

User Manual

GoDEX

DT4x Pro/DT43x Pro Series Thermal Label Printer



USER MANUAL : DT4x Pro/DT43x Pro
VERSION : Rev.A.1
ISSUE DATE : 2024.10.25
P/N : 920-01A611-00

**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 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.

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

IEC 62368-1:2018

EN 55032:2015+A1:2020, Class B

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

EN 61000-3-3:2013+A2:2021+AC:2022-01

EN 55035:2017+A11:2020, (IEC 61000-4-2 Edition 2.0 2008-12,

IEC 61000-4-3 Edition 3.2 2010-04, IEC 61000-4-4 Edition 3.0 2012-04,

IEC 61000-4-5 Edition 3.1 2017-08, IEC 61000-4-6 Edition 4.0 2013-10,

IEC 61000-4-8 Edition 2.0 2009-09, IEC 61000-4-11 Edition 3.0 2020-01)

AS/NZS CISPR 32:2015 AMD 1:2020, Class B

FCC Part 15 Subpart B

ANSI C63.4-2014

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.

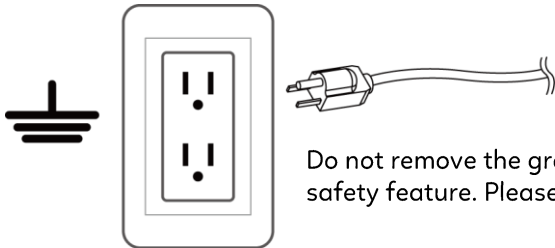
*This device is not suitable for the areas where children may appear



Hot parts!
Burned fingers when handling the parts
Wait one-half hour after switching off before handling parts.



The blade is sharp, please do not touch.



Do not remove the ground pin of power cord. Grounding is an important safety feature. Please keep the power cord grounded all the time

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 power supply adapter model: WDS060240P (9A).

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.

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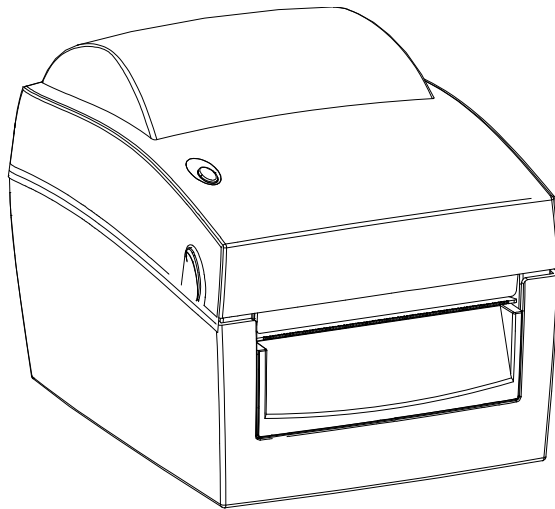
1. Barcode printer

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 cord
- ◆ AC adapter
- ◆ USB cable
- ◆ Label stock
- ◆ Quick reference guide



DT4x Pro/DT43x Pro series

1-2. Specifications

Model Name		DT4x Pro	DT43x Pro
Print Method		Direct Thermal	
Resolution		203 dpi (8 dots/mm)	300 dpi (12 dot/mm)
Print Speed		Up to 7 ips (177 mm/s)	Up to 5 ips (127 mm/s)
Print Width		4.25" (108 mm)	4.16" (105.7 mm)
Print Length		Min. 0.12" (3 mm)** ; Max . 400" (10,160 mm)	Min. 0.12" (3 mm)** ; Max. 350" (8,890 mm)
Processor		32-bit RISC CPU	
Memory	Flash	16 GB	
	SDRAM	512 MB	
Sensor Type		Adjustable reflective sensor. Fixed transmissive sensor, Central aligned	
	Type	Continuous form, gap labels, black mark sensing, and punched hole; label length set by auto sensing or programming	
	Width	Min. 1" (25.4 mm) – Max. 4.65" (118 mm)	
Media	Thickness	Min. 0.0024" (0.06 mm) – Max. 0.008" (0.2 mm)	
	Label roll diameter	Max. 5" (127 mm)	
	Core diameter	1" (25.4 mm), 1.5" (38.1 mm)	
Printer Language	Label design tool	EZPL, GEPL, GZPL, GDPL auto switch GoLabel II (for EZPL only) (Windows)	
Software	Management tools	GoTools (Windows / Android / iOS) GoUtility (Windows) GoAPP (Android / iOS)	
Driver	APP	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	
	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	
Resident Fonts	TTF Fonts	8 times expandable in horizontal and vertical directions (Bold / Italic / Underline) 0°, 90°, 180°, 270° rotatable Internal TTF Fonts x5 : Traditional Chinese, Simplified Chinese, Japanese, Korean, Western languages	
	Bitmap Fonts	0°, 90°, 180°, 270° rotatable, single characters 0°, 90°, 180°, 270° rotatable	
Download Fonts	Asian Fonts	16x16, 24x24. Traditional Chinese (BIG-5), Simplified Chinese(GB2312), Japanese (S-JIS), Korean (KS-X1001)	
	TTF Fonts	0°, 90°, 180°, 270° rotatable and 8 times expandable in horizontal and vertical directions (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) Serial port (RS232) Ethernet 10/100 Mbps (IEEE 802.1X) USB Host (Type A)	
Wireless Connection		Supports commercially available Linux USB dongle ***	
Control Panel		One bi-color LED: Ready(Green);Error(Red)	
Real Time Clock		Control key: FEED	
Power		Standard 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 122°F (-20°C to 60°C)	
Humidity	Operation	30-85%, non-condensing	
	Storage	10-90%, non-condensing	
Agency Approvals		CB, CE (EMC), FCC Class B, cULus, ICES-003, UKCA, ENERGY STAR	
Dimension	Length	218 mm (8.58")	
	Width	170 mm (6.69")	
	Height	166 mm (6.53")	
	Weight	1.44 Kg (3.17 lbs), excluding consumables Cutter module (Dealer Install) Label dispenser (Dealer Install)	
Options		Real time clock (RTC) External label unwind stand External label rewinder	

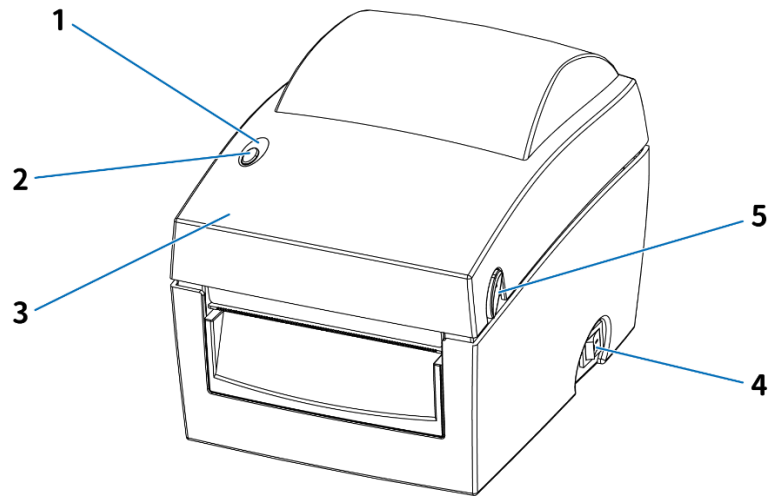
*Specifications are subject to change without notice. All company and/or product names are trademarks and/or registered trademarks of their respective owners.

**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.

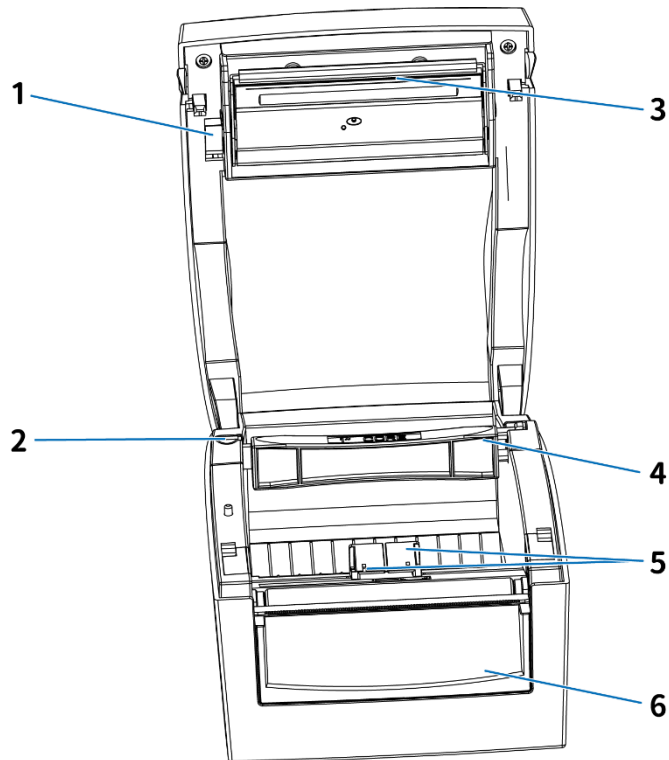
*** Verified USB dongle brands and models, please refer to User Manual for detailed information.

****The safety certification marks may be different depending on sales regions.

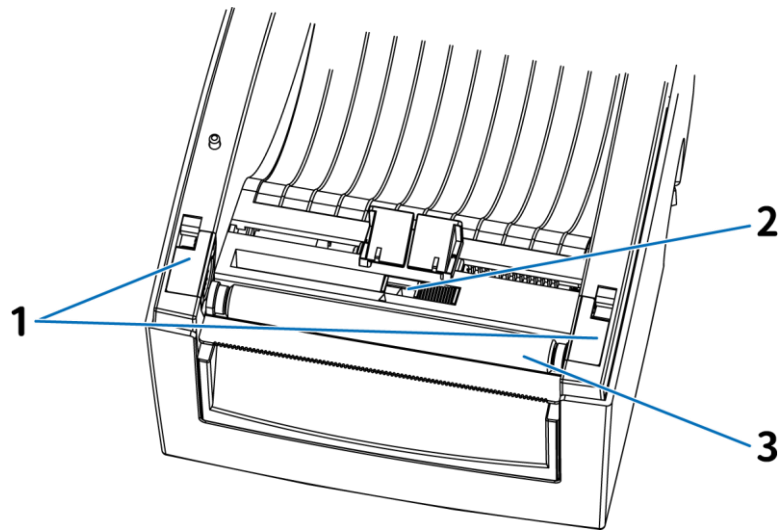
1-3. Getting to know your printer



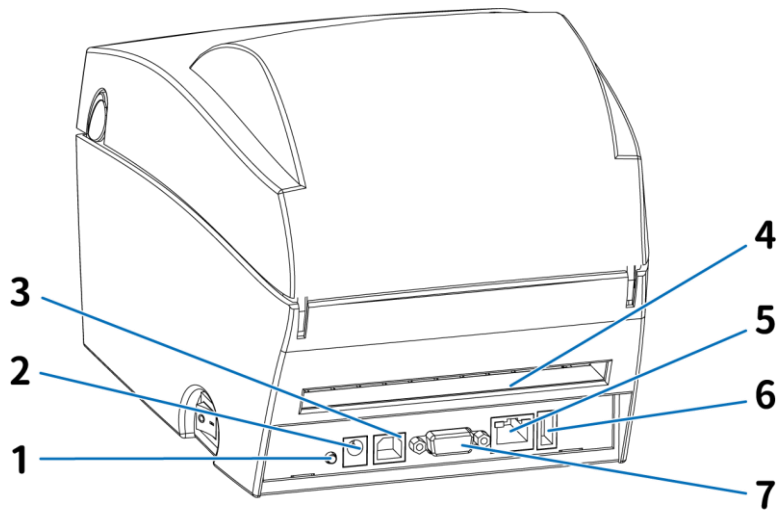
1.	LED indicator
2.	FEED function button
3.	Printer cover
4.	On/off switch
5.	Release buttons



