



DT2L/DT4L THERMAL LABEL PRINTER USER MANUAL



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CONTENTS

1	Barcode Printer	01
1.1	Box Content	01
1.2	Getting to Know Your Printer	02
2	Printer Setup	05
2.1	Loading the label roll	05
2.2	Loading the Label Roll Holder	08
2.3	Connecting the Printer to the Host Computer	10
2.4	Installing Printer Driver and GoLabel with Super Wizard CD	11
3	Printer Setting and Control	16
3.1	Operation Panel	16
3.2	LED Status	17
3.3	Label Calibration and Self Test	18
3.4	Error Alerts	19
4	NetSetting for Ethernet	20
4.1	Installing the NetSetting Software	20
4.2	The Interface of NetSetting	21
5	Maintenance	28
5.1	Cleaning the Print Head	28
5.2	Cleaning the Platen	29
5.3	Cleaning The Cutter	30
5.4	Labels With Black Marks	31
5.5	Troubleshooting	32
	Appendix	

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 EN55022:2010 Class A, EN61000-3-2:2006/A2:2009, EN61000-3-3:2008 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.

DT4L SERIES TO WHICH THIS DECLARATION RELATES IS IN CONFORMITY WITH THE FOLLOWING STANDARDS

IEC 60950-1:2005(2nd Edition)+Am 1:2009, GB9254-2008 (Class A) ; GB17625. 1-2012; GB4943.1-2011, EN55022:2010 Class A, EN61000-3-2:2006/A2:2009, EN61000-3-3:2008 and EN55024:1998/A1:2001/A2:2003, IEC 61000-4-2:2008 series, UL 60950-1,2nd Edition,2007-03-27, UL 60950-1,1st Edition,2007-10-31, CSA C22.2 No.60950-1-07,2nd Edition, 2007-03, 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。

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.

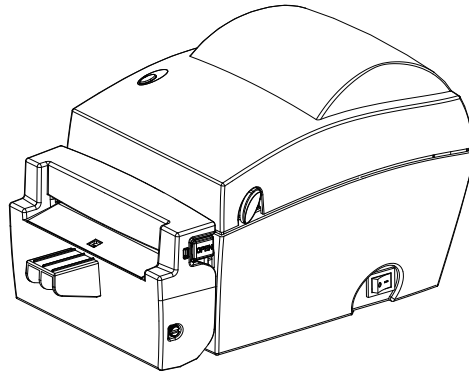
Specifications are subject to change without notice.

1 Barcode Printer

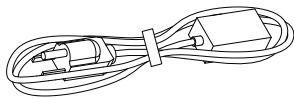
1.1 Box Content

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

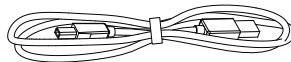
- DT4L Barcode Printer



- Power Adapter
Power Cord



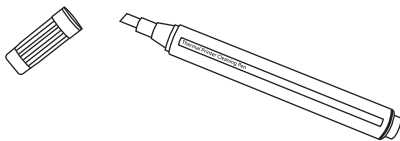
- USB Cable



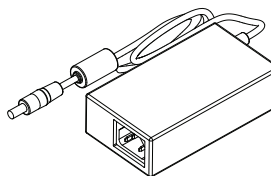
- DT4L Quick Guide



- Cleaning Pen



- AC Adapter



- CD
Including GoLabel software
and user manual.

