

MX20/MX30/MX30i MOBILE PRINTER USER MANUAL





User Manual: MX20/MX30/MX30i series Version : Rev. 1.1 Issue Date : 2015.06 P/N : 920-015211-00

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Product Specifications Interface MX30/30i WiFi Setting

MX20/MX30/MX30i USER MANUAL

FCC COMPLIANCE STATEMENT FOR AMERICAN USERS

Federal Communication Commission Interference Statement

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. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

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/AC2011 Class B, EN301 489-1, EN301 489-17, EN300 328, EN61000-3-2:2006/ A1:2009/A2:2009, EN 61000-3-3:2008 and 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.

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

IEC 60950-1:2005(2nd Edition)+Am 1:2009, CB9254-2008 (Class B); GB17625. 1-2003; GB4943.1-2011, EN55022:2010/ AC2011 Class B, EN301 489-1,EN301 489-17,EN300 328, EN61000-3-2:2006/A1:2009/A2:2009, EN 61000-3-3:2008 and EN55024:2010, IEC 61000-4-2:2008 series, UL 60950-1, 2nd Edition, 2011-12-19, CSA C22.2 No. 60950-1-07, 2nd Edition, 2011-12, FCC part 15 subpartB, FCC part 15 subpartC, NCC LP002.z

Safety instructions

MX20/MX30/MX30i USER MANUAL Battery Safety Precautions

Make sure to review the user manual carefully prior to product use. Neglecting to heed the following instructions can result in battery overheating, combustion, explosion, damage and/or decline in performance and product life.

- 1. Do not allow water, seawater or moisture to enter or leak into the battery. If the safety mechanism within the battery becomes oxidized, oxidized the battery may overcharge with abnormal electrical current and/or voltage so that it may overheat, ignite and/or explode.
- Do not place the battery near open flames or heating devices, such as stoves.
 Exposure to excessive heat may cause damage to the resin case and/or insulating materials, thus causing a short circuit within the battery that may result in battery overheating, combustion, and/or explosion.
- Charge the battery only with the exclusive charger specified (optionally provided) by GoDEX.
 The use of an incorrect charger may result in overheating. Combustion and/or explosion of the battery.
- 4. Charging the battery with a modified charger may result in overheating, combustion and/or explosion of the battery by abnormal chemical reaction caused by incorrect polarity.
- 5. Do not directly connect the battery to an electrical power outlet not specified by GoDEX or an automobile's cigarette lighter jack. Doing so may result in overheating, combustion and/or explosion of the battery by over-current and/or over-voltage.
- 6. Do not heat the battery or place it near a fire. Doing so may melt insulation materials, damage the safety mechanism/equipment, and/or ignite the electrolytic solution. There is a potential risk of battery overheating, combustion, and/or explosion.
- 7. Do not reverse the connection of (+) and (-) electrodes of the battery. Charging the battery in reverse polarity may produce an undesired chemical reaction inside the battery cell, causing unexpected behavior during discharging such as overheating, explosion, or fire.
- Do not allow the battery's (+) or (-) pole to come into contact with any metal. In addition, do not carry or store the battery with metallic items, such as necklaces and hairpins.
 Doing so may cause a short circuit of the battery generating an over-current. There is the potential risk to overheat, ignite and/or explode the battery or overheat the metallic items, such as necklaces, hair pins etc.
- 9. Do not throw the battery or subject it to strong shock. If the safety mechanism in the battery is damaged, the battery may be overcharged and, consequently, an adverse chemical reaction may be generated in the battery. There is a potential risk of battery overheating, combustion, and/or explosion.
- 10. Do not pierce the battery with a pointed object, such as nail or awl, or strike with a heavy object, such as a hammer, and take care not to step on the battery. There is a potential risk of battery overheating, combustion, and/or explosion caused by an internal short circuit.
- 11. Do not solder the battery directly. Doing so may melt the insulating materials and/or damage the safety mechanism or safety equipment, resulting in battery overheating, combustion, and/or explosion.
- 12. Do not disassemble and/or modify the battery. The battery contains safety equipment and a safety mechanism to prevent danger. There is a potential risk of overheating, combustion, and/or explosion caused by disassembly.
- 13. Do not charge the battery near open flames and/or under direct sunlight. Charging the ambient temperature at 0°C ~ 40°C. Because exposure to high temperatures triggers the operation of the safety mechanism, the battery may not charge or may overcharge due to destruction of the safety mechanism. There is a potential risk of overheating, combustion, and/or explosion.
- 14. Do not expose the battery to high temperatures over 60°C, and do not use or store it in a hot or humid place.
- 15. Danger of explosion if battery is incorrectly replaced. Replace only with the equivalent type recommended by the manufacturer.
- 16. Dispose of used batteries according to the manufacturer's instructions.
- 17. Only use with designated power supply adapter model.
- 18. Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Battery Safety Precautions

1 Mobile Printer

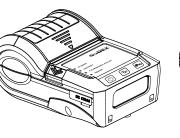
1.1 Box Content

Please check that all of the following items are included with your printer. Charge the battery for at least 3 hours before use.

• MX20 / MX30 / MX30i Mobile Printer



MX20





MX30

MX30i

• Thermal Paper

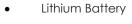


Belt Strap(MX20 Series)



• Shoulder Strap(MX30 Series)





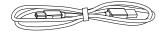


MX20 Series MX30 Series

Power Supply



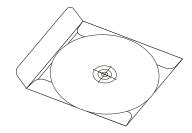
USB Cable



MX20 / MX30 / MX30i Series
 Quick Guide



CD Including GoLabel software and MX series user's manual.

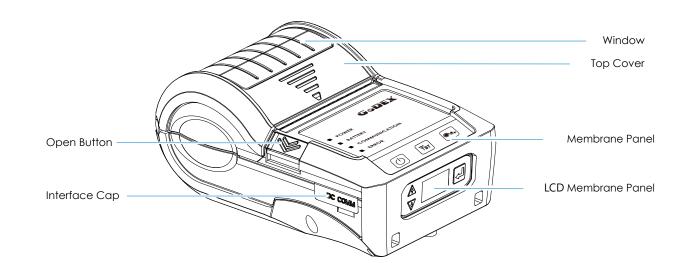


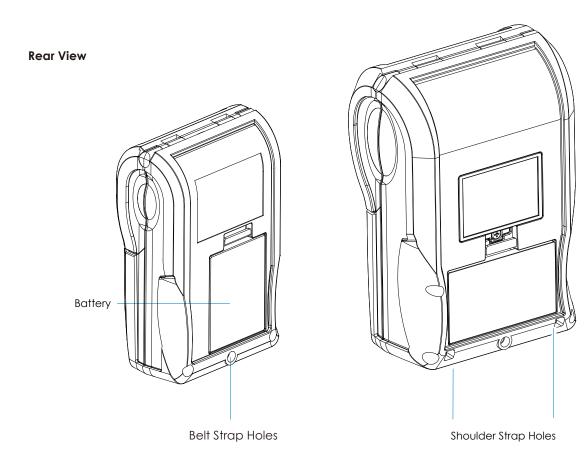
1 Mobile Printer

1.2 Getting to Know Your Printer

Device Overview

Front View (Take MX30i as an example)



