



GoDex Printer Setup

Table of Contents

Ribbon Setup.....	2
Calibration.....	2
Loading Tags	3
Configuration in The Edge.....	3
Troubleshooting	4

Ribbon Setup

To install ribbons:

1. Open the **Godex Printer** by pushing in on the circles on either sides of the printer and pulling up.
2. Find the two green buttons on the ribbon supply. Push both of them in at the same time. This should release the ribbon supply.
3. Lift up the ribbon supply to reveal the ribbon feed.
4. The ribbon is spring loaded. Find the two ribbon holders; one is above the ribbon feed and one is underneath.
5. Push the ribbon holders to the left towards the green rewind wheels to remove the two bars that will hold the ribbon in place. The bar that is located underneath the ribbon feed is used to hold the unused ribbon and the bar on top of the ribbon feed holds the used ribbon.
6. Once you have the two bars out, place the new roll of ribbon onto the bars which will hold them in place.
7. Make sure that the ribbon is put on the bars correctly: The ink side of the ribbon should be facing down and away from the roll. The best way to find out which side is the side with the ink is to take some scotch tape and put it on each side and then peel it back off. Whichever side peels off with black ink of it, is the side with the ink on it.
8. After you have placed the ribbon on the bars correctly, put the bars that have the ribbon on them back where they came from. The unused ribbon roll should be underneath the ribbon feed and the used ribbon roll should be on top.
9. Close the ribbon supply and use the green wheel of the left side of the ribbon to retighten the ribbon feed.
10. Close the lid to the printer.

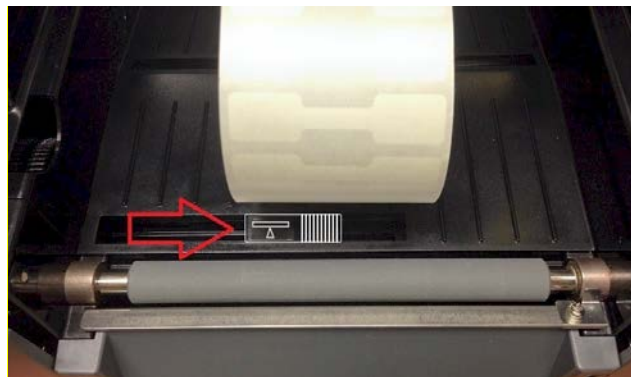
Calibration

To calibrate your printer:

1. Turn off your GoDex Printer. Once it is off, locate the Feed button.
2. Hold the Feed button down while you turn on the printer. Keep holding the Feed button until you hear three quick beeps; the printer will then print out some tags.
3. Once it stops and the Ready light turns green, you are all set and calibrated.

Loading Tags

1. Open the **Godex Printer** by pushing in on the circles on either sides of the printer and pulling up.
2. Find the two green buttons on the ribbon supply. Push both of them in at the same time. This should release the ribbon supply.
3. Lift up the ribbon supply to reveal the tag feed.
4. Toward the back of the printer behind the ribbon feed are two green plates on a bar. Lift that bar to remove the tag holder.
5. Slide the green tag clamps of the tag holder bar. Now slide the roll of dumbbell tags onto the bar with the tags facing up when they roll out.
6. Slide the green tag clamps back on either sides of the roll of tags with the smooth side facing in. Using the clamps, center the roll of tags in the middle of the bar.
7. Lift the ribbon supply up and feed the tags underneath the ribbon supply. Spread the green clamps that are located underneath the ribbon supply so that you can feed the tags through the clamps.
8. Now close the green clamps so that the tags fits perfectly in between them. Now feed the ribbon further so that the end of the ribbon reaches out side of the printer.
9. Close the ribbon supply and use the green wheel of the left side of the ribbon to retighten the ribbon feed.
10. When loading string tags or dumbbell tags without black mark on the Godex or Ziptape, the sensor on the printer must be placed on the left side of the tag.



11. Calibrate the printer as described above.

Configuration in The Edge

From The Edge, go to **Administrative ► Configuration ► Tag Printer 1 Settings** and make sure settings are as show below.

Tag Printer 1 Settings	
TagAdjustGap	5
TagAdjustLeft	5
TagAdjustTop	12
TagDPI	203
TagPrinter	windows:Godex EZ-1100 Plus
TagPrinterBurnSetting	15
TagPrinterType	Godex
TagRetries	30
TagSensorMode	Default
TagSpecialBeginBatch	
TagSpecialEach	
TagSpecialEndBatch	
TagStopPosition	15

Troubleshooting

Error: Error Opening Port. The printer may have lost power or been disconnected.

Resolution:

- Check the cables.
- Go to **Administrative ► Configuration ► Tag Printer Settings ► Port Number**.
- Expand it and select **Test Ports**. Available devices will appear. Select the device you have. Unavailable devices are grayed-out.
- To completely reconfigure The Edge for the device:
 1. **Administrative ► Configuration ► Tag Printer Settings**
 2. Select the Port Number field then select the Godex printer or a USB port to which the Godex is attached. You may see something like this:

Port Number windows:Godex G-500

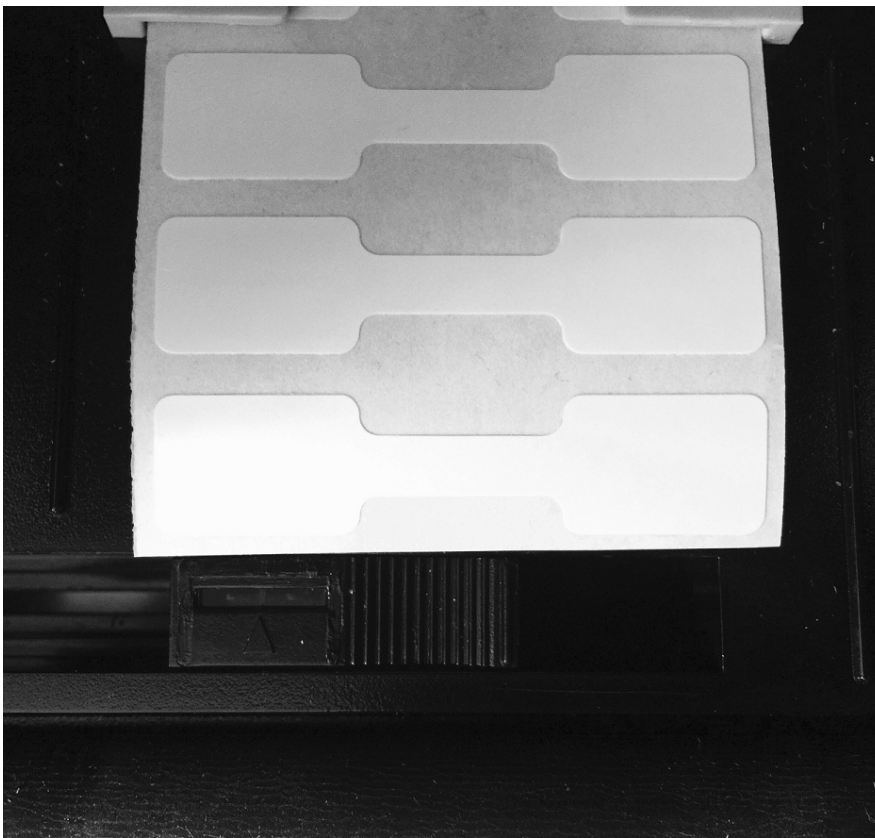
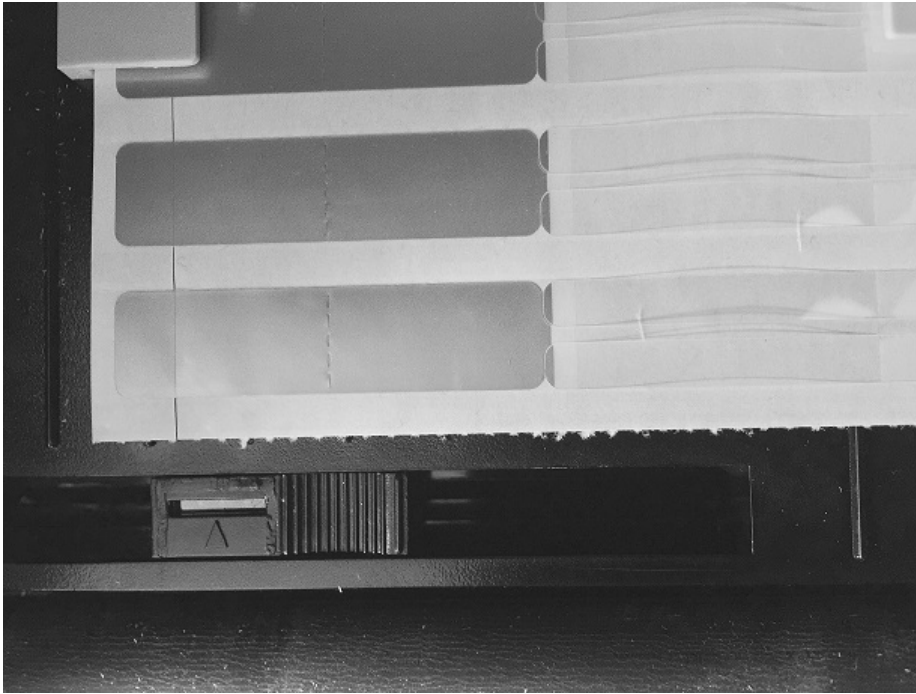
Or

Port Number \\.\USB#VID_195F&PID_0001#5&24dceac6&0&1#{a5dcbf10-6530-11d2-901f-00c04b951ed}

Problem: Red light appears after print or calibration. The printer needs to be recalibrated.

Resolution:

- Check to make sure tags and ribbon are properly loaded.
- Make sure the tags are lined up with the sensor.
- Make sure the holders are not too tight.
- Re-calibrate as follows:
 1. Before calibrating check the positioning of the sensor. The sensor should be on the left side of the tags.



2. Turn the printer off.
3. While the printer is still off, hold down the Feed button.

- Turn the printer back on then wait for 3 beeps then let go of that button.

Problem: The ribbon sticks to tags.

Resolution:

- Check to make sure the ribbon is installed correctly
- Unroll the ribbon a few inches and roll it back up
- Unroll the tag roll a few inches and roll it back up.

Problem: Tags are skipping or not ejecting properly.

Resolution: Verify these settings in The Edge Configuration window, especially the two lines in yellow.

Tag Printer 1 Settings	
Center Adjustment	5
Left Edge Adjustment	7
Number of Retries to Open Port	30
Port Number	windows:Godex G-500
Special Strings to Begin Batch Print	
Special Strings to End Batch Print	
Special Strings to Send on Individual Tag Print	
Tag DPI	203
Tag Printer Burn Settings	17
Tag Printer Make & Model	Godex
Tag Sensor Mode	Black_Mark
Tag Stop Position	15
Top Edge Adjustment	0

Problem: The printing quality is poor.

Resolution: Increase the burn setting in The Edge Configuration window.