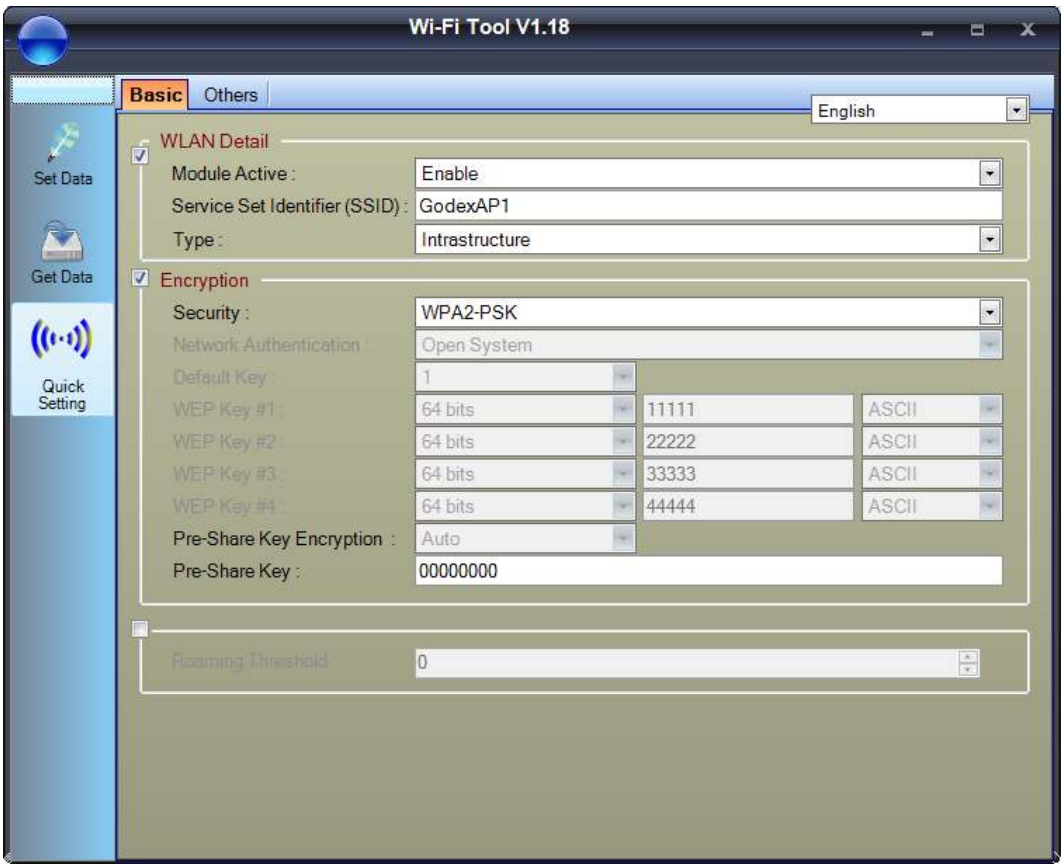
4. Select printer moedel(Wi-Fi supported models).



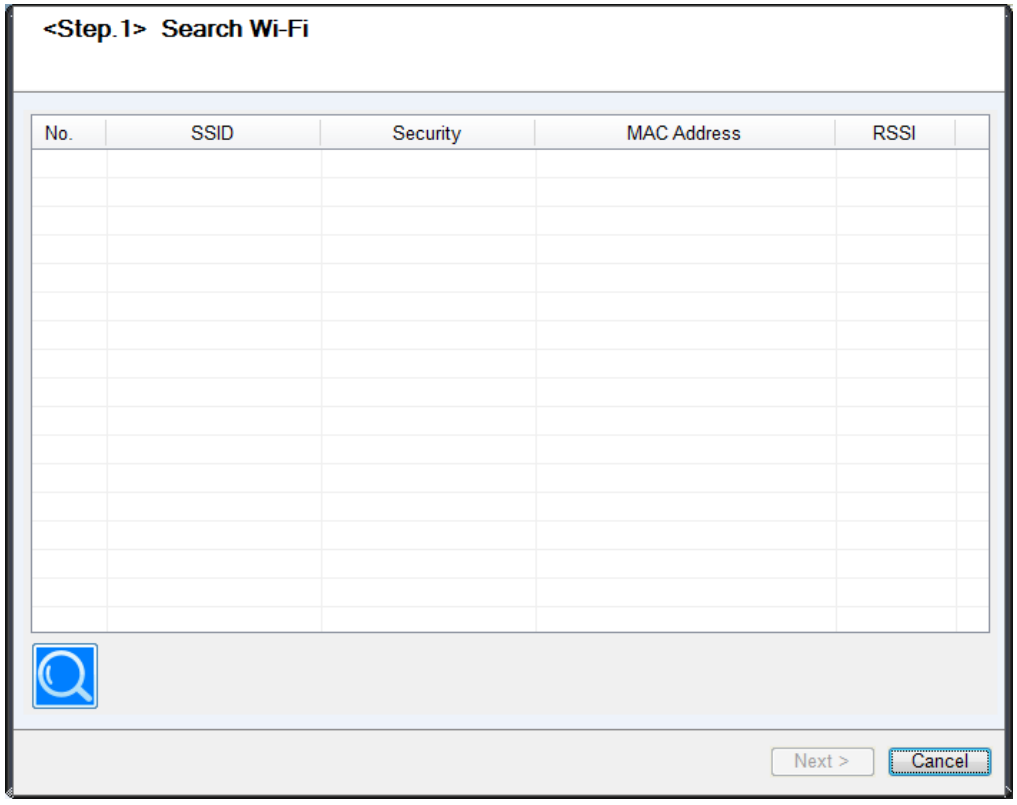
5. Click"WiFi Setting"icon.