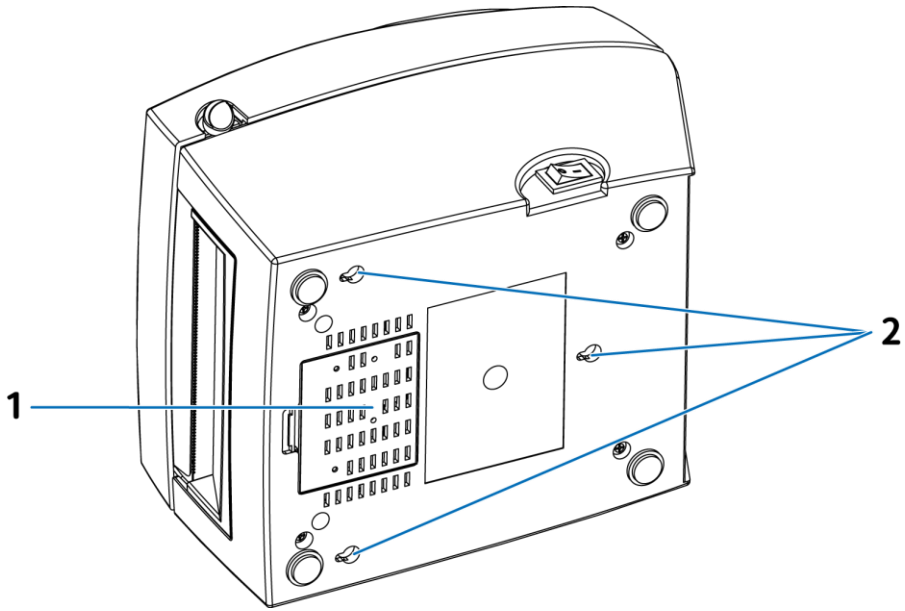
1.	Print head release lever
2.	Label roll holder
3.	Print mechanism
4.	Label supply hub
5.	Label guides
6.	Front cover



1.	Platen cover
2.	Label sensor
3.	Platen roller



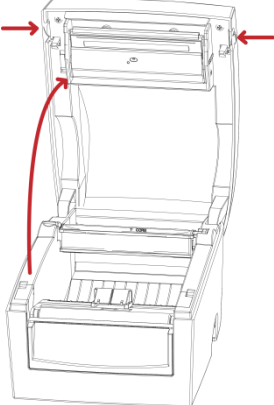
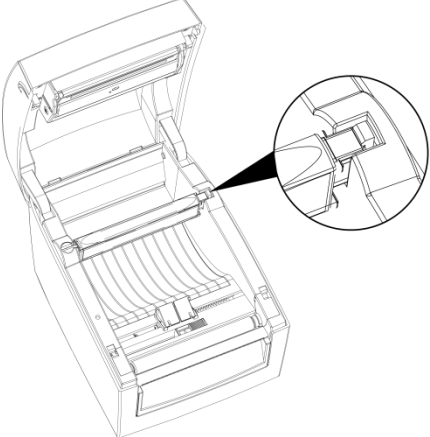
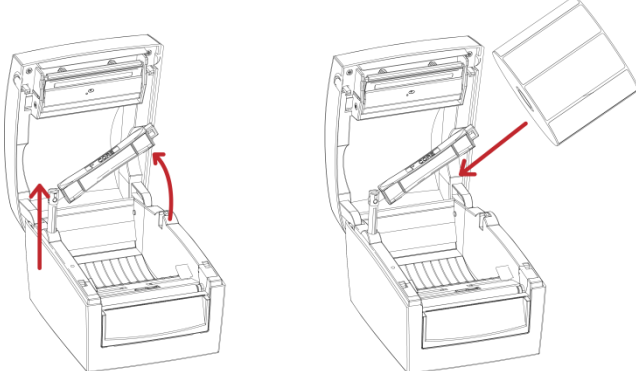
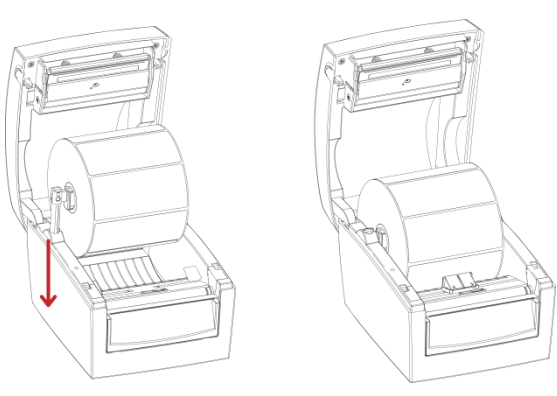
1.	Calibration button
2.	Power jack
3.	USB port
4.	Feed slot for continuous labels
5.	Ethernet port
6.	USB host
7.	Serial port (RS-232)

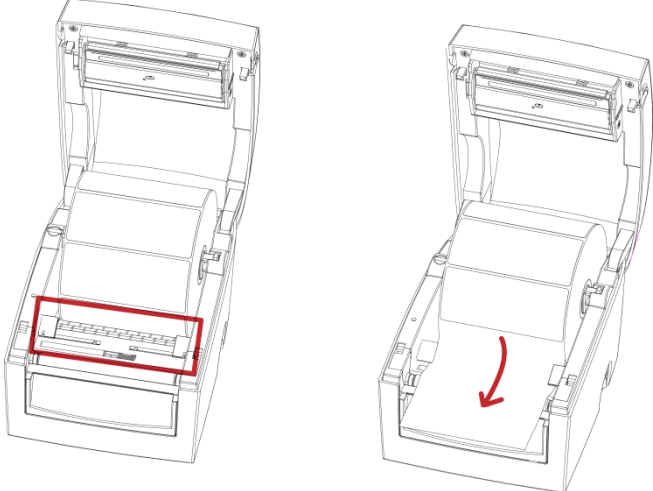
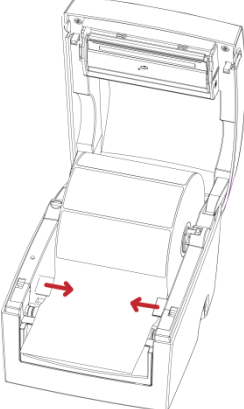
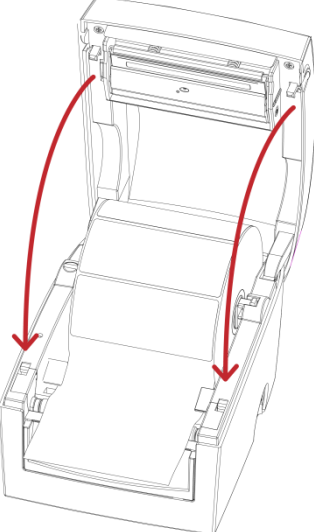


1.	Cover on bottom of printer
2.	Mounting points

2. Printer setup

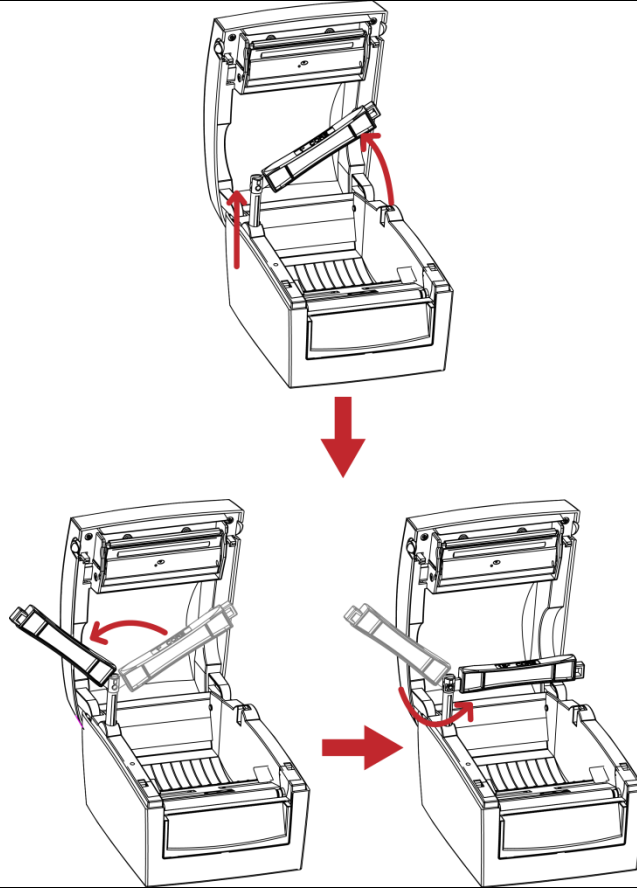
2-1. Loading the label roll

<p>1. Place the printer on a flat surface and open the printer cover.</p>	
<p>2. Release the label supply hub.</p>	
<p>3. Lift the label roll holder and pull it out as far as possible.</p> <p>4. Install the label roll on the label supply hub.</p>	
<p>5. Now press the label roll holder down until it clicks into place.</p> <p>6. Return the label roll holder to its original position.</p>	

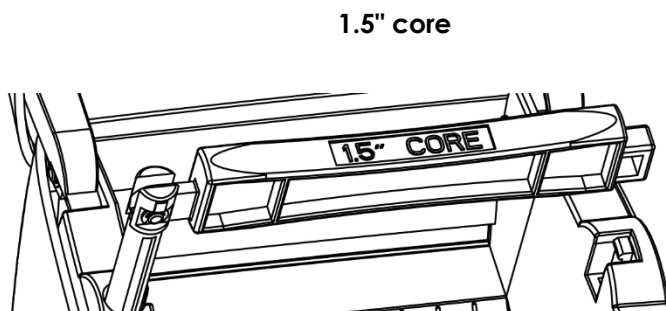
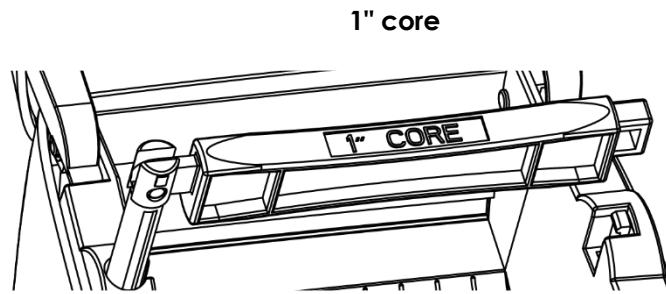
<p>7. Pass the label under the paper guides and pull it forward.</p>	
<p>8. Adjust the paper guides to the width of the label liner.</p>	
<p>9. Close the printer cover to finish loading the labels.</p>	

2-2. Installing the label roll holder

1. Pull the label roll holder out as far as it will go.
2. Fold out the label supply hub as shown in the illustration.
3. Now rotate the label roll holder to return the label supply hub to its original position. Press down the label supply hub until it clicks into place.



