



EZ100 series BARCODE PRINTER USER MANUAL



User Manual : EZ100 series
Version : C.4
Issue Date : 2024/01/09
P/N : 920-015511-00

CONTENTS

1. Barcode Printer	2
1-1 Box Content	2
1-2 Getting To Know Your Printer	3
2. Printer Setup	5
2-1 Open The Printer Cover	5
2-2 Open The Printing Mechanism	6
2-3 Loading The Ribbon	7
2-4 Loading The Label Roll	9
2-5 Loading The Label Roll (Label Dispenser Model)	11
2-6 Loading The Label Roll (Cutter Model)	14
2-7 Installing The Label Supply Hub Base On Internal Diameter	15
2-8 Preparing For Tag Printing	16
2-9 Connecting The Printer To The Host Computer	17
2-10 Installing The Driver	18
3. Operation Panel	21
3-1 LED Operation Panel	21
3-2 Error Alerts	22
3-3 Label size calibration and Self Test Page	23
3-4 Operation Panel	24
4. NetSetting for Ethernet	25
4-1 Installing The NetSetting software	25
4-2 The interface of NetSetting	26
5. Maintenance And Adjustment	33
5-1 Cleaning The Print Head	33
5.2 Adjusting The Print Head Pressure	34
5-3 Adjusting The Print Line	34
5-4 Cleaning The Cutter (Cutter Model)	35
5-5 Troubleshooting	36
Appendix -EZ100 Series Printer Specifications	37
Appendix -EZ300/EZ500 Series Printer Specifications	錯誤! 尚未定義書籤。

Declaration

FCC COMPLIANCE STATEMENT FOR AMERICAN USERS

This equipment has been tested and found to comply with the limits for a CLASS A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at own expense.

EMS AND EMI COMPLIANCE STATEMENT FOR EUROPEAN USERS

This equipment has been tested and passed with the requirements relating to electromagnetic compatibility based on the standards EN 55022:2006/A1:2007 Class A, EN61000-3-2:2006, EN 61000-3-3:2008 and EN55024:1998/A1:2001/A2:2003, IEC 61000-4-2:2008 series, The equipment also tested and passed in accordance with the European Standard EN55022 for the both Radiated and Conducted emissions limits.

EZ100/EZ300/EZ500 SERIES TO WHICH THIS DECLARATION RELATES IS IN CONFORMITY WITH THE FOLLOWING STANDARDS

IEC 62368-1:2014, IEC 60950-1:2005(2nd Edition)+Am 1:2009, GB9254-2008 (Class A) ; GB17625. 1-2003; GB4943.1-2011, EN 55022:2006/A1:2007 Class A, EN61000-3-2:2006, EN 61000-3-3:2008 and EN55024:1998/A1:2001/A2:2003, IEC 61000-4-2:2008 series, UL 60950-1, 1st Edition, 2007-10-31, CSA C22.2 No. 60950-1-03, 1st Edition, 2006-07, CFR 47, Part 15

WARNING

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

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

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

SAFETY INSTRUCTIONS

Please read the following instructions carefully.

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

CAUTION

- Danger of explosion if battery is incorrectly replaced. Replace only with the equivalent type recommended by the manufacturer.
- Dispose of used batteries according to the manufacturer's instructions.
- Only use with designated power supply adapter model.
- Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

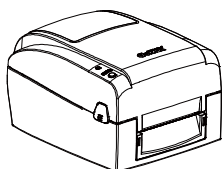
1. Barcode Printer

1-1 Box Content

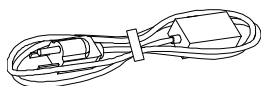
Please check that all of the following items are included with your printer.

※Package content and Logo style may vary per region.

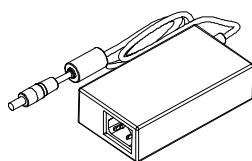
- Barcode Printer



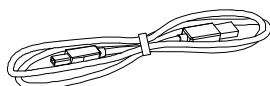
- Power Adapter



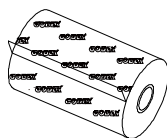
- AC Adapter



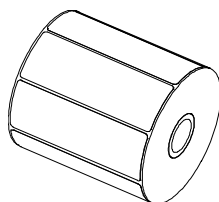
- USB Cable



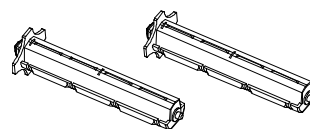
- Ribbon



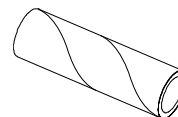
- Label Stock



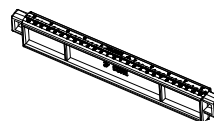
- Ribbon Hubs (set of 2)



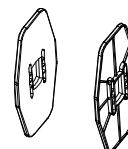
- Empty Ribbon Core



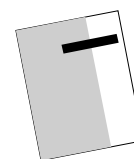
- Label Supply Hub



- Label Guide Plates (set of 2)