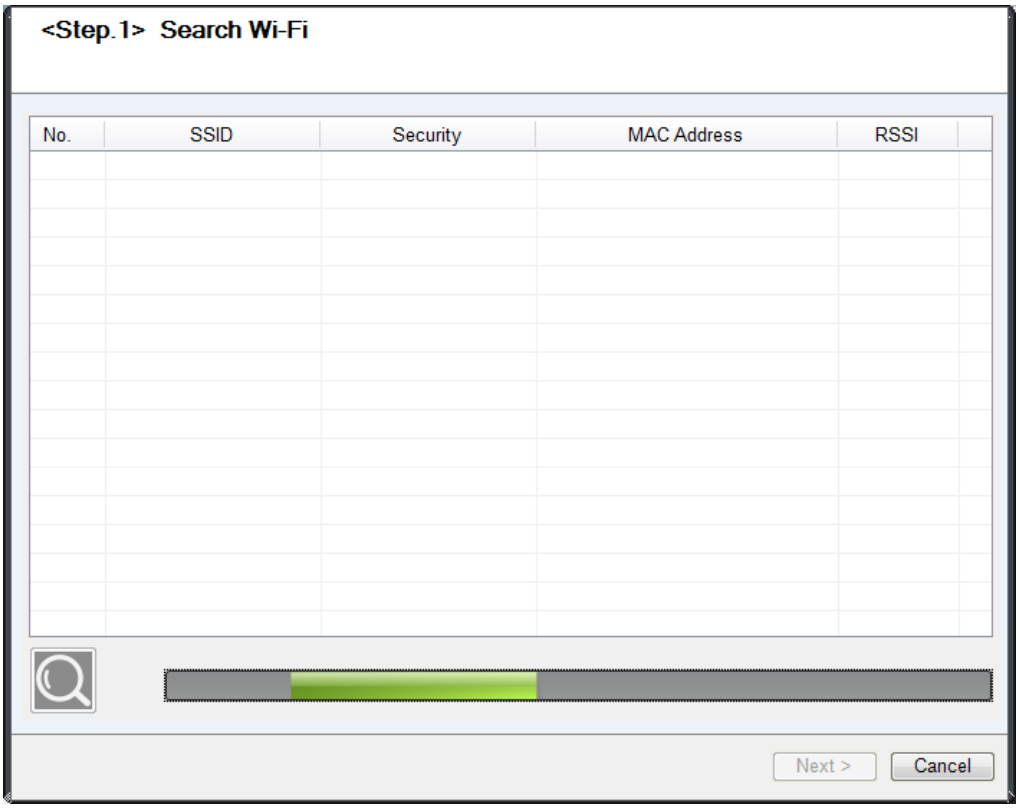


6.Click " Quick Setting"I con.

