Godex GE300

Godex GE300 Thermal Transfer Label Printer User Manual

Model: GE300 | Brand: Godex

1. INTRODUCTION

Welcome to the user manual for your Godex GE300 Thermal Transfer Label Printer. This manual provides essential information for setting up, operating, and maintaining your printer to ensure optimal performance and longevity. Please read this manual thoroughly before using the printer.

The Godex GE300 is an economical 4-inch thermal transfer desktop printer designed for light to medium-duty labeling needs, delivering crisp 203 DPI barcodes, shipping labels, and tags.

2. SAFETY INFORMATION

Always observe the following safety precautions to prevent injury or damage to the printer:

- Use only the power adapter supplied with the printer.
- Do not expose the printer to water or excessive humidity.
- Ensure proper ventilation around the printer during operation.
- Avoid touching the print head immediately after printing, as it may be hot.
- Keep the printer away from direct sunlight and heat sources.

3. PACKAGE CONTENTS

Please check that all the following items are included in your package:

- Godex GE300 Thermal Transfer Label Printer
- Power Adapter and Power Cord
- USB Cable
- Quick Start Guide
- GoLabel II Software CD (or download instructions)
- Sample Label Roll and Ribbon

4. SETUP

4.1 Unpacking

Carefully remove the printer and all accessories from the packaging. Retain the packaging for future transport or storage.

4.2 Connecting Power

1. Connect the power cord to the power adapter.
2. Plug the power adapter into the power port on the back of the printer.
3. Plug the power cord into a grounded electrical outlet.
4. Press the power switch on the back of the printer to turn it on.

4.3 Connecting to a Computer

The GE300 printer supports USB, Ethernet, and Serial connections.

Image: Rear view of the Godex GE300 printer, highlighting the USB, Ethernet, and Serial connectivity ports for easy integration with various systems.

4.3.1 USB Connection

Connect one end of the USB cable to the USB port on the printer and the other end to an available USB port on your computer.

4.3.2 Ethernet Connection

Connect an Ethernet cable from the printer's Ethernet port to your network router or switch. Configure network settings via the printer's utility software.

4.3.3 Serial Connection

Connect a serial cable from the printer's serial port to the serial port on your computer. Ensure baud rate and other serial communication settings match on both devices.

4.4 Loading Media (Labels and Ribbons)

Proper loading of labels and ribbons is crucial for print quality.

Image: Internal view of the Godex GE300 printer, illustrating the correct placement for loading both label rolls and thermal transfer ribbons.

1. Open the top cover of the printer.
2. Place the label roll onto the media supply spindle, ensuring the labels feed from the bottom.
3. Thread the labels through the media guides, adjusting them to fit the label width.
4. For thermal transfer printing, load the ribbon onto the supply spindle and thread it through the print mechanism as indicated by the internal diagrams.
5. Close the top cover securely.

4.5 Software Installation (GoLabel II)

The GoLabel II software simplifies label design and printing.

1. Insert the GoLabel II software CD into your computer's CD-ROM drive, or download the latest version from the official Godex website.
2. Follow the on-screen instructions to install the software and printer drivers.
3. Once installed, launch GoLabel II and select your GE300 printer.

5. OPERATING THE PRINTER

5.1 Basic Printing

After setting up the printer and installing the software, you can begin printing labels.

Image: The Godex GE300 printer actively printing a label with nutritional information for a 'Chocolate Chip Cookie', demonstrating its capability for product labeling.

Image: The Godex GE300 printer producing various medical and blood bank labels, showcasing its versatility for healthcare applications.

1. Open GoLabel II software or your preferred label design application.
2. Design your label, including text, barcodes, and images.
3. Ensure the correct printer model (Godex GE300) is selected in your print settings.
4. Verify label dimensions and media type settings match your loaded media.
5. Click 'Print' to send the label job to the printer.

5.2 Using GoLabel II Software

GoLabel II provides a WYSIWYG (What You See Is What You Get) interface for intuitive label design. Key features include:

- Drag-and-drop design elements (text, barcodes, shapes, images).

- Database connectivity for variable data printing.
- Support for various barcode symbologies.
- Printer configuration and calibration tools.

Refer to the GoLabel II software's built-in help documentation for detailed instructions on specific features.

6. MAINTENANCE

6.1 Cleaning the Print Head

Regular cleaning of the print head ensures optimal print quality and extends its lifespan.

1. Turn off the printer and disconnect the power cord.
2. Open the top cover and allow the print head to cool down if it was recently used.
3. Gently wipe the print head surface with a lint-free cloth moistened with isopropyl alcohol (70% or higher).
4. Allow the print head to dry completely before closing the cover and reconnecting power.

6.2 Replacing Labels and Ribbons

Replace media when the current roll or ribbon is depleted. Follow the steps outlined in Section 4.4 Loading Media.

7. TROUBLESHOOTING

This section addresses common issues you might encounter with your GE300 printer.

Problem	Possible Cause	Solution
No Power	Power cord disconnected; Power switch off	Check power connections; Turn on power switch
Poor Print Quality	Dirty print head; Incorrect media/ribbon; Print head pressure too low	Clean print head (Section 6.1); Ensure correct media/ribbon type; Adjust print head pressure via software
Labels Not Feeding	Media loaded incorrectly; Media sensor blocked/dirty	Reload media correctly (Section 4.4); Clean media sensor; Calibrate media sensor via software
Printer Not Responding	Incorrect driver; Cable disconnected; Printer offline	Reinstall driver; Check USB/Ethernet/Serial cable connection; Ensure printer is online in OS settings

8. SPECIFICATIONS

Key technical specifications for the Godex GE300 Thermal Transfer Label Printer:

Feature	Specification
Printing Technology	Thermal Transfer or Direct Thermal
Print Resolution	203 DPI
Max Print Speed	5 IPS (127 mm/s)

Feature	Specification
Max Print Width	4.25 inches (108 mm)
Max Media Width	4.64 inches (118 mm)
Connectivity	USB, Ethernet, Serial
Dimensions (L x W x H)	10 x 6.6 x 6 inches (254 x 168 x 152 mm)
Item Weight	4.8 lbs (2.18 kg)
Color	Black

9. WARRANTY AND SUPPORT

For warranty information, please refer to the documentation provided with your purchase or visit the official Godex website. If you encounter issues not covered in this manual or require further assistance, please contact Godex customer support through their official channels.

Godex provides technical support and resources to help you maximize the performance of your GE300 printer. Ensure you have your printer's model number and serial number ready when contacting support.