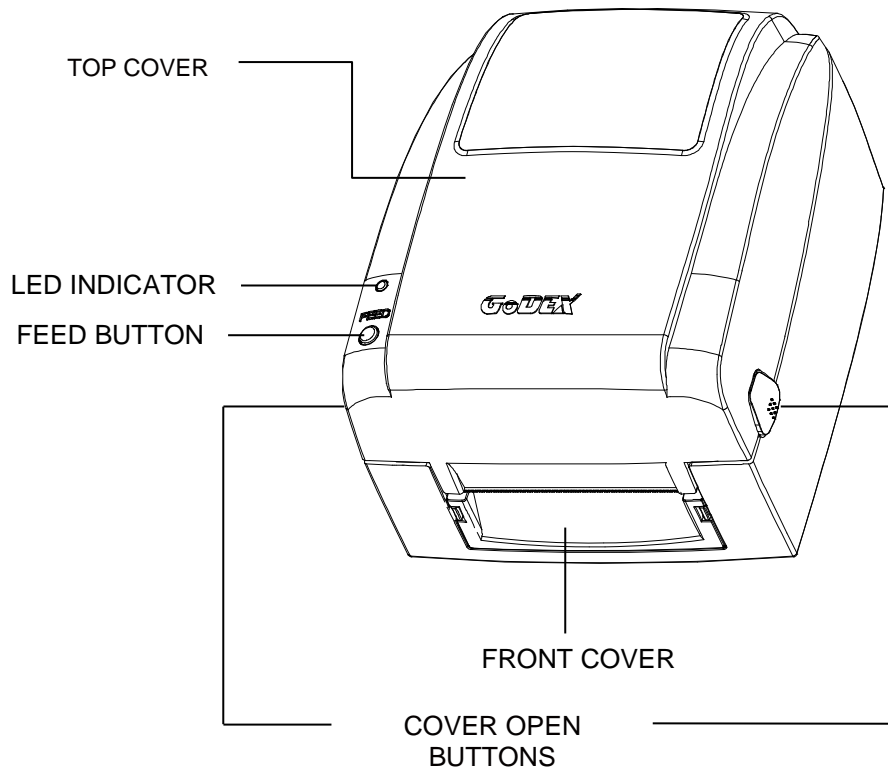


- Quick Guide

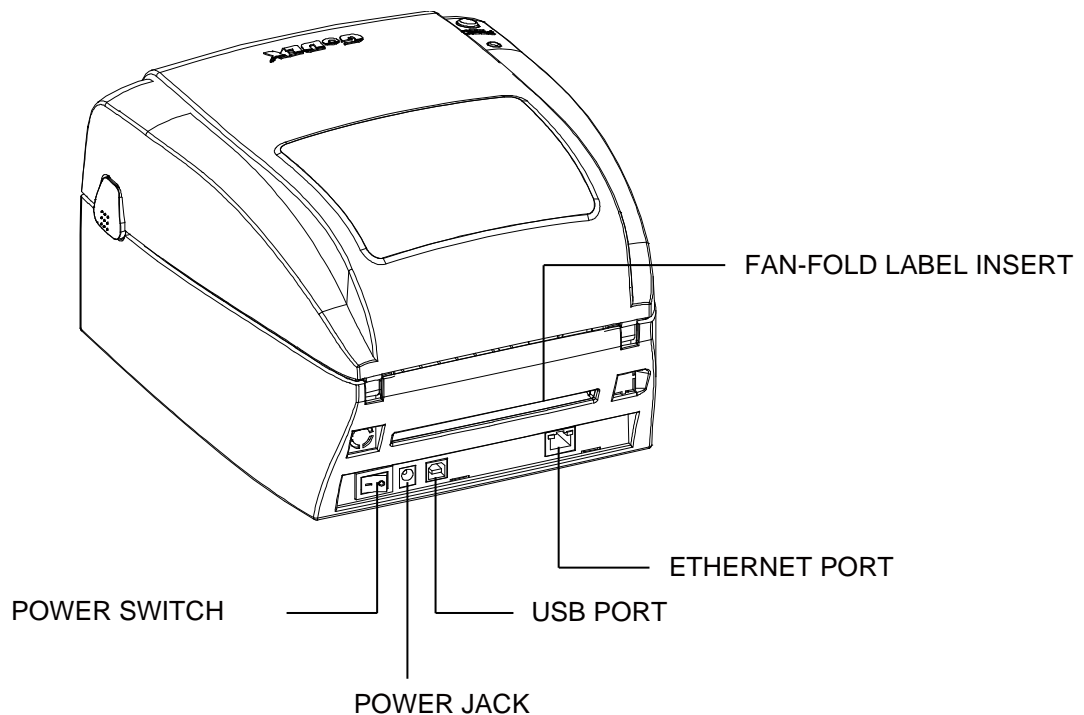


1-2 Getting To Know Your Printer

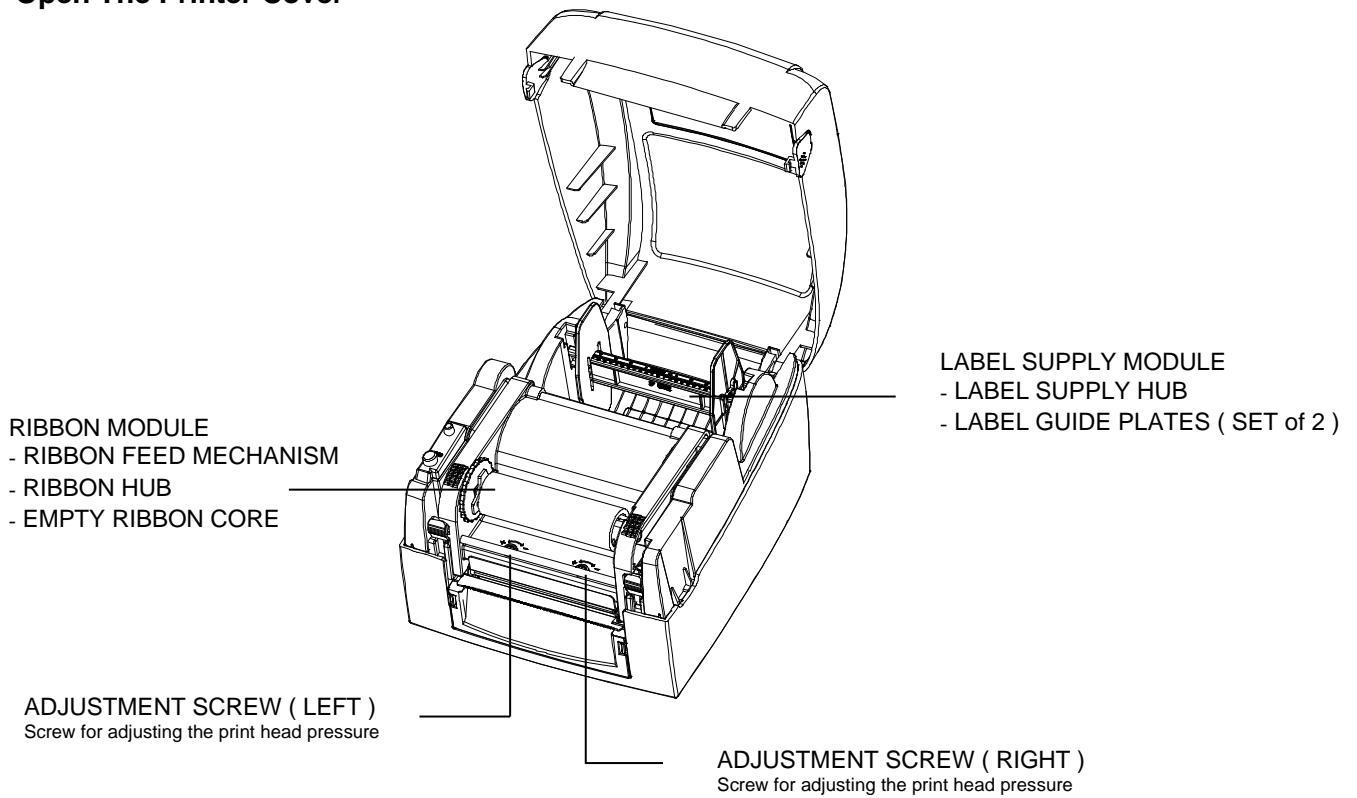
● Front View



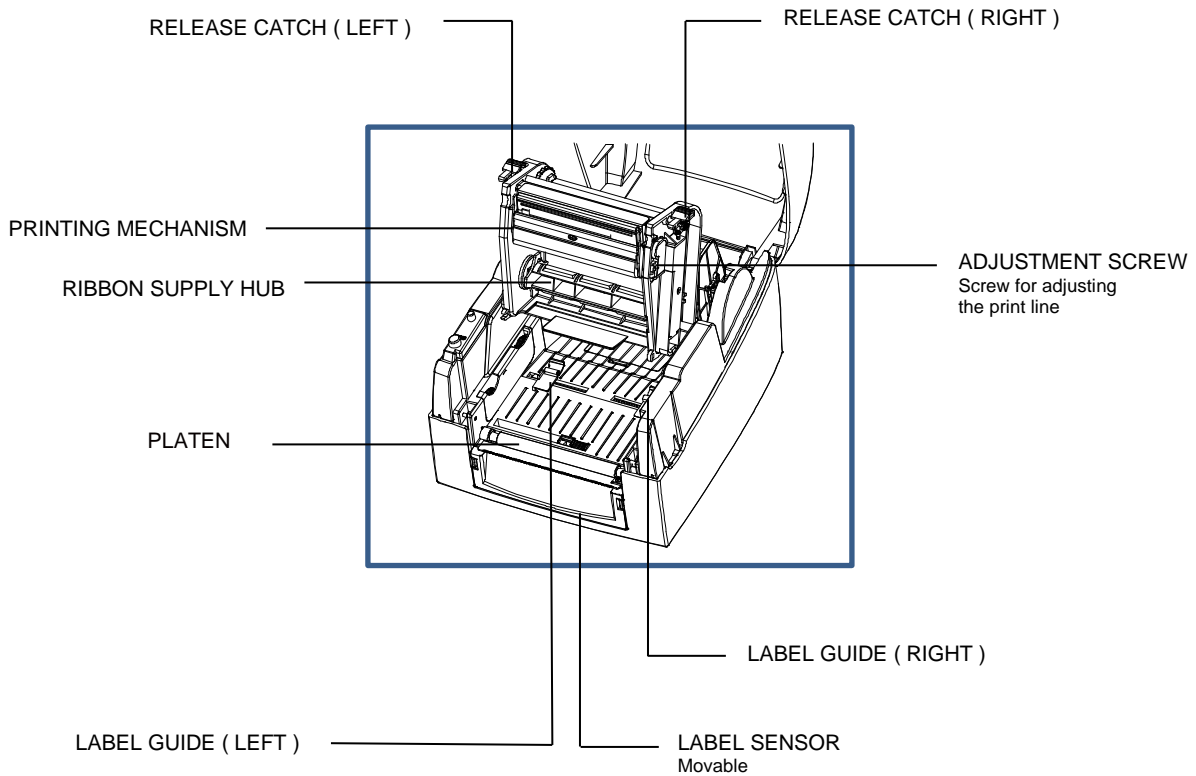
● Rear View



● Open The Printer Cover



Open The Printing Mechanism

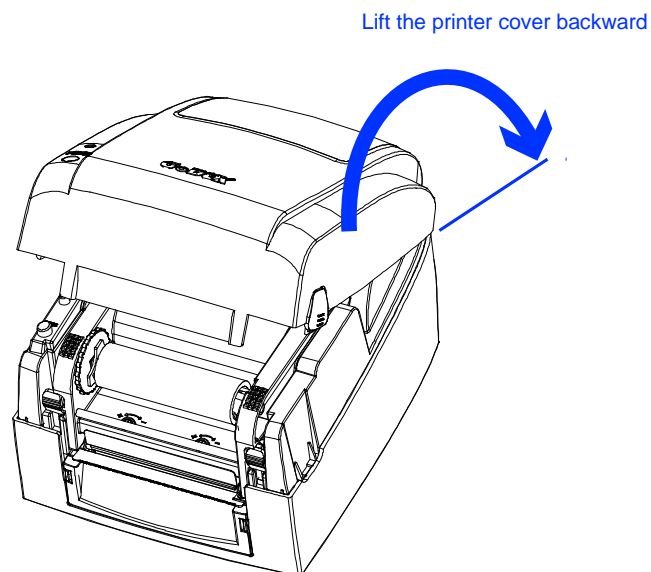
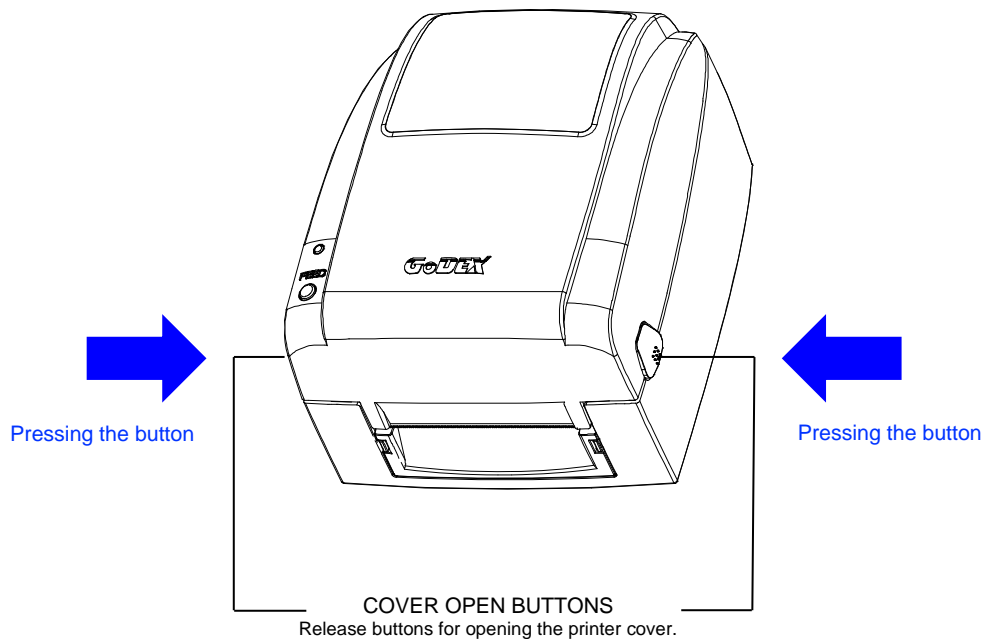


2. Printer Setup

2-1 Open The Printer Cover

➤ Pressing The Cover Open Buttons

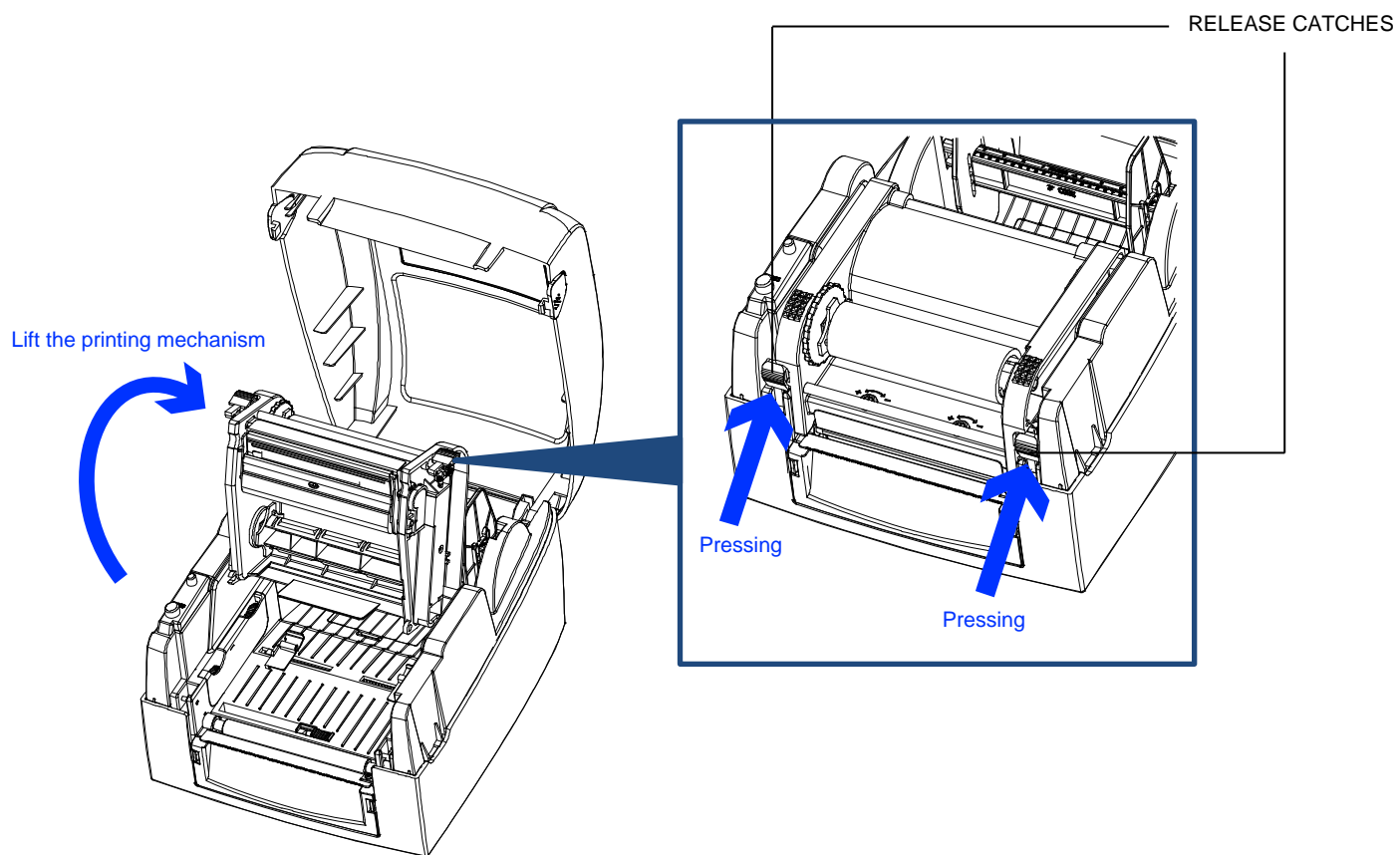
Place the printer on a flat surface. Open the printer cover by pressing the release buttons on both sides of the printer housing and lift the cover.



2-2 Open The Printing Mechanism

➤ Pressing The Release Catches

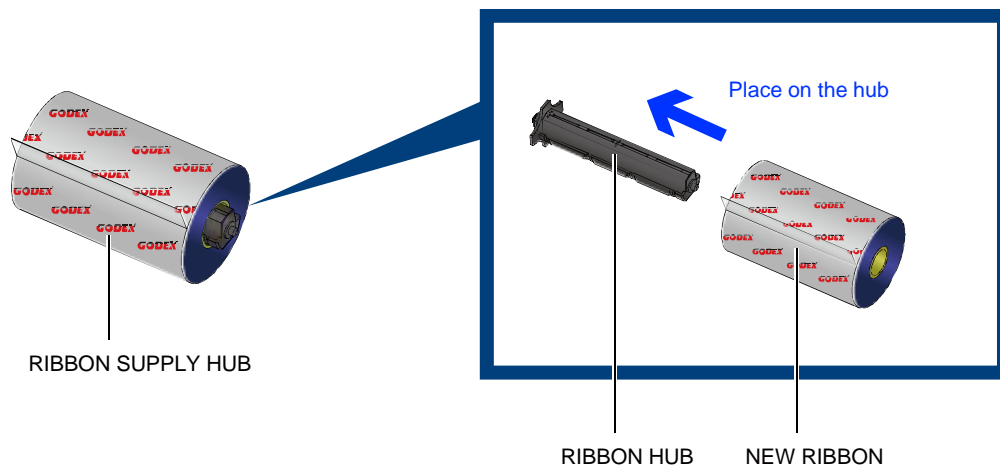
Release and lift the printing mechanism.



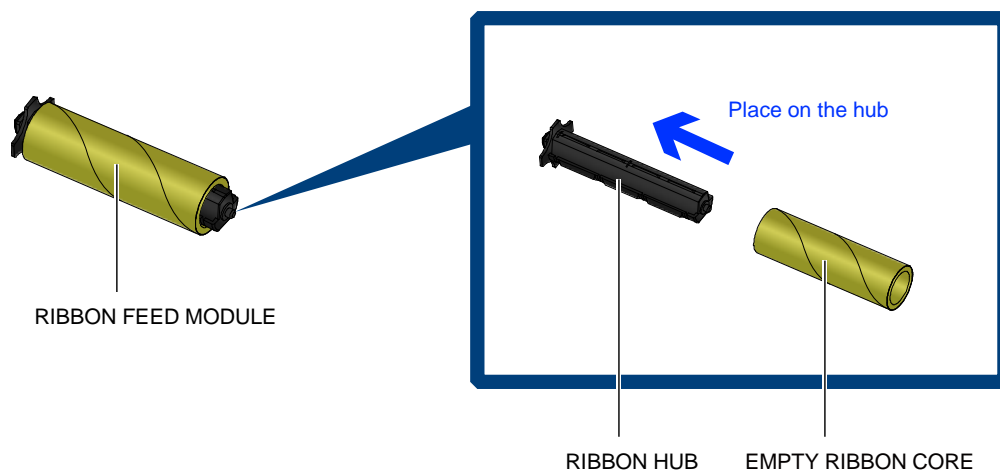
2-3 Loading The Ribbon

➤ A New Ribbon Module Installation

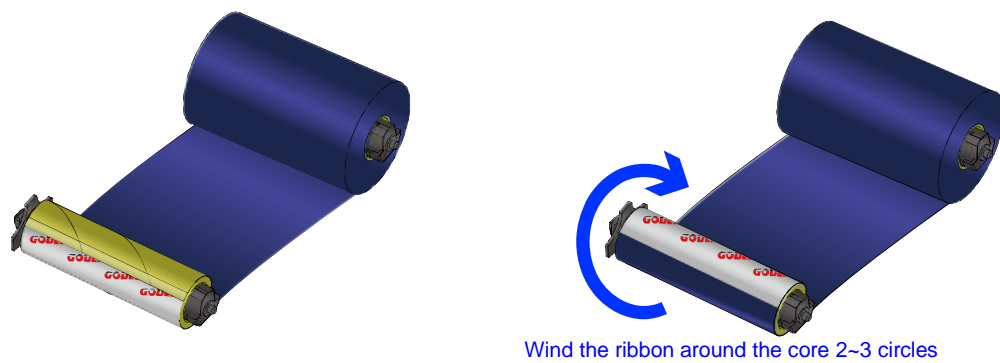
Place the new ribbon on the hub which forms a ribbon supply hub.