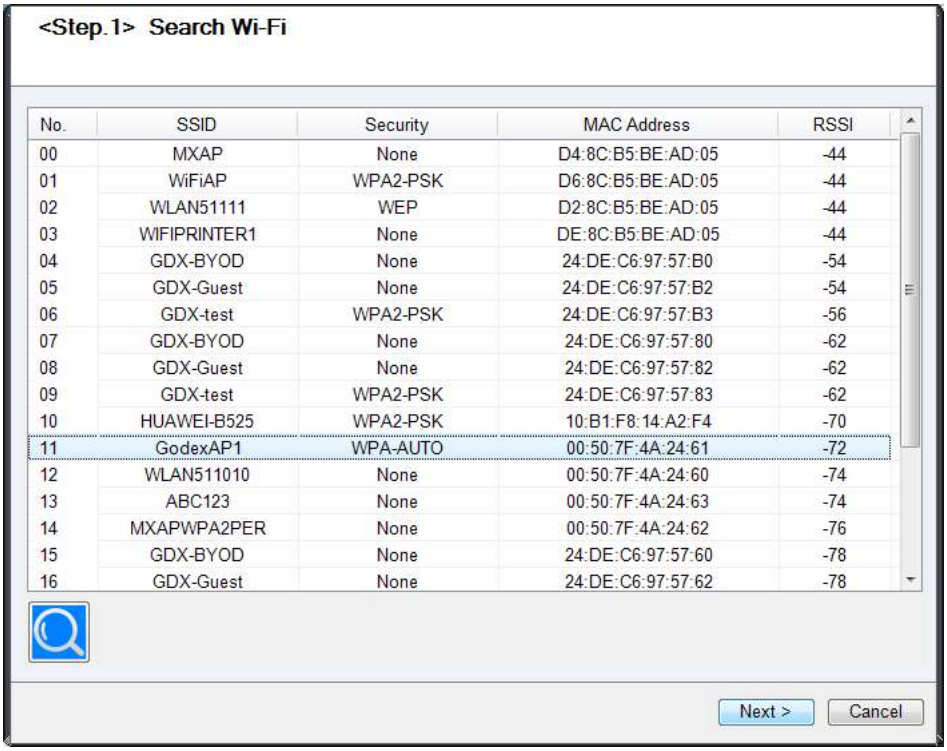


7. Click the Search button.

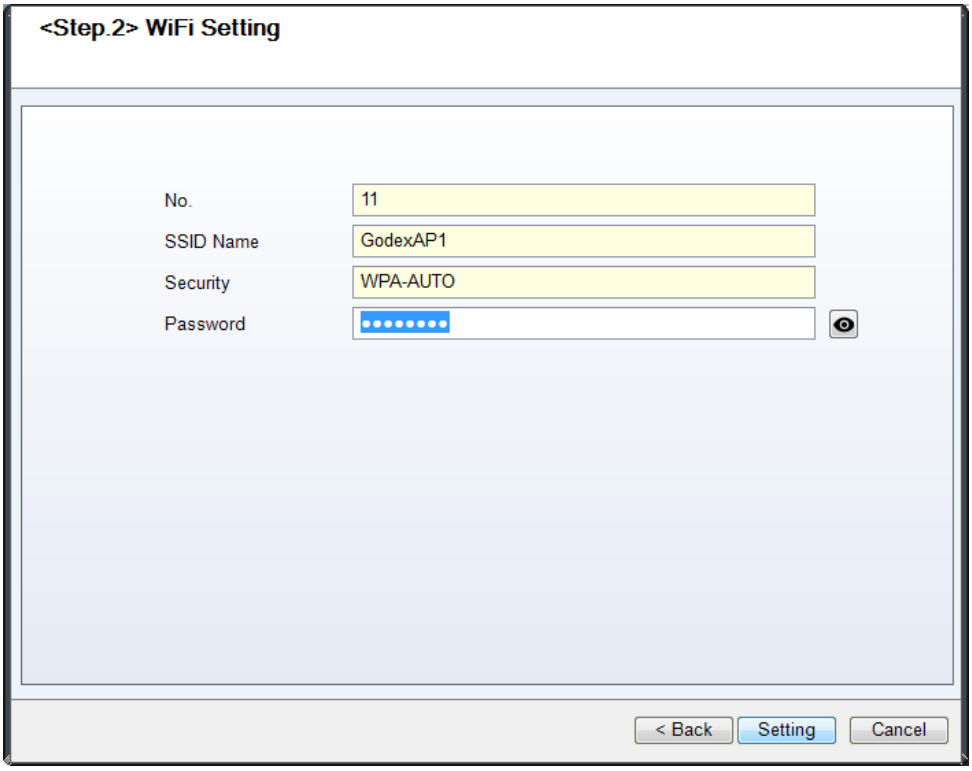




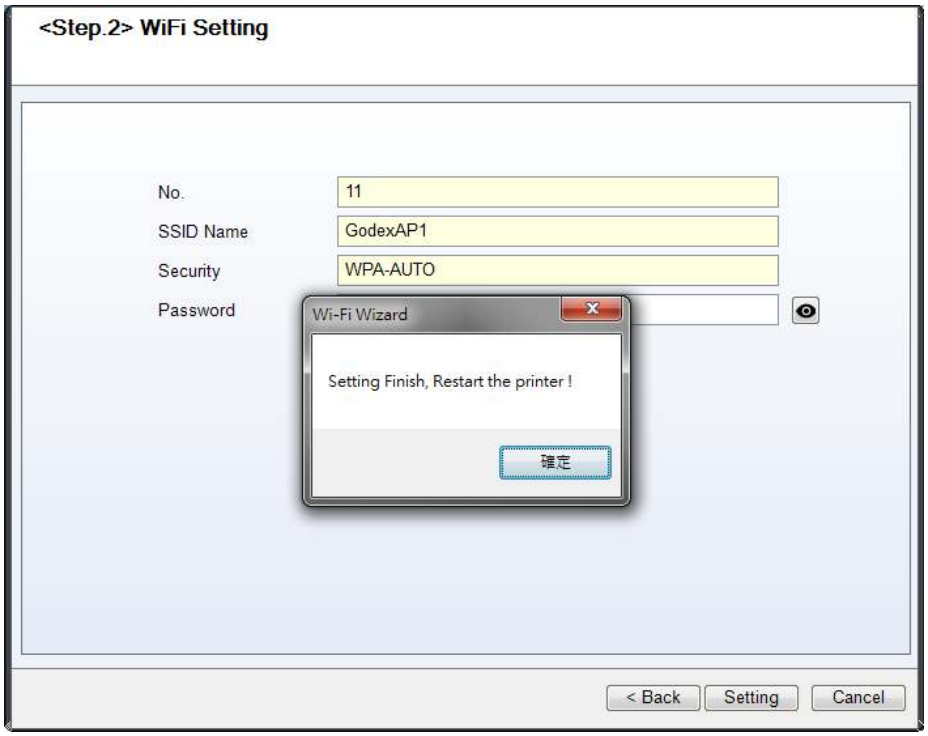
