

P/N. 920-010511-03  
Edition 1  
April 02

## EZ-4206/4216/4304 User's Manual



**GODEX**

## **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 his 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 EN50081-1 (EN55022 CLASS A) and EN61000-4-2/-3/-4/-5/-6/-8/-11 (IEC Teil 2,3,4). The equipment also tested and passed in accordance with the European Standard EN55022 for the both Radiated and Conducted emissions limits.

## **CAUTION**

Danger of explosion if battery is incorrectly replaced  
Replace only with the equivalent type recommended by the manufacture.  
Dispose of used batteries according to the manufacturer's instructions.

Specifications are subject to change without notice.

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All the MG-200 commands can be used for EZ-4206/4216/4304.

# 1. About The Printer

## 1-1. Introduction

The EZ-Series is designed with the concept of...

User friendliness-----End user does not require training

Expandable features-----Features such as cutter and stripper are easily expandable by the user

The EZ-Series includes the following features:

- | Genuine 16-bit CPU with 16-bit circuit firmware design
- | Easy to use LCD display
- | Internal memory that can download labels, pictures, and fonts
- | Y2K compliant Internal Time/Date clock can record the time automatically and functions when power is off
- | Able to support large label rolls of 260 m in length and a 300 m ribbon
- | Optional memory (SRAM) can expand the printing length to 40 inches
- | Optional stripper
- | Optional cutter
- | Free software bundled with every printer package, thus providing a complete solution

## 1-2. Printer With Options

**Standard**



**Stripper**



**Cutter**



\* Options can be purchased manufacturer installed or ordered at a later date\*

## 1-3. Contents

The contents comprise of the following:

<1>Printer

<2>Power Cord

<3> Ribbon

<4> Roll of Labels

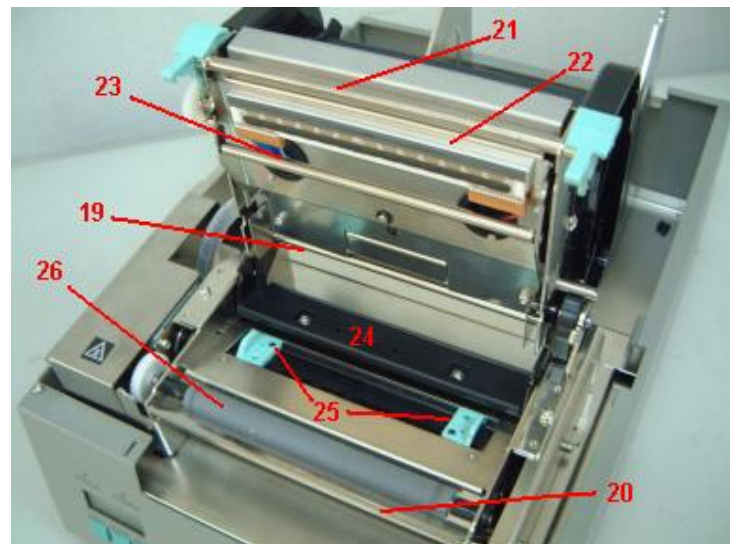
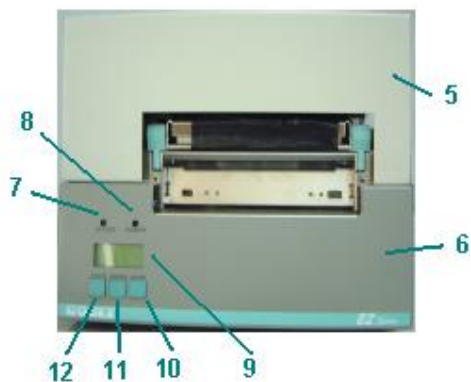
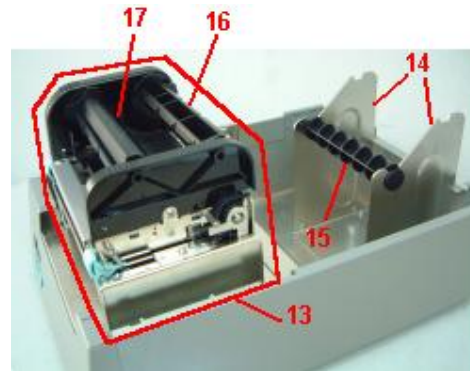
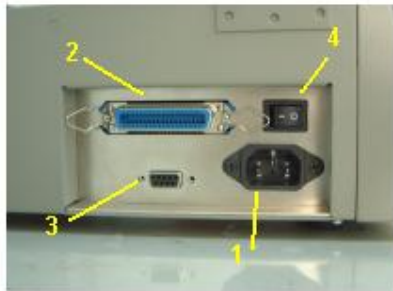
<5> CD (Software/Manual/Driver/DLL)