Place the empty ribbon core on the hub which forms a ribbon rewind hub.

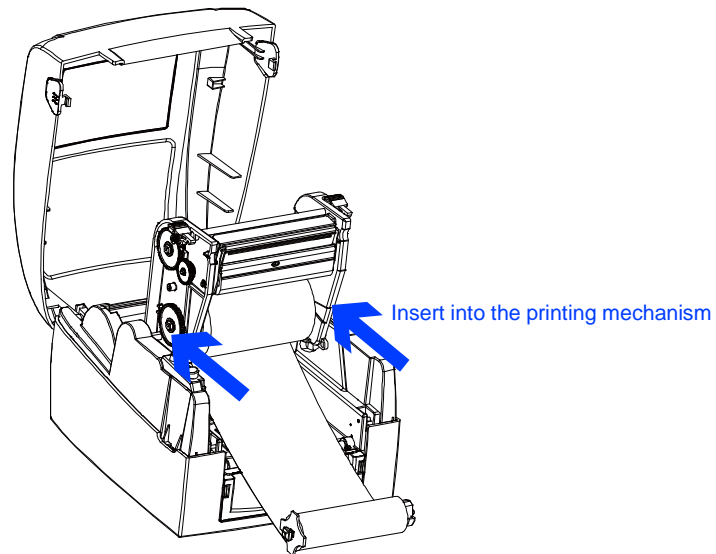


Stick the ribbon supply hub on the ribbon rewind hub and wind the rewind hub 2~3 circles.



➤ **Install The Ribbon On The Printer**

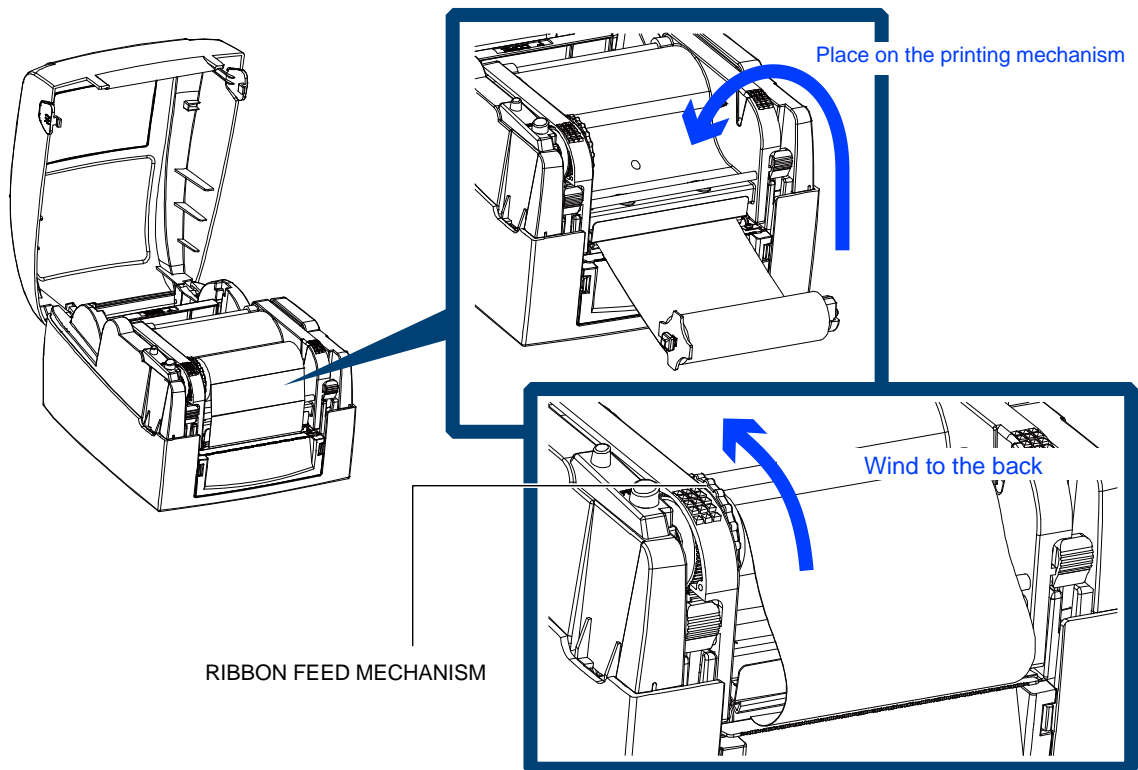
Place the ribbon supply hub at the back of the printing mechanism



Pass the ribbon supply hub under the print head.

Insert the ribbon rewind hub on the ribbon feed mechanism.

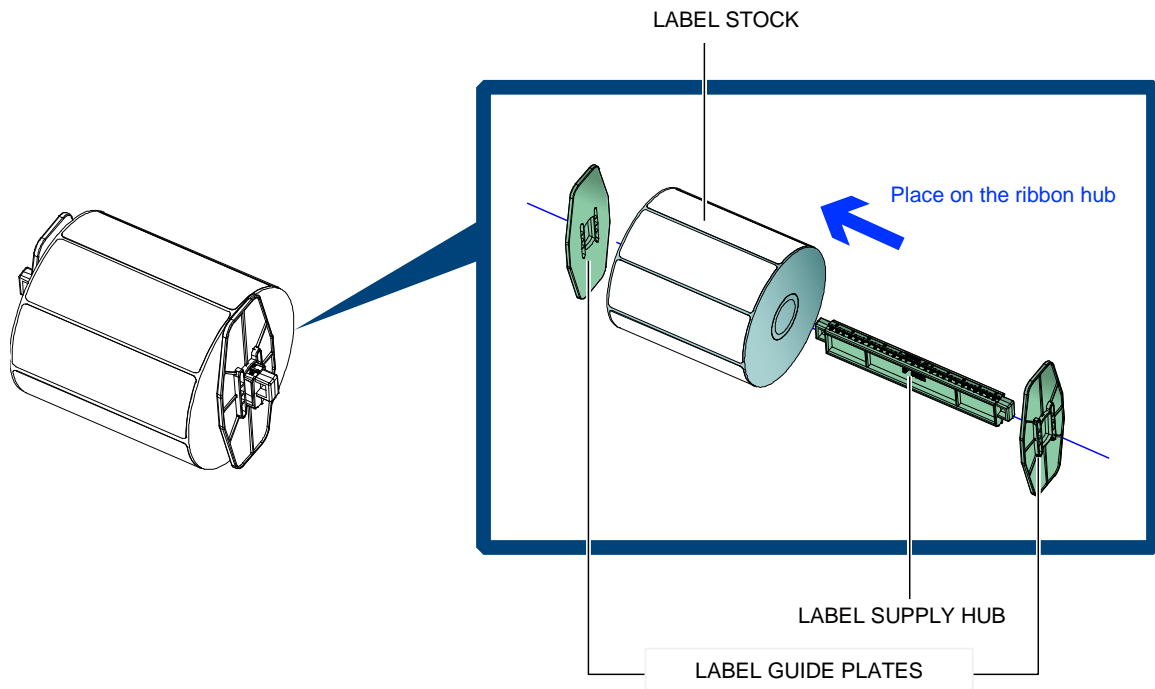
Close the printing mechanism, making sure that it clicks into place.



2-4 Loading The Label Roll

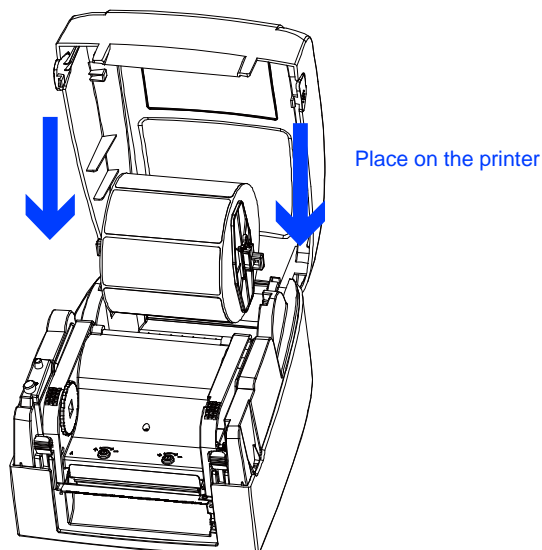
➤ A New Label Roll Module Installation

Place the label stock on the label supply hub, attach the guide plates to the label stock holder



➤ Install The Label Roll Module On The Printer

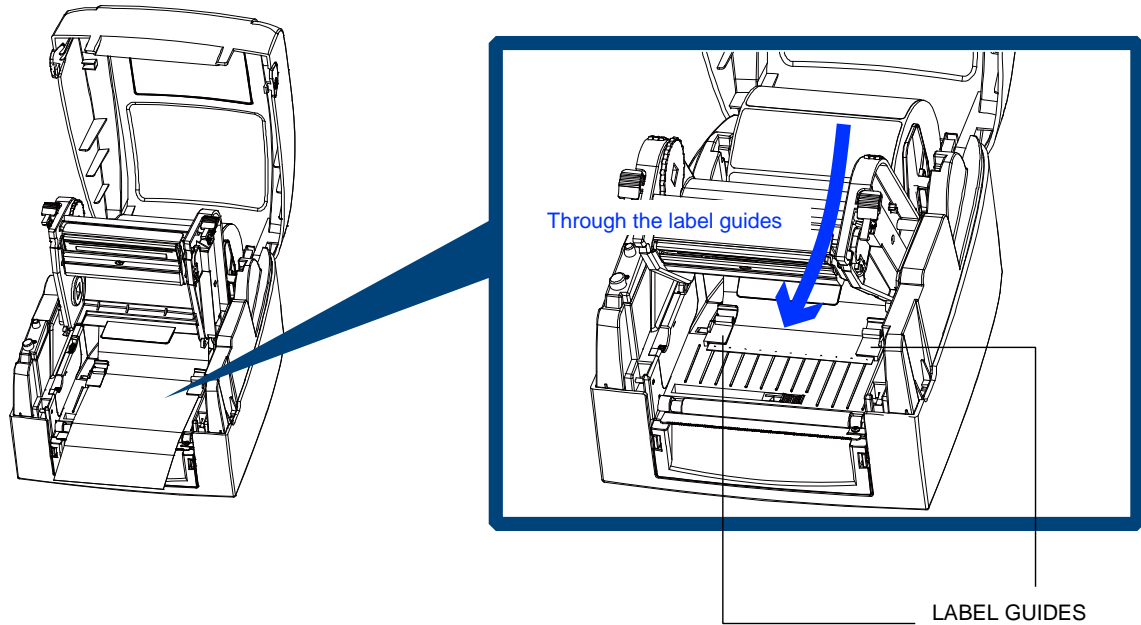
Now load the label stock into the printer



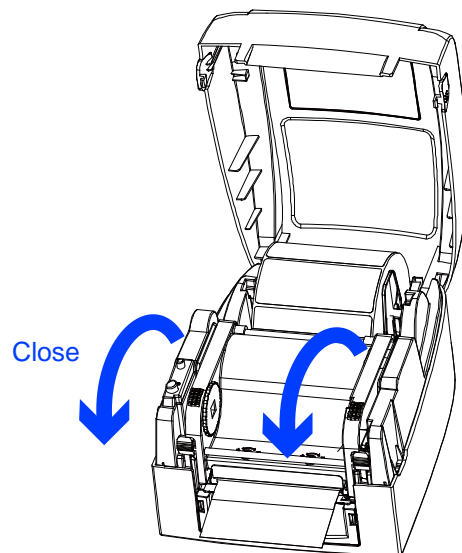
Release the printing mechanism and lift it.

Pass the labels through the label guides up to the tear-off plate.

Adjust the label guides to the label width.