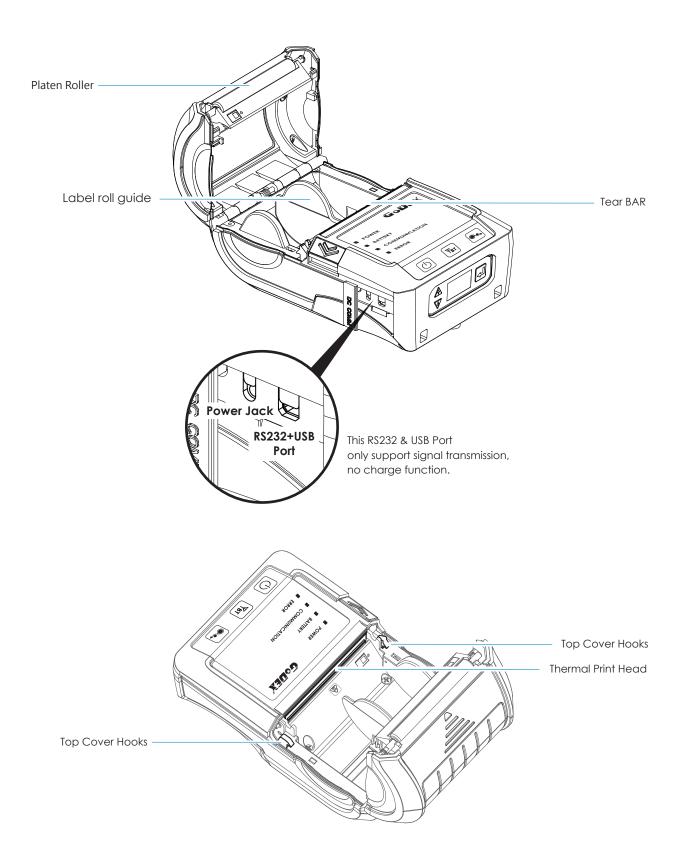


MX20 Series

MX30 Series



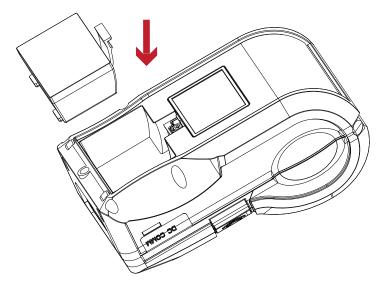
The Internal View of the Printer (Take MX30i as an example)



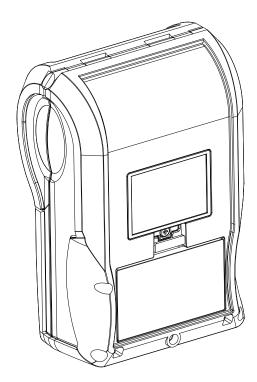


2.1 Battery Installation

Make sure to charge the battery for at least 3 hours prior to first use.



Insert the battery on the rear side of the printer, aligning the battery hook properly. Push the battery into the slot until you hear a clicking sound.

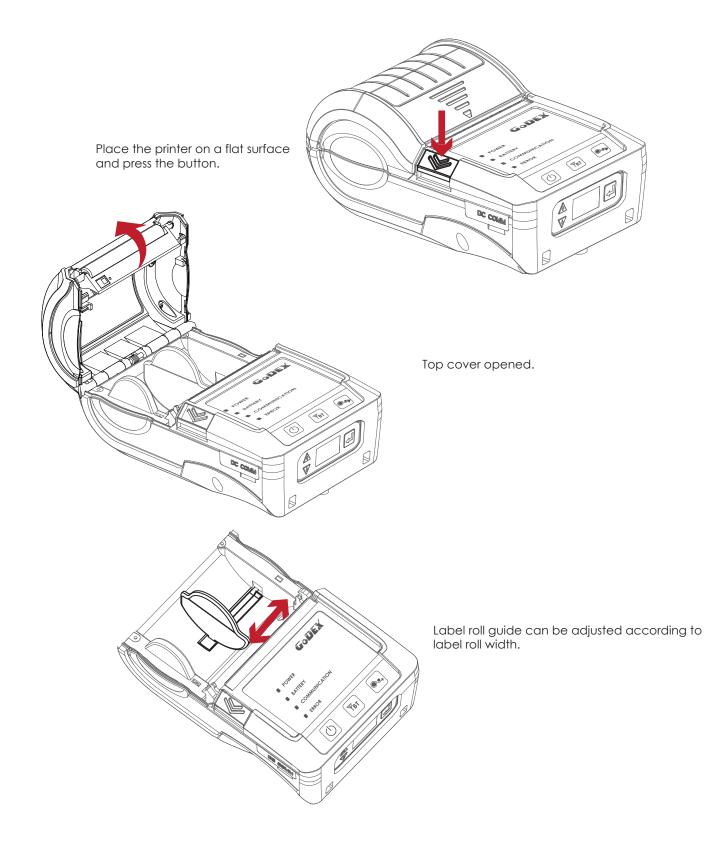


Battery installation completed



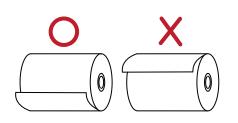
2.2 Paper Installation

The printer is set to Direct thermal transfer so no ribbon is required.





Insert the paper as shown in the image.



Pull the paper out and close the paper cover.

Tear off any excess paper in the direction of the side of the printer.

0 NAN PATER 0 Q, • ERROR OF • BATTERY POWE 4 * throp °o₄ ø

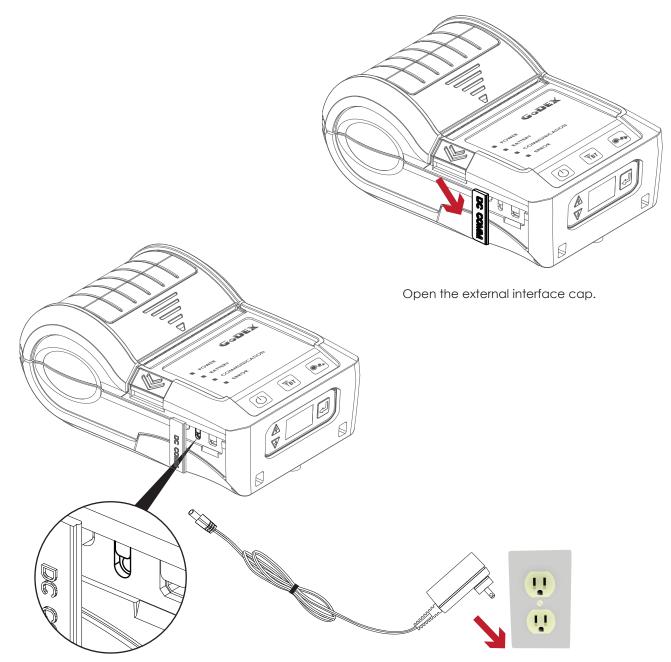
Note

* When you move label roll guide, try to force near its bottom.



2.3 Battery Charging

- 1. Please make sure that the printer is switched off.
- 2. Connect the jack of the power adapter to the printer and connect the plug of the power adapter to the socket of the wall.
- 3. Turn on the printer. The operator panel should now light up.