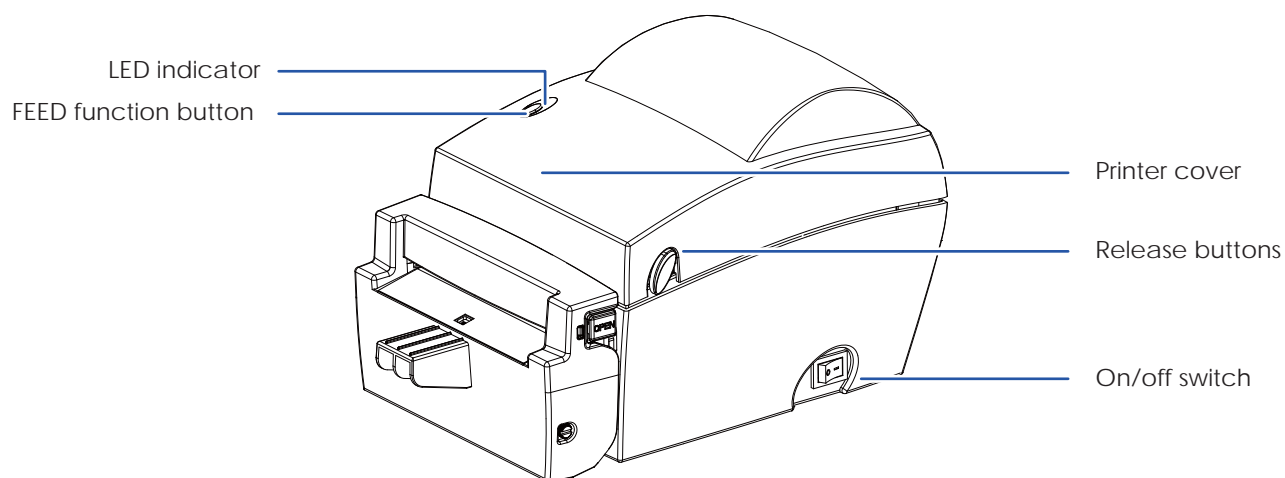


1 Barcode Printer

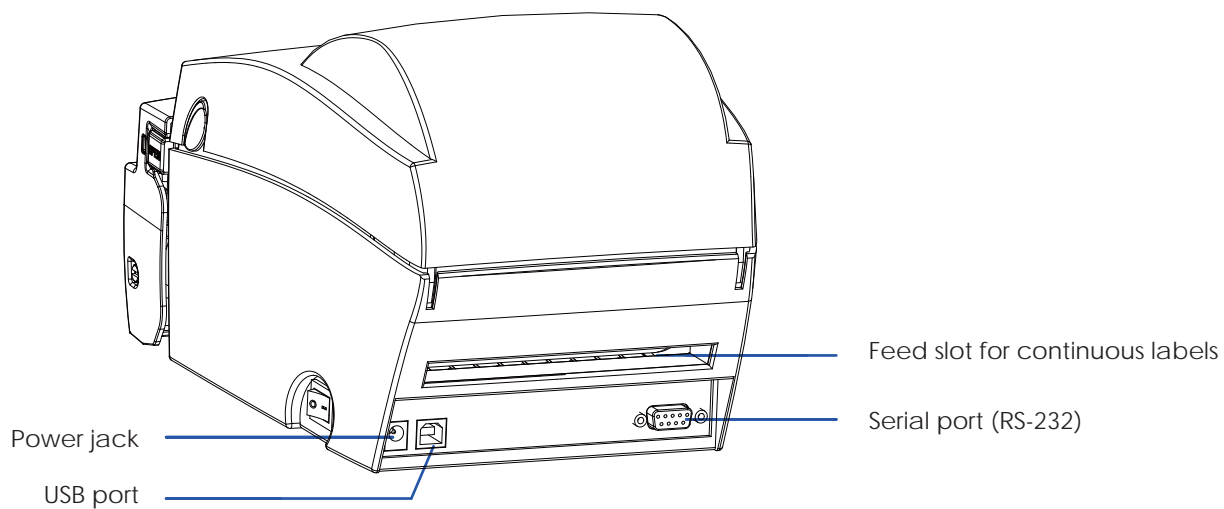
1.2 Getting to Know Your Printer

Device Overview

- Front View

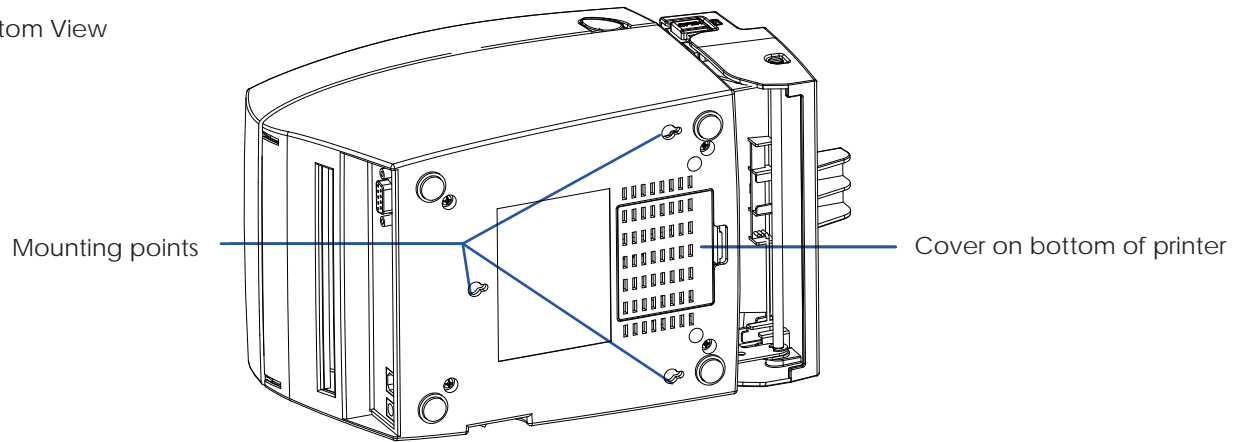


- Rear View



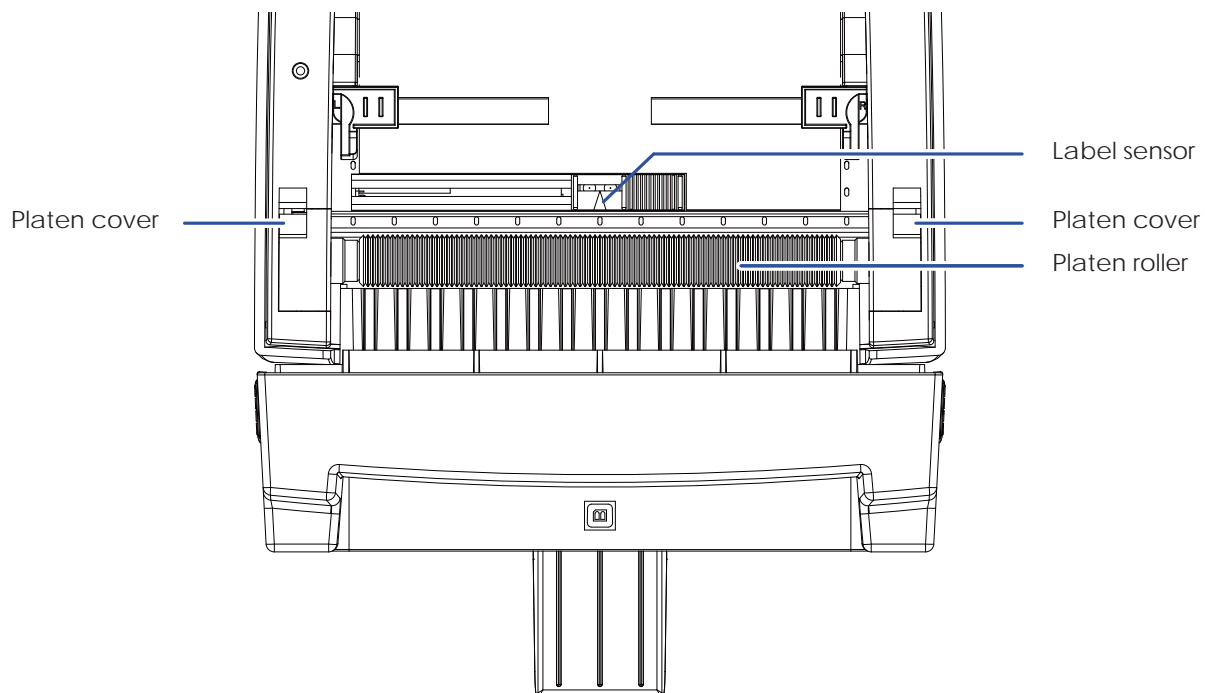
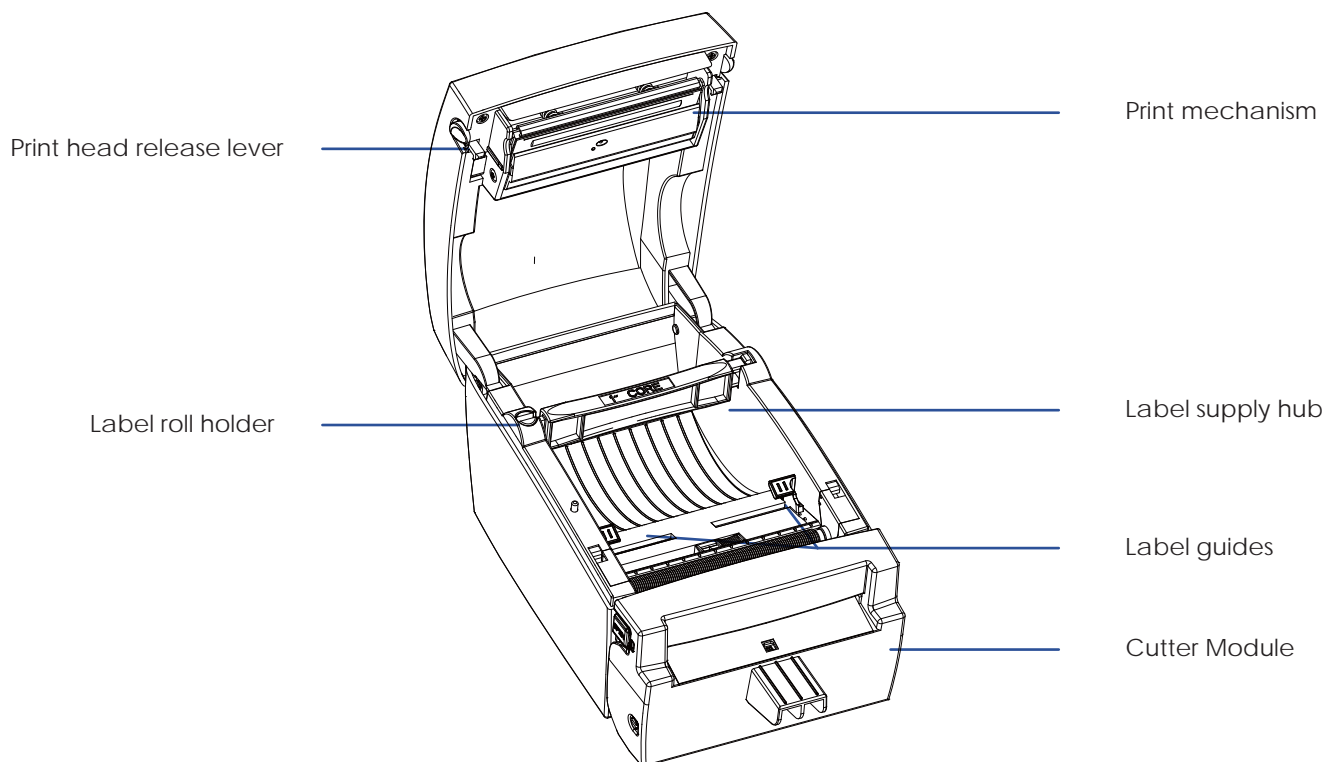
1 Barcode Printer

- Bottom View



1 Barcode Printer

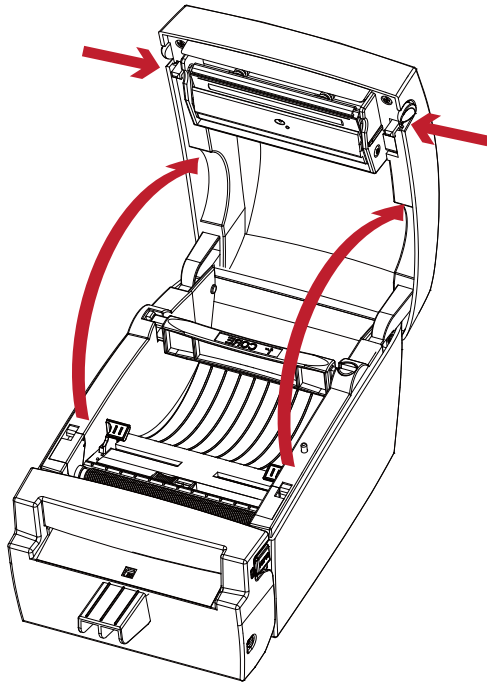
The Internal View of Printer



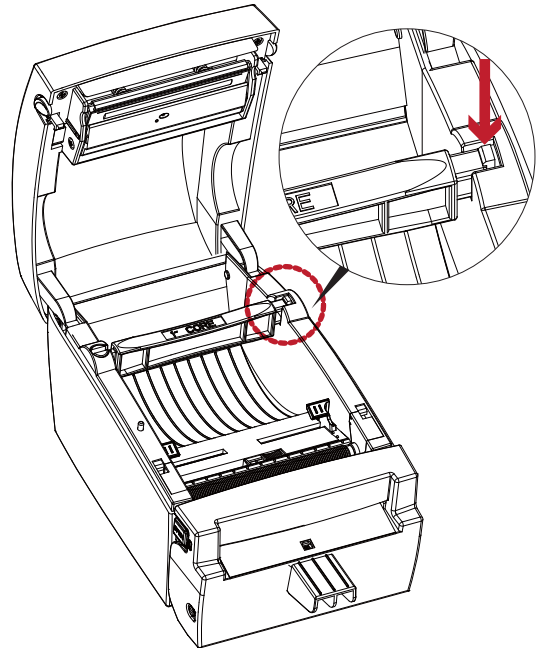
2 Printer Setup

2.1 Loading the Label Roll

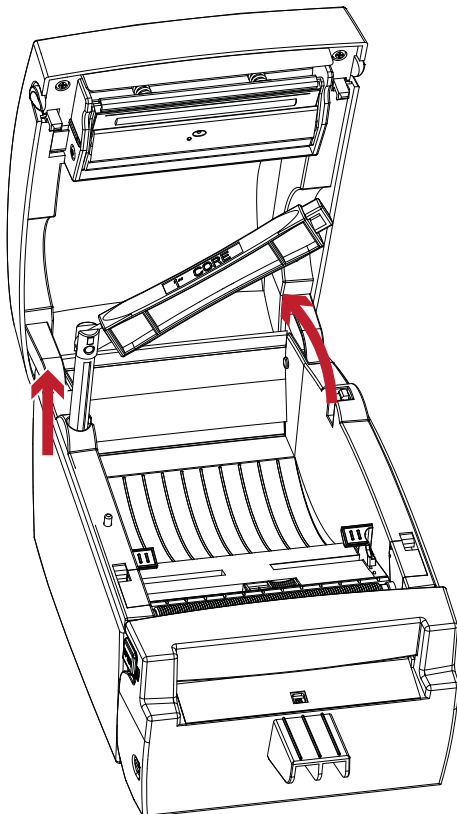
1. Place the printer on a flat surface and open the printer cover.



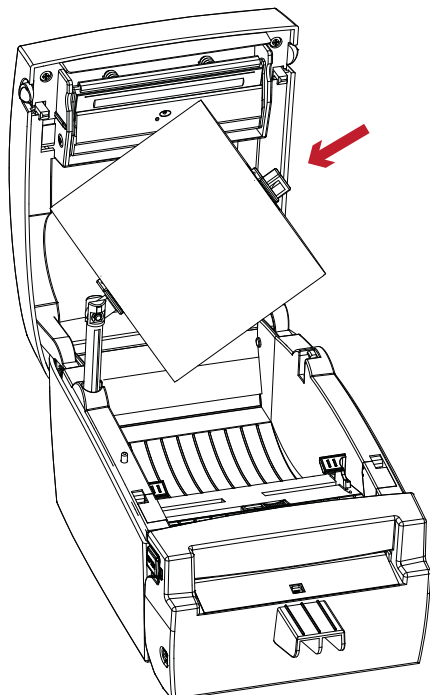
2. Release the label supply hub.