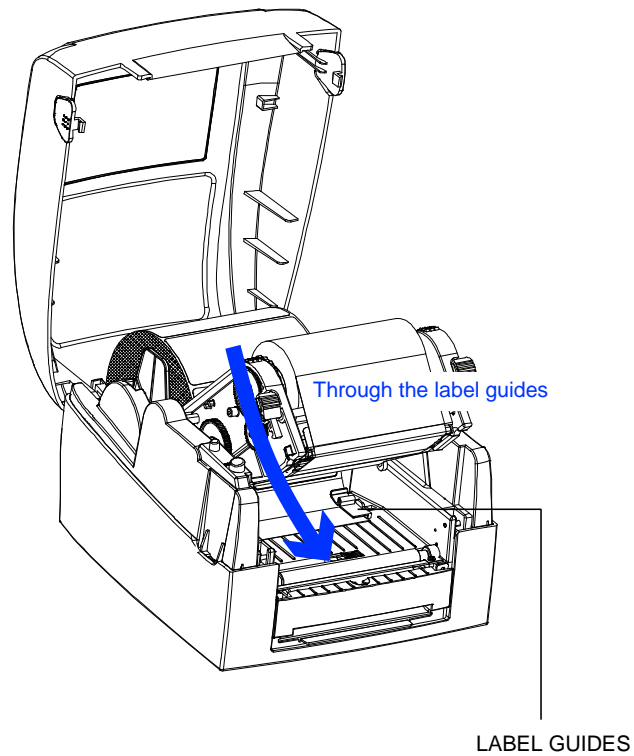


Close the printing mechanism

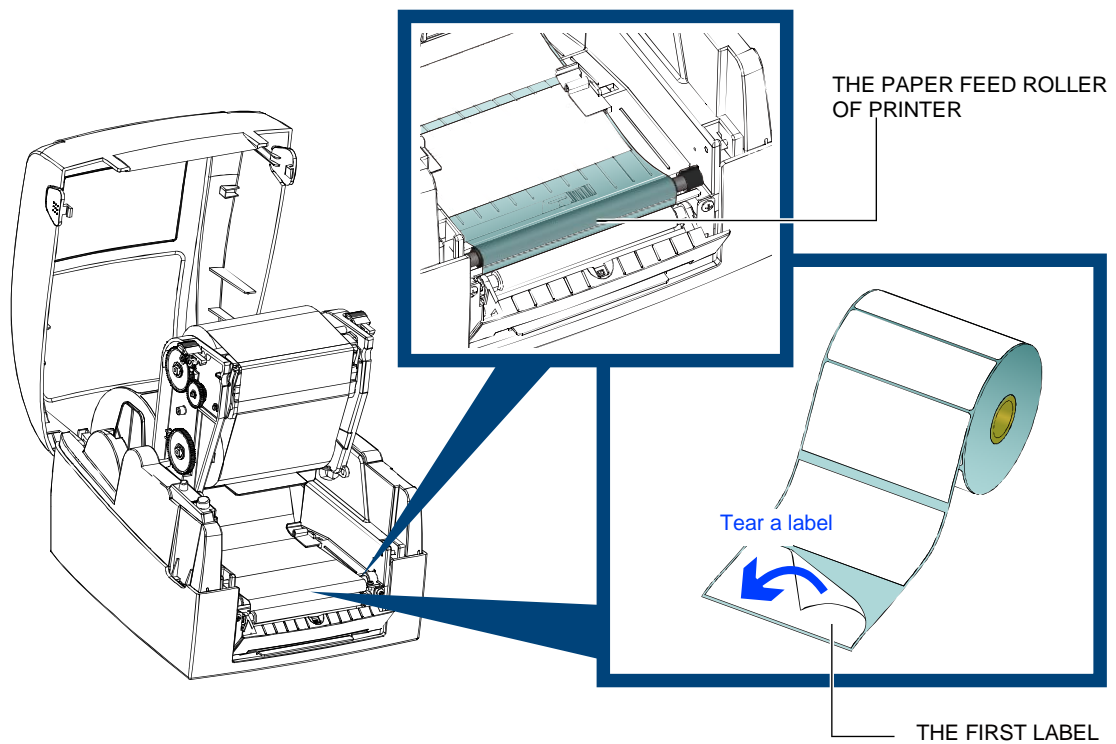


2-5 Loading The Label Roll (Label Dispenser Model)

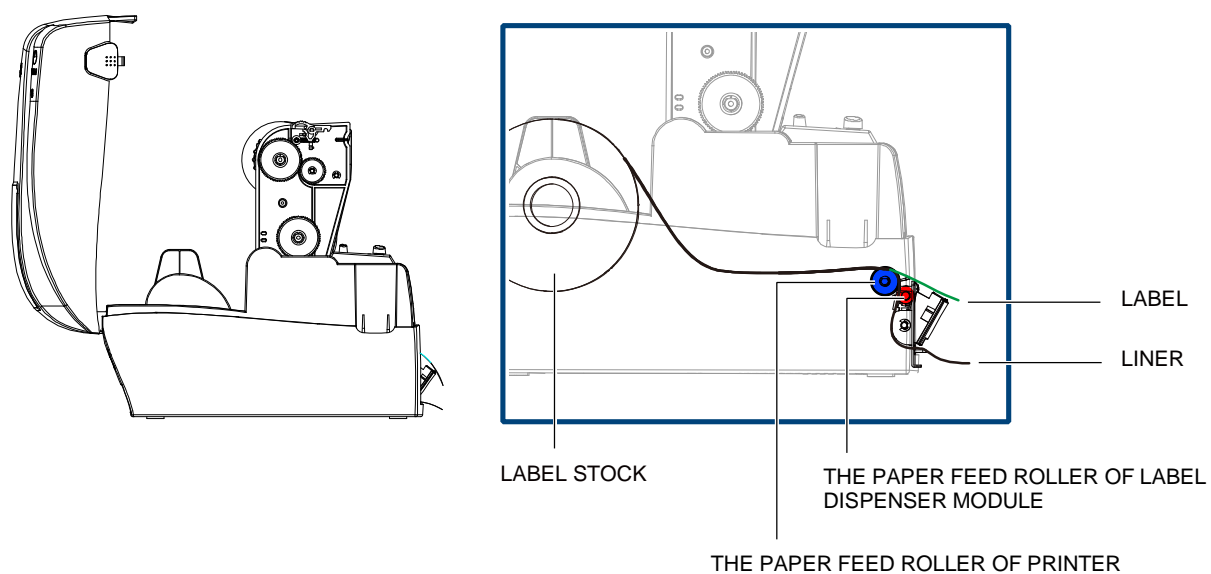
Pass the paper through the guides.



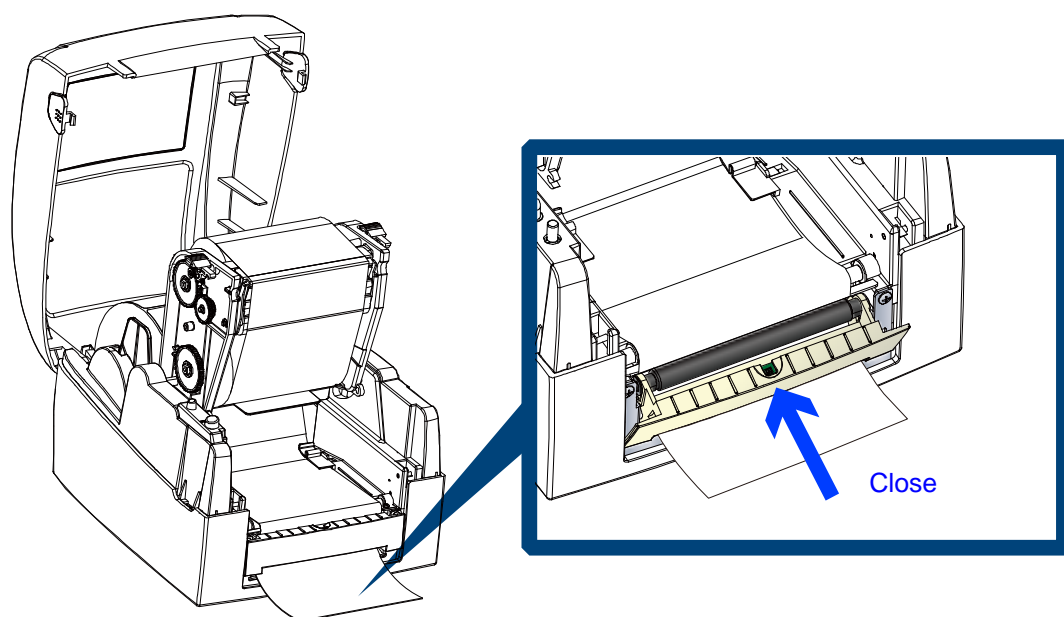
Remove the first labels from the liner, so you can pull the liner through the guides.



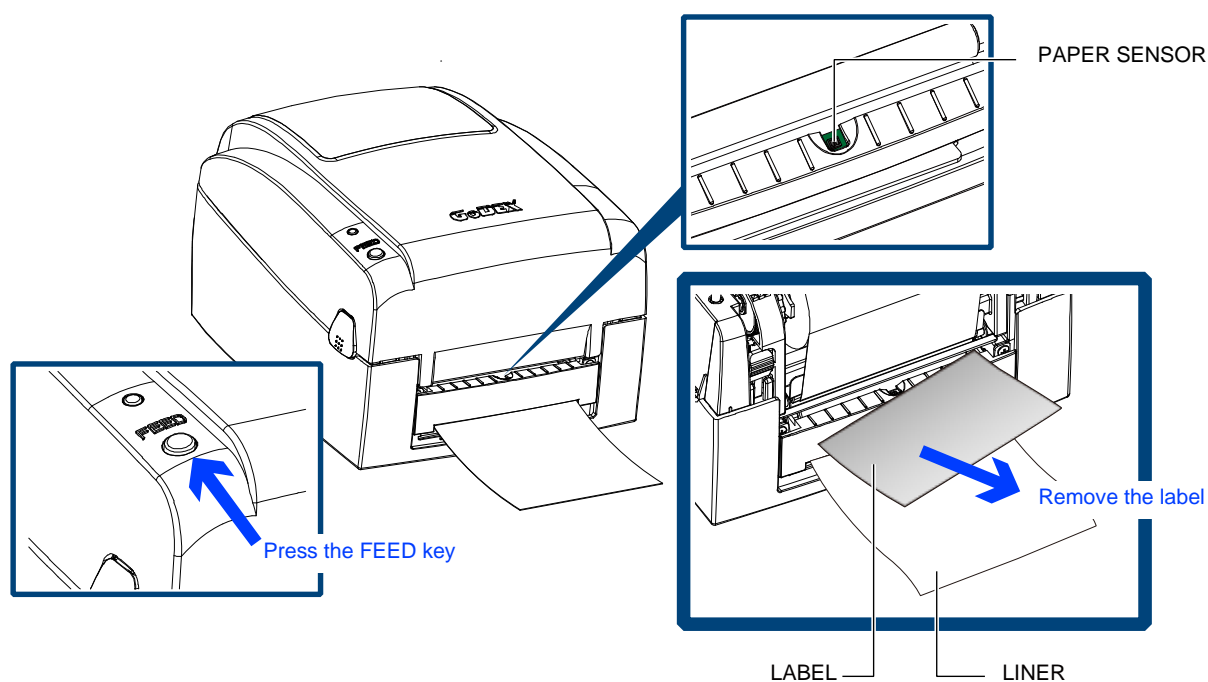
Pass the label stock through the printer as shown in the illustration on the right



Close the label dispenser and the print mechanism. The installation is completed now.



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



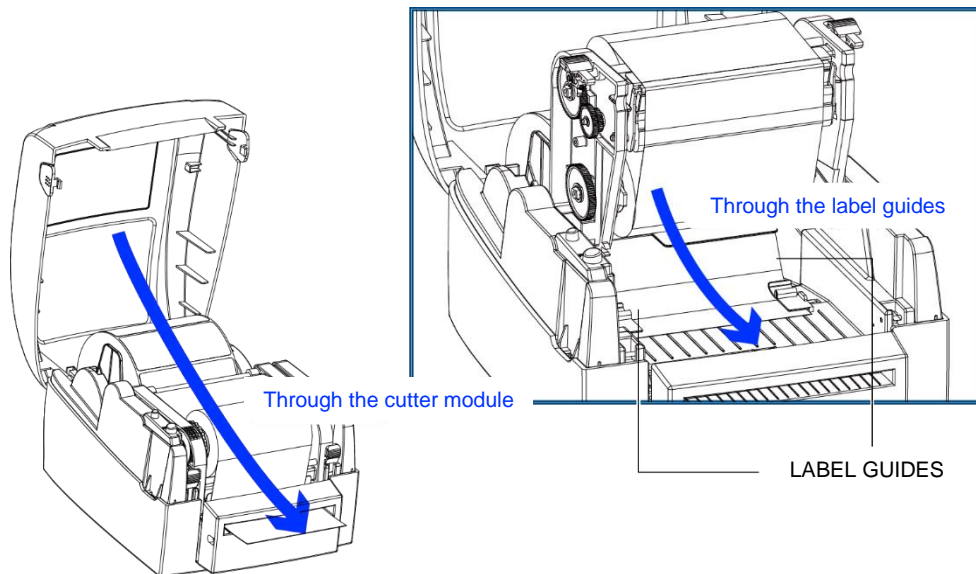
! NOTICE

- A label liner thickness of $0.006 \text{ mm} \pm 10\%$ and a weight of $65 \text{ g/m}^2 \pm 6\%$ are recommended.
- The label dispenser will take labels up to a max. width of 110 mm. Labels should be at least 25 mm high to ensure correct functioning of the label dispenser.
- When using the label dispenser, set the stop position to 9 mm.
- There is a paper sensor on the Label Dispenser module. It will stop the printing if it is covered by label. Please remove the last printed label and the printer will then continue to print next label.

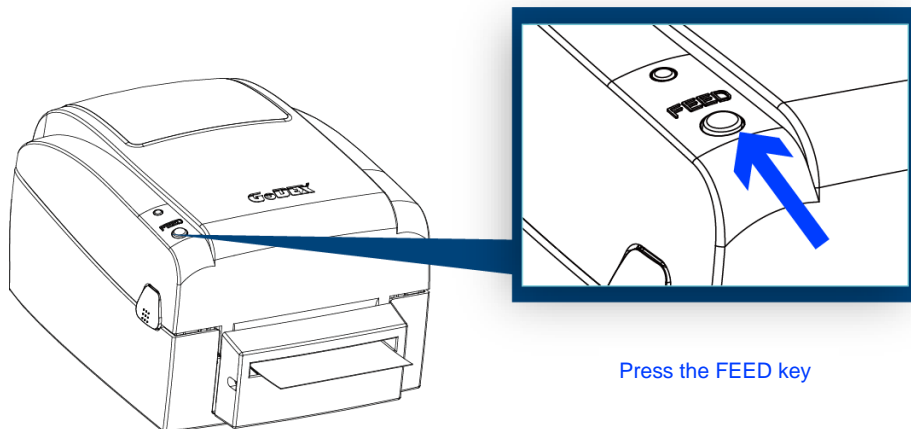
2-6 Loading The Label Roll (Cutter Model)

Pass the labels through the guides.