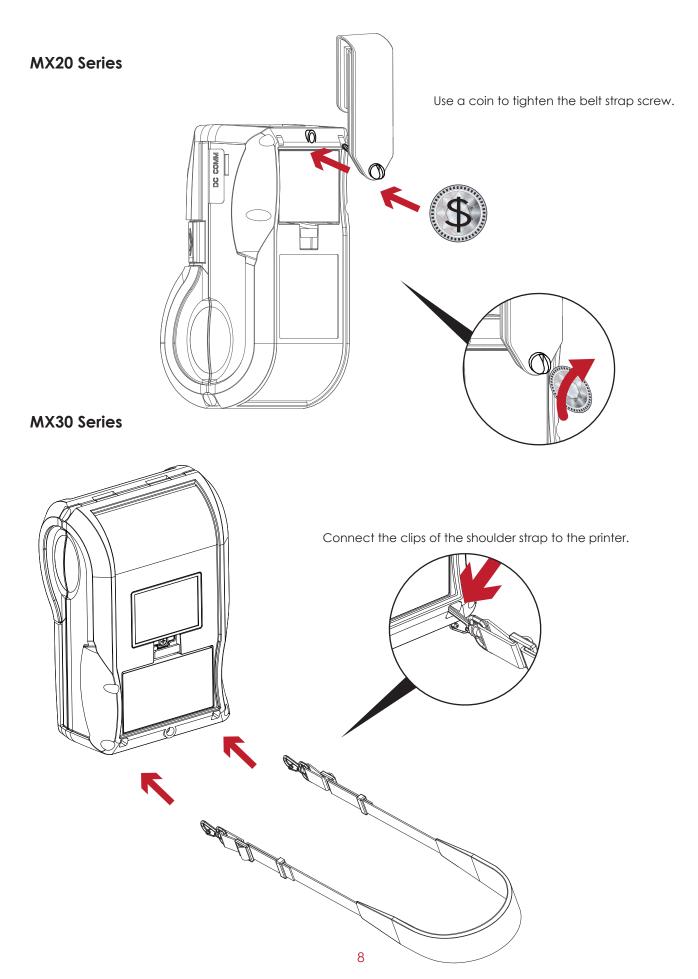
Note

* Charge the battery around 3 hours before use please. Charging the ambient temperature at $0^{\circ}C \sim 40^{\circ}C$.

** Closed the external interface cap when printer do not connect an adapter or cable for avoid dust away. $\frac{7}{7}$



2.4 Belt Strap & Shoulder Strap Usage



Wizard CD Standard Installation 2.5

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

You will see the Welcome screen first. On the Welcome screen, choose "STANDARD INSTALLATION".

GoDEX	Set English •			
Welcome to Godex a high quality Gode:	and thank you for choosing x Printer.			
STANDARD INSTALLATION	Select "Standard installation" to install the GoLabel design software and the Seaguil Windows driver for your Godex printer. (For US8 cable connection ONLY)			
OTHER CHOICES	Select "OTHER CHOICES" for sustom installation, documentation, accessories, technical support, label design software, Ethernet and how to buy.			
Online CD				
Exit				

2. The wizard will then ask you to make sure your USB and power cables are connected and that the power is turned on. 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 manually. $\frac{9}{2}$

4. As the printer driver and GoLabel are installing, a screen will display a progress bar. While downloading completed you will see Installation completed. Click "NEXT" to continue.



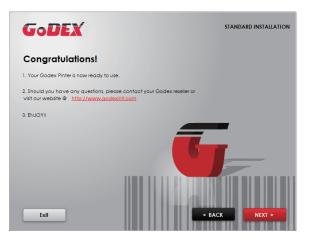
5. You can also print a test label. If don't print a test label, the screen display as step 6.

GoDEX	STANDARD INSTALLATION	GODEX STANDARD INSTALLATION
	stalled the GoLabel software and rs driver into your computer.	Please enter your name in the box below.
Thank You! Wou Function of the filt of th	id you like to print a test label? Yes No	I We applogize that currently only Western and Latin fonts are supported on this screen.
Exil		Exit EACK NEXT >
GoDEX	STANDARD INSTALLATION	
If your test page has bee printer is ready to use.	n successfully printed, your	
GoDE	hank You! K	
	Godex printer is	
	< BACK NEXT >	

Note

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

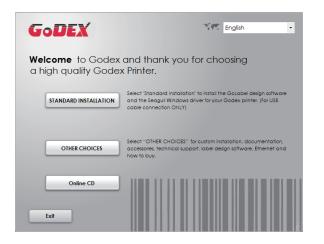
6. Once the installation is complete, you can start to make and print labels with GoLabel or through the printer driver.

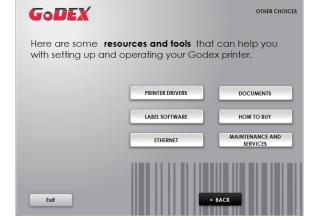




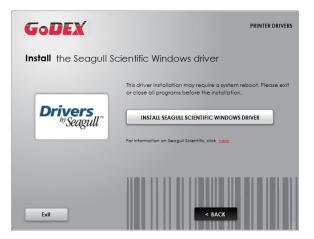
2.6 Wizard CD Other Choice Installation

1. Click "OTHER CHOICES" to next screen and select "PRINTER DRIVERS".





2. Click "INSTALL SEAGULL SCIENTIFIC WINDOWS DRIVER" to next screen, and click "NEXT".



3. Select "I accept the terms in the license agreement", and click "Next" · then click "Finish" to step 4.



Windows Printer Drivers
Installation Information SEAGULL Follow the instructions below to install the software. Image: Comparison of the software instruction of the software installed in the software installed
- Instructions
Options Prophysical after unpacking drivers Bead installation instructions (contained in "Installation_Instructions.html")
< <u>B</u> ack Finish Cancel

4. The Driver Wizard will guide you through the installation procedure. Select "Install printer drivers" and click "Next".

Seagull Driver Wizard	×
	Welcome to the Seagull Driver Wizard This wizard helps you install and remove printer drivers.
	What would you like to do? © linstall printer drivers O Upgrade printer drivers Remove printer drivers
	< Back Next > Cancel

5. With a USB connection, search models such as the right diagram printer device. Specify your printer model and click "Next".

Seagull Driver Wizard	Seagull Driver Wizard
Connect Printer The printer should be connected before continuing installation.	Plug and Play Printer Detection New Plug and Play printers are automatically detected for installation.
How is this printer going to be attached?	Select the printer driver to install. (
	Printer Model Port
© <u>Q</u> ther (such as Parallel or Serial)	Godex MX30i USB002
Please connect your printer to the PC and turn it on. If the Add Hardware Wizard appears, please cancel it. This wizard will automatically advance when the printer is detected. If it does not advance, then check the connection and power cycle the printer.	Install a driver for another printer
<back cancel<="" next="" td=""><td>< Back Next > Cancel</td></back>	< Back Next > Cancel

6. Enter the printer name (you can use default), then click "Next" to display as right diagram. Click "Finish" button to start installation.

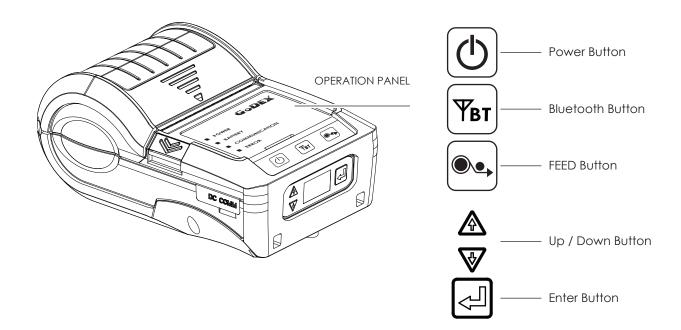
Seagull Driver Wizar	d		×	Seagull Driver W	/izard			— X
Specify Printer Names are us		n this computer and on the network.	I		\bigcirc	Completin Wizard	g the Seagul	Driver
Enter a name for t	this printer.					A new printer will I	be installed using the fo	llowing settings:
Printer name:	Godex MX30i					Name:	Godex MX30i	
<u>r</u> inter nome.						Share name:	<not shared=""></not>	
Use this printer	r as the <u>d</u> efault printer					Port:	USB002	
						Default:	No	
Specify whether o	r not you want to share th	is printer with other network users. Wh	ien 🛛			Manufacturer:	Godex	
sharing, you must	provide a share name.					Model:	Godex MX30i	
Oo not share to be a share	his printer					Version:	7.3.5 M-3 (06/02/201	14)
Share name:	Godex_MX30i_#2					To begin the drive	r installation process, d	ick Finish.
01								
		< Back Next >	Cancel				< Back Finis	h Cancel



7. Driver installation completed.



3.1 Operation Panel



POWER Button

Press the POWER button to turn on the printer, and the POWER LED signal lights appears. While hear one "Beep sound", the LCD screen should display the message "GoDEX" Logo on the screen.