## 1-4. General Specifications

Specifications	EZ-4206\EZ-4216	EZ-4304
Resolution	203 dpi	300 dpi
Print speeds	2" ~ 6"	2" ~ 4"
Print length	10mm~406mm	10mm~152mm
Print width	25mm~104mm	25mm~108mm
Media	Thickness: 0.06mm to 0.2mm Roll size: EZ-4206 Maxi. O.D. 6" (15.2 cm) on a 1" or 3" I.D. core EZ-4216/EZ-4304 Maxi. O.D. 10" (25.4 cm) on a 1" or 3" I.D.	
Ribbon	Max.110mm width; 300 meters length; I.D. 1"	
Memory	Fonts, Graphics, Formats and Double-byte characters storage	
Programming	Godex EZ series Programming Language (EZPL) Label Create Software – QLabel-III Windows Driver DLL	
Bar codes	Code 39, Code 93, Code 128 (subset A,B,C), UCC 128, UPC A / E (add on 2 & 5), I 2 of 5, EAN 8 / 13 (add on 2 & 5), CODABAR, POSNET, EAN 128, DUN 14	
2D Bar codes	MAXICODE, PDF417	
Fonts	Internal CG Triumvirate fonts, and download fonts rotatable 0, 90, 180, 270 degrees	
Graphics	BMP, PCX file; Support ICO, WMF, JPG, EMF file through software	
Front Panel	LCD Display with Backlight LED: Power, Status Key: Feed, Stop, Pause	
Sensing	Sensor type: Label gap sensing, Black mark sensing Detection: Label length auto sensing and/or Program Command setting	
Real Time Clock	Standard	
Firmware	Downloadable	
Interface	RS-232 Centronics parallel	
Environment	Operating Temperature: 40°F to 104°F (5°C to 40°C) Operating Humidity: 30%~85% Storage Temperature: -40°F to 122°F (-20°C to 50°C) Storage Humidity: 10%~90%	
Options	Expanded memory module Cutter Stand Alone Data Terminal Keypad Stripper USB Datamatrix Code and QR Code	

## 1-5. Printer Parts

Use the following diagram to familiarize yourself with the features and components of the EZ-Series printer



P1	POWER JACK	P14	LABEL ROLL STAND
P2	PARALLEL PORT	P15	LABEL ROLL CORE
P3	SERIAL PORT	P16	RIBBON SUPPLY SPINDLE
P4	POWER SWITCH (POWER)	P17	RIBBON REWIND SPINDLE
P5	TOP COVER	P18	LOCK SWITCH (2EA, LEFT/RIGHT)
P6	FRONT COVER	P19	RIBBON ROLLER (LONG)
P7	TROUBLE INDICATOR (STATUS)	P20	TEAR BAR
P8	POWER INDICATOR (POWER)	P21	RIBBON ROLLER (FRONT)
P9	LCD DISPLAY PANEL	P22	PRINTER HEAD
P10	STOP KEY	P23	RIBBON ROLLER (SHORT)
P11	PAUSE KEY	P24	PAPER FIX BAR
P12	FEED KEY	P25	LABEL GUIDE
P13	PRINTER HEAD ASSEMBLY	P26	REPLACEABLE RUBBER ROLLER

## 1-6. Communication Port Specifications

### Parallel Interface

Handshake : DSTB to printer and BUSY to host.  
 Interface cable : DB25 Male (IBM-PC) 36 position parallel printer cable.  
 Pin out : Tabulated below.