Close the printing mechanism.



To finish, press the FEED button to set the label position.

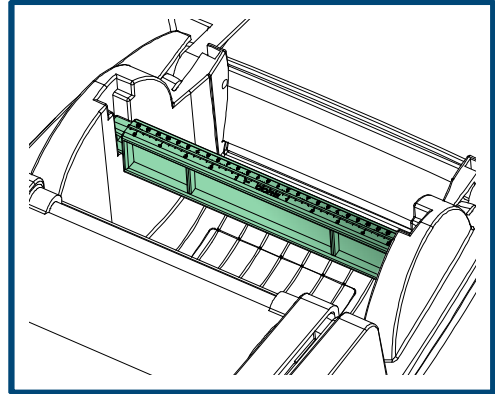
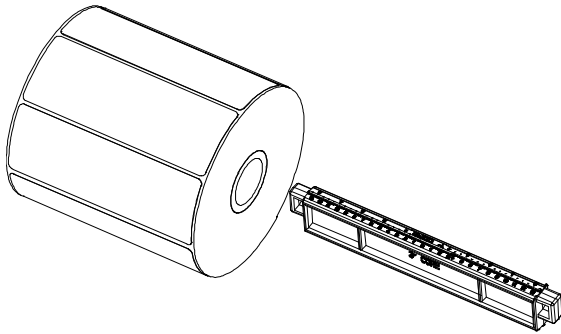


! NOTICE

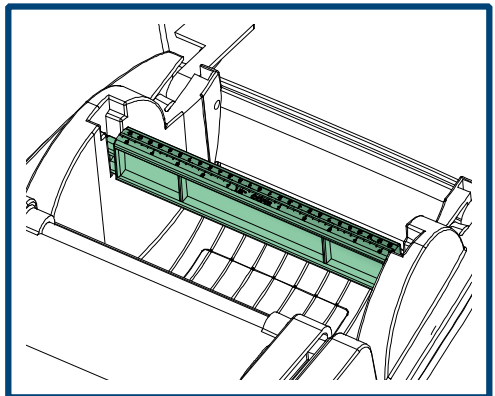
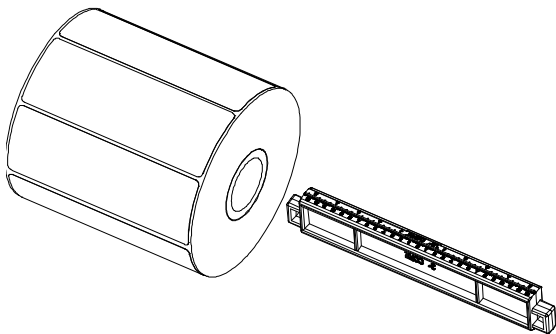
- Do not use to cut adhesive labels! Glue residue will be left on the cutter blade and impair its functioning.
- The cutter has a blade life of 400,000 cuts when using paper liner which is 0.2mm thick and 3 inches wide. You can cut paper with a max. width of 116 mm.
- Labels should be at least 30 mm high to ensure correct functioning of the cutter.
- With the cutter installed, setting the stop position in GoLabel to 30, or the E value to 30 is recommended.
- If you use cutter, please do not use inside wound media while printing, otherwise the breakdown may occur.

2-7 Installing The Label Supply Hub Base On Internal Diameter

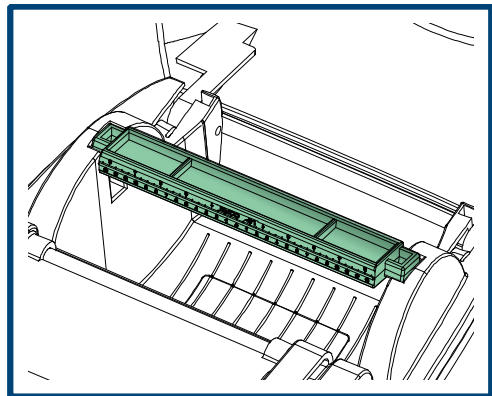
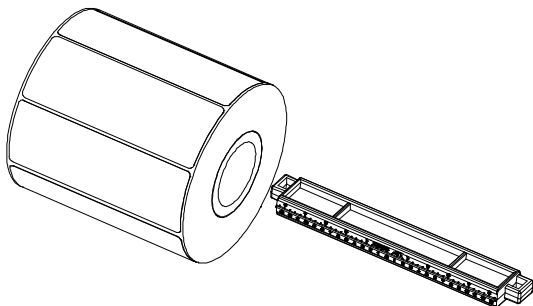
- **1" Cores**
Installing the label supply hub for 1" cores.



- **1.5" Cores**
Installing the label supply hub for 1.5" cores

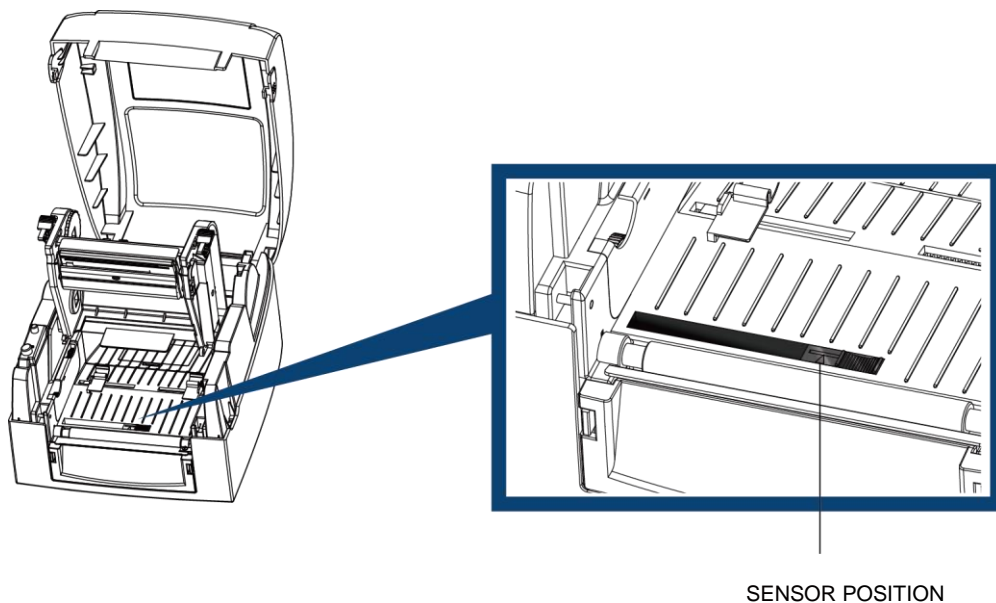


- **3" Cores**
Installing the label supply hub for 3" cores.



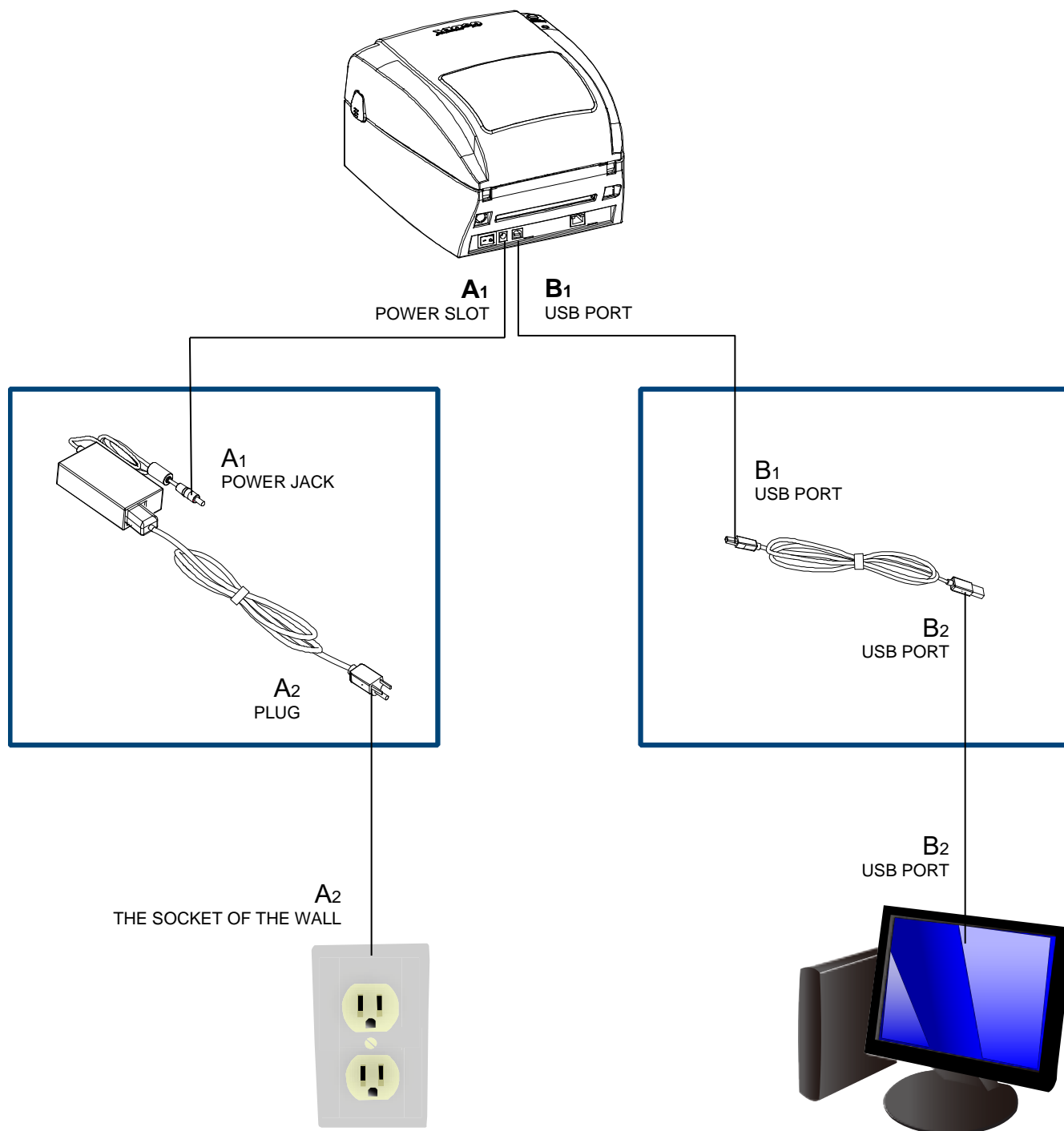
2-8 Preparing For Tag Printing

In tag printing, the tag hole indicates the height of a label. During adjustment, the sensor must therefore be positioned directly below the tag hole as shown in the illustration.



2-9 Connecting The Printer To The Host Computer

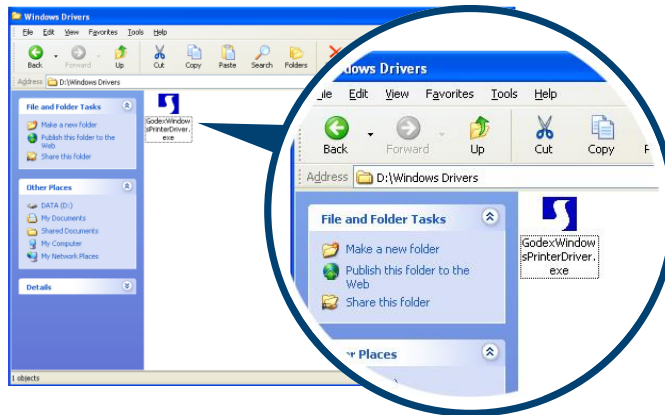
- Please make sure that the printer is switched off.
- Connect the power cord to the AC adapter and connect the adapter to the printer.
- Connect the USB / parallel cable to the printer and host computer. (USB / parallel cable's type depends on the printer which you purchase.)
- Switch on the printer. The LED indicator should now lights up.



2-10 Installing The Driver

STEP-01 Insert the product CD in the CD/DVD drive of the host computer and open the "Seagull-Driver" folder on the CD

STEP-02 Select the icon for the driver file and click it to start the installation.

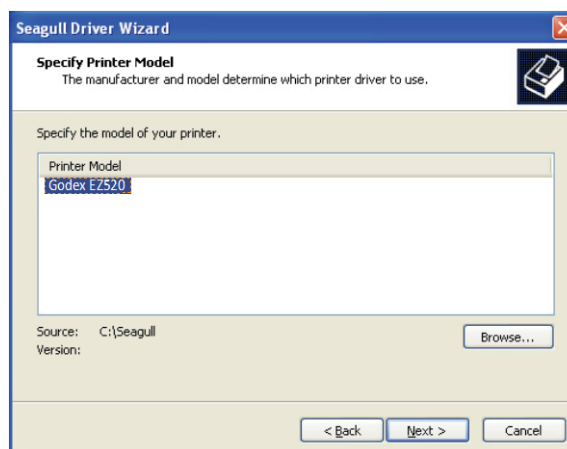


STEP-03 Follow the instructions on the screen. The Driver Wizard guides you through the installation procedure.