When printer is turned on, hold and press down the POWER button for 3 second will turn the printer off.

FEED Button

Turn on the printer and press the FEED button.

When you press the FEED button, the printer will advance media until the FEED button is released.

If you are using continuous labels, pressing the FEED button will advance a length of media until the button is released. If you are using media with gaps, pressing the FEED button once will advance only one label.

If the label does not stop at the correct position, you need to run the auto-detection function for your media, please see Section 3.4 Label Calibration and Self-Test.

PAUSE PRINTING_FEED Button

Pressing the FEED button during printing will interrupt printing. While Error LED flash, the printer can't receive commands. When the FEED 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 will need to press the FEED button again.

CANCEL PRINTING_FEED Button

Press and hold the FEED button for 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 will not be printed.

4 dual-color LED - Power On, Battery Capacity, Status Information (Wireless), Status Information (Media):

POWER	BATTERY	ERROR

2011/22	OFF	Turn off
POWER -	٩	Turn on
	OFF	Without battery Power off
	٩	Battery power supply as normal Recharge finished
BATTERY		Standby Mode (5 sec flash one time)
	٩	Battery is recharging
_		Battery must be charged or replaced
_	OFF	No connection No data transmission
COMMUNICATION	•	Bluetooth ON
-		Transferring data

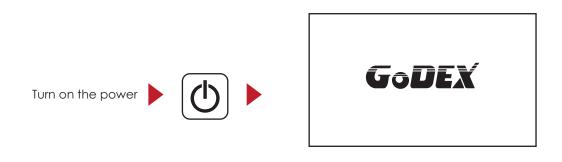
Automatic recovery after troubleshooting. Or push FEED button to clean up error status.

	OFF	Νο
ERROR	۲	Paper out Door open Label sensing error
		Printhead overheating

3.2 LCD Interface Introduction

Getting Started

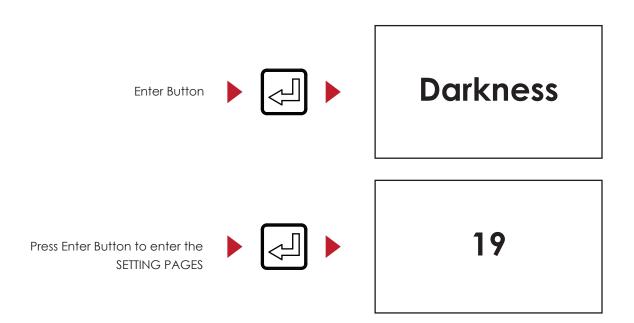
Press the POWER button to turn on the printer, and the START UP SCREEN appears.



After the printer starts, GoDEX Logo will appear on the LCD screen, which means that the printer is ready to print in the state. Use the printer's user interface can perform various operation, such action is set on the main screen.

Operations on Setting Page

On GoDEX page, press Enter Button, you will enter the SETTING PAGES for the function.



On SETTING PAGES, press \mathbf{V} to select the setting items, you will enter the SETTING VALUE PAGES for the function. Press \mathbf{A} back to previous page.

3.3 Setting Items in Setting Mode

Self Test	Activate		
Darkness	0-19		
ADJUST STOP POSITION	0-10		
		Reflective	
SENSOR	Media Type	See-Through	
		Auto	
	English		
	簡體中文		
	繁體中文		
LCD Language	Español		
202 20. 900.90	Italiano		
	Deutsch		
	Français		
	Türkçe		
	日本語		
	850		
	852		
	437		
	860		
	863		
	865		
	857		
	861		
	862		
Code Page	855		
0	866		
	737		
	851		
	869		
	Windows 1250		
	Windows 1251		
	Windows 1252		
	Windows 1253		
	Windows 1254		
	Windows 1255		
	Windows 1257		
	Off		
BUZZER	On		
	Off		
TOP OF FORM	On		
		4800	
		9600	
		19200	
	Baud Rate	38400	
		57600	
		115200	
COM PORT		None	
	Parity	Odd	
		Even	
		7	
	Data Bits	8	
		1	
	Stop Bits	2	

3.4 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.

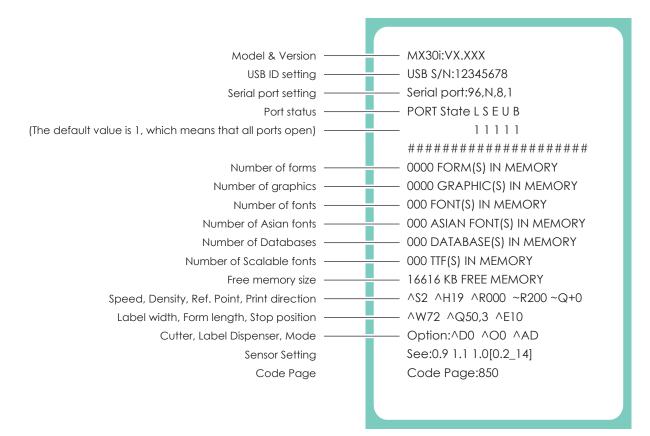
Self Test

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 and pressing the FEED button.
- 3. Turn on the printer again, while pressing the FEED button. After waiting for the buzzer sounds twice, the printer will now measure the label stock and store the label height.
- 4. Once the printer has successfully calibrated the label stock, it will print a self-test label.

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



3.5 Active / Sleep / Shutdown / Charge Mode

Sleep Mode = LED active. Power saving model.

Active Mode :

All functions active. On active mode, receiving a print job. Go to Sleep mode if no operation over 30~3600 seconds in Active mode.

Sleep Mode :

Only FEED button functions active. Go to Shutdown mode if no operation and over 30~3600 seconds to forever in Sleep mode.

Shutdown Mode :

All function off except Power button and battery charge. Wake up to Sleep mode by pressing the Power button.

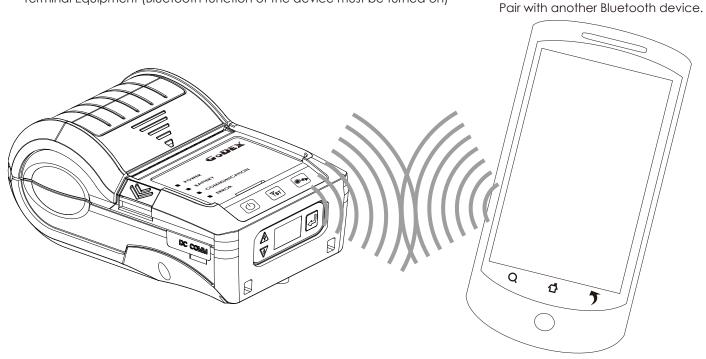
Charge Mode :

Only charge function active when the battery is charging. When battery is fully charged, the battery LED will turn green.

3.6 Bluetooth Connection Terminal

The printer can be connected to devices equipped with Bluetooth communication capability.

- 1. Press power button to turn on the printer.
- 2. Press Bluetooth button, bluetooth function is turned. So that the printer can be searched. Terminal Equipment (Bluetooth function of the device must be turned on)



Note:

Do not press Bluetooth button while downloading and returning inforamtion through standard com port or Bluetooth, otherwise the information may lose and malfunction of printer may occur.



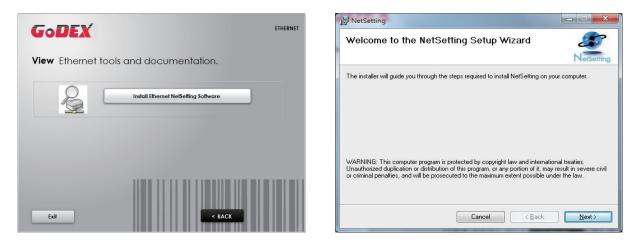
4.1 Installing the NetSetting software

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, and click "OTHER CHOICES" buttom.
- 2. Select "ETHERNET".