8. Select server and click next button.



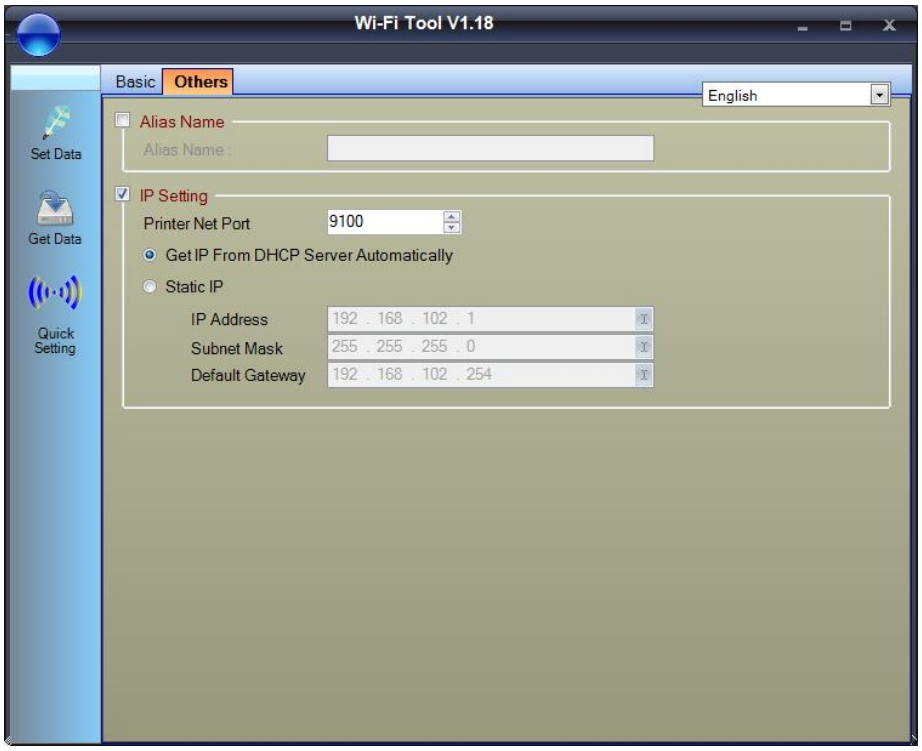
9. Enter the password set on the server side and click the "Setting" button.



