

Godex G500

Godex G500 Thermal Transfer and Direct Thermal Label Printer User Manual

Model: G500

1. INTRODUCTION

This manual provides detailed instructions for the installation, operation, maintenance, and troubleshooting of your Godex G500 Thermal Transfer and Direct Thermal Label Printer. The G500 is a high-quality label printer designed for various applications including retail, logistics, medical, inventory, product labeling, plant identification, and jewelry labeling. It features "dual-sensor technology" and a movable sensor, making it versatile for printing on different materials. With a print resolution of 203 dpi, it supports both direct thermal and thermal transfer printing processes. The printer offers multiple connectivity options including USB 2.0, Serial, and Ethernet.

2. PACKAGE CONTENTS

Before proceeding with the setup, please verify that all items are present in the package:

- Godex G500 Label Printer
- Power Adapter and Cable
- USB Cable
- GoLabel Software CD (or download instructions)
- Quick Start Guide
- User Manual (this document)

3. SETUP

3.1 Unpacking and Placement

1. Carefully remove the printer from its packaging.

2. Place the printer on a stable, flat surface with adequate ventilation. Ensure there is enough space around the printer for loading media and accessing ports.
3. Avoid placing the printer in direct sunlight, near heat sources, or in areas with high humidity or dust.

3.2 Connecting the Printer

1. **Power Connection:** Connect the power adapter to the printer's power input port and then plug the power cable into a grounded electrical outlet. Do not power on the printer yet.
2. **Data Connection:**
 - **USB:** Connect one end of the USB cable to the printer's USB port and the other end to an available USB port on your computer.
 - **Ethernet (LAN):** Connect an Ethernet cable from the printer's LAN port to your network router or switch.
 - **Serial:** Connect a serial cable to the printer's serial port and your computer's serial port (if available).



Figure 1: Rear view of the Godex G500 printer, illustrating the power switch, USB, Serial, and Ethernet connectivity ports for data and power connections.

3.3 Loading Labels and Ribbon (Thermal Transfer)

The Godex G500 supports both direct thermal and thermal transfer printing. For thermal transfer printing, a ribbon is required.

1. **Open the Top Cover:** Gently lift the top cover of the printer until it locks into place.
2. **Load the Label Roll:**
 - Place the label roll onto the media supply spindle. Ensure the labels unwind from the bottom.
 - Feed the leading edge of the labels through the media guides. Adjust the movable media guides to fit the width of your labels snugly, but not too tightly. The maximum label width supported is 108 mm.
3. **Load the Thermal Transfer Ribbon (if applicable):**
 - Insert the ribbon supply roll onto the supply spindle and the empty take-up core onto the take-up spindle.
 - Thread the ribbon as indicated by the diagrams inside the printer. Ensure the ribbon is taut and wrinkle-free. The printer supports ribbon lengths up to 300 meters.
4. **Close the Top Cover:** Carefully close the top cover until it latches securely.



Figure 2: Internal view of the Godex G500 printer with the top cover open, demonstrating the correct placement for the label roll and thermal transfer ribbon.

3.4 Driver and Software Installation

1. **Power On:** Turn on the printer using the power switch located at the rear.
2. **Install GoLabel Software:** Insert the GoLabel Software CD into your computer's CD/DVD drive, or download the latest version from the official Godex website. Follow the on-screen instructions to install the software.
3. **Install Printer Drivers:** The GoLabel software typically includes the necessary printer drivers. If prompted, follow the steps to install the drivers for the Godex G500. Ensure you select the correct connection type (USB, Ethernet, or Serial) during installation.
4. **Test Print:** After installation, perform a test print from the GoLabel software or your operating system's printer settings to confirm proper setup.

4. OPERATING INSTRUCTIONS

4.1 Basic Printing

1. Ensure the printer is powered on and connected to your computer.
2. Open the GoLabel software or your preferred label design application.
3. Design your label, ensuring the label dimensions in the software match the physical labels loaded in the printer.
4. Select the Godex G500 printer from your application's print dialog.
5. Adjust print settings such as print speed (max 127 mm/s), darkness, and number of copies as needed.
6. Click "Print" to start the printing process.

4.2 Printing Modes (Direct Thermal vs. Thermal Transfer)

The Godex G500 supports two printing methods:

- **Direct Thermal:** This method uses heat-sensitive labels that darken when heated by the print head. No ribbon is required. Ideal for short-term labeling (e.g., shipping labels, receipts).
- **Thermal Transfer:** This method uses a ribbon that is melted onto the label by the print head, creating a durable image. Requires a thermal transfer ribbon and compatible labels. Ideal for long-term labeling (e.g., product identification, asset tracking).