GoDEX Set English	GODEX OTHER CHOICES
Welcome to Godex and thank you for choosing a high quality Godex Printer.	Here are some resources and tools that can help you with setting up and operating your Godex printer.
Select "Standard Installation" to install the Golabel design software and the Seagul Windows driver for your Godex pinter, (For USS cable connection ONLY)	PRINTER DRIVERS DOCUMENTS
OTHER CHOICES Select "OTHER CHOICES" for custom installation, documentation, accessories, technical support, label design software. Ethernet and how to buy.	LABEL SOFTWARE HOW TO BUY ETHERNET MAINTENANCE AND SERVICES
Online CD	Exit Carter

3. Click "Install Ethernet NetSetting Software", installation screen as right diagram, click "Next".

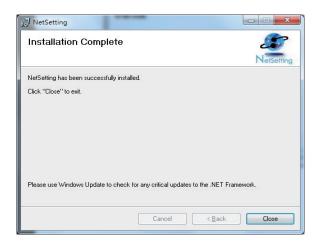


4. Specify the "Installation Folder", then click "Next" to installing.

NetSetting	NetSetting
Select Installation Folder	Confirm Installation
NetSetting	NetSetting
The installer will install NetSetting to the following folder.	The installer is ready to install NetSetting on your computer.
To install in this folder, click "Next". To install to a different folder, enter it below or click "Browse".	Click "Next" to start the installation.
Eolder: [C.Program Files (s86))/Godex/NetSetting/ Disk Cost	
Cancel < <u>B</u> ack Next>	Cancel < <u>B</u> ack <u>Next></u>



5. Once the installation is completed, you will see the NetSetting icon on your desktop as right diagram.







4.2 The Interface of NetSetting

GoDEX printer can also be used through a network connection (as a remote network printer), make sure the printer connected to the Internet and the power cord, you can use the Interface of NetSetting to search connected network printers.

1. Click the NetSetting icon to start the program, you will see the start page as left diagram. Click the magnifier icon to search the Godex printers which are connected via Ethernet port in you network environment (as right diagram).

GODEX NetSoffie Search GODEX Net	work Printer	Sea	NetSoffing rch GoDEX Network Printer	■ X ()
/ 🚔 🔝 🔌 📓	9		P 🔝 🍫 📃	
Please Select The Printer You Want To Connect	P	Please Select The Printer You Want To Conne	ect	2
Alias Name Serial No.	Mac Address IP Address	Alias Name Serial N	No. Mac Address	IP Address
Brinter L Godex 000000 Brinder User HankLin MarkHuang TingHuang RogerLiu yulinchang	00-1D-9A-14-07-10 192 168 102 206 192 168 102 206 192 168 102 168 192 168 102 168 192 168 102 161 192 168 102 162 192 168 102 205 192 168 102 252 192 168 102 252	Printer Godex Godex 000000 Godex User TingHuang KerHsieh MarkHuang HankLin RegerLiu yulinchang		192 168 102 208 192 168 102 206 192 168 102 167 192 168 102 168 192 168 102 168 192 168 102 162 192 168 102 205 192 168 102 205
Miscellaneous Information		Miscellaneous Information		
Binding IP Enable IP Address : 192 . 168 . 0 . 1 II	Port No. 9100	Binding IP	. 0 . 1 I Port No: 91	00
NetSetting V1.07, Build Date : 2014.05.28 18:02:12		NetSetting V1.07, Build Date : 2014.05.28 18:02:12	2	

2. 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.

GoDEX	NetSofting IP Setting	= ¤
Printer Name:		Length(1~16)
Password Please Input F (Digit Allow	Password Len de Only): Len OK Cancel	igth(1~4)
IP Address: Subnet Mask:		_
Set	Refresh	

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 theprinter. You can also set the printer's IP address ether by DHCP or by Static IP.

GoDEX	NetSetting IP Setting	
	82 🔝 🍫	
Printer Name:	Godex	Length(1~16)
Port No:	9100	
Default Gateway:	192 . 168 . 102 . 254 I	
Password:	1111	Length(1~4)
Get IP From	DHCP Server	
⊖ Static IP		
IP Address:	192 . 168 . 102 . 208 I	
Subnet Mask:	255.255.255.0 I	
Set	Refresh	

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 alertmessages 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.

GoDEX	NetSetting Alert Mail Setting	= ×
	82 🕼 🍫	
Enable SMTP Alert Message N	otification	
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 I	Notification	
SNMP Community:	public	Length(1~16)
SNMP Trap Community:	public	Length(1~16)
Trap IP Address:	192 . 168 . 0 . 1 I	XXX.XXX.XXX.XXX
Set	Refres	h

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.

GoDEX		NetSetting Alert Message Setting	■ ×
	<u> </u>	*	
SMTP	SNMP	Description	
		Paper or Ribbon Empty	
		Paper Jam	
		Ribbon Out	
		Printhead Up (Open)	
		Rewinder Full	
		File System Full	
		File Not Found	
		Duplicated Name	
		Syntax Unknown	
		Cutter Jammed or Not Installed	
		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.

GoDE	K		enfiguration			■ ×
	ම	№ №				
Printer Setup						
Printer Model		Tear-off Position	Speed		Darkness	
RT860i	- 16		4	•	10	•
	[Dispenser/Applicator	Labels per C	ut	Printing Mo	de
	0 (None) 🔹	0	×	Direct Thermal	•
Serial Port Setting Baud Rate		Miscellaneous LCD La	nguage		Sensing Mode	
9600	-	English	•	2 - Auto	matic	•
Parity		Keyboard Co	ountry Code		Pre-Printing	
None Data Bits	•	US		OFF		•
8	•	Code	Page		Top Of Form	
Stop Bits		Code Page 1253	•	2 - OFF	while Power On	•
1	•	Buz	zzer			
		UN				
		Set	R	efresh		

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.

GoDEX	NetSetting Terminal		
	2 😵 🔝 🍤		
Input Command		Send Command	
Output Message		Clear Data	
Ouput Message			

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.

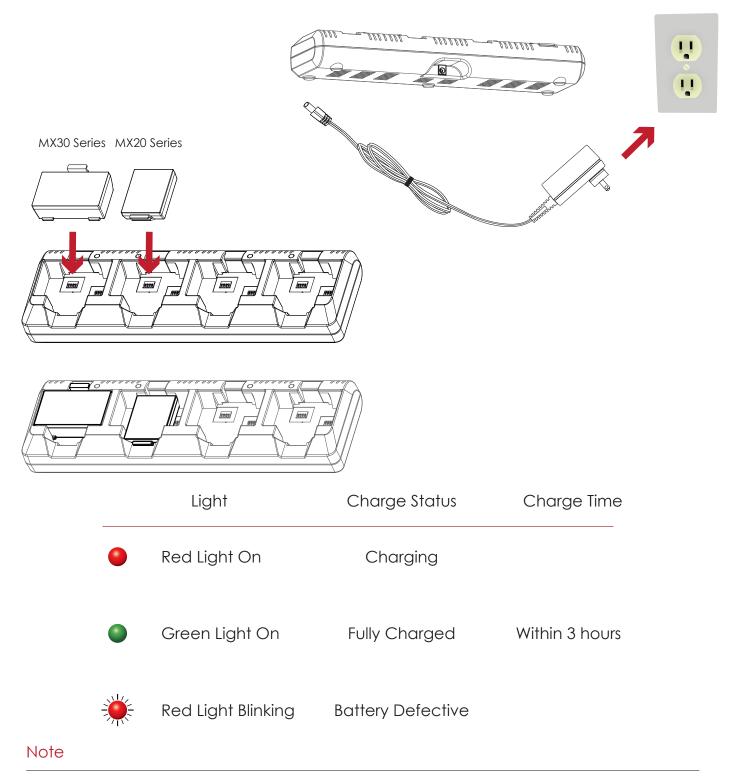
GODEX NetSetting Firmware Upgrade	■ × •
A A A A A A A A A A A A A A A A A	
Firmware Upgrade Firmware Current Version: BOOT :2.002 F/W : MX30i V2.M02 Please Select Firmware File: Browse Start Download Firmware	
Recover To Factory Settings	

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



5.1 Charger

- 1. Connect the AC adpter to the Charger.
- 2. Insert the battery into the Charger as shown in the figure the below.
- 3. Gently slide the battery until it reaches the bottom of the charger.
- 4. Charging starts as soon as the battery is completely inserted.