PIN NO.	FUNCTION	TRANSMITTER
1	Strobe	host
2-9	Data 0-7	host
10	Acknowledge	printer
11	Busy	printer
12	Paper empty	printer
13	Select	printer
14-16	N/C	
17	Chassis Ground	
18	N/C	
19-30	Signal Ground	
31	N/C	host
32	Fault	printer
33	Signal	ground
34-36	N/C	

### Serial Interface

Serial port is set at the factory with baud rate 9600, no parity, 8 data bits, 1 stop bit, and XON/XOFF protocol as well as RTS/CTS.

The connector is RS-232 DB9 female. The pin assignments are listed below.

PIN NO.	1	2	3	4	5	6	7	8	9
FUNCTION	+5 V	TXD	RXD	N/C	GND	DTR/CTS	N/C	DTR/CTS	N/C

PC to serial port (pin to pin) description.

PC	EZ-Series		
	1	1	+5V
RXD	2	2	TXD
TXD	3	3	RXD
	4	4	N/C
GND	5	5	GND
DSR	6	6	DTR/CTS
	7	7	N/C
RTS	8	8	DTR/CTS
	9	9	N/C

### USB Interface

The connector is USB Type A. The pin assignments are listed below.

PIN NO.	1	2	3	4	5
FUNCTION	USBVCC	D-	D+	GND	

PC to USB port (pin to pin) description.

PC	EZ-Series		
USBVCC	1	1	USBVCC
D-	2	2	D-
D+	3	3	D+
GND	4	4	GND
	5	5	

NOTE: Verify that the USB driver is installed before connecting the printer and PC via USB port. In addition USB port and parallel port cannot be used simultaneously.

## 2. Setting up Your Printer

### EZ-Series printer modes:

**Thermal Transfer Mode: Ribbon is needed for printing.**

**Direct Thermal Mode: No Ribbon is needed. Direct thermal paper must be used.**

Refer to Chapter 3-2 (General Messages) to set up the correct Printing Mode. When choosing Thermal Transfer Mode, perform the following the steps to load the ribbon

### 2-1. Loading The Ribbon

1. Open the top cover (P5).
2. By pressing toward the cap-side, take out the ribbon supply spindle (P16) and the rewind spindle (P17) (see Fig. 2-1).
3. Install a new ribbon onto the supply spindle (P16), and install an empty paper core onto the rewind spindle (P17).
4. Replace the supply spindle (P16) and rewind spindle (P17).



Fig. 2-1

5. Press the two lock keys (P18) to loosen the printer head assembly (P13) (see Fig. 2-2).



Fig. 2-2

6. Lift the printer head assembly (P13), and lower the paper fix bar (P24) (see Fig. 2-3).

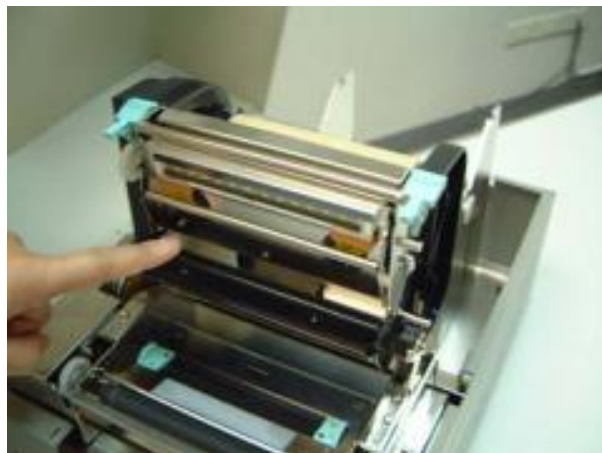


Fig. 2-3

7. Load the ribbon between the ribbon roller (short) (P23) and paper fix bar (P24); then wrap the front edge of the ribbon around the paper core of the rewind spindle (P17) and secure with a piece of tape or label (see Fig. 2-4).