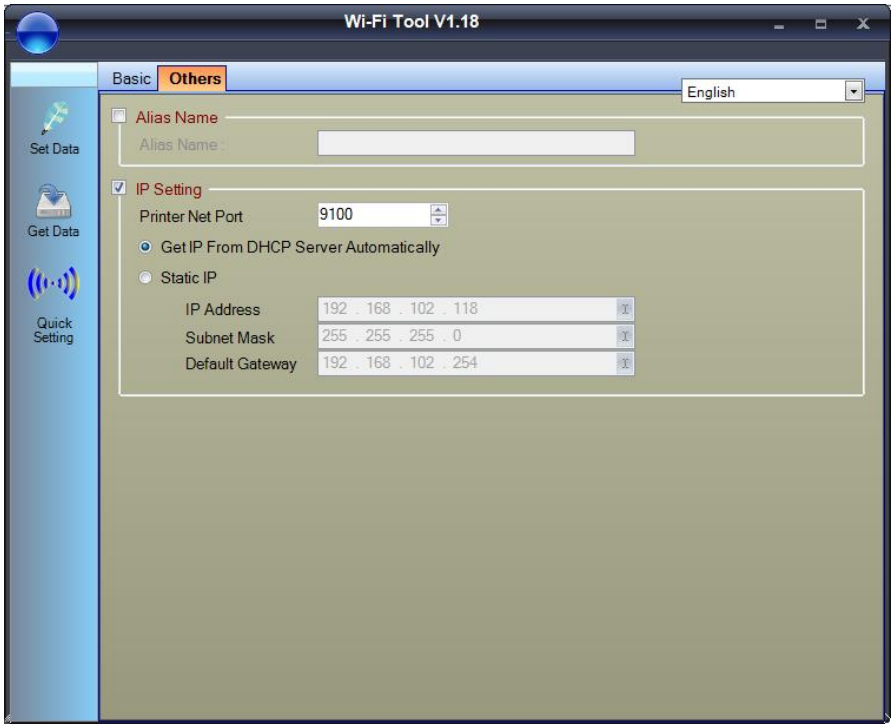
10.After the setting succeeded, a prompt will pop up and the printer will restart.



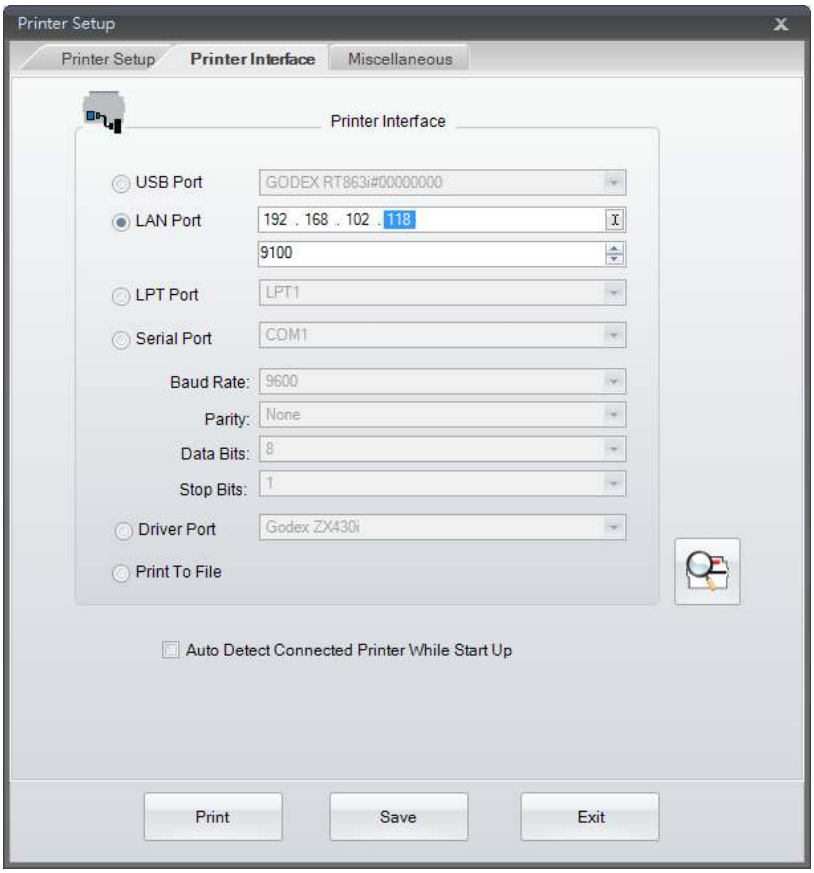
11. Select the "Others" tab and click the "Get Data" icon after selecting "IP Settings".