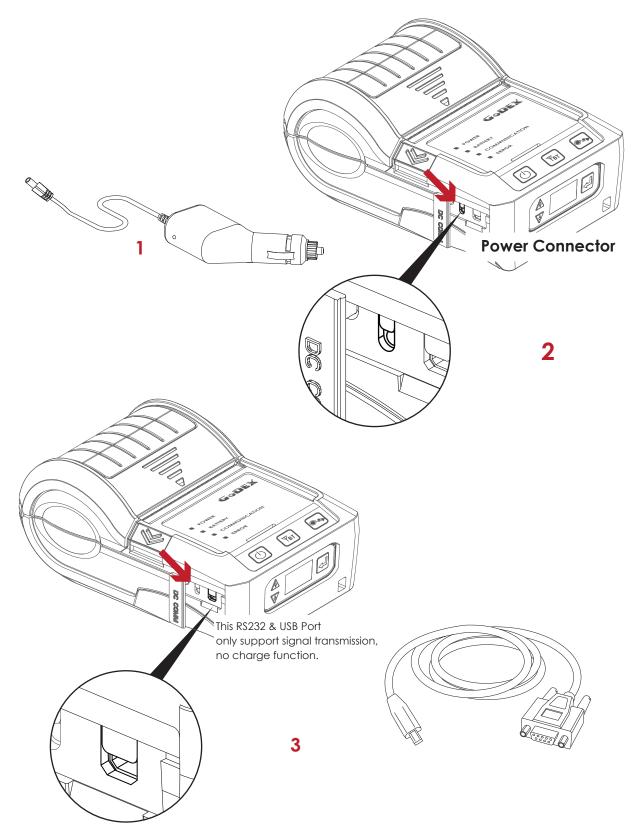


- * If the red light of the charger blinks, install the battery again.
- If the red light continues to blink despite several attempts(4~5 times) to install the battery, contact your local dealer.
 The charging time may vary depending on the type of the charger or room temperature.
- ****This battery has a protection mechanism in the battery overcharge or over discharge.

5 Accessories

5.2 Car Charger and RS-232 Cable

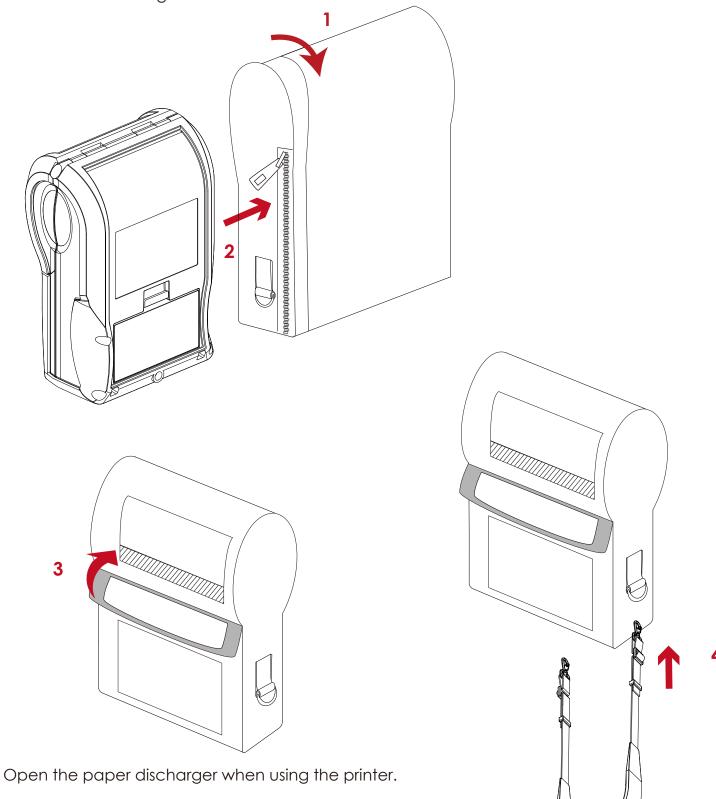
- Please make sure that the printer is switched off. (Connect the car charger to your car's cigarette lighter jack.)
- 2. Open the external interface protection cap.
- 3. Connect the mini USB cable(battery charger) to the power connector.





5.3 Protective Case

Unzip to open up the protective case and insert your printer into the protective case as shown in the figure on the below.



Connect the clips of the leather case with the shoulder strap.

6 Maintenance and AdjustmentS

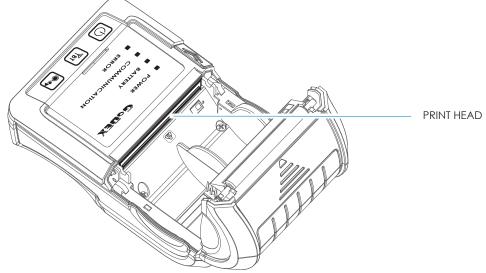
6.1 Cleaning the Thermal Print Head

Dirt on the print head, 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 to 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, please use a soft lint-free cloth dipped with some alcohol.



Note

Weekly to clean the print head one time. (Recommended)

^{**} When cleaning the print head, please note that if there is attached to metal or hard on soft cloth, if using a dirty soft cloth made printer head damage is not covered under warranty conditions. $\frac{35}{5}$

6.2 Troubleshooting

Problem	Solution		
The printer is switched on but the LED does not light up.	 Check if the battery is full charged. 		
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 Error Alerts. Check whether the print mechanism is closed correctly. 		
The paper roll passes through the printer but no image is printed.	 Please make sure that the paper roll is loaded the right side up and that it is a suitable material. Choose the correct printer driver. Choose the correct paper roll 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 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 paper for wrinkles. Check the power supply is correct 		
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. 		
A label is missing during printing.	 Check the label height setting. Check whether there is dust covering the sensor. Run the auto-detection function. 		
The printed image is blurred.	 Check the darkness setting. Check the thermal print head for dust or dirt. Please see the Section 5.1 		

Note

^{*} If this does not resolve the problem, contact your dealer.