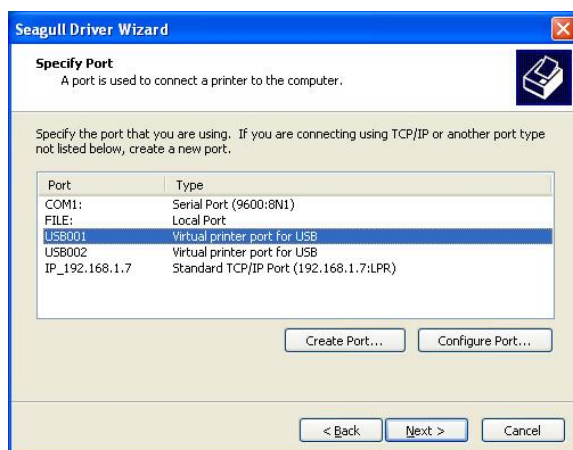
STEP-04 Select "Install printer drivers".



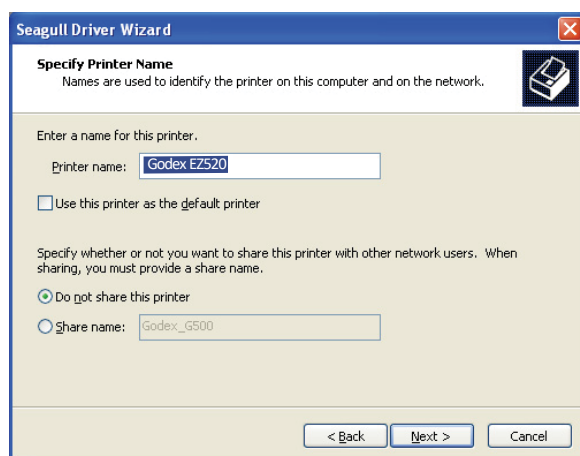
STEP-05 Specify your printer model.



STEP-06 Specify the port used to connect the printer to the host computer.



STEP-07 Enter a printer name and assign the appropriate rights.



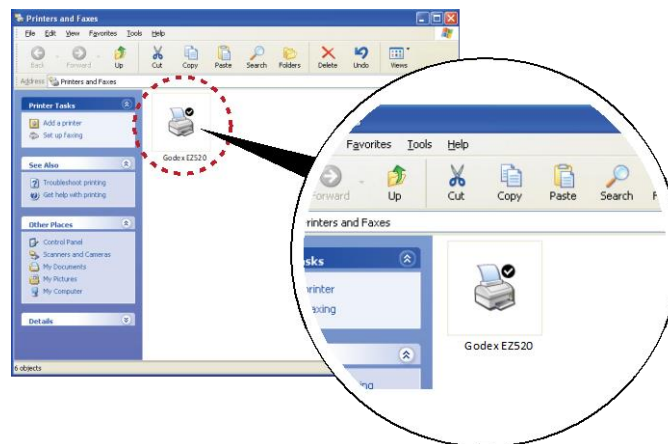
STEP-08 Once the installation is complete, a summary of the printer settings is displayed.

STEP-09 Check whether the printer settings are correct and click "Finish" to start copying the driver files.

STEP-10 Wait until copying is complete, then finish the installation.

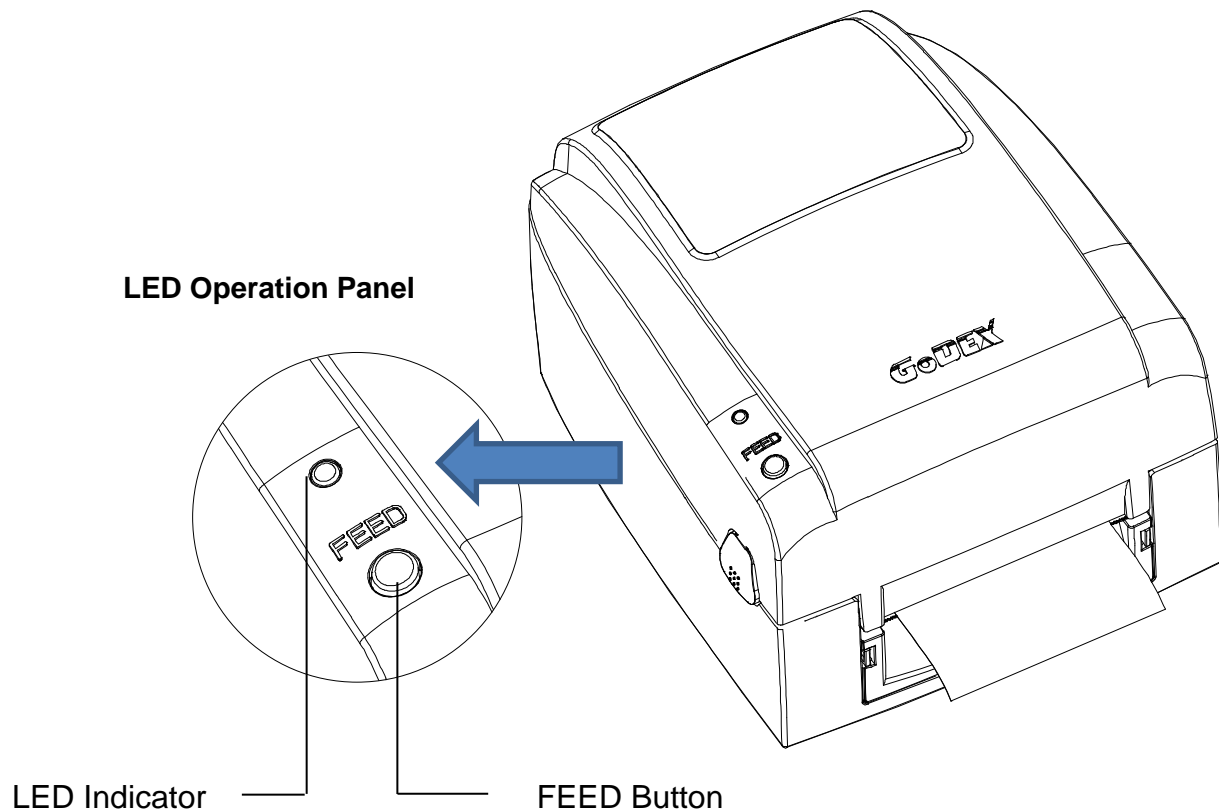


STEP-11 Once the driver installation is complete, the new printer should appear in the "Printers and Faxes" folder.



3. Operation Panel

3-1 LED Operation Panel



➤ FEED Button

When you press the FEED button, the printer moves the label to the defined stop position. If you are using continuous labels, pressing the FEED button will move label stock until you release the button again. If you are using individual labels, pressing the FEED button will move only one label. If the label does not stop at the correct position, please run the auto calibration (See Section 3-2. for the label size calibration function) on the label stock.



➤ LED Indicators

LED indicator	Status	Description
Green	Standby mode	The printer is ready for operation
Red /Orange	Error mode	The printer has detected an error. (See Section 3-2. for Error alerts)




3-2 Error Alerts

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

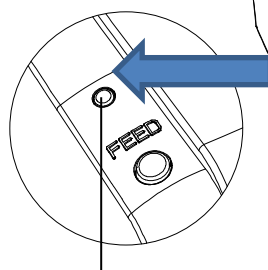
Error Indicators

- Red 
- Orange 

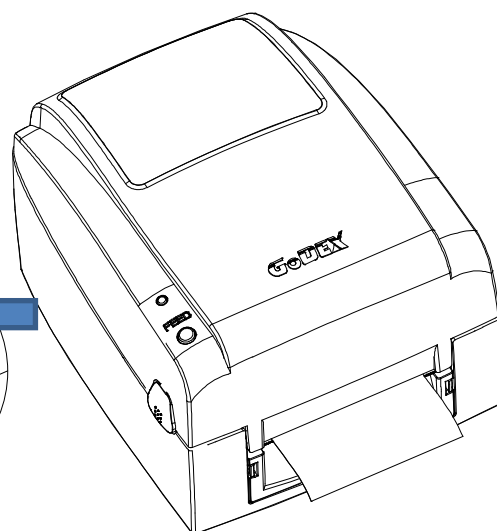
Flashing Frequency










- Flashing 
- Flashing Slowly 
- Light on 

LED Operation Panel



LED Indicator



LED indicator	Beeps	STATUS	Description	Solution
 → 		Paper Error	No paper is detected.	Please execute Auto Sensing again.
			Paper is finished.	Replace the paper or ribbon.
 → 	2 x 2 beeps	Paper Error	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.
 → 	2 x 3 beeps	Print Mode Error	No ribbon is installed and the printer is set to direct thermal printing mode.	1. To work in thermal transfer mode, load a ribbon. 2. Alternatively, select the direct thermal printing mode. °
	First 2 beeps, than 3 beeps	Memory Error	The memory is full. The printer prints the message "File System full".	Delete unnecessary data from memory.
			Unable to find file. The printer prints the message "File Name Not found".	Use the "~X4" command to print all files. Then check whether the files exist and whether the names are correct.
			A file of the same name already exists. The printer prints the message "Filename is repeated".	Change the name of the file and try storing it again.
	None	Print Head Error	High temperature at the print head.	Wenn the printer is overheated, The printer will stop printing automatically. Once the print head has cooled down, the printer switches to standby mode. The LED indicator stops flashing.
	2 x 4 beeps	Operation Error	The printing head is not correctly closed.	Open the print mechanism and close it again.

3-3 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 paper is loaded correctly.

STEP-02 Switch off the printer and press Feed button.

STEP-03 Switch the printer on again, keeping the FEED button pressed. When the LED starts to flash red, release the FEED button. The printer will now measure the label stock and store the label height.

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

contents of a self-test printout are listed below.

Model & Version	EZ120:GX.XXX
USB ID setting	USB S/N:12345678
MAC address of Ethernet port	MAC Addr:xx-xx-xx-xx-xx-xx
IP protocol setting	DHCP Enable
IP address of Ethernet port	IP xxx.xxx.xxx.xxx
Gateway setting	Gateway xxx.xxx.xxx.xxx
Netmask setting	Sub-Mask xxx.xxx.xxx.xxx
	#####
Number of DRAM installed	1 DRAM installed
Image buffer size	Image buffer size:1500 KB
Number of forms	0000 FORM(S) IN MEMORY
Number of graphics	0000 GRAPHIC(S) IN MEMORY
Number of fonts	000 FONT(S) IN MEMORY
Number of Asian fonts	000 ASIAN FONT(S) IN MEMORY
Number of Databases	000 DATABASE(S) IN MEMORY
Number of Scalable fonts	000 TTF(S) IN MEMORY
Free memory size	4073 KB FREE MEMORY
Speed, Density, Ref. Point, Print direction	^S4 ^H8 ^R000 ~R200
Label width, Form length, Stop position	^W102 ^Q100,3 ^E18
Cutter, Label Dispenser, Mode	Option:^D0 ^O0 ^AD
Sensor Setting	Reflective AD:1.96 2.84 2.49[0.88_23]
Code Page	Code Page:850
Printer is on factory default	Default state=Yes

3-4 Operation Panel

STEP 1, Let the printer enter Dump Mode

(For Desktop printer EZ100/EZ300/EZ500 series)

1. Power off the printer, press and hold the FEED key.
2. Power on the printer (while still holding the FEED key).
3. There are 3 serial short beeps first, then, 3 single beep.

Release FEED key when heard the 3rd beep.

STEP 2. Make sure Printer ready for print a label

STEP 3. Send a label or commands which met problem to the printer

STEP 4. Printer will print out a label with letters and numbers, please take a picture on them and send us by email.

To cancel (get out of) the Dump Mode, please press the FEED key, and then the printer will automatically print "OUT OF DUMP MODE." This indicates that the printer is back to the standby mode.

4. NetSetting for Ethernet

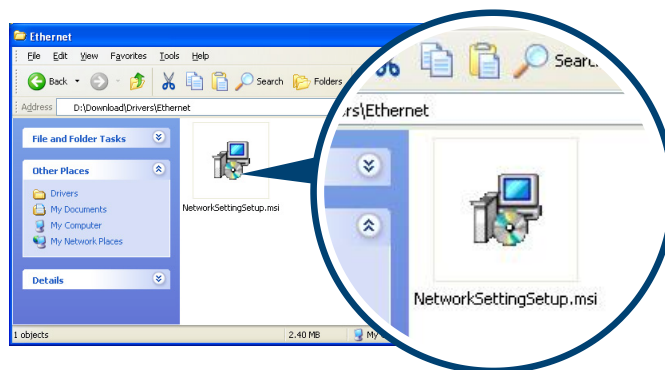
4-1 Installing The NetSetting software

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

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

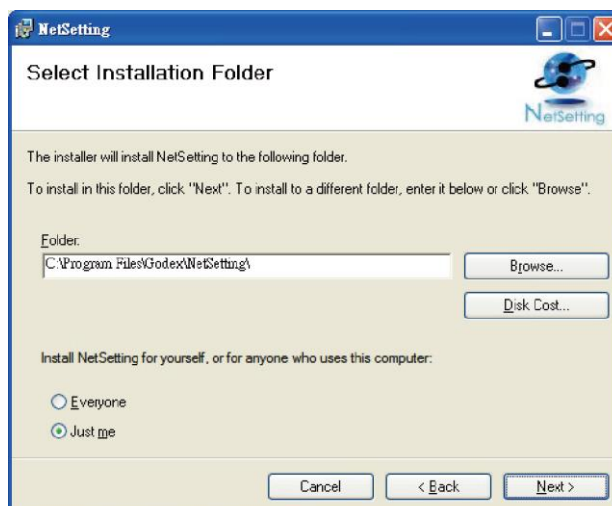
Step-01 Insert the product CD in the CD/DVD drive of the host computer and open the "Ethernet" folder on the CD.