Fig. 2-4

8. Return the paper fix bar (P24) to its original position (see Fig. 2-5).
9. Load the paper (Refer to Chapter 2-2).

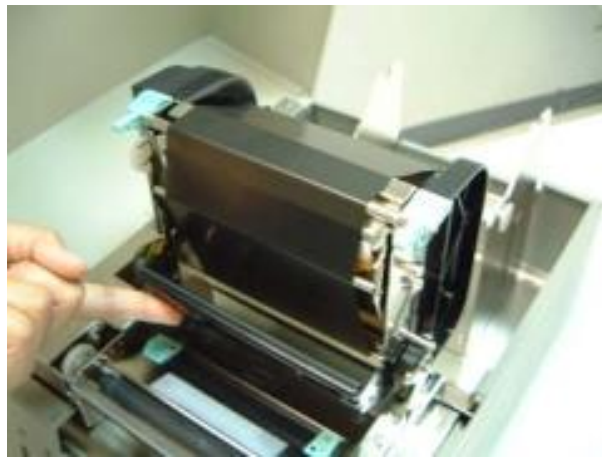


Fig. 2-5

10. Lower and lock the printer head assembly (P13) (see Fig. 2-6).
11. Close the top cover (P5)
12. Turn the power on (P4), and set up the mode for thermal transfer.
13. Press the feed key (P12), to release some paper.



Fig. 2-6

## 2-2. Loading A Label Roll

1. Open the top cover (P5).
2. Take out the label roll core (P15) and load the paper roll.
3. Put the paper roll in the label roll stand (P14).
4. Press the lock keys (P18) to loosen the printer head assembly (P13).
5. Lift the printer head assembly (P13), and load the paper under the paper fix bar (P24) (see Fig. 2-2-1).



Fig. 2-2-1

6. Adjust the label guide (P25) in accordance to the width of the label (see Fig. 2-8).
7. Lower the paper fix bar (P24).
8. Load the ribbon. (Refer to Chapter 2-1).
9. Lower and lock the printer head assembly (P13).
10. Close the top cover (P5).
11. Turn the power on (P8). Refer to Chapter 3-2 (General messages) to set up the correct paper.
12. Press the feed key (P12) to release some paper.



Fig. 2-2-2

## 2-3. Stripper

The Stripper (peeler) helps separate the printed label from the liner paper one at a time. Only when the separated label has been taken away will another label be automatically printed.

1. Turn the power off (P4) and open the top cover (P5) (We are assuming that the paper roll and ribbon are already installed).
2. Press the lock keys (P18) to loosen the printer head assembly (P13).
3. Lift the printer head assembly (P13) and move the stripper down to open.