3. Lift the label roll holder and pull it out as far as possible.

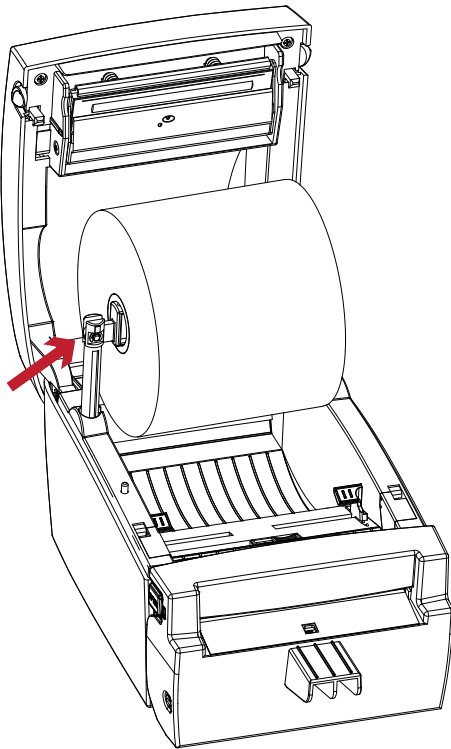


4. Install the label roll on the label supply hub.

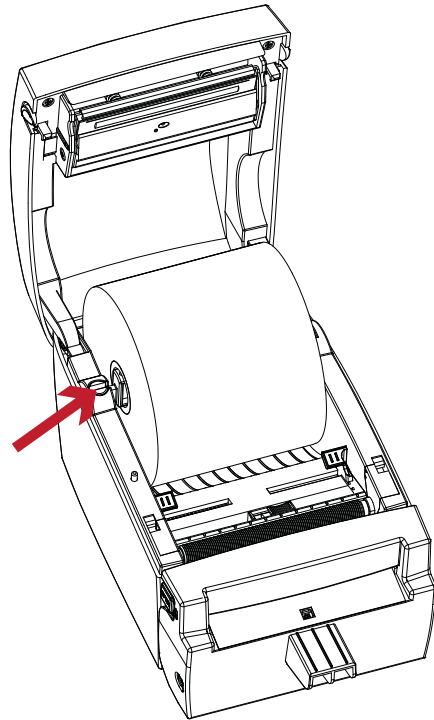


2 Printer Setup

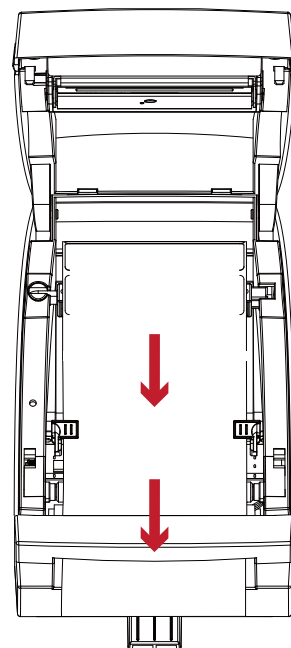
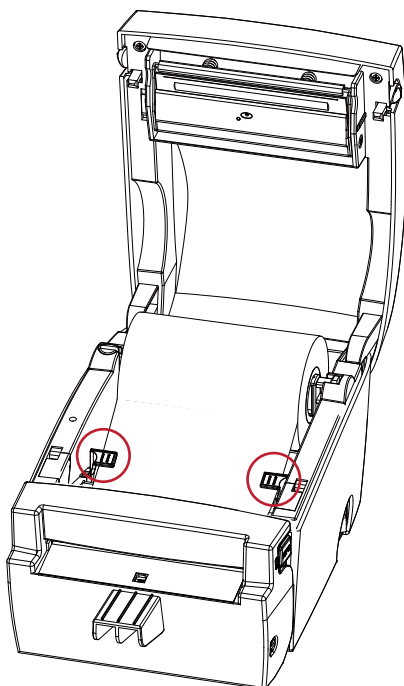
5. Now press the label roll holder down until it clicks into place.



6. Return the label roll holder to its original position.

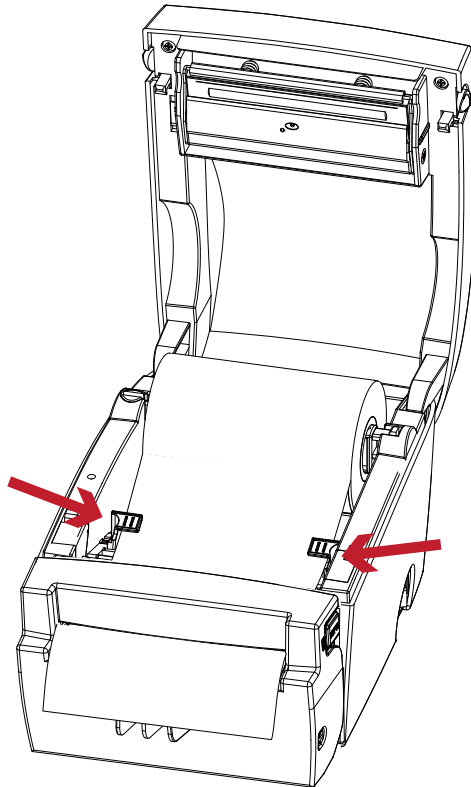


7. Pass the label under the paper guides and pull it forward.

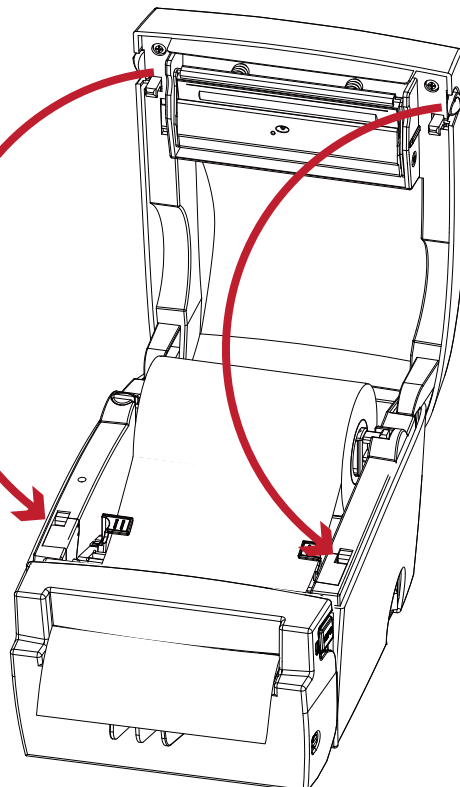


2 Printer Setup

8. Adjust the paper guides to the width of the label liner.



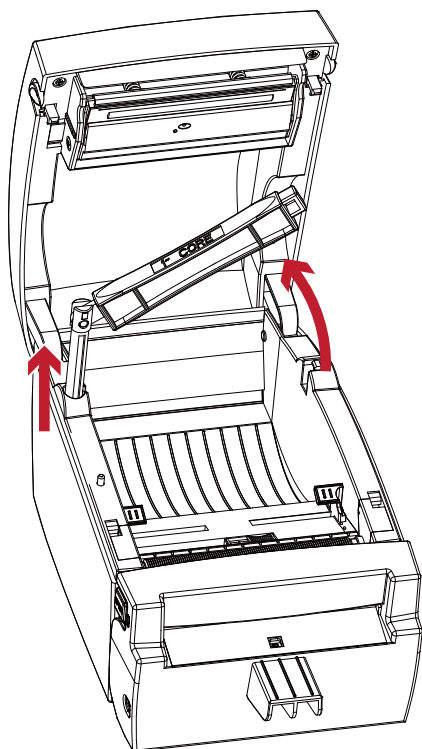
9. Close the printer cover to finish loading the labels.



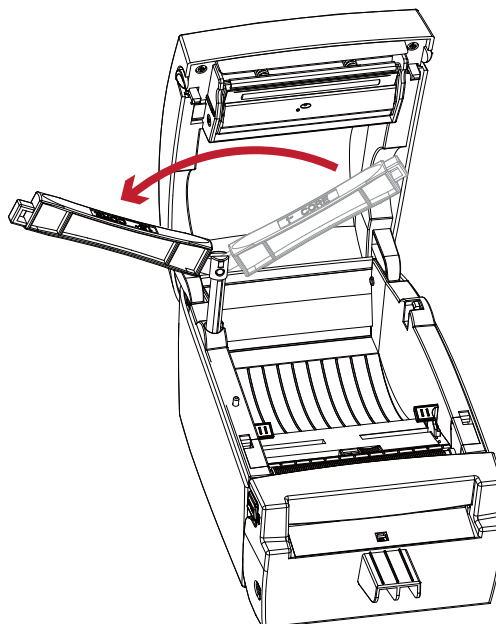
2 Printer Setup

2.2 Loading the Label Roll Holder

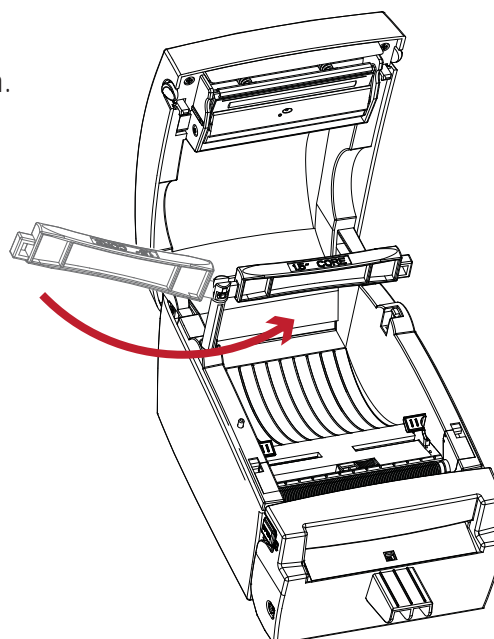
1. Pull the label roll holder out as far as it will go.