Step-02 Select the icon for the NetSetting installation file and click it to start the installation.



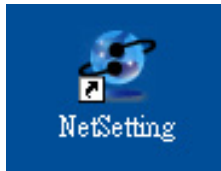
Step-03 Follow the instructions on the screen. The Setup Wizard guides you through the installation procedure

Step-04 Specify the "Installation Folder".



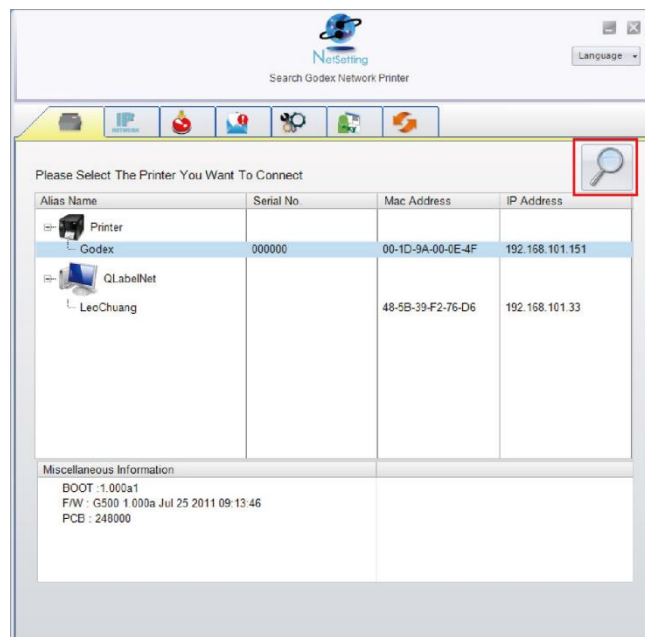
Step -05 Click "Next" to start the installation.

Step -06 Once the installation is completed; you will see the NetSetting icon on your desktop.

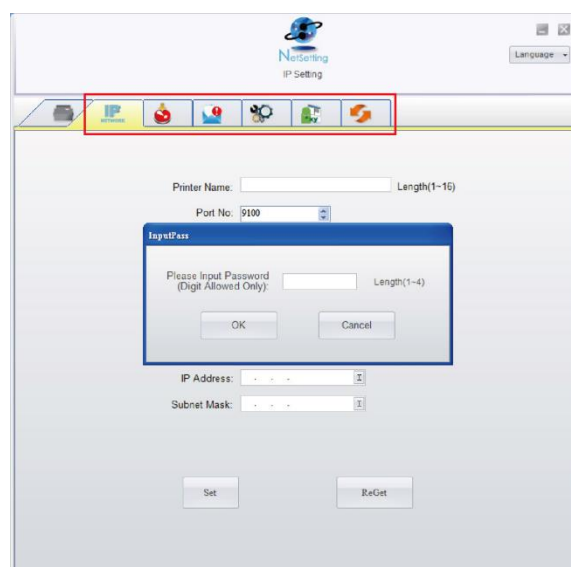


4-2 The interface of NetSetting

Click the NetSetting icon to start the program; you will see the start page as below. The start page will display the basic information of connected printer and your PC.



Click the magnifier icon to search the Godex printers which are connected via Ethernet port in you network environment. Once a connected Godex printer is detected, it will be listed on the start page.



There are six tabs on the top of interface which can configure different types of network settings. But for the data

security reason, you need correct password to enter the configuration pages.

! NOTICE

- 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 either by DHCP or by Static IP.

NetSetting
IP Setting

Language

Printer Name: Godex Length(1~16)

Port No: 9100

Default Gateway: 192 . 168 . 0 . 254

Password: 0000 Length(1~4)

☒ Get IP From DHCP Server

☐ Static IP

IP Address: 192 . 168 . 101 . 151

Subnet Mask: 255 . 255 . 255 . 0

Set ReGet

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

! NOTICE

- 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

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.

NetSetting
Alert Path Setting

Language

☒ SMTP Notification Enable

Login Account: Length(1~64)

Login Password: Length(1~16)

Server IP Address: xxx.xxx.xxx.xxx

Mail Subject: Length(1~60)

Mail From Address: Length(1~32)

Mail To Address: Length(1~32)

Duration Cycle: 0 ~ 168 Hours

Event Counter: 1 ~ 100

☒ SNMP Notification Enable

SNMP Community: Length(1~16)


SNMP Trap Community: Length(1~16)

Trap IP Address: xxx.xxx.xxx.xxx

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.





IP

NETWORK









NetSetting

Alert Message Setting

Language ▾

SMTP	SNMP	Description
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Paper Out
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Missing Gap
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Ribbon Out
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Door Open
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Rewinder Full
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Memory Full
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Name Not Found
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Name Duplicate
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Syntax Unknown
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Cutter Jam

Set

ReGet

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.

NetSetting
Printer Configuration

Language

Printer Setup

Printer Model	Resolution	Speed	Darkness	Stripper/Applicator	Labels per Cut	Printing Mode
G500	203	4	10	0 (None)	0	Thermal Transf

PC Com Port Settings

Baud Rate: 9600

Parity: None

Data Bits: 8

Stop Bits: 1

Miscellaneous

LCD Language:

Keyboard Language:

Code Page: Code Page 850

Buzzer: ON

Sensing Mode: 2 - Automatic

Smart Backfeed: OFF

Top Of Form: ON

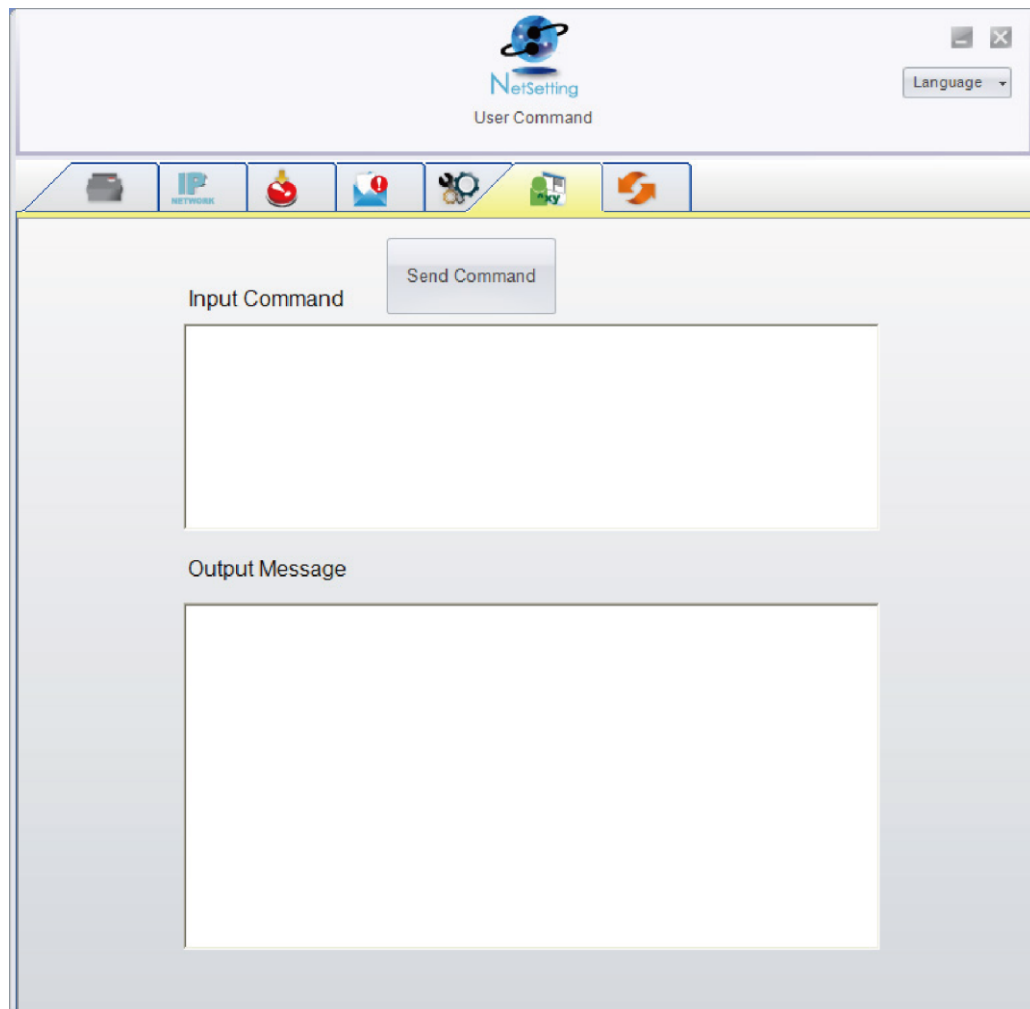
Set ReGet

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

User Command

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

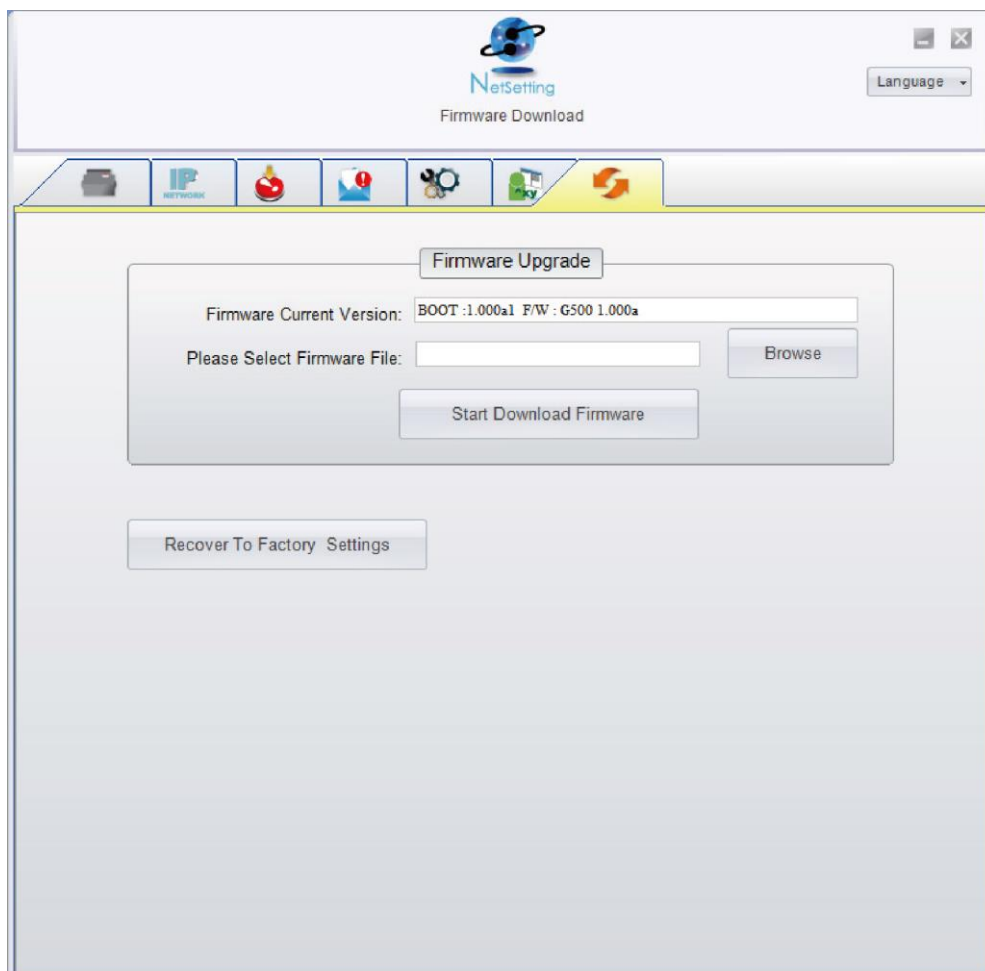
For some commands that will return response message, the message will be displayed in "Output Message" window.



You can press “Send Command” button to send printer commands via Ethernet port and control the printer remotely

Firmware Download

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



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

5. Maintenance And Adjustment

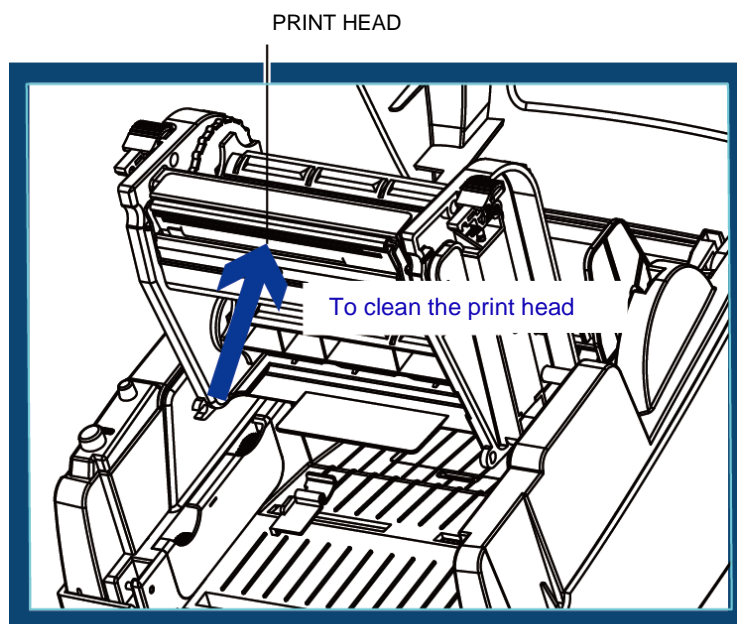
5-1 Cleaning The Print Head

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

◆ Cleaning Steps

Here is how you clean the print head.