MX20/MX30/MX30i USER MANUAL

PRODUCT SPECIFICATIONS

м	odel	MX20	
Print	Method	Direct Thermal	
Res	olution	203 dpi (8 dots/mm)	
Print	Speed	Up to 4 IPS (101.6 mm/s)	
Print	t Width	1.89" (48 mm)	
Print	Length	44.9" (~1142 mm)	
Pro	cessor	32-bit RSIC CPU	
Momony	Flash	128 MB Flash (40 MB for user storage)	
Memory	SDRAM	32 MB SDRAM	
Sens	or Type	Paper end sensor, Gap sensor	
		Direct Thermal receipt, anti-UV receipt, gap label,	
	Туре	center alignment	
Media		Inter-label gap size from 2 mm to 4 mm. 3 mm preferred	
Media	Width	2.32" (59mm) fixed	
	Media roll diameter	Max. 1.57" (40 mm)	
	Thickness	Min 0.0508 mm, Max 0.165 mm	
Printer	Language	GPOS simulation or EZPL / GZPL / GEPL simulations	
	Label design software	GoLabel (for EZPL only)	
Software	Driver	Win CE, .NET, Pocket PC, Windows Mobile, MAC OS, Windows 2000 / XP / VISTA / Windows7 / 8	
	SDK	Win CE, .NET, Pocket PC, Windows Mobile, MAC OS, Windows 2000 / XP / VISTA / Windows7 / 8	
	Bitmap fonts	6, 8, 10, 12, 14, 18, 24, 30, 16x26 and OCR A & B. 0°, 90°, 180°, 270° rotatable	
Resident Fonts	TTF fonts	CG Triumvirate™ (Bold / Italic / Underline). 0°, 90°, 180°, 270° rotatable	
	TTF fonts	0°, 90°, 180°, 270° rotatable	
Download Fonts	Asia fonts	16x16, 24 x 24. Traditional Chinese (BIG-5), Simplified Chinese(GB), Japanese (JIS), Korean (KS)	
		Code 39, Code 93, EAN 8 / 13 (add on 2 & 5), UPC A/E (add on 2 & 5), I 2 of 5 & I 2 of 5 with Shipping Bearer Bars	
	1-D Bar codes	Codabar, Code 128 (subset A, B, C), EAN 128, RPS 128, UCC 128, UCC / EAN-128 K-Mart, Random Weight, Post	
Barcodes		NET, ITF 14, China Postal Code, HIBC, MSI, Plessey, Telepen, FIM and GS1 DataBar	
	2-D Bar codes	PDF417, Datamatrix code, MaxiCode, QR code, Micro PDF417, Micro QR code and Aztec code	
		CODEPAGE 437, 850, 851, 852, 855, 857, 860, 861, 862, 863, 865, 866, 869, 737	
Code	e Pages	WINDOWS 1250, 1251, 1252, 1253, 1254, 1255, 1257	
		Unicode UTF8, UTF16	
Gro	aphics	Resident graphic file types are BMP and PCX, other graphic formats are downloadable from GoLabel	
		R\$232+U\$B 2.0 port, mini-B type connector	
Inte	erfaces	Bluetooth 2.1+EDR	
		4 dual color LEDs for Power, Battery, Communication, Error status indication.	
Contr	rol Panel	3 buttons for Power, Feed and BT functions	
		Switching power supply	
Power	r Adapter	I/P: 100 / 240 V AC, 50 / 60 Hz, DC 9 V / 2.0 A	
		Rechargeable DC 7.4 V Lithium-ion battery, 1150 mAH	
Bc	attery	or higher capacitance	
	Operation temperature	32°F to 122°F (0°C to 50°C)	
Environment	Storage temperature	-4°F to 140°F (-20°C to 60°C)	
	Operation	10-90%, non-condensing	
Humidity	Storage	10-90%, non-condensing	
IP Rating		Intrusion Protection, IP42 requirement for case design, IP54 for protective case	
		1.5 meter height	
	/ Approvals	CE EMC, FCC part 15B class B, FCC Part 15C, CCC, SRRC, NCC, CB, UL, cUL	
	Length	5.1" (129.55 mm)	
Dimension	Height	2.0" (51 mm)	
Difference	Width	3.3" (84 mm)	
14/	eight	0.72 lbs (325g, with Battery, without protective case)	
	eigill		
Or	ptions	Shoulder Strap, Li-ion battery, Battery charger station, Car charger adapter, RS-232 cable, Protective case	

Notice

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.

MX20/MX30/MX30i USER MANUAL

APPENDIX PRODUCT SPECIFICATIONS

M	odel	MX30	MX30i	
Print	Method	Direct Thermal		
Res	olution	203 dpi (8 dots/mm)		
Print	Speed	up to 4 IPS (101.6 mm/s)		
	t Width	2.8" (72 mm)		
	Length	30" (~762 mm)		
	cessor	32-bit RSIC CPU		
	Flash	128 MB Flash (40 MB for user storage)		
Memory	SDRAM	32 MB SDRAM		
Sons	or Type	Paper end sensor, Gap sensor		
36113	ortype	Direct Thermal receipt, anti-UV receipt, gap label, lef	t side alianment	
	Туре	Inter-label gap size from 2 mm to 4 mm. 3 mm prefer		
Media	Width	Max. 3.15" (80 mm), Min. 1.5" (38.1 mm)	ed	
Media				
	Media roll diameter	Max. Media roll diameter : 2.35" (60mm)		
	Thickness	Min 0.0508 mm, Max 0.165 mm		
Printer	Language	GPOS Emulations or EZPL / GZPL / GEPL Emulations		
	Label design software	GoLabel (for EZPL only)		
Software	Driver	Win CE, .NET, Pocket PC, Windows Mobile, MAC OS, V		
	SDK	Win CE, .NET, Pocket PC, Windows Mobile, MAC OS, V	Vindows 2000 / XP / VISTA / Windows7 / 8	
Resident Fonts	Bitmap fonts	6, 8, 10, 12, 14, 18, 24, 30, 16x26 and OCR A & B. 0°, 90	°, 180°, 270° rotatable	
Resident Forms	TTF fonts	CG Triumvirate™ (Bold / Italic / Underline). 0°, 90°, 180)°, 270° rotatable	
Download Fonts	TTF fonts	0°, 90°, 180°, 270° rotatable		
Download Fonts	Asia fonts	16x16, 24 x 24. Traditional Chinese (BIG-5), Simplified C	Chinese(GB), Japanese (JIS), Korean (KS)	
		Code 39, Code 93, EAN 8 / 13 (add on 2 & 5), UPC A	/ E (add on 2 & 5), I 2 of 5 & I 2 of 5 with Shipping Bearer	
	1-D Bar codes	Bars, Codabar, Code 128 (subset A, B, C), EAN 128, R	PS 128, UCC 128, UCC / EAN-128 K-Mart, Random Weigh	
Barcodes		Post NET, ITF 14, China Postal Code, HIBC, MSI, Plessey	-	
	2-D Bar codes	PDF417, Datamatrix code, MaxiCode, QR code, Micro		
		CODEPAGE 437, 850, 851, 852, 855, 857, 860, 861, 862,		
Code	e Pages	WINDOWS 1250, 1251, 1252, 1253, 1254, 1255, 1257		
	. ugov	Unicode UTF8, UTF16		
Gro	phics	Resident graphic file types are BMP and PCX, other g	raphic formats are downloadable from Gol abel	
010	ipines	RS232+USB 2.0 port, mini-B type connector		
Inte	rfaces	Bluetooth 2.1+EDR		
		4 dual color LEDs for Power, Battery, Communication, Error status indication.		
Contr	ol Panel	3 buttons for Power, Feed and BT functions		
		3 bollons for Fower, reed and BI functions	Creative OLED 100 v (4 data with 2 buttons for Up	
LCD	Display	N/A	Graphic OLED 128 x 64 dots with 3 buttons for Up, Down and Enter functions	
		N1/A		
	RTC	N/A	Standard	
Power	Adapter	Switching power supply		
		I/P: 100 / 240 V AC, 50 / 60 Hz, DC 9 V / 2.0 A		
Bc	ittery	Rechargeable DC 7.4 V Li-ion battery, 2500 mAH or h	igher capacitance	
Environment		32°F to 122°F (0°C to 50°C)		
	Storage temperature	-4°F to 140°F (-20°C to 60°C)		
Humidity	Operation	10-90%, non-condensing		
nonnuny	Storage	10-90%, non-condensing		
IP F	Rating	Intrusion Protection, IP42 requirement for case design	, IP54 for protective case	
Droj	o Level	1.5 meter height		
Agency Approvals CE EMC, FCC part 15B class B, FCC Part 15C, CCC, SRRC, NCC, CB, UL, Ene		NCC, CB, UL, Energy Star V2.0		
Length		6.71" (170.63 mm)		
Dimension	Height	3.11" (79 mm)		
	Width	4.48" (114.01 mm)	:	
	eight	1.45lbs (660g, with battery, without protective case)	1.47lbs (670g, with battery, without protective case)	
W				
W		WiFi (IEEE 802.11b/a/n)		
W		WiFi (IEEE 802.11b/g/n) RS-232 cable		
w		RS-232 cable		
	Ware	RS-232 cable Li-ion battery		
	otions	RS-232 cable		