Select the appropriate printing mode in your printer driver settings based on the media and ribbon (or lack thereof) you are using.

4.3 Using GoLabel Software

The included GoLabel software provides comprehensive tools for designing and printing labels. Refer to the GoLabel software's built-in help or documentation for detailed instructions on its features, including:

- Label design interface
- Database connectivity
- Barcode and QR code generation
- Image import
- Printer configuration and calibration

5. MAINTENANCE

Regular maintenance ensures optimal performance and extends the lifespan of your Godex G500 printer.

5.1 Cleaning the Print Head

The print head is a critical component and should be cleaned regularly, especially if print quality degrades or after changing several rolls of labels/ribbons.

1. Turn off the printer and disconnect the power cable.
2. Open the top cover and allow the print head to cool down for a few minutes.
3. Using a cotton swab lightly moistened with isopropyl alcohol (99% pure), gently wipe the print head surface from center to edge. Do not use abrasive materials or excessive force.
4. Allow the print head to dry completely before closing the cover and reconnecting power.

5.2 Cleaning the Platen Roller

The platen roller helps feed the media and should also be kept clean.

1. Turn off the printer and disconnect the power cable.
2. Open the top cover.
3. Using a lint-free cloth lightly moistened with isopropyl alcohol, gently wipe the surface of the platen roller, rotating it manually to clean the entire surface.
4. Allow it to dry completely before closing the cover and reconnecting power.

5.3 General Cleaning

Wipe the exterior of the printer with a soft, damp cloth. Do not use harsh chemicals or solvents.

6. TROUBLESHOOTING

This section addresses common issues you might encounter with your Godex G500 printer.

6.1 Printer Not Printing

- **Check Power:** Ensure the printer is powered on and the power cable is securely connected.
- **Check Connection:** Verify that the USB, Ethernet, or Serial cable is properly connected to both the printer and the computer.
- **Printer Status:** Check the printer's status indicator lights. Refer to the quick start guide for light interpretations.
- **Driver Installation:** Confirm that the printer drivers are correctly installed and the printer is selected as the default printer in your operating system.
- **Media/Ribbon:** Ensure labels and ribbon (for thermal transfer) are loaded correctly and not jammed.

6.2 Poor Print Quality

- **Clean Print Head:** A dirty print head is a common cause of poor print quality (streaks, faded areas). Refer to Section 5.1.
- **Adjust Darkness/Speed:** In your printer settings or GoLabel software, try increasing the print darkness or decreasing the print speed.
- **Media/Ribbon Compatibility:** Ensure you are using high-quality, compatible labels and ribbons.

- **Print Head Wear:** If cleaning and adjustments do not resolve the issue, the print head may be worn and require replacement. Contact support.

6.3 Labels Not Feeding Correctly

- **Media Loading:** Re-check that the labels are loaded correctly and the media guides are adjusted snugly against the label edges.
- **Sensor Calibration:** The G500 has dual and movable sensors. Ensure they are correctly calibrated for your specific label type (gap, black mark, continuous). This is usually done through the GoLabel software or printer utility.
- **Label Type:** Verify that the label type selected in the printer driver matches the physical labels (e.g., gap labels, continuous labels).

7. SPECIFICATIONS

Feature	Description
Brand	Godex
Model Name	G500
Printing Technology	Direct Thermal, Thermal Transfer
Print Resolution	203 dpi (dots per inch)
Max Print Width	108 mm
Max Print Speed	127 mm/s
Connectivity	USB 2.0, Serial, Ethernet (LAN)
Supported Media Type	Labels
Max Label Roll Diameter	127 mm
Min Label Width	25.4 mm
Ribbon Length	Up to 300 meters
Included Software	GoLabel
Special Features	Dual-sensor technology, movable sensor, tear-off edge model
Printer Output	Monochrome
Color	Grey

8. WARRANTY AND SUPPORT

8.1 Warranty Information

The Godex G500 printer comes with a full warranty. Please refer to the warranty card included in your package or visit the official Godex website for specific terms and conditions, including warranty duration and coverage details.

8.2 Technical Support

If you encounter issues that cannot be resolved using this manual, please contact Godex technical support. Have your printer model (G500) and serial number ready when contacting support.

For the latest support information, drivers, and software updates, please visit the official Godex website:

www.godexintl.com

Ask a question about this manual

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page’s manual context to help answer it.

Name

Anonymous

Email

you@example.com

After a successful submission, we securely hash the supplied account or form email before sending it to Microsoft Advertising for conversion attribution. [Privacy details](#).

Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question