1. Switch off the printer.
2. Open the printer cover.
3. Release the printing mechanism and lift it.
4. Remove the ribbon.
5. To remove any label residue or other dirt from the print head (see blue arrow), please use a soft lint-free cloth dipped in alcohol.



! NOTICE

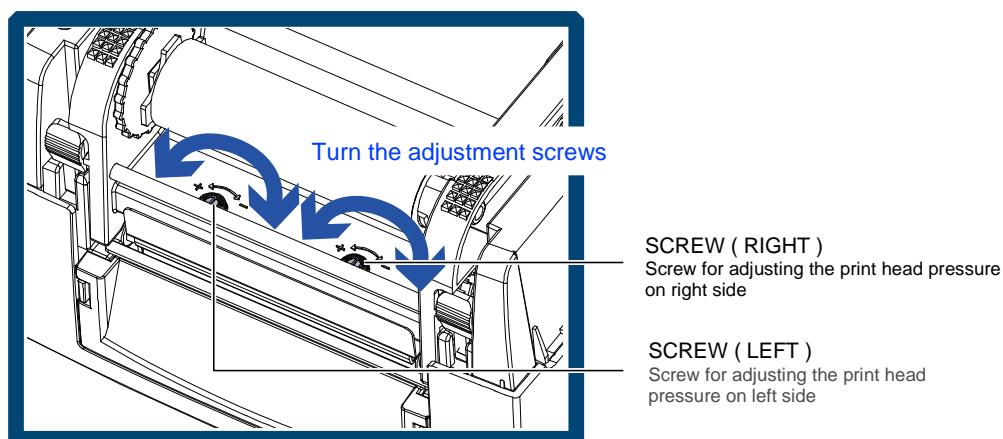
- The print head should be cleaned once a week.
- Please make sure that there are no metal fragments or other hard particles on the soft cloth used to clean the print head.

5.2 Adjusting The Print Head Pressure

When printing on special media (with varying material thickness), the print quality may suffer. You will then need to adjust the print head pressure.

◆ Adjustment Steps

1. Open the printer cover.
2. Remove the ribbon.
3. Use a screw driver and slowly turn the adjustment screws for the print head to increase or reduce the print head pressure. Do not screw it hard, otherwise the machine will be broken.
4. Turn the adjustment screws according to actual position which is unsuccessful printed. Turn towards +(Plus) indicates : The pressure is increased ; Turn towards -(Minus) indicates : The pressure is reduced.



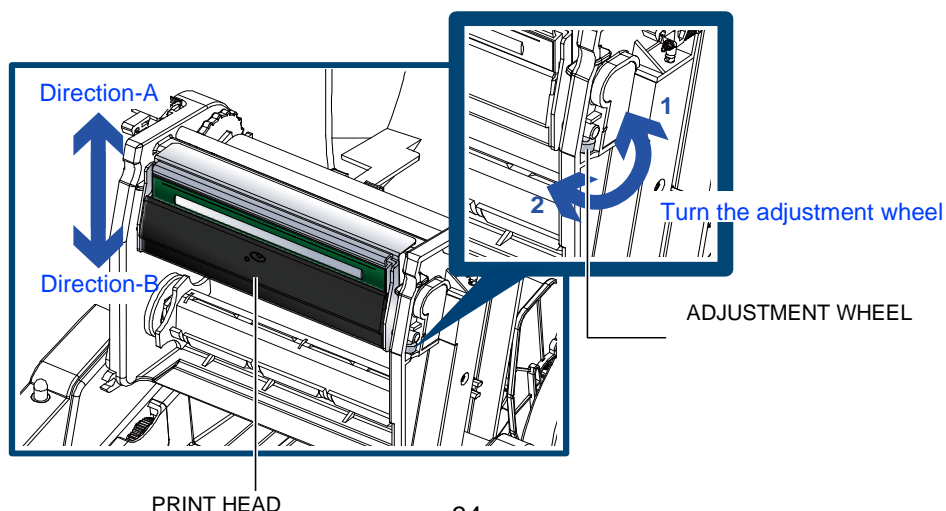
5-3 Adjusting The Print Line

When the print line is incorrectly set, the print quality on one side of the medium may suffer.

In such a case, the print line must be adjusted so it is positioned parallel to the paper feed roller.

◆ Adjustment Methods

1. To move the print head in direction A as indicated by the blue arrow, turn the adjustment wheel anticlockwise (see arrow 1).
2. To move the print head in direction B as indicated by the blue arrow, turn the adjustment wheel clockwise (see arrow 2).



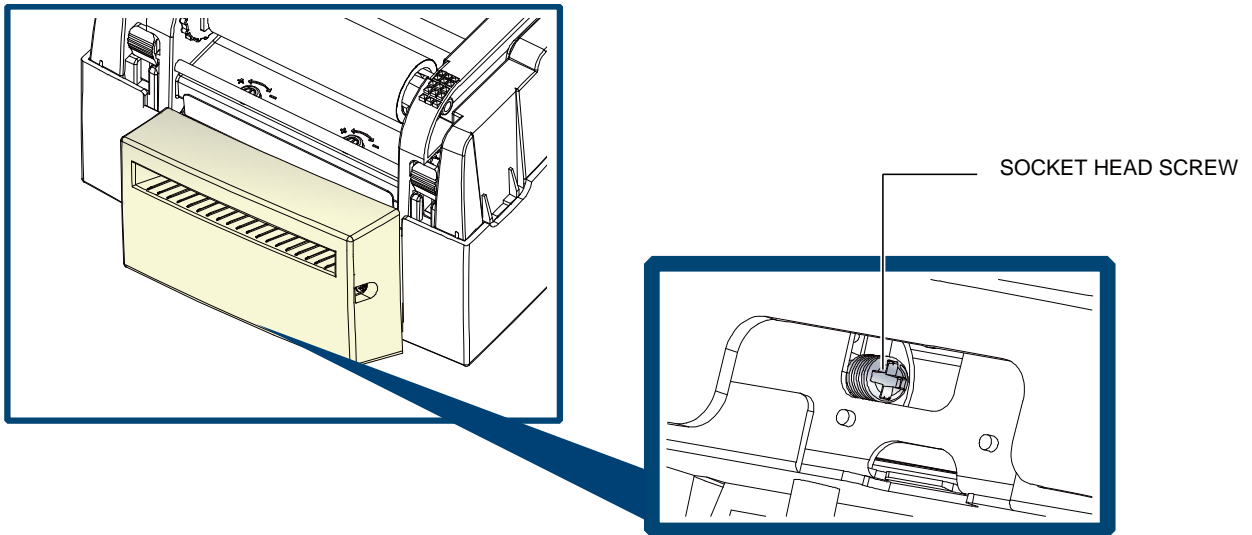
5-4 Cleaning The Cutter (Cutter Model)

While using the cutter, paper jams may occur. Please follow the below steps to clean the paper jam.

A socket head screw for adjusting the cutter is located on the bottom of cutter module, as shown in below illustration.

◆ Cleaning Steps

1. Switch off the printer.
2. Use a Philips screwdriver to turn the socket head screw and release the knife.
3. When you have cleared the paper jam, switch on the printer again. The cutter will automatically reset



! NOTICE

- Labels should be at least 30 mm high to ensure correct functioning of the cutter.

5-5 Troubleshooting

Problem	Solution
The printer is switched on but the display does not light up.	<ul style="list-style-type: none"> ◆ Check the power supply. °
One or both LEDs light up red and printing is interrupted.	<ul style="list-style-type: none"> ◆ 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 cutter is functioning normally and whether it is cutting at all. (Only if a cutter is installed.)
The label stock passes through the printer but no image is printed.	<ul style="list-style-type: none"> ◆ Please make sure that the label stock is loaded the right way up and that it is suitable material. ◆ Please make sure that the ribbon is loaded correctly.
The label stock jams during printing.	<ul style="list-style-type: none"> ◆ Clear the paper jam. Remove any label material left on the thermal print head and clean the print head using a soft lint-free cloth dipped in alcohol.
There is no printed image on part of the label or the image is blurred.	<ul style="list-style-type: none"> ◆ Check the thermal print head for dust or other dirt (label material or ribbon residue). ◆ Check for errors in the application software. ◆ Check the ribbon for wrinkles. ◆ Check the power supply. ◆ Run a self test (Section 3-2) and check the test print pattern to see whether the print head prints over the entire width of the medium. ◆ Check the quality of the print medium.
The printed image is positioned incorrectly or a label is missed out during printing.	<ul style="list-style-type: none"> ◆ Run the Label size calibration function. (Section 3-2) ◆ Check the label height setting. ◆ Check whether there is paper or dust covering the sensor. ◆ Check the paper guide settings.
The cutter does not cut off the labels in a straight line.	<ul style="list-style-type: none"> ◆ Check whether the label stock is positioned straight.
The cutter does not cut off the labels completely.	<ul style="list-style-type: none"> ◆ 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.	<ul style="list-style-type: none"> ◆ Check whether the cutter has been correctly installed. ◆ Check whether the paper guides are functioning correctly.
The label dispenser is not functioning normally.	<ul style="list-style-type: none"> ◆ Check whether there is dust on the label dispenser. ◆ Check whether the label stock is positioned correctly.

! NOTICE

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

Appendix -EZ100 Series Printer Specifications

Model		EZ120	EZ130
Print Method		Thermal Transfer / Direct Thermal	
Resolution		203 dpi (8 dots/mm)	300 dpi (12 dots/mm)
Print Speed		Up to 4 IPS (102 mm/s)**	3 IPS (76 mm/s)**
Print Width		4.25" (108 mm)	4.16" (105.7 mm)
Print Length		Min. 0.16" (4 mm)** Max. 68" (1727 mm)	Min. 0.16" (4 mm)** Max. 30" (762 mm)
Processor		32 Bit RISC CPU	
Memory		8MB Flash (4MB for user storage); 16MB SDRAM	
Sensor Type		Adjustable reflective sensor 2 fixed transmissive sensors, central aligned	
Media		Types: Continuous form, gap labels, black mark sensing, and punched hole; label length set by auto sensing or programming Width: 1" (25.4 mm) Min. - 4.64" (118 mm) Max. Thickness: 0.003" (0.06 mm) Min. - 0.01" (0.25 mm) Max.** Label roll diameter: Max. 5" (127 mm) Core diameter: 1" (25.4 mm), 1.5" (38.1mm), 3" (76.2mm)	
Ribbon		Types: Wax, wax/resin, resin Length: 981' (300 m) Ribbon roll diameter: 2.67" (68 mm) Width: 1.18" Min. - 4.33" (30 mm - 110 mm) Max. Core diameter: 1" (25.4 mm)	
Printer Language		EZPL, GEPL, GZPL, GDPL auto switch	
Software	Label design software	GoLabel II (for EZPL only)	
	Driver	Vista, Windows 7, Windows 8 & 8.1, Windows 10, Windows 11, Windows Server 2008 R2, 2012, 2012 R2, 2016, 2019, 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 Bitmap fonts 90°, 180°, 270° rotatable, single characters 90°, 180°, 270° rotatable Bitmap fonts 8 times expandable in horizontal and vertical directions Scalable fonts 90°, 180°, 270° rotatable	
Download Fonts		Bitmap fonts 90°, 180°, 270° rotatable, single characters 90°, 180°, 270° rotatable Asian fonts 90°, 180°, 270° rotatable and 8 times expandable in horizontal and vertical directions Scalable fonts 90°, 180°, 270° rotatable	
Barcodes	1-D Bar codes	:China Postal Code, Codabar, Code 11, Code 32, Code 39, Code 93, Code 128 (subset A, B, C), EAN-8/EAN-13 (with 2 & 5 digits extension), EAN 128, FIM, German Post Code, GS1 DataBar, HIBC, Industrial 2 of 5, Interleaved 2-of-5 (I 2 of 5), Interleaved 2-of-5 with Shipping Bearer Bars, ISBT-128, ITF 14, Japanese Postnet, Logmars, MSI, Postnet, Plessey, Planet 11 & 13 digit, RPS 128, Standard 2 of 5, Telepen, Matrix 2 of 5, UPC-A/UPC-E (with 2 or 5 digit extension), UCC/EAN-128 K-Mart, Random Weight and Pharmacode	
	2-D Bar codes	Aztec code, Code 49, Codablock F, Datamatrix code, MaxiCode, Micro PDF417, Micro QR code, PDF417, QR code, TLC 39, GS1 Composite, Dot Code, Macro PDF417	
Code Pages		Codepage 437, 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 Device (B-Type)	
Control Panel		One Tri-color LED: Power (Green, Orange and Red) Function Key: FEED	
Power		Wall Mount Auto Switching 100-240VAC, 50-60Hz.	
Environment		Operation temperature: 41°F to 104°F (5°C to 40°C) Storage temperature: -4°F to 122°F (-20°C to 50°C)	
Humidity		Operation: 30-85%, non-condensing. Storage: 10-90%, non-condensing.	
Agency Approvals		CE(EMC), FCC Class A, CB, CCC, UL, cUL	
Dimension		Length: 11.2" (285 mm) Height: 6.8" (171 mm) Width: 8.9" (226 mm)	
Weight		6 lbs (2.72Kg) ,excluding consumables	
Options		External label roll holder for 10"(250 mm) O.D. label rolls External label rewinder T10	

* 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, maximum print speed and maximum media thickness 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, maximum print speed and maximum media thickness capability.

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