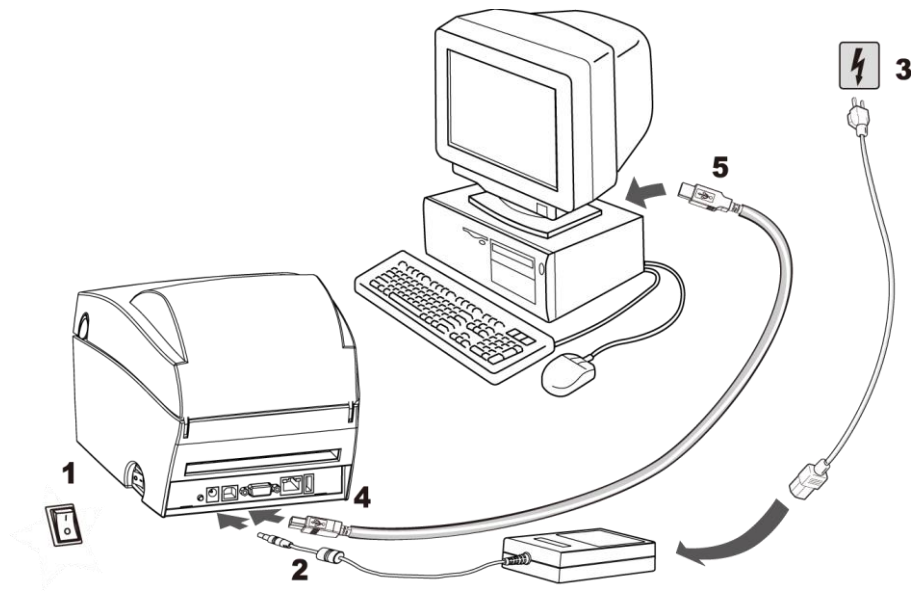
- A. To load label stock with a 1" core, the locking notch must be at the top of the label supply hub.
- B. To load label stock with a 1.5" core, the locking notch must be at the bottom of the label supply hub.



【Note】
The hub is also marked on both sides to indicate the core size, as shown in the illustration.

2-3. Connecting the printer to the host computer

1. Please make sure that the printer is switched off.
2. Connect the power cord to the power supply and to the AC adapter, then connect the adapter to the printer.
3. Connect the printer with the host computer via the USB port or serial port.
4. Switch on the printer. The LED indicator should light up.



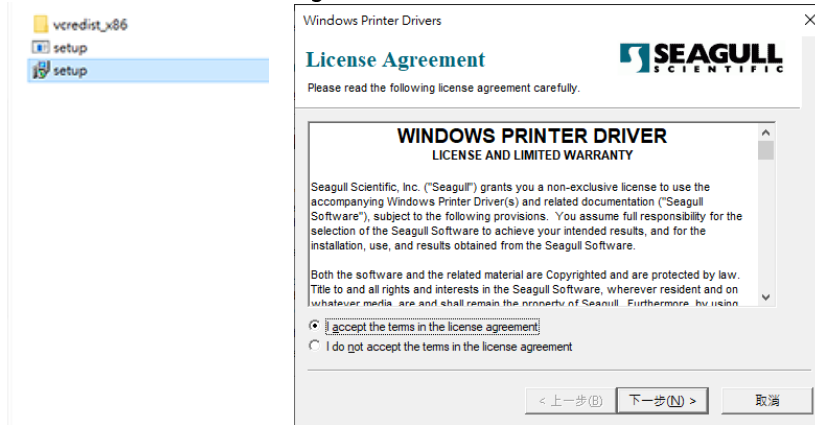
2-4 Installing printer driver and GoLabel II

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

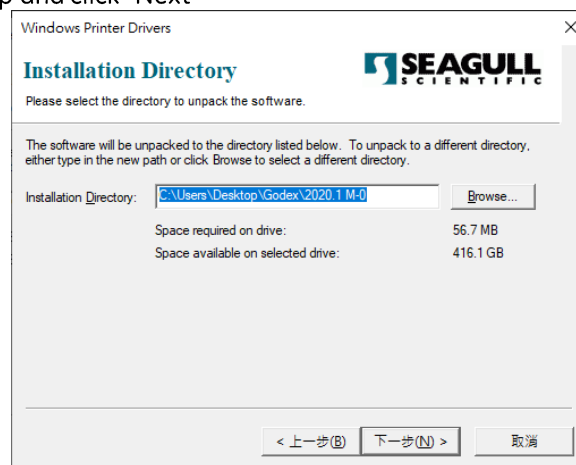
Driver

Step1. Click the compressed driver file in the folder.

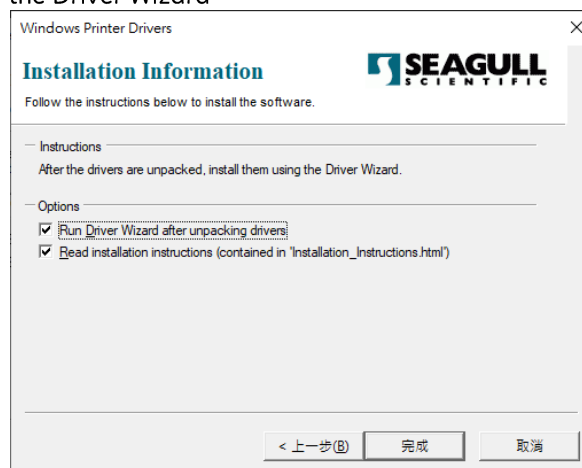
Select "I accept the terms in the license agreement." and click "Next".



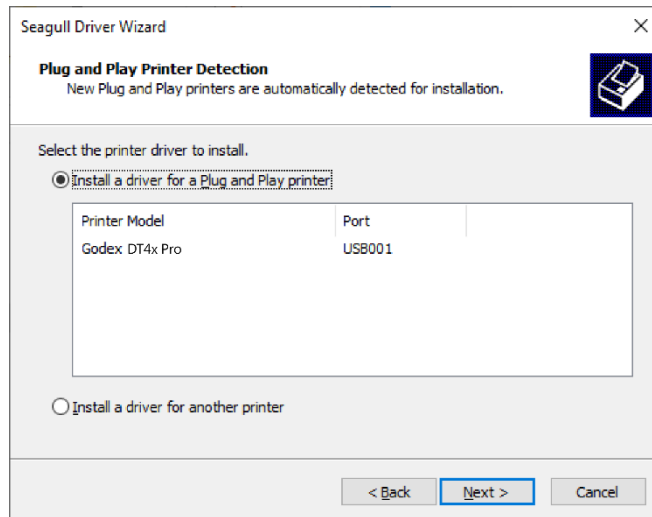
Step2. Select the path to unzip and click "Next"



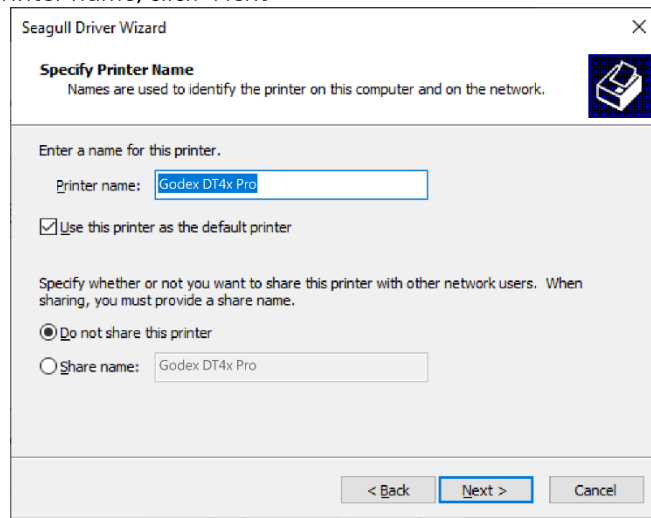
Step3. Click "Finish" and open the Driver Wizard



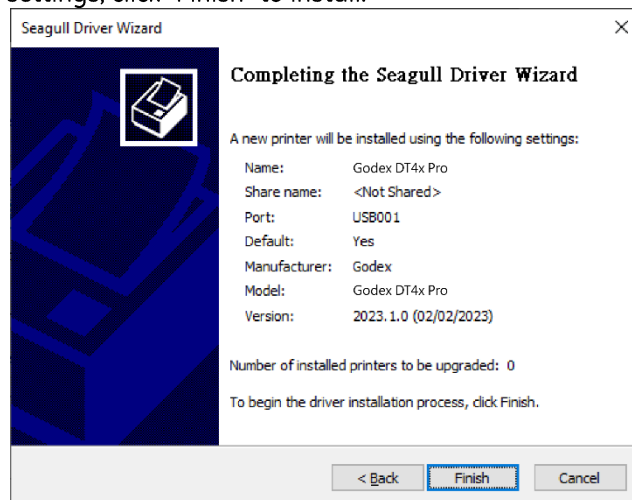
Step4. The driver installation wizard will automatically detect the model, please click "Next" to start the installation.

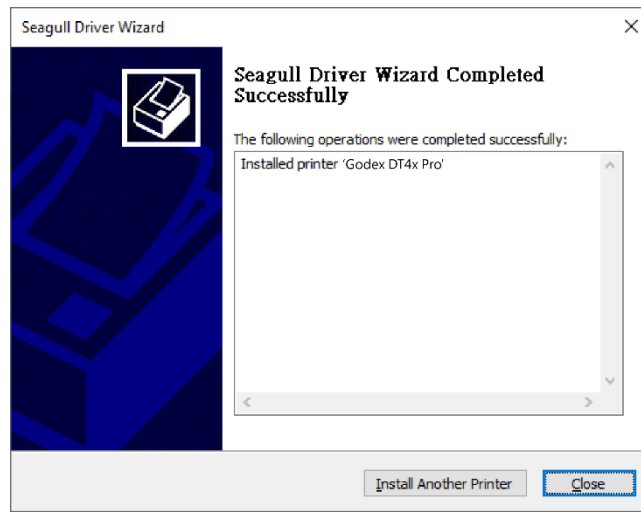


Step5. After entering the printer name, click "Next"



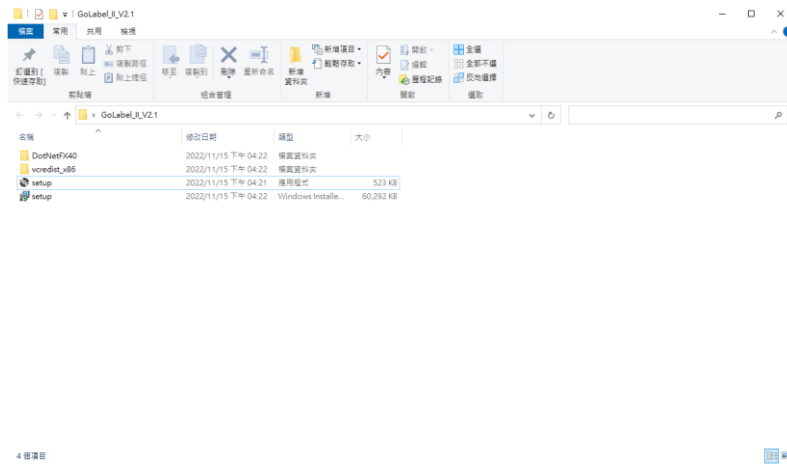
Step6. After confirming the settings, click "Finish" to install.