2. Fold out the label supply hub as shown in the illustration.

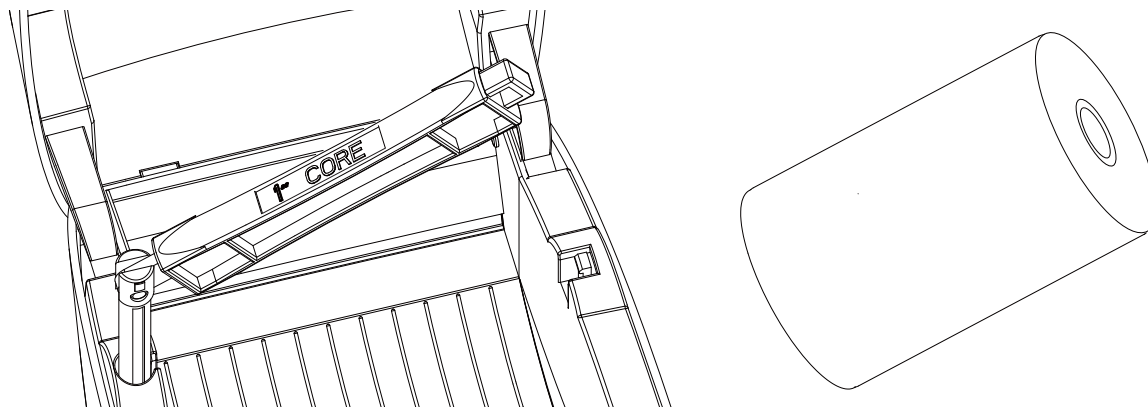


3. Now rotate the label roll holder to return the label supply hub to its original position. Press down the label supply hub until it clicks into place.



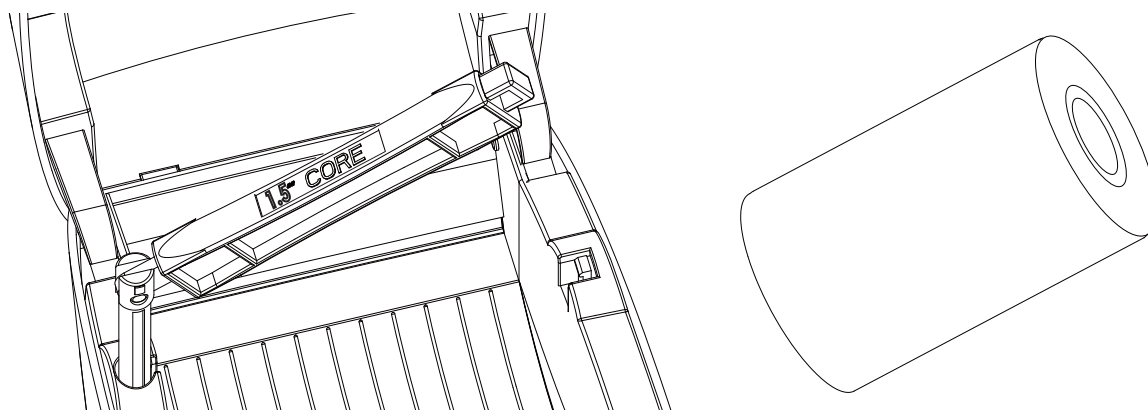
2 Printer Setup

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



1" core

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



1.5" core

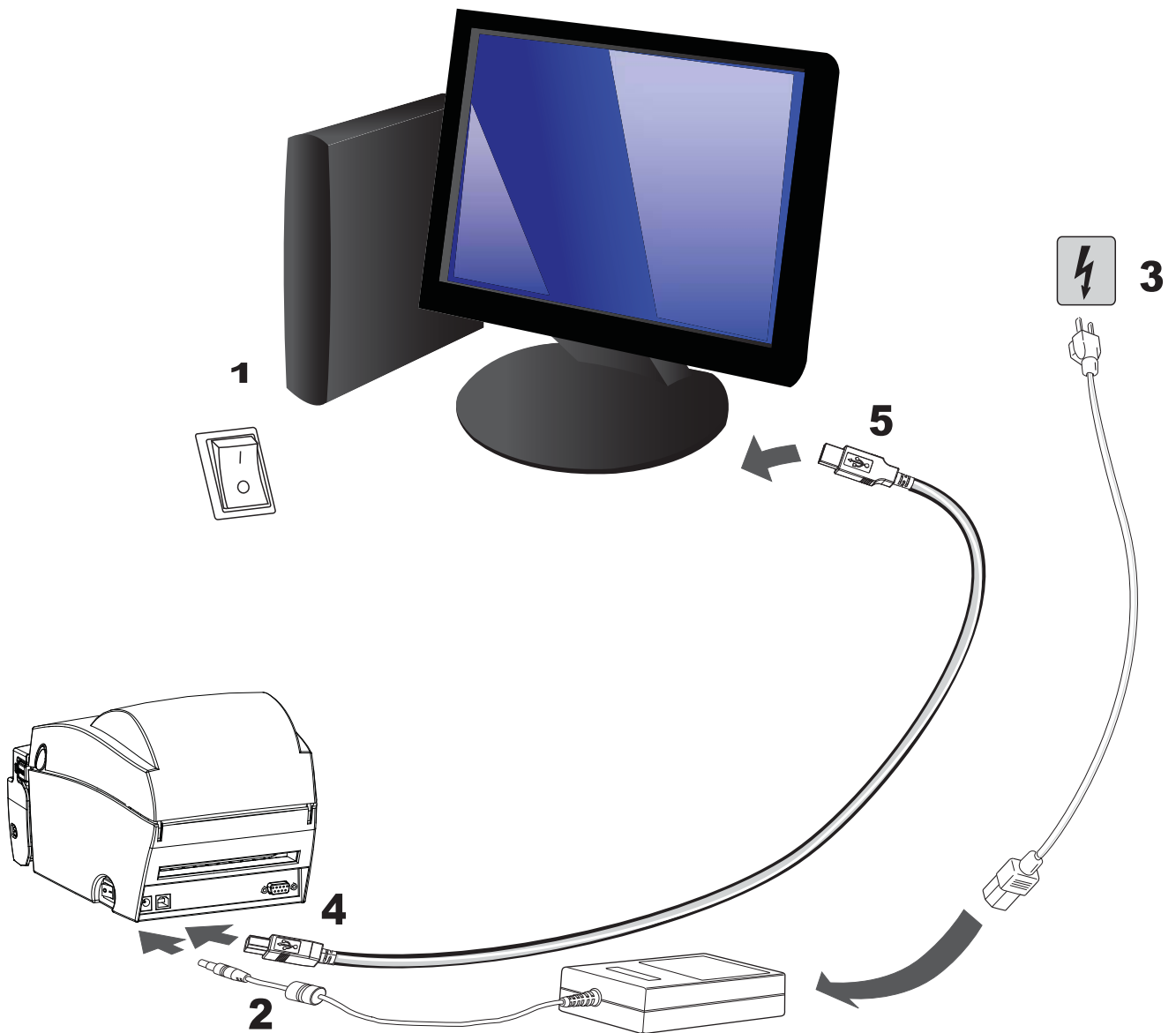
Note

- * The hub is also marked on both sides to indicate the core size, as shown in the illustration.

2 Printer Setup

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 AC adapter and connect the adapter to the printer.
3. Connect the USB cable to the printer and host computer.
4. Switch on the printer. The operator panel should now light up.

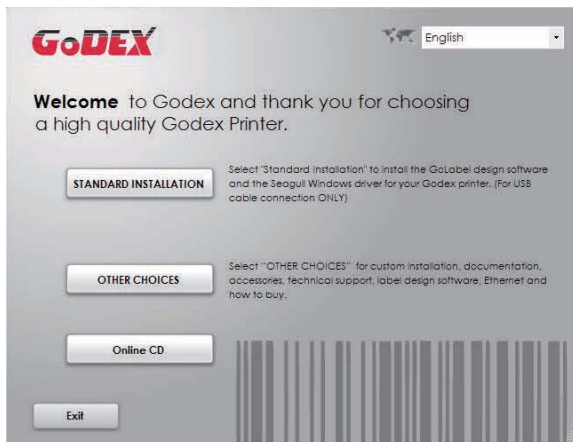


2 Printer Setup

2.4 Installing Printer Driver and GoLabel with Super Wizard CD

1. Insert the Super Wizard CD in the CD/DVD drive of the host computer and the program should pop up automatically.

You will see the Welcome screen first. On the Welcome screen, choose “Standard Installation”.



2. The wizard will then ask you to make sure your USB and power cables are connected and that the power is turned on. Make sure that is done and then click “Next”.



3. The next screen you will see is, “Install the GoLabel Software and Windows driver”. Click “Next” to continue.

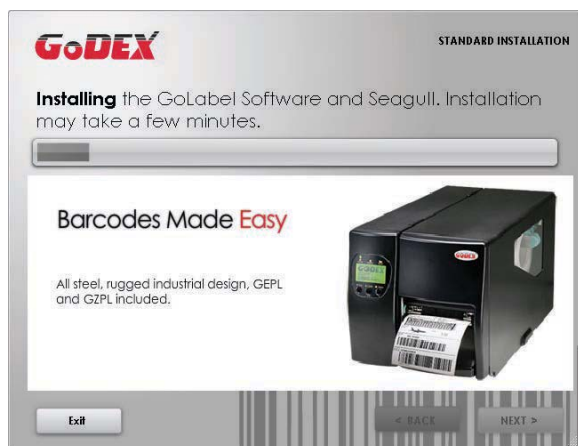


Note

- * If the Super Wizard program did not run automatically, you can either turn on the “Auto-run” setting for your CD/DVD driver or double-click the icon of CD/DVD driver to run the program.