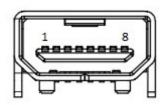
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Pinout Description



• USB Port (mini-B Type)

Pin No.	1	2	3	4	5	6	7	8
Function	GND	VBUS	D-	D+	TXD	CTS	RXD	RTS

MX20/MX30/MX30i USER MANUAL Appendix MX 30/30i WiFi Setting

1.1 Checkt the Wireless Access Point Setting Value

Connect MX30/30i Wireless Module to Wireless Access Point, and then connect the Module to the Mobile phones or computers through network.

About the parameters of wireless access point, please refer to the figure below (Example : D-Link AP)

NETWORK SETTINGS	changes made on this section may also need to be duplicated on your Wireless Client.	
NETWORK SETTINGS	Save Settings Don't Save Settings	
	WIRELESS NETWORK SETTINGS	
	Enable Wireless : 🕢 Always 🔻 Add New	
	Vireless Network Name : MXAP (Also called the SSID)	
	802.11 Band : 2.4GHz 5GHz	
	802.11 Mode: Mixed 802.11n, 802.11g and 802.11b V	
	Enable Auto Channel Scan : 🗹	
	Wireless Channel: 2.437 GHz - CH 6	
	Transmission Rate : Best (automatic) (Mbit/s)	
	Channel Width : 20 MHz 🔻	
	Visibility Status : 🖲 Visible 🔘 Invisible	
	WIRELESS SECURITY MODE	
	To protect your privacy you can configure wireless security features. This device supports three wireless security modes, including WEP, WPA-Personal, and WPA-Enterprise. WEP is the original wireless encryption standard. WPA provides a higher level of security. WPA-Personal does not require an authentication server. The WPA-Enterprise option requires an external RADIUS server.	
	Security Mode : WPA-Personal	
	WPA	
	Use WPA or WPA2 mode to achieve a balance of strong security and best compatibility. This mode uses WPA for legacy clients while maintaining higher security with stations that are WPA2 capable. Also the strongest cipher that the client supports will be used. For best security, use WPA2 Only mode. This mode uses AES(COMP) cipher and legacy stations are not allowed access with WPA security. For maximum compatibility, use WPA Only . This mode uses TKIP cipher. Some gaming and legacy devices work only in this mode.	
	To achieve better wireless performance use WPA2 Only security mode (or in other words AES cipher).	
	WPA Mode : Auto (WPA or WPA2) Cipher Type : AES	
	Group Key Update Interval : (seconds)	
	PRE-SHARED KEY	
	Enter an 8- to 63-character alphanumeric pass-phrase. For good security it should be of ample length and should not be a commonly known phrase.	
		Y



- 1.2 Set up MX 30/30i Wireless Network through Godex WiFi tool
 - Step 1. Connect MX 30/30i and computer by USB cable
 - Step 2. Turn on MX 30/30i
 - Step 3. Start Golabel
 - Step 4. Select printer model to MX30/30i (see the screenshot below)

Trans Carlos - La construction de la construction de la construcción d	2 Care	Bare and a second secon
Description Description <thdescription< th=""> <thdescription< th=""></thdescription<></thdescription<>	Sand Intil+ Incot	Send Internet Internet
Graphics	Sand Intil+ Incot	Send Internet Internet
	Bend Imfle Inpot	Send Import
a Between 0 a Sector Feat a Between/system Divers b B D b B D b B D b B D b D D b D D c Feat D c Feat D c Feat D	Bend Imfle Inpot	Send Import
Compare Vertication	inst)+ incot	imi)+ iroot
Control of Contro of Control of Control of Control of Control of Control of Contro	inpot	import +ax
	inpot	import +ax
tar of Pastas (m) n Page Besides Terrer Desides D	+2	+
n Depres		
C Radee 100		
(1 ² Copies per label		
00 Bit Number 1 0 Database		
1 2 ³ Number of Labela		
10 Tec Namber 1 be Database		
Contraction in the second seco		
Total Number of Print : 1		
10 10 10 10 10 10 10 10 10 10		

Step 5. Click "WiFi Setting" icon (see the screenshot below)

Go		- # X
(P)	Const. Security Tennon A Annual Or	
Inge BicCas Cast Gasha Gasha		Concent As Concent As Concen
Description :	New Label X: 199.8 Y: 165.8	0 7 0 2005

MX20/MX30/MX30i USER MANUAL Appendix MX 30/30i WiFi Setting

- Step 6. Input parameters of wireless access point (see the screenshot below)
- Step 7. Click "Set Data" icon, and the printer will reboot

			WiFi Tool	- 5	
		Basic Security Others			
	1 A	WLAN Detail			
	Set Data	Module Active :	Disable	•	
Selec	rt 🧲 🛛	Service Set Identifier (SSID) :	MXAP		SSID
	Get Data				
	acreata	Security :	WPA2-PSK		Security
	U	Network Authentication :	Open System		
	Exit	Default Key :	1 •	 	
		WEP Key #1:	Disable 💽	HEX 💽	
		WEP Key #2:	Disable 🔹	HEX 💽	
		WEP Key #3:	Disable 💽	HEX 💽	
		WEP Key #4 :	Disable 🔹	HEX 💽	
		Pre-Share Key Encryption :	AES		
		Pre-Share Key :	1234567890		
				1	
					PRE-SHARED KEY

PS: If printer doesn't reboot after a few seconds and 3 beeps are not heard, please repeat the steps from chapter 1.2)



- 1.3 Activate DHCP function for MX30/30i
- 1. First of all, configure DHCP function through USB

Steps : Click "Generic" ➡ Click "Printer Setup" ➡ Select "USB port/GoDEX MX30/30i" ➡ Click "Save "

Go Canaic I	Object Control Object Align	ment Network .	Advanced Other		GoLabel - VI. 12 Bela 7					
P Setting	Set Alern Parameters Message	Search Godex Printer	WiFi Setting							
Shape	LabeL0 O								Command Area	1
Der Code Test Graphice		00 40 50	60 70 60	Printer Setup		100 200 210	220 220 2 ×	240 250 260 270 200	200	6
Graphics	10			Printer Setup Printer I	nterface Miscellenecus Printer Interface				and Save	
	<u>30</u>			O LAN Port	GODEX 10/30/#20150610	•			Served	
	30 TH			O LPT Pod	9100 [LPT]	4			(mm)+ Import	
	-			0	COM1				*• *	
	70			Baud Rate: Parity.					Export	
	80			Data Bits:		w.				
	100			Stop Bits.	Godex RT730(()B()* 1)					
	100			O Print To File			2			1
	130			Auto Des	et Connected Printer While Start Up					1
	140			Print	Save	Exit				- 1
										- 1
	170									- 8
									-	
estration :	New Label					¥.	139.5	Y: 59.8		

2. Obtain the printer IP address through WiFi Setting (Please refer to the screenshot below)

Generic	Object Control Object Align	ment Network Advan	ced Other		Golabel - V1.12 Beta 7				
IP Setting	Set Alarm Parametera		Setting						
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