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



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



BT module setting instructions (Connect to mobile phone)

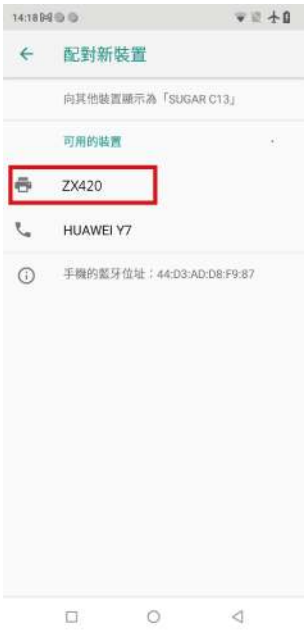
* Android applies to BT2.1 and 4.0
iOS only works with BT4.0

First pair the phone with the printer

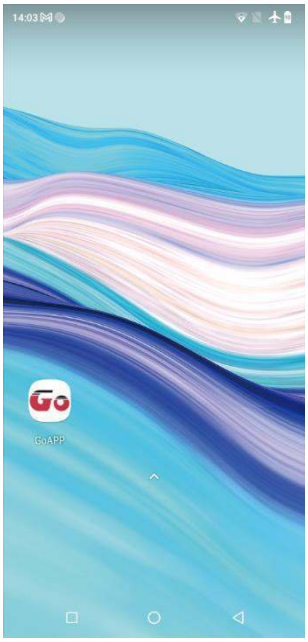
1. Turn on the printer and wait for it to enter the “Ready” state.

2. Select the printer model you want to connect.

(The default pairing password is 0000)

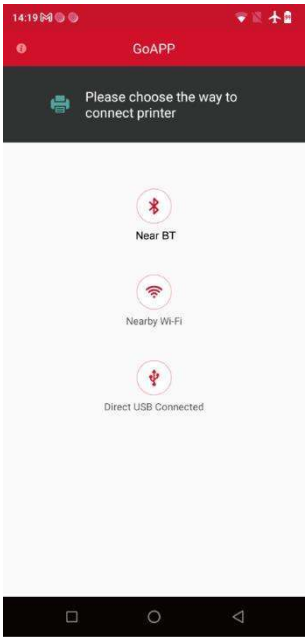


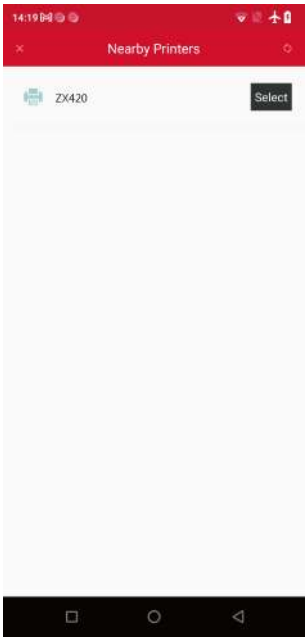
3. Open the GoApp application.



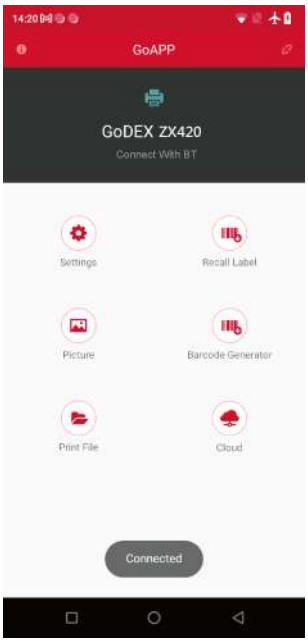
Select connection method and printer

4. For the connection method, choose “Near BT” button.
5. The printers which installed the BT module will be listed below, select the printer to connect.





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



*** When using the BT4.0 module, you need to use GoLabel to send the command "^XSET,EXTERNCARDMODE,8" to the printer first.**