2 Printer Setup

4. As the printer driver and GoLabel are installing, a screen will display a progress bar.



5. Once the installation is complete, you can start to make and print labels with GoLabel or through the printer driver.



6. As the optional steps, you can also print a test label or register your printer during the “Standard Installation” procedure.



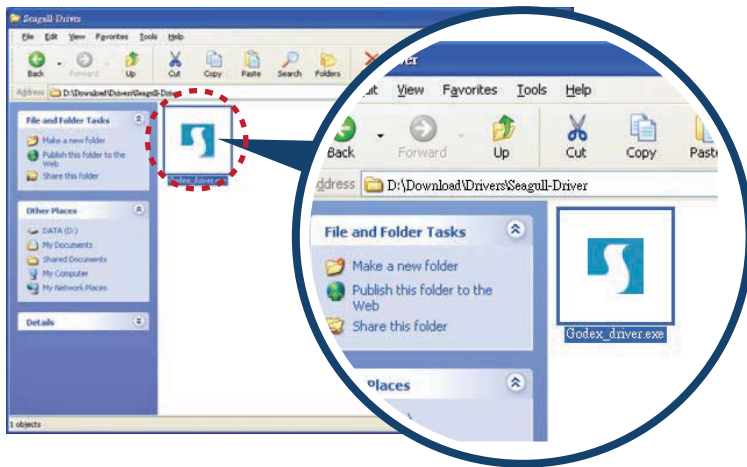
Note

- * If you need more resources, tools or reference documents, you can also find them on Super Wizard CD. Just click “Other Choices” on Welcome Screen to access the files.

2 Printer Setup

Installing Printer Driver Directly from CD Folder

1. Insert the product CD in the CD/DVD drive of the host computer and open the "Seagull Drivers" folder on the CD. Select the icon for the driver file and click it to start the installation.



2. Follow the instructions on the screen. The Driver Wizard guides you through the installation procedure. Select "Install printer drivers".

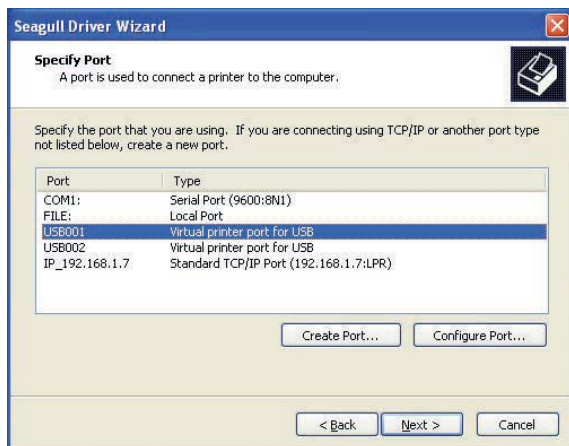


3. Specify your printer model.

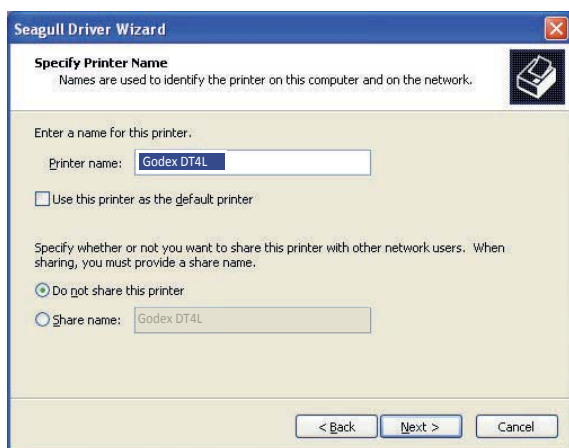


2 Printer Setup

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



- Enter a printer name and assign the appropriate rights.

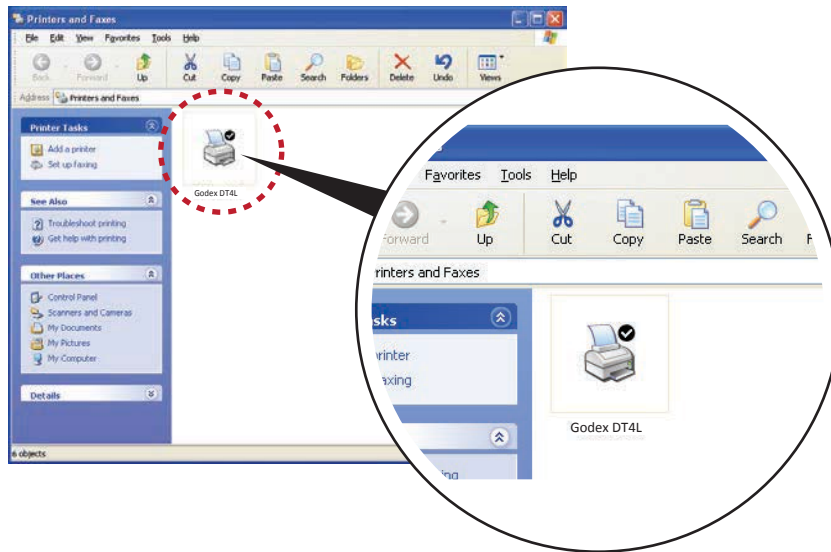


- Once the installation is complete, a summary of the printer settings is displayed. Check whether the printer settings are correct and click "Finish" to start copying the driver files. Wait until copying is complete, then finish the installation.



2 Printer Setup

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



3 Printer Setting and Control

3.1 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, you need to run the auto-detection function on the label stock, please see Label Calibration and Self Test.

PAUSE PRINTING_FEED Button

Pressing the FEED button while the printer is in standby mode will set the printer to pause mode. In this mode, the printer can receive commands, but it can only process them when it is reset to standby mode. Pressing the FEED button again will reset the printer to standby mode.

Pressing the FEED button during printing will interrupt printing. When the PFEED button is pressed again, the printer resumes printing. Example: While a 10-label print job is running, you press the FEED button to pause the printer. Two of the labels have been printed. To resume printing and print the remaining eight labels, you press the FEED button again.

CANCEL PRINTING_FEED Button


Pressing the FEED button over 3 seconds during printing cancels a print job. The current print job is cancelled.

Example: While a 10-label print job is running, you press the FEED button. Two of the labels have been printed. The print job is cancelled and the remaining eight labels are not printed.

3 Printer Setting and Control

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 and then print a test page (see Section 3.3)

	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 3.4 Error alerts)

3 Printer Setting and Control

3.3 Label Calibration and Self Test

Label 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.

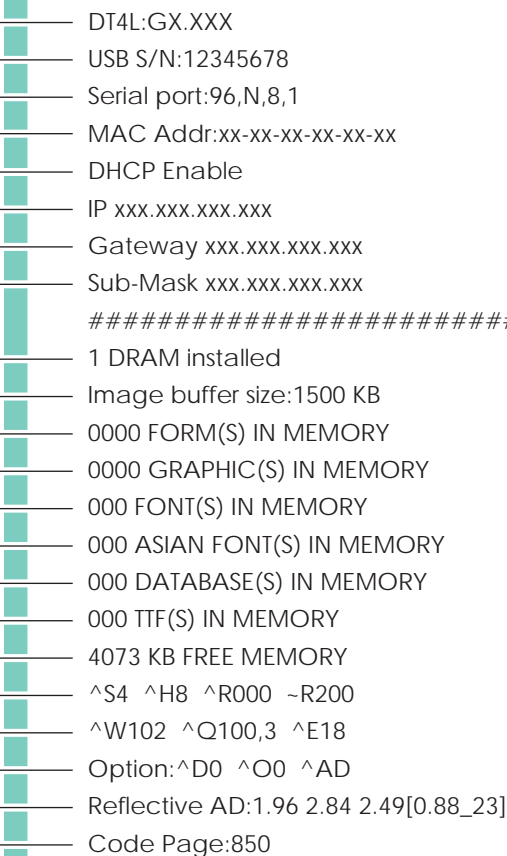
Self Test

Self-test function lets you check whether the printer is functioning normally.

Here is how you run the label size calibration and self test.

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

The contents of a self-test printout are listed below.



Model & Version	DT4L: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
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

3 Printer Setting and Control

3.4 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 Light

Colour

- Red 

Flashing Frequency

- Flashing 
- Light On 

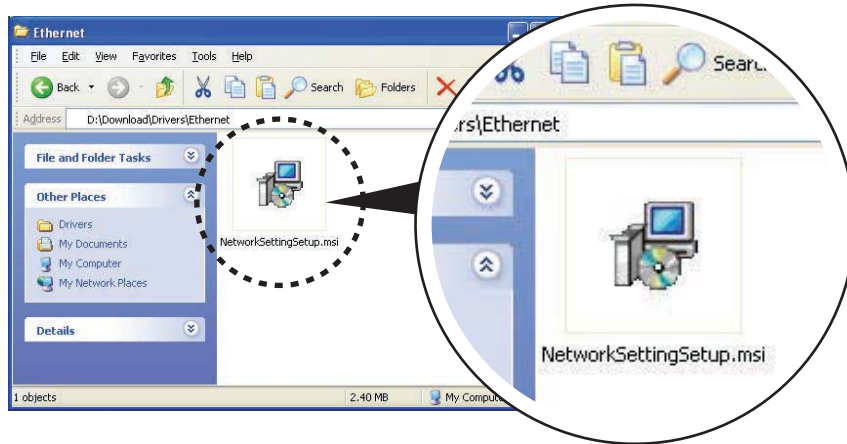
LED Indicator		Type	Beeps	Description	Solution
POWER LED	STATUS LED				
		Print Head Error	2 x 4 beeps	The printing mechanism is not correctly closed.	Open the print mechanism and close it again.
		Print Head Error	None	High temperature at the print head.	Once the print head has cooled down, the printer switches to standby mode.
		Media Error	2 x 3 beeps	No ribbon is installed and the printer displays an error.	Make sure that the printer is set to direct thermal printing mode.
				The ribbon is finished or the label supply hub is not moving.	Replace the ribbon roll.
		Media Error	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.
				Paper is finished.	Replace the label roll.
				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.
		File Error	2 x 2 beeps	The memory is full. The printer prints the message "File System full".	Delete unnecessary data or install additional 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 "Duplicate Name".	Change the name of the file and try storing it again.