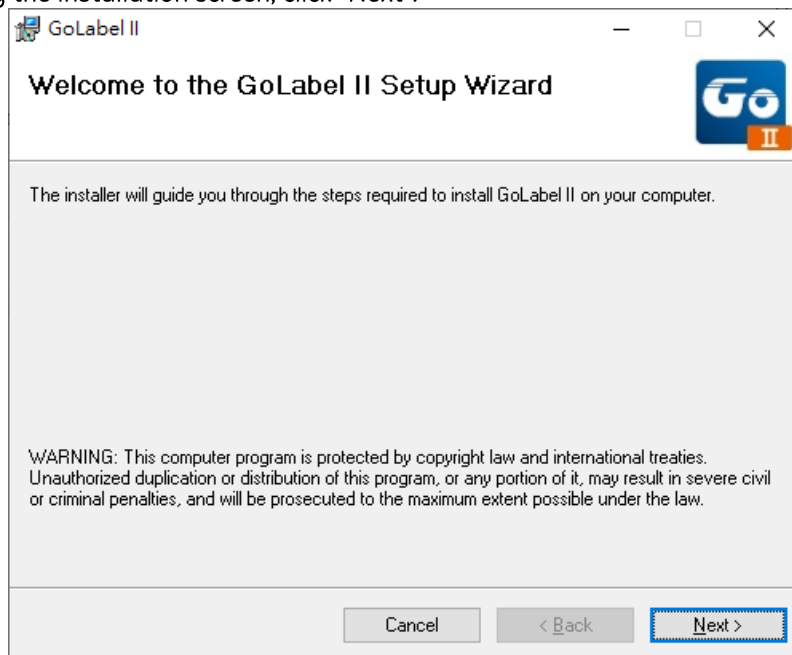


Installing GoLabel II

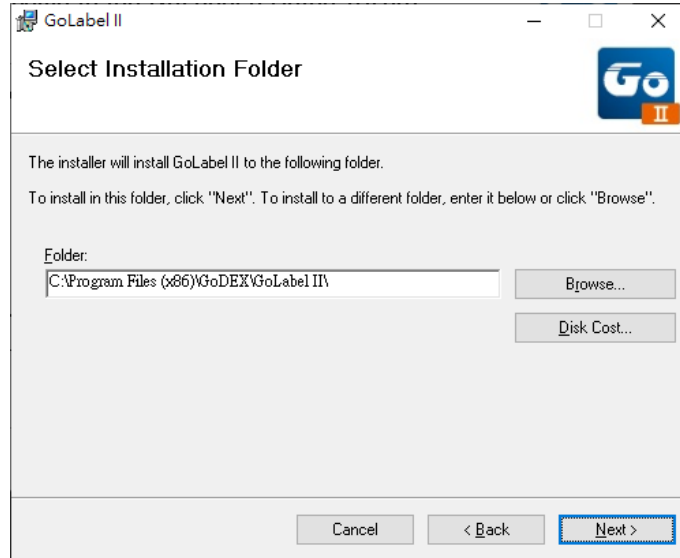
Step1. Click the installer in the folder to install.



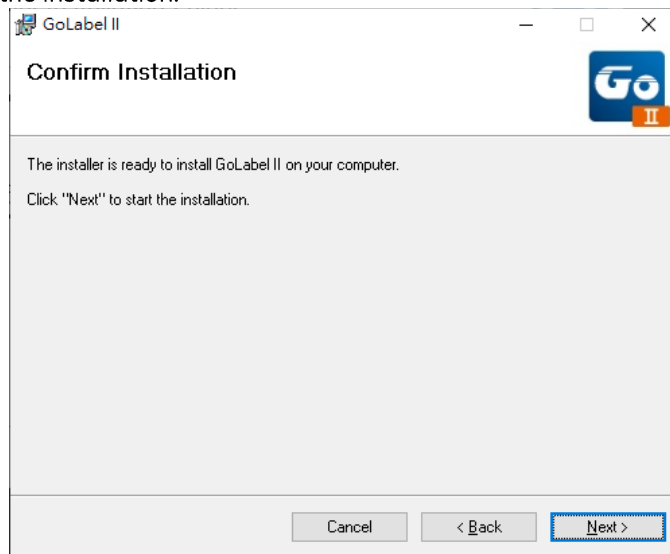
Step2. After entering the installation screen, click “Next”.



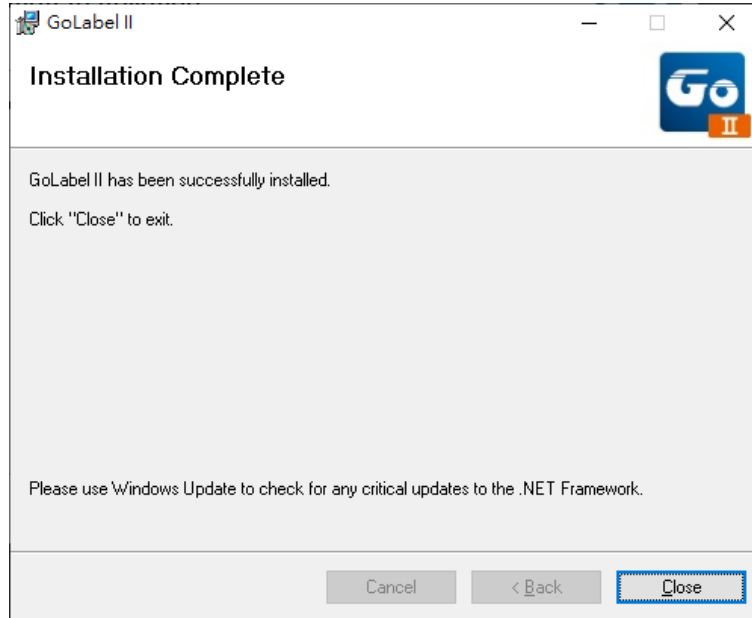
Step3. After selecting the folder to install, click “Next”



Step4. Click Next to start the installation.



Step5. Finish installation



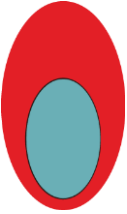
3. Operator panel

3-1. FEED button

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

3-2. LED status

Press the FEED button and keep it pressed, then switch on the printer. You will hear two beeps and the LED lights up red. Release the FEED button. The printer will now automatically measure the label size (see Section 4-3.) and then print a test page (see Section 4-4.)

	LED indicator	Status	Description
	Green	Standby mode	The printer is ready for operation.
	Red (flashing)	Error mode	The printer has detected an error. (see Section 3-5. Error alerts)

3-3. Label size calibration

The printer can automatically detect and store label height.

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

1. Check that the label sensor is positioned correctly.
2. Check that the label stock is loaded correctly.
3. Switch off the printer.
4. Switch on the printer, 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.
5. Once the printer has successfully measured the label stock, it will print a self-test label.

3-4. Self test

The self-test function helps you find out whether the printer is functioning normally. The printer prints the following test page:

Model & F/W Version	DT4x Pro: GX.XXX
USB ID setting	USB S/N:12345678
Serial port setting	Serial port:96,N,8,1
MAC address of Ethernet port	MAC Addr:xx-xx-xx-xx-xx-xx
Gateway setting	Gateway xxx.xxx.xxx.xxx
Netmask setting	Sub-Mask xxx.xxx.xxx.xxx
Wireless transmission device	Card Status:HW Unable to detect any card
Network status	Network: Cable Not Plug
Port status	PORT State L S E U B 1 1 1 1 1 #####
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	34906 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:AD0 ^O0 ^AD
Sensor setting	Reflective AD:1.96 2.84 2.49[0.88_23]
Code page	Code Page:850

【Note】

For more information about advance settings, such as "Sensor switch" or "Dump Mode", please refer to Programmer's manual.

3-5. Error alerts

LED indicator	Beeps	Description	Solution
Red (flashing)	None	High temperature at the print head.	Once the print head has cooled down, the printer switches to standby mode.
Red	2 x 2 beeps	No paper is detected.	Make sure that the label sensor is positioned correctly. If the sensor still does not detect the paper, run the auto-detection function again.
		The paper is finished.	Replace the label roll.
Red	2 x 2 beeps	Paper 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.
Red	2 x 2 beeps	The memory is full. The printer prints the message "Memory full".	Delete unnecessary data or install additional memory.
Red	2 x 2 beeps	Unable to find file. The printer prints the message "Filename cannot be found".	Use the "~X4" command to print all files. Then check whether the files exist and whether the names are correct.
Red	2 x 2 beeps	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.

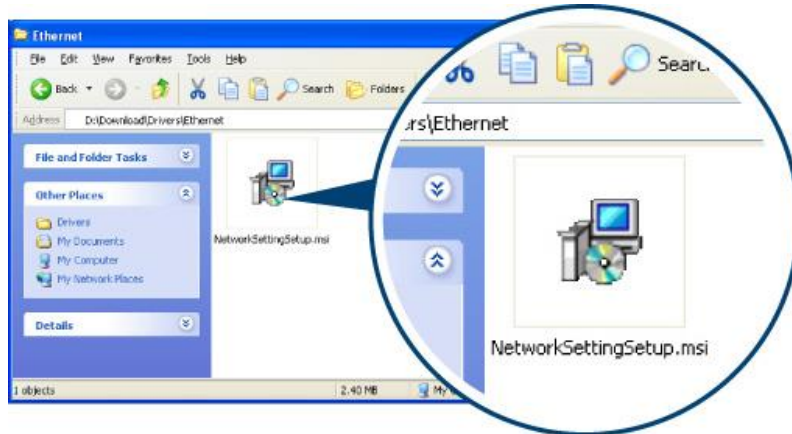
4. NetSetting for Ethernet

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.

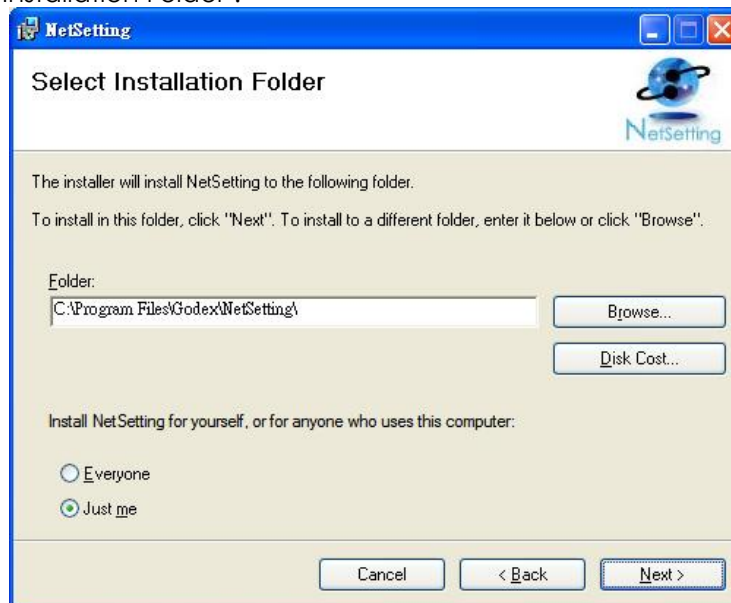
STEP-01 Insert the product CD in the CD/DVD drive of the host computer and open the "Ethernet" folder on the CD.