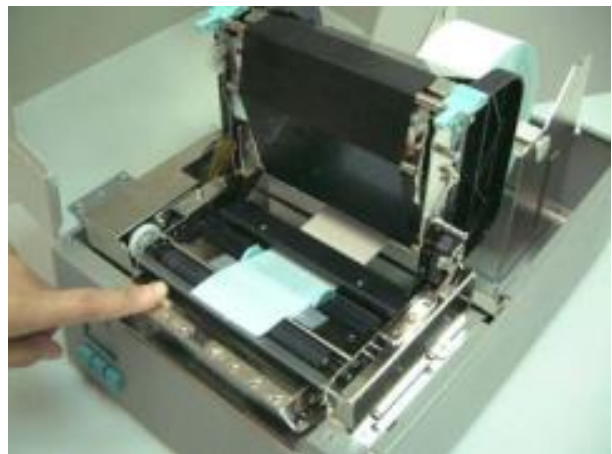


Fig. 2-3-1

4. Load the label roll with 4 inches of liner paper past the stripper of platen (see Fig. 2-3-2).



Fig. 2-3-2

5. Return the stripper to the original position and make sure the first label is located at the back of the replaceable rubber roller (P26) (see Fig. 2-3-3).
6. Lower the printer head assembly (P13) and fasten it.
7. Power on (P4). Refer to Chapter 3-2 (General Messages) to set up the stripper function.



Fig. 2-3-3

8. If the liner paper does not appear to be in the right position under the stripper roller, re-adjust the label roll (loosen the printer head assembly and lift up the stripper to adjust the label).
9. Return the stripper and printer head assembly (P13) after adjustment.
10. Simply print and labels will automatically be separated from the liner. Printer will print a new label only when the first label is taken away (see Fig. 2-3-4).



Fig. 2-3-4

**Note:** When not using the stripper function, make sure the mode is not selected and the stripper is closed. We suggest that the minimum label height be more than 25 mm.

## 2-4. Connecting The Printer To An Interface

1. Be sure the power key (P4) of the printer is off.
2. Plug the power adaptor into the power jack (P1).
3. Connect the printer to an interface via parallel (P2) or serial port (P3).
4. Turn the power key (P4) on. The printer name will be displayed on the LCD and Vx.xxx represents the edition.

## 3. Control Panel

### 3-1. General Messages

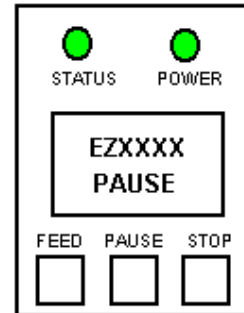
LCD DISPLAY	LED		BEEP	DESCRIPTION
	STATUS	POWER		
EZ-XXXX Vx.xxx	GREEN	GREEN	1	Vx.xxx represents the edition.
NOW IN SELFTEST	GREEN	GREEN	3	Press the feed key; then turn on the power. Release the feed key after 3 seconds. (printer will begin self-test mode)
NOW IN DUMPMODE	GREEN	GREEN	3	Press the feed key; then turn on the power. Release feed key after paper output stops, and printer is ready to print in dump mode
AUTO SENSOR		GREEN	3	Press the pause key; then turn on the power. Release the pause key after 3 beeps, printer will automatically detect the paper
EZ-XXXX RESET	GREEN	GREEN	1	Press the pause key first; then press the stop and feed key. After 2 seconds, printer will reset the system
EZ-XXXX PAUSE	GREEN	GREEN		Press the pause key and printer will stop printing. It will continue printing if you press the pause key a second time
EZ-XXXX CANCEL	GREEN	GREEN		Press and hold the stop key until CANCEL displayed on the LCD screen. The printer will stop printing and is ready for the next operation
PRESS FEED KEY	RED	GREEN		If you open the printer head assembly while it is printing, a message will be displayed saying "Press Feed Key". Pressing the feed key will return the printer back to the printing status
PROGRAM LOADING	RED (FLASH)	GREEN	1	Loading the program
LOADING COMPLETE	GREEN	GREEN	1	Loading program complete
SETTING MODE	GREEN	GREEN	1	Press the pause button first, while holding down the pause button press the feed key and the printer will enter the "set up" status. Press the stop key after set up and the printer will be ready for printing.

## 3-2. Normal Operation

### PAUSE KEY

If the pause key is pressed during normal status the LCD will display “EZ-XXXX PAUSE” and the printer will not accept any print jobs.

If the pause key is pressed in the middle of a print job, printing will momentarily pause. When the pause key is pressed again, printing will continue from where it left off. Note that the LCD will display at which label the pause occurred and count backwards when printing resumes.