4 NetSetting for Ethernet

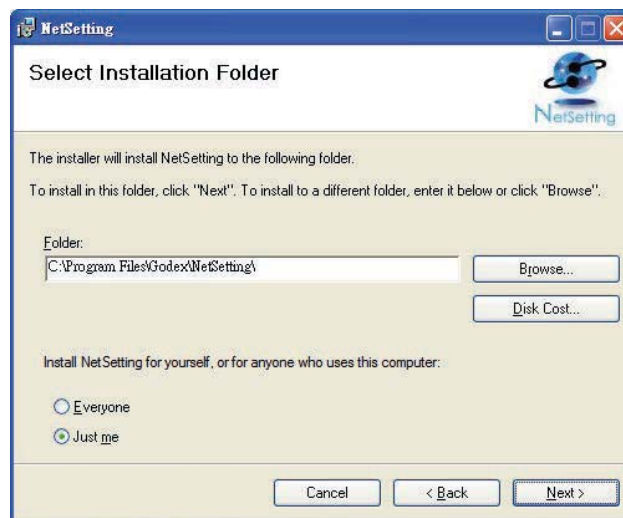
4.1 Installing the NetSetting software

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.

1. Insert the product CD in the CD/DVD drive of the host computer and open the "Ethernet" folder on the CD.
2. Select the icon for the NetSetting installation file and click it to start the installation.



3. Follow the instructions on the screen. The Setup Wizard guides you through the installation procedure.
4. Specify the "Installation Folder".



5. Click "Next" to start the installation.
6. Once the installation is completed; you will see the NetSetting icon on your desktop.



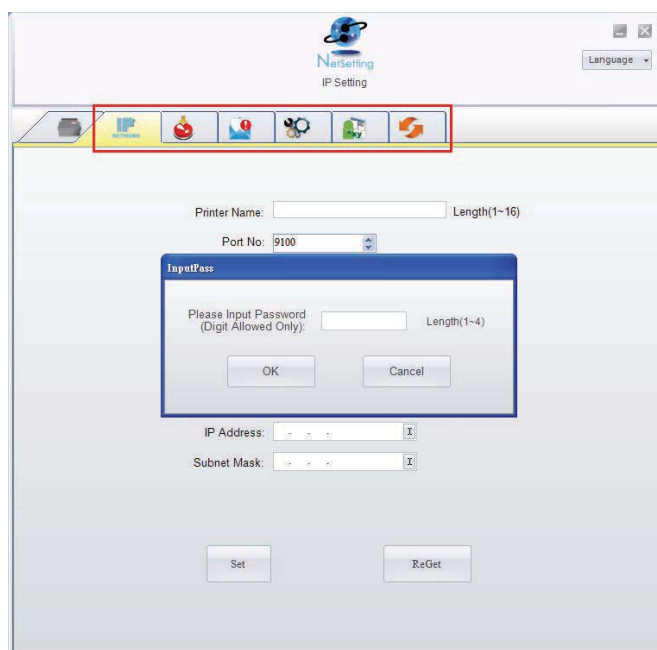
4 NetSetting for Ethernet

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.

4 NetSetting for Ethernet

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 for a GoDEX printer. The window includes a title bar with the GoDEX logo and 'NetSetting IP Setting'. Below the title bar is a toolbar with icons for printer, network, settings, help, and others. The main area contains the following fields and controls:

- Printer Name: Godex (Length(1~16))
- Port No: 9100
- Default Gateway: 192 . 168 . 0 . 254
- Password: 1111 (Length(1~4))
- Get IP From DHCP Server (radio button)
- Static IP (radio button, selected)
- IP Address: 192 . 168 . 102 . 55
- Subnet Mask: 255 . 255 . 255 . 0
- Set button
- Refresh button

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.
- * 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

4 NetSetting for Ethernet

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.

The screenshot shows the "Alert Mail Setting" window in the GoDEX NetSetting application. The window has a title bar with the GoDEX logo, the NetSetting logo, and the text "Alert Mail Setting". Below the title bar is a navigation bar with several icons. The main content area is divided into two sections: "Enable SMTP Alert Message Notification" and "Enable SNMP Alert Message Notification".

Enable SMTP Alert Message Notification

☐ Enable SMTP Alert Message Notification

Login Account: default Length(1~64)
Login Password: ***** Length(1~16)
Server IP Address: 192 . 168 . 0 . 1 xxx.xxx.xxx.xxx
Mail Subject: Barcode printer message Length(1~60)
Mail From Address: default@default.com Length(1~32)
Mail To Address: default@default.com Length(1~32)
Duration Cycle: 1 0 ~ 168 Hours
Event Counter: 5 1 ~ 100

Enable SNMP Alert Message Notification

☒ Enable SNMP Alert Message Notification

SNMP Community: public Length(1~16)
SNMP Trap Community: public Length(1~16)
Trap IP Address: 192 . 168 . 0 . 1 xxx.xxx.xxx.xxx

At the bottom of the window are two buttons: "Set" and "Refresh".

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

4 NetSetting for Ethernet

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.

SMTP	SNMP	Description
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Paper or Ribbon Empty
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Paper Jam
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Ribbon Out
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Printhead Up (Open)
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Rewinder Full
<input type="checkbox"/>	<input checked="" type="checkbox"/>	File System Full
<input type="checkbox"/>	<input checked="" type="checkbox"/>	File Not Found
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Duplicated Name
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Syntax Unknown
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Cutter Jammed or Not Installed
<input type="checkbox"/>	<input checked="" type="checkbox"/>	TPH Over Heat

Set Refresh

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

4 NetSetting for Ethernet

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.

The screenshot shows the 'GoDEX NetSetting Printer Configuration' window. The title bar includes the GoDEX logo, the NetSetting logo, and the text 'Printer Configuration'. Below the title bar is a toolbar with icons for printer, IP, settings, help, and other functions. The main area is divided into two sections: 'Printer Setup' and 'Miscellaneous'. The 'Printer Setup' section contains dropdown menus for 'Printer Model' (DT4L), 'Tear-off Position' (12), 'Speed' (2), 'Darkness' (12), 'Dispenser/Applicator' (0 (None)), 'Labels per Cut' (0), and 'Printing Mode' (Thermal Transfer). The 'Miscellaneous' section contains dropdown menus for 'LCD Language' (Traditional Chinese), 'Sensing Mode' (0 - Reflective), 'Keyboard Country Code' (US), 'Pre-Printing' (OFF), 'Code Page' (Code Page 850), 'Top Of Form' (ON), and 'Buzzer' (ON). At the bottom of the window are two buttons: 'Set' and 'Refresh'.

Printer Setup			
Printer Model	Tear-off Position	Speed	Darkness
DT4L	12	2	12
Dispenser/Applicator	Labels per Cut	Printing Mode	
0 (None)	0	Thermal Transfer	

Serial Port Setting		Miscellaneous	
Baud Rate	LCD Language	Sensing Mode	
4800	Traditional Chinese	0 - Reflective	
Parity	Keyboard Country Code	Pre-Printing	
None	US	OFF	
Data Bits	Code Page	Top Of Form	
8	Code Page 850	ON	
Stop Bits	Buzzer		
1	ON		

Set Refresh

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

4 NetSetting for Ethernet

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.