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".



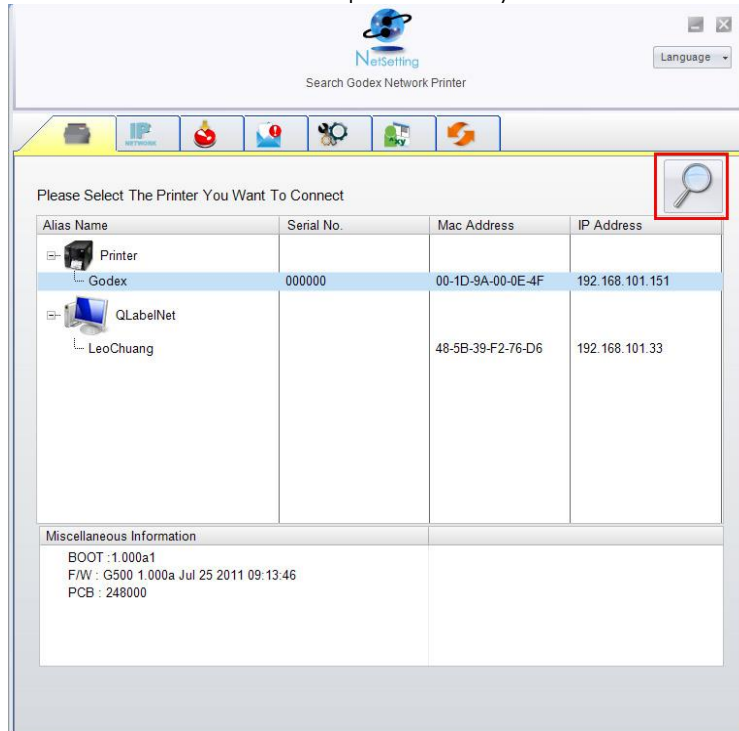
STEP-05 Click "Next" to start the installation.

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

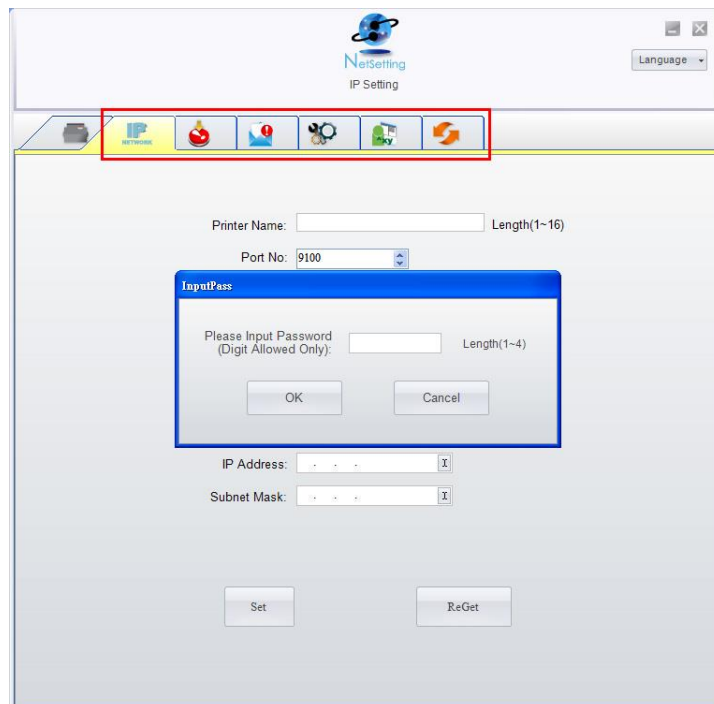


4-2. The interface of NetSetting

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 your 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.

[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 either by DHCP or by Static IP.

The screenshot shows the 'NetSetting IP Setting' window. The title bar includes the NetSetting logo and a 'Language' dropdown. The toolbar contains icons for printer, IP network, home, help, settings, and refresh. The main content area has the following fields and options:

- Printer Name: Length(1~16)
- Port No:
- Default Gateway:
- Password: Length(1~4)
- Get IP From DHCP Server
- Static IP
- IP Address:
- Subnet Mask:

At the bottom, there are two buttons: 'Set' and 'ReGet'.

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, Netmask = 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.

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)

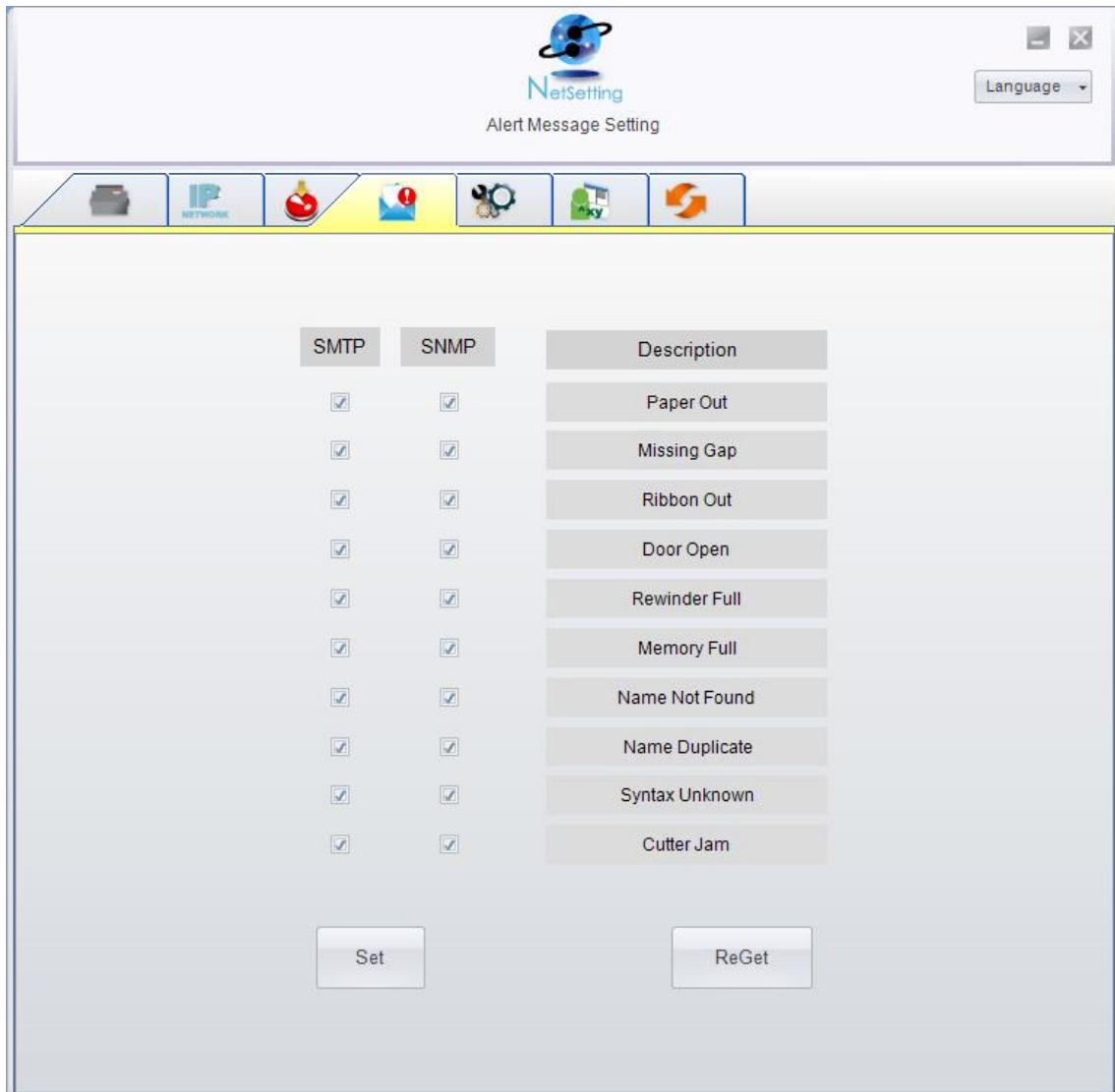
SNMP Trap Community: Length(1~16)

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.



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.

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

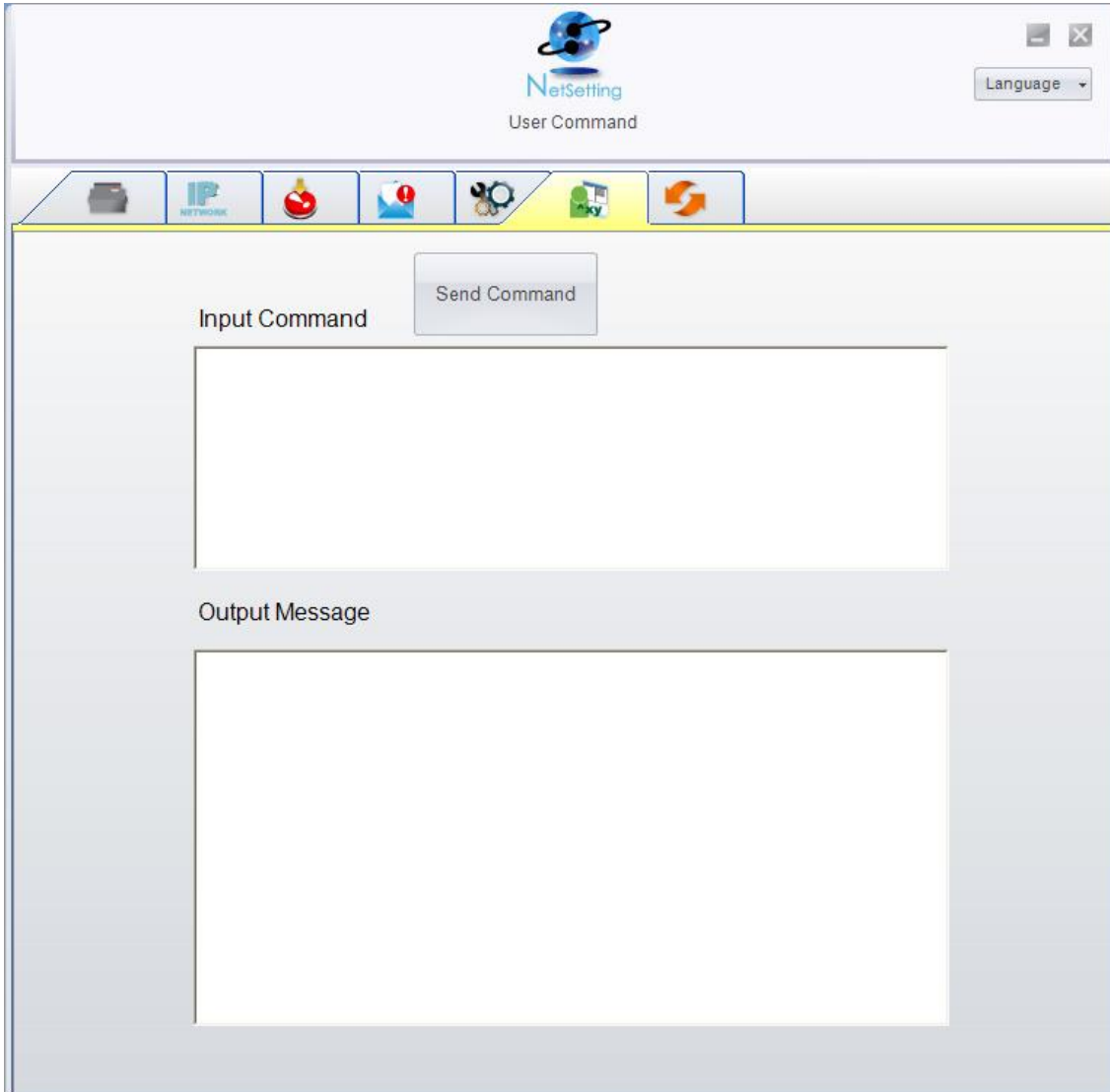
LCD Language	Sensing Mode
Keyboard Language	2 - Automatic
Code Page	Smart Backfeed
Code Page 850	OFF
Buzzer	Top Of Form
ON	ON

Set ReGet

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

User Command

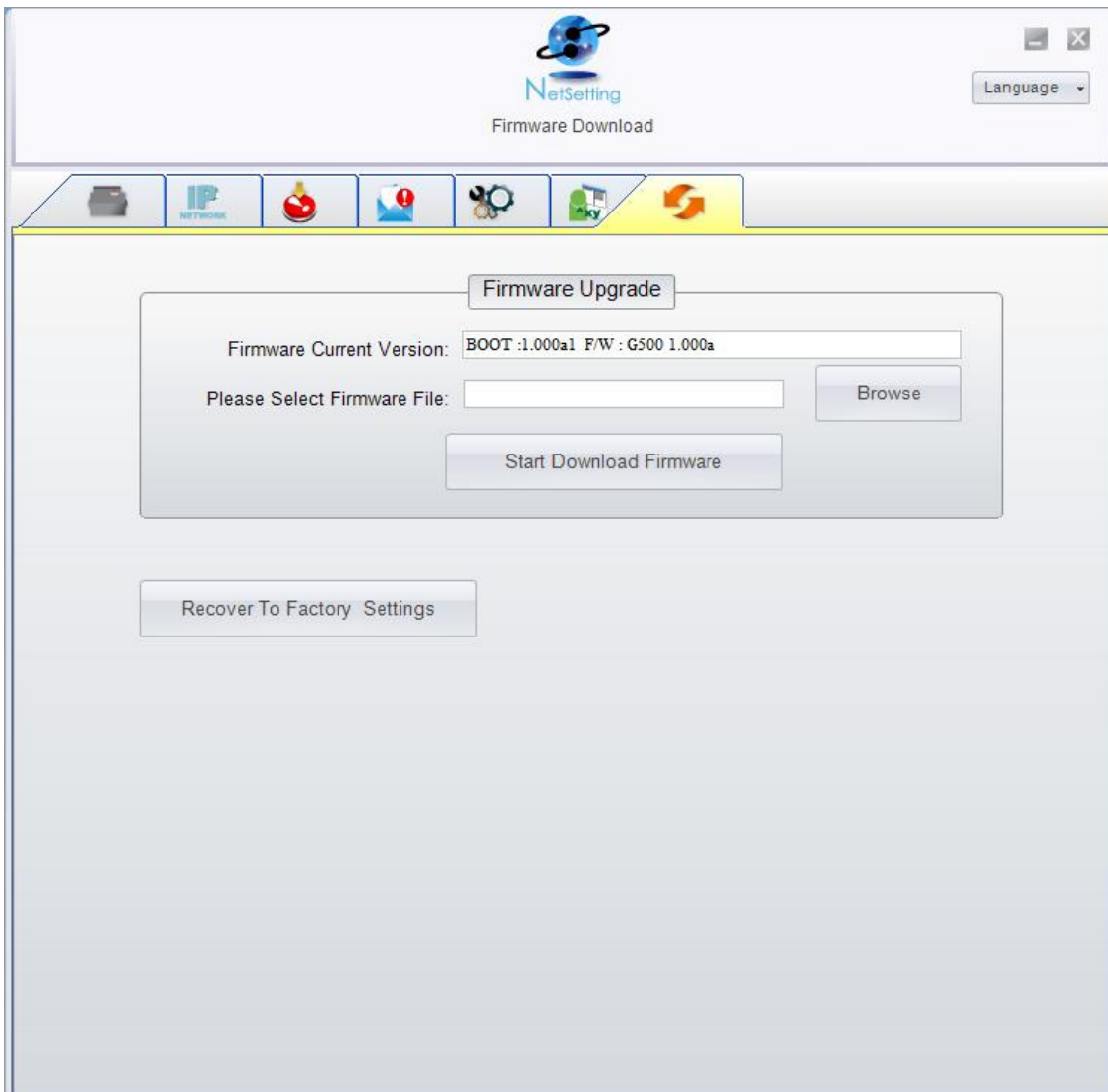
The "User Command" tab provides a communication interface for operator to control the printer. Input printer commands in "Input Command" window and press "Send Command" button, the commands will be sent to the printer. For some commands that will return response message, the message will be displayed in "Output Message" window.



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

Firmware Download

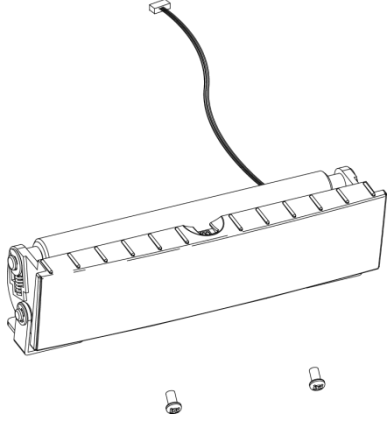
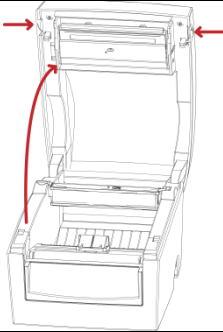
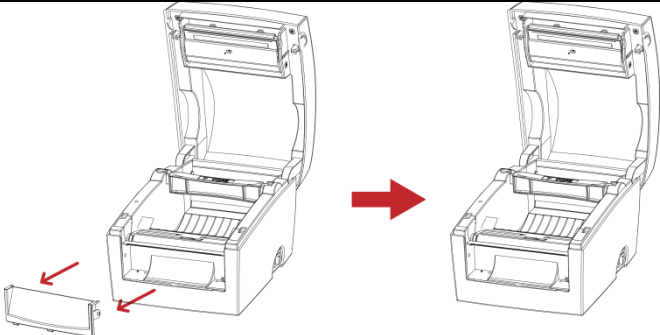
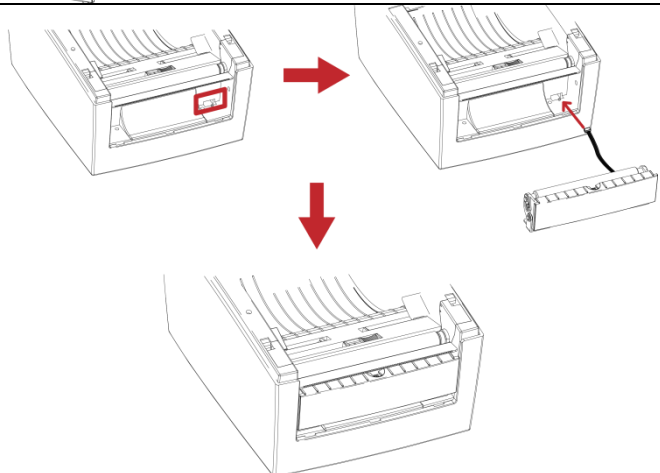
On "Firmware Download" tab, the current version of printer firmware will be showed on the screen. If you need to update the printer firmware, just specify the file location of firmware file and press "Start Download Firmware" button. The printer firmware then can be updated remotely.



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

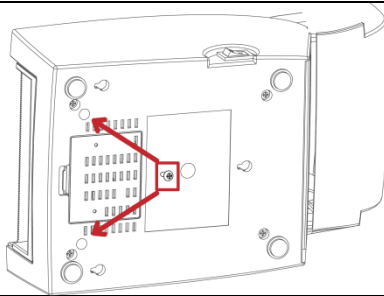
5. Accessories

5-1. Installing the label dispenser

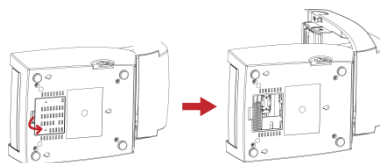
<p>1 Label dispenser 2 Screws (set of 2)</p>	
<p>【Note1】 Remember to switch off the printer before installing the label dispenser. 【Note 2】 A label liner thickness of 0.006 mm ± 10% and a weight of 65 g/m² ± 6% are recommended. 【Note3】 The label dispenser will take labels up to a max. width of 110 mm (DT4) or 54 mm (DT2).</p>	
<p>1. Place the printer on a flat surface and open the printer cover.</p>	
<p>2. Remove the front cover.</p> <p>【Note】 You can use a coin or screwdriver to open the cover.</p>	
<p>3. Pass the dispenser cable through the opening as shown in the illustration.</p> <p>4. Fit the label dispenser in the recess provided.</p>	

DT4x+

5. Turn the printer upside down and tighten the screws to secure the label dispenser.



6. Open the cover on the bottom of the printer to access the motherboard.



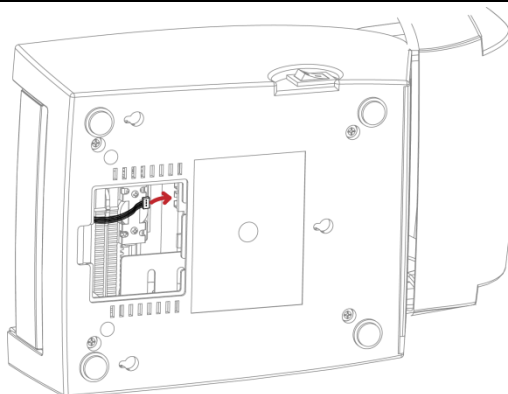
【Note】

You can use a coin or screwdriver to open the cover.

7. Connect the cable to the motherboard.

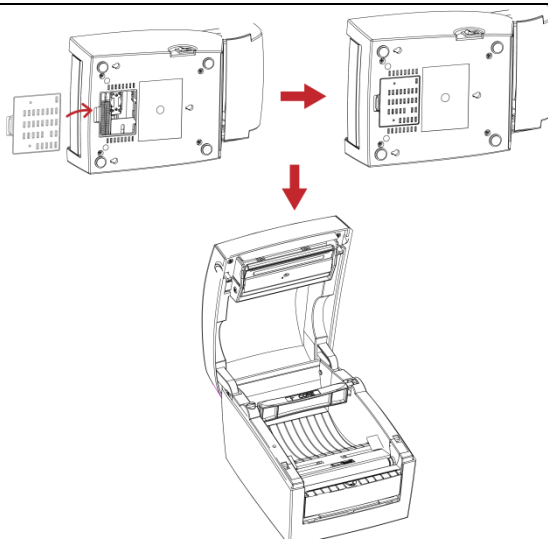
【Note】

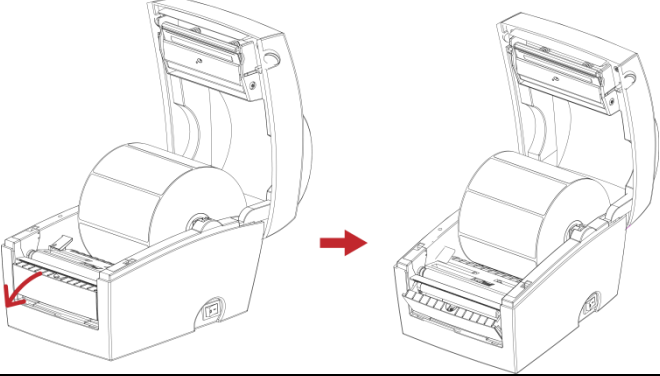
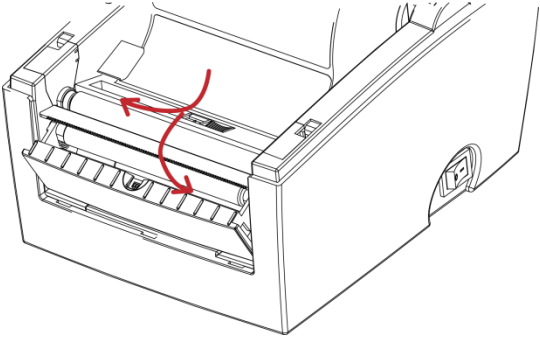
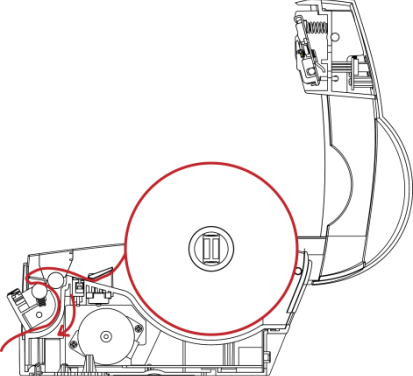
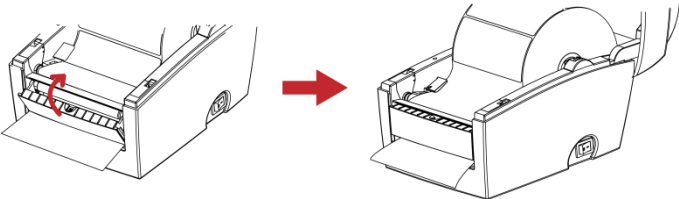
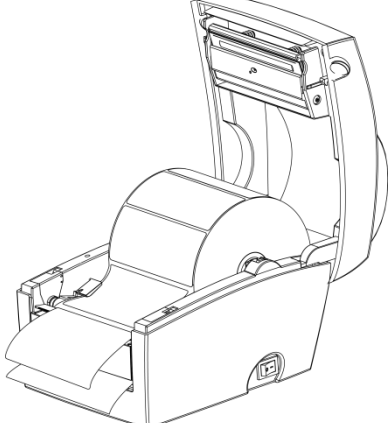
The motherboard has two connectors, one for the cutter and the other for the dispenser. Please make sure that you are using the correct connector.



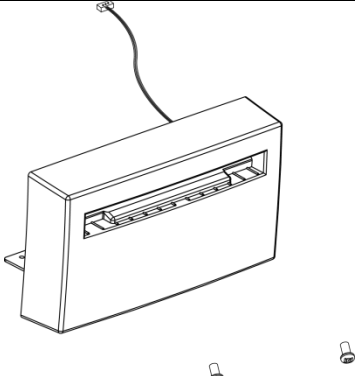
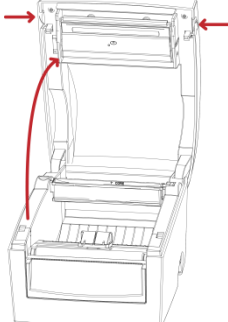
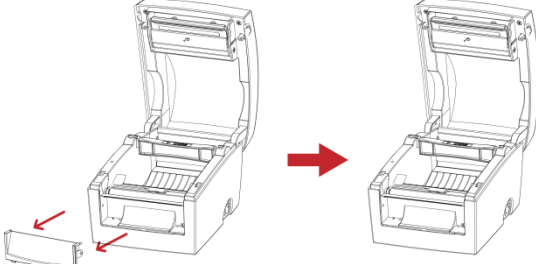
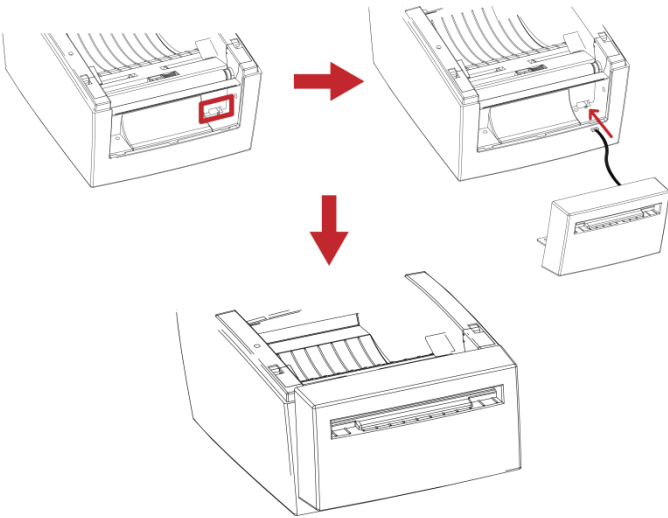
8. Close the cover again (DT2: and secure it with the screw).

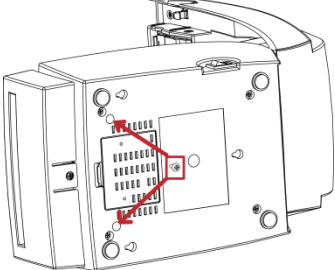
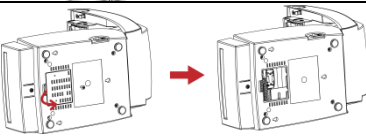
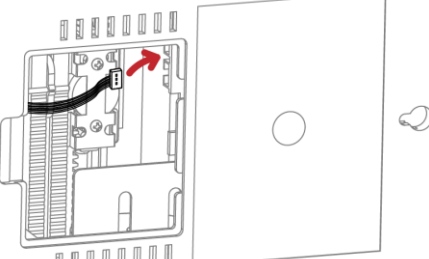
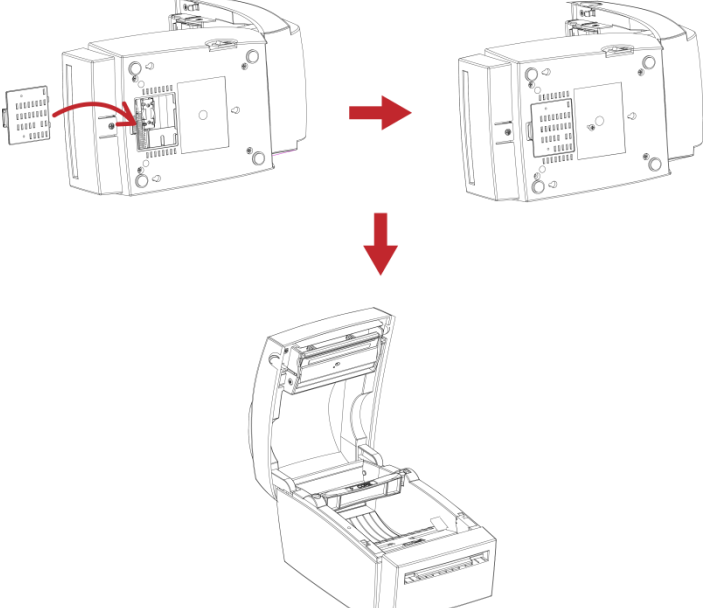
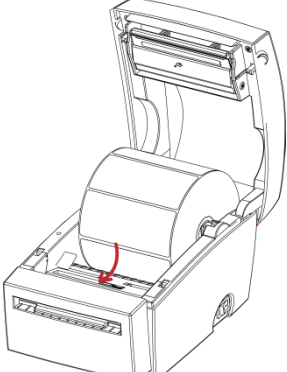
9. Place the printer the right way up again.



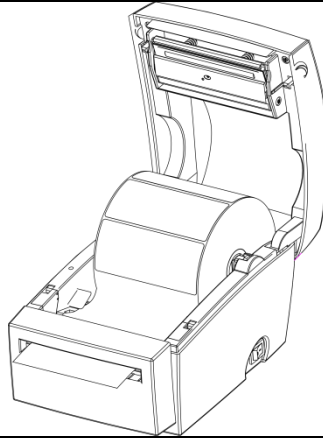
<p>10. Open the dispenser by folding it out.</p> <p>11. Load the labels, following the instructions in Section 2-1.</p>	
<p>12. Remove the first label and pass the label liner over the roller and the tear-off plate.</p> <p>【Note】 The label stock should be at least 25 mm high.</p> <p>【Suggestion】 When using the label dispenser, set the stop position to 9 mm (DT2: 8 mm).</p>	
<p>13. Pass the label liner through the printer and dispenser as shown in the illustration.</p>	
<p>14. Fold up the dispenser cover to close it.</p>	
<p>15. Switch on the printer and press the FEED button to measure the label stock.</p>	

5-2. Installing the cutter

1	Cutter module	
2	Screws (set of 2)	
<p>【Important】 Remember to switch off the printer before installing the cutter.</p> <p>【Note 1】 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 1,000,000 cuts when using paper weighing up to 120 g/m² and 500,000 cuts when using paper weighing between 120 g and 170 g/m².</p>		<p>【Note 2】 You can cut paper with a max. width of 114 mm.</p> <p>【Note 3】 Labels should be at least 30 mm high (DT4). (DT2: 40 mm)</p> <p>【Suggestion】 During installation of the cutter, set the stop position in Qlabel and/or in the driver to 30.</p>
1.	Place the printer on a flat surface and open the printer cover.	
2.	Remove the front cover.	
3.	Pass the cutter cable through the opening as shown in the illustration.	
4.	Fit the label cutter in the recess provided.	
DT4		
5.		

<p>Turn the printer upside down and tighten the screws to secure the cutter.</p>	
<p>6. Open the cover on the bottom of the printer to access the motherboard.</p>	
<p>7. Connect the cutter to the motherboard.</p> <p>【Note】 Please make sure that you are using the correct connector.</p>	
<p>8. Close the cover on the bottom of the printer (DT2: and secure it with the screw).</p> <p>9. Place the printer the right way up again. In the next step, load the label stock.</p>	
<p>10. Follow the instructions in Section 2-1.</p>	

11. Pass the start of the label roll through the cutter and press the FEED button to finish.



6. Maintenance and adjustment

6-1. Cleaning the print head

Dirt on the print head or ribbon, or glue residue from the label liner may result in inadequate print quality. The printer cover must therefore always be closed. 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:

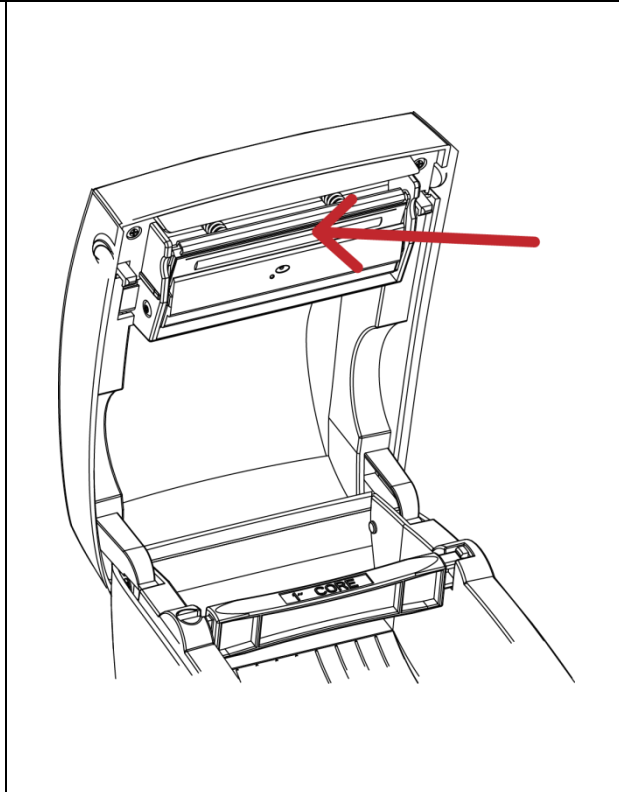
1. Switch off the printer.
2. Open the printer cover.
3. To remove any label residue or other dirt from the print head (see blue arrow), please use a soft lint-free cloth dipped in alcohol.

【Note 1】

The print head should be cleaned once a week.

【Note 2】

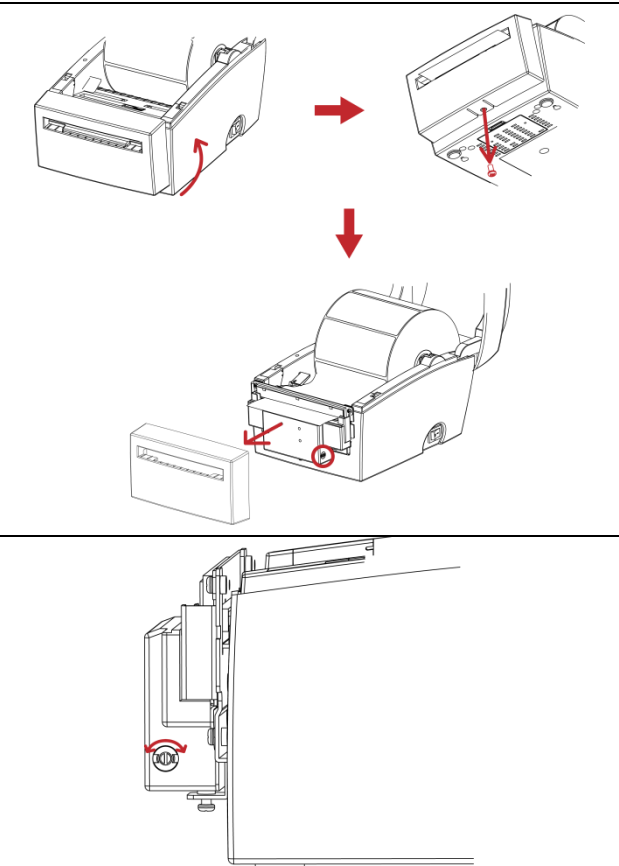
Please make sure that there are no metal fragments or other hard particles on the soft cloth used to clean the print head.



6-2. Adjusting the cutter

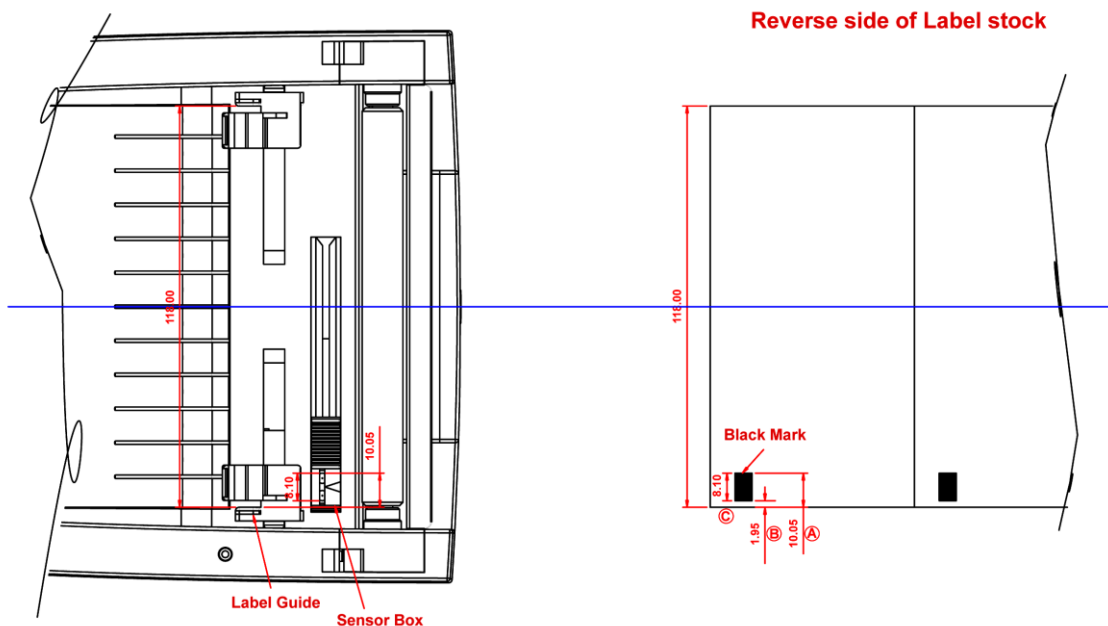
While using the cutter, paper jams may occur. You can solve this problem by adjusting the cutter.

1. Turn the printer upside down. A screw is located on the bottom of the cutter housing.
2. Unscrew the screw and remove the housing.
3. The adjustment screw is located on the side of the cutter. Use a screwdriver and turn the screw anticlockwise to loosen the cutter blade and pull out the jammed label.
4. When you have cleared the jam, turn the screw clockwise to secure the cutter blade again.



6-3. Labels with black marks

If you are using black-mark label stock that has the printer's maximum feed width, the printer may not recognise the black marks because they are outside the sensor range. When using label stock with black marks, you should therefore observe the following restrictions:



For 118 mm wide label stock, the black marks should have the following positions and sizes:

- A > 10.05 mm high
- B < 1.95 mm high
- C > 8.1 mm high

6-4. Troubleshooting

Problem	Solution
The printer is switched on but the LEDs do not light up.	<ul style="list-style-type: none"> ◆ Check the power supply.
The LED lights up red (ERROR) and printing is interrupted.	<ul style="list-style-type: none"> ◆ Check whether there is an error in the software settings or the print commands. ◆ Replace the print medium with a suitable medium. ◆ Check whether there is a label jam. ◆ Check whether the label stock is finished. ◆ Check whether the print mechanism is closed (the print head is not positioned correctly). ◆ Check whether the print medium is covering the sensor. ◆ 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. ◆ Choose the correct printer driver. ◆ Choose the correct label stock and a suitable printing mode.
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.
The label stock does not move correctly and there is no printed image on some parts of the label.	<ul style="list-style-type: none"> ◆ Check whether any label material is stuck to the thermal print head. ◆ Check for errors in the application software. ◆ Check whether the starting position has been set incorrectly. ◆ Check the power supply.
There is no printed image on part of the label.	<ul style="list-style-type: none"> ◆ 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.	<ul style="list-style-type: none"> ◆ Check whether there is paper or dust covering the sensor. ◆ Check whether the label liner is suitable. Please contact your dealer. ◆ Check the paper guide settings.
A label is missed out during printing.	<ul style="list-style-type: none"> ◆ Check the label height setting. ◆ Check whether there is dust covering the sensor.
The printed image is blurred.	<ul style="list-style-type: none"> ◆ Check the darkness setting. ◆ Check the thermal print head for glue residue or other dirt.
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 0.16 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 stripper is not functioning correctly.	<ul style="list-style-type: none"> ◆ 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

Printer interfaces

Serial port

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

RS232C housing (9-pin to 9-pin)

DB9 socket		DB9 plug
---	1	+5V, max 500mA
RXD	2	TXD
TXD	3	RXD
DTR	4	N/C
GND	5	GND
DSR	6	RTS
RTS	7	CTS
CTS	8	RTS
RI	9	N/C
Computer		Printer

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

USB port

Connector type : Type B

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






Ethernet

Pin No.	Function
1	T+
2	T-
3	R+
4	N/C
5	N/C
6	R-
7	N/C
8	N/C

Verified USB Dongle List

Figure	Brand	Model	Connection Type	Pro system built-in drivers
	Edimax	BT-8500	BT5.0+EDR	V
	ASUS	BT500	BT5.0+EDR	V
	CC&C	BT-505	BT5.0+EDR	V
	Plugable	USB-BT4LE	BT4.0+EDR	V
	Kinivo	BTD-400	BT4.0+EDR	V
	D-Link	DWA-182	WiFi	V
	D-Link	N 150	WiFi	V
	D-Link	DWA-181-US	WiFi	V
	TP-Link	TL-WN725N	WiFi	V
	Edimax	EW-7822UAD	WiFi	V
	TP-Link	Archer T3U Plus	WiFi	V
	D-Link	DWA-T185	WiFi	V
	Edimax	EW-7611ULB	WiFi+BT4.0	V
	CC&C	CL-8822EU	WiFi+BT5.2	V
	COMFAST	CF-727B	WiFi+BT4.2	V
	Lemorele	2 in1 WIFI Adapter - WLAN AC1200 & Bluetooth 5.0	WiFi+BT5.0	V

※WiFi 6 dongle requires additional driver installation, please contact support.

Figure	Brand	Model	Connection Type	Pro system built-in drivers
	TOTOLINK	X6100UA	WiFi 6	X
	D-Link	DWA-X1850	WiFi 6	X
	TP-Link	Archer TX20UH	WiFi 6	X
	Edimax	EW-7822UMX	WiFi 6	X
	ASUS	USB-AX55 Nano	WiFi 6	X