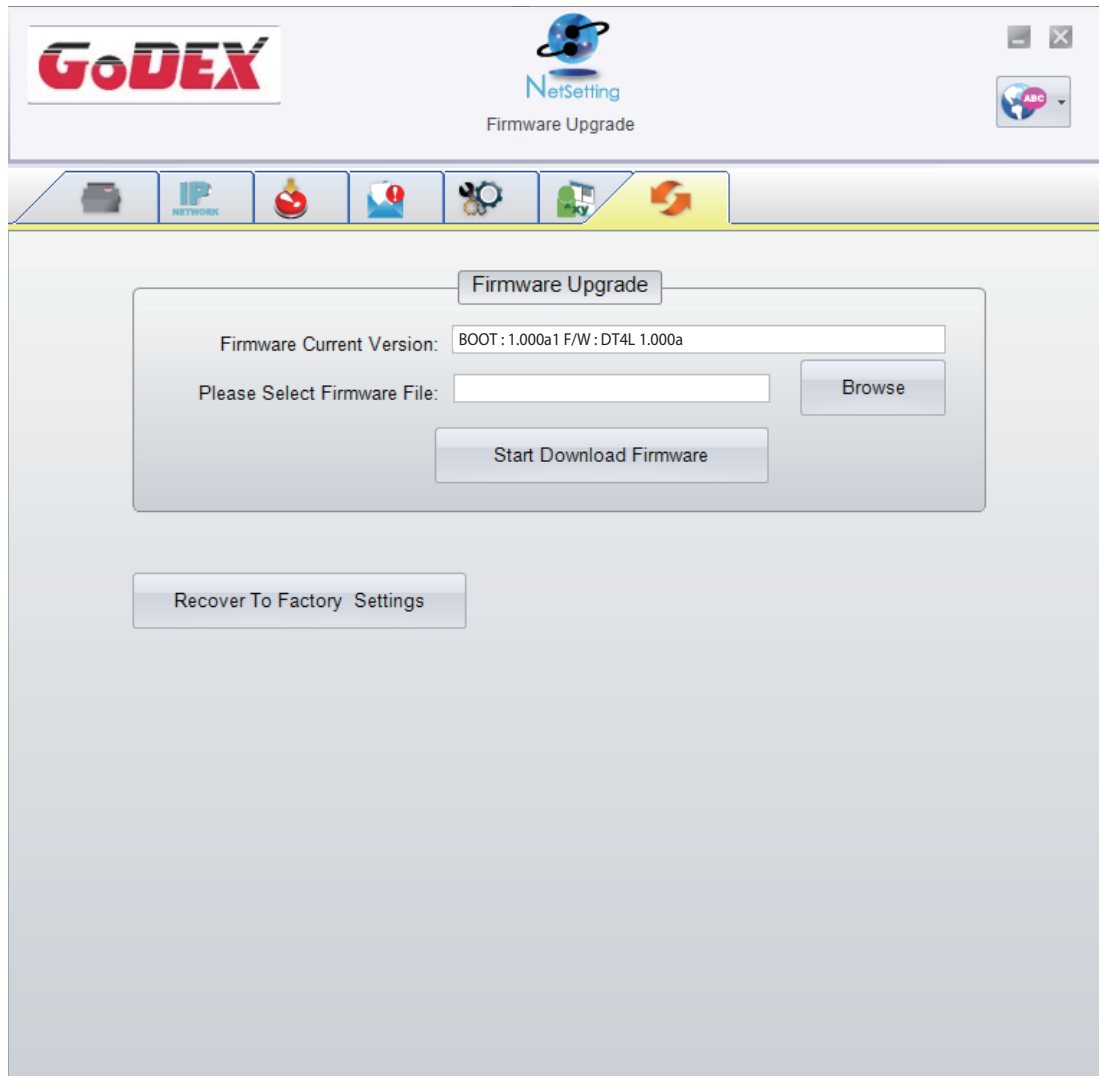


You can press "Send Command" button to send printer commands via Ethernet port and control the printer remotely.

4 NetSetting for Ethernet

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.



The screenshot displays the GoDEX NetSetting Firmware Upgrade web interface. At the top, the GoDEX logo is on the left, and the NetSetting logo with the text "Firmware Upgrade" is in the center. A navigation bar below the header contains icons for printer status, IP network, a red warning light, a gear for settings, a document for firmware, and a yellow refresh button. The main content area features a "Firmware Upgrade" section with a text box showing the "Firmware Current Version: BOOT : 1.000a1 F/W : DT4L 1.000a". Below this is a "Please Select Firmware File:" label, a text input field, and a "Browse" button. A "Start Download Firmware" button is positioned below the input field. At the bottom of the interface is a "Recover To Factory Settings" button.

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

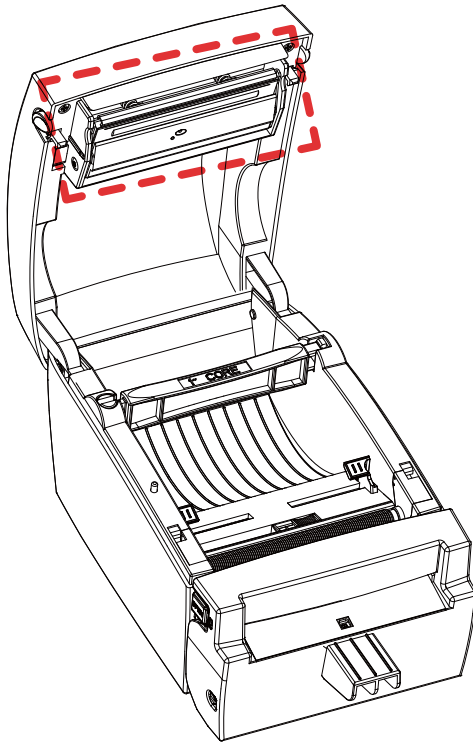
5.1 Cleaning the Print Head

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



Note

* The print head should be cleaned once a week or every 1,000 labels printed.

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

5 Maintenance and Adjustment

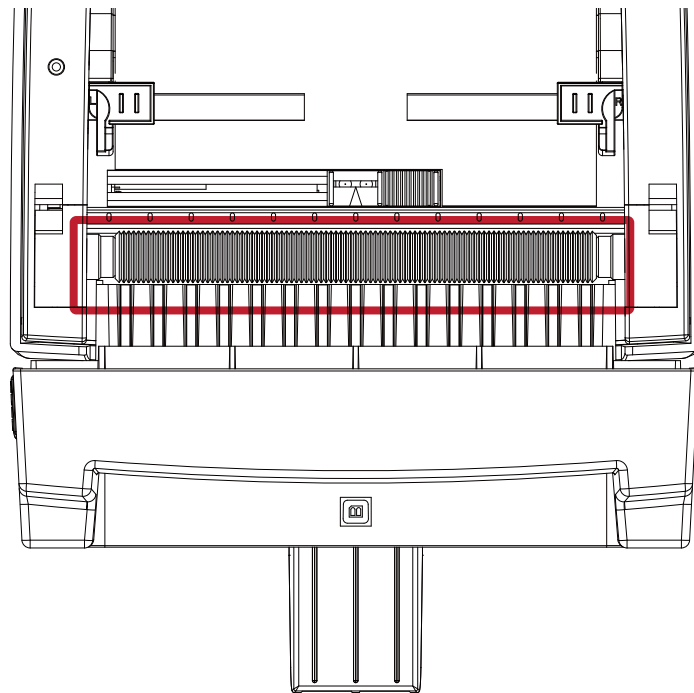
5.2 Cleaning the Platen

Dirt on the platen 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 platen.

Cleaning Steps

Here is how you clean the print head.

1. Turn off the printer.
2. Open the printer cover.
3. The platen (see red area), dirt or glue residue on the platen be cleaned with cotton bud.



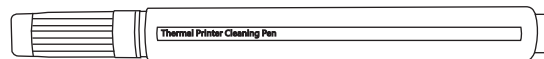
Note

-
- * Suggest the platen and platen space be cleaned every 3 months or 1000 cuts whichever comes first with cotton bud.
 - ** Do not use alcohol and other cleansing agents containing solvents.

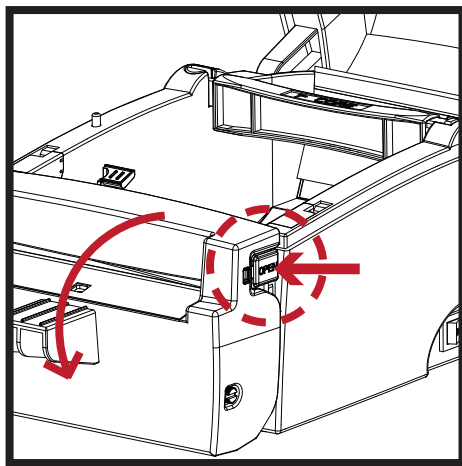
5 Maintenance and Adjustment

5.3 Cleaning The Cutter & TPH With Cleaning Pen

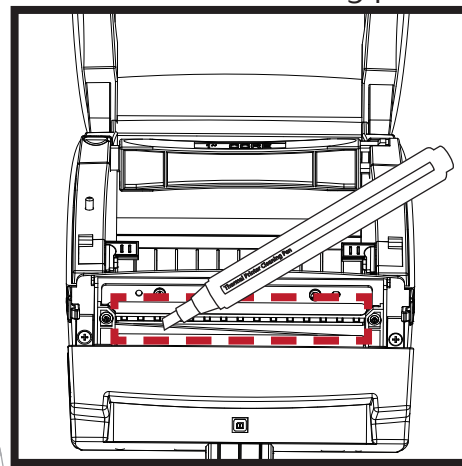
※ Please make sure to power off the printer before you clean it.



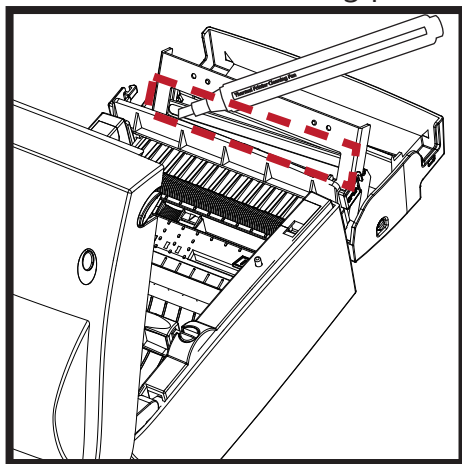
Open the cutter cover.



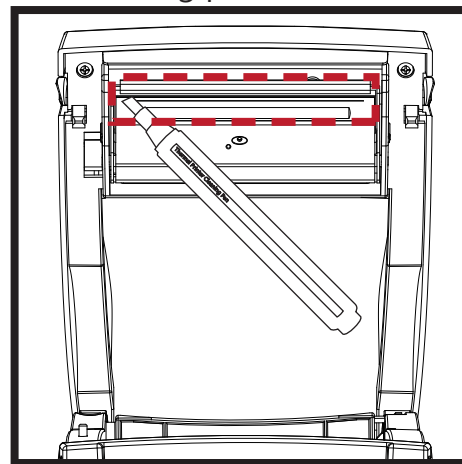
Swipe across the surface of cutter with the cleaning pen.



Swipe across the surface of cutter with the cleaning pen.



Swipe across print head with the cleaning pen.



Note

- * Please clean the cutter once a month or after 1,000 cuts to prevent trouble and retain the print quality.
- ** Please do not touch the cutter blade with bare hands.
- *** When cleaning the cutter blade, make sure that the printer power is turned off and disconnect the power cable from the electrical outlet.

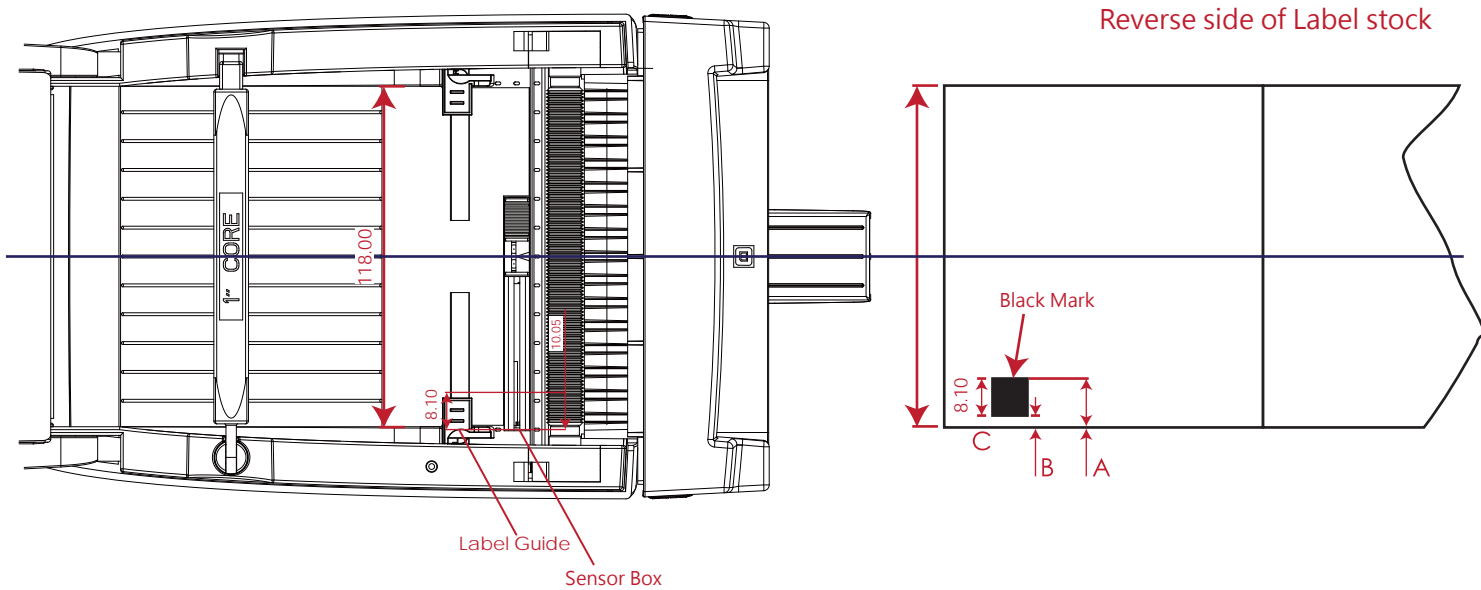
5 Maintenance and Adjustment

5.4 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



5 Maintenance and Adjustment

5.5 Troubleshooting

Problem	Solution
The printer is switched on but the LED does not light up.	◆ Check the power supply. Please see the Section 2.4
The LED lights up red and printing is interrupted.	◆ Check the software settings (driver settings) or command codes. ◆ Look for the error alert in the table in Section 3.4 Error Alerts. ◆ Check whether the print mechanism is closed correctly. Please see the Section 3.4
The label stock passes through the printer but no image is printed.	◆ Please make sure that the label stock is loaded the right side up and that it is the suitable material. ◆ Choose the correct printer driver. ◆ Choose the correct label stock and a suitable printing mode.
The label stock jams during printing.	◆ 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. Please see the Section 5.1
There is no printed image on some parts of the label.	◆ Check whether there is any label material or ribbon stuck to the the print head. ◆ Check for errors in the application software. ◆ Check whether the starting position has been set correctly. ◆ Check the ribbon for wrinkles.
There is no printed image on part of the label or the image is blurred.	◆ 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.	◆ Check whether there is paper or dust covering the sensor. ◆ Check whether the label stock is suitable. Contact your supplier. ◆ Check the paper guide settings.
Skipping labels during printing.	◆ Check the label height setting. ◆ Check whether there is dust covering the sensor. ◆ Run the auto-detection function. Please see the Section 3.3
The printed image is blurred.	◆ Check the darkness setting. ◆ Check the thermal print head for dust or dirt. Please see the Section 5.1
The cutter does not cut off the labels in a straight line.	◆ Check whether the label stock is positioned straight.
The cutter does not cut off the labels completely.	◆ 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.	◆ Check whether the cutter has been correctly installed. ◆ Check whether the paper guides are functioning correctly.
The label dispenser is not functioning normally.	◆ 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 above, please contact your dealer.

APPENDIX

PRODUCT SPECIFICATIONS

		DT2L	DT4L
Print Method		Direct Thermal	
Resolution		203 dpi (8 dots/mm)	
Print Speed		6 IPS (152 mm/s)	
Print Width		2.12" (54 mm)	4.25" (108 mm)
Print Length		Min. 1" (25.4 mm)**; Max. 68" (1727 mm)	Min. 1.77" (45 mm) ; Max. 68" (1727 mm)
Processor		32 Bit RISC CPU	
Memory	Flash	4MB Flash (2MB for user storage);	8MB Flash (4MB for user storage);
	SDRAM	16MB	16MB
Sensor Type		Adjustable reflective sensor. Fixed transmissive sensor, central aligned	
Media	Types	Continuous linerless label	
	Width	Min. 0.6" (15 mm) – Max. 2.36" (60 mm)	1" (25.4 mm) Min. - 4.33" (110 mm) Max.
	Thickness	0.003" (0.08 mm) Min. - 0.004" (0.10 mm) Max.	
	Label Roll Diameter	Max. 5" (127 mm)	
	Core Diameter	1", 1.5" (25.4 mm, 38.1 mm)	
Printer Language		EZPL, GEPL, GZPL auto switch, GDPL optional	EZPL, GEPL, GZPL auto switch
Software	Label Design Software	GoLabel (for EZPL only)	
	Driver	Vista, Windows 7, 8.1 and 10 , Windows Server 2012, 2016	
	DLL	Win CE, .NET, Android, Windows Mobile, Windows XP / VISTA / Windows 7 / Windows 8.1 / Windows 10	
Resident Fonts	Bitmap Fonts	Bitmap fonts: 6, 8, 10, 12, 14, 18, 24, 30, 16X26 and OCR A & B Bitmap fonts 0°, 90°, 180°, 270° rotatable, single characters 0°, 90°, 180°, 270° rotatable Bitmap fonts 8 times expandable in horizontal and vertical directions	
	TTF Fonts	0°, 90°, 180°, 270° rotatable	
Download Fonts	Bitmap Fonts	0°, 90°, 180°, 270° rotatable, single characters 0°, 90°, 180°, 270° rotatable	
	Asian Fonts	0°, 90°, 180°, 270° rotatable and 8 times expandable in horizontal and vertical directions	
	TTF Fonts	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, EAN 8/13 (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, Random Weight, Standard 2 of 5, Telepen, UPC-A, UPC-E, UPC-A and UPC-E with EAN 2 or 5 digit extension, UCC 128, UCC/EAN-128 K-Mart	
	2-D Bar Codes	Aztec code, Code 49, Codablock F , Datamatrix code, MaxiCode, Micro PDF417, Micro QR code, PDF417, QR code, TLC 39	
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) Serial port: RS-232 (DB-9) IEEE 802.3 10/100Base-Tx Ethernet port (RJ-45)	
Control Panel		One Tri-color LED: Power (Green, Orange and Red) Control key: FEED	
Power		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, cUL, CCC	
Dimension	Length	11.42" (290 mm)	9.76" (248 mm) ; 11.3" (287mm) with label tray
	Height	6.77" (172 mm)	6.53" (166 mm)
	Width	4.33" (110 mm)	6.61" (168 mm)
Weight		3.31 lbs (1.5Kg) ,excluding consumables	4.85 lbs (2.2Kg) ,excluding consumables
Accessory		Built-in Standard : Linerless Cutter Module with Label Present Sensor	

Note

* 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 variables such as label type, thickness, spacing, liner construction, etc. Godex is pleased to test non minimum print height and maximum print speed capability.

APPENDIX

INTERFACE

Pinout Description

- USB

Connector Type : Type B

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

- Serial Port

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

RS232 Housing(9-pin to 9-pin)				
DB9 Socket			DB9 Plug	
-	1	1	+5V, max 500mA	
RXD	2	2	TXD	
TXD	3	3	RXD	
DTR	4	4	N/C	
GND	5	5	GND	
DSR	6	6	RTS	
RTS	7	7	CTS	
CTS	8	8	RTS	
RI	9	9	N/C	
Computer			Printer	

- Internal interface

UART1 wafer		Ethernet module	
N.C	1	N.C	1
TXD	2	RXD	2
RXD	3	TXD	3
CTS	4	RTS	4
GND	5	GND	5
RTS	6	CTS	6
E_MD	7	E_MD	7
RTS	8	CTS	8
E_RST	9	E_RST	9
+5V	10	+5V	10
GND	11	GND	11
+5V	12	+5V	12

Note

- * The total current to the serial port may not exceed 500mA.

APPENDIX

Further Explanation

1. To enable the cutter sensor of linerless label, please send command "XSET,LINERLESS,1" to DT4L printer, "XSET,LINERLESS,0" to disable detection of cutter sensor.
2. In case green LED is blanking and no-label print out, please check to cutter sensor, does any label left right on the sensor.
3. The tear off position of DT4L is about 35mm. In some case, after cut and back-feed more than 30mm to print next page, it may cause a trifling twist line on label. To avoid this problem, DT4L F/W has been limited it to maximum 30mm as following description:
 - The tear off position has been limited to 30mm only. However, the command ^E30 is maximum distance can be set in this F/W version. So, please set the label high (length) to 35mm at least, ^Q35,0,0 (35mm) or above
 - As below the label created by GoLabel, it keeps 5mm on top for non-print area. But in reality, the print-out is shown as next below which has two areas are non-printable - top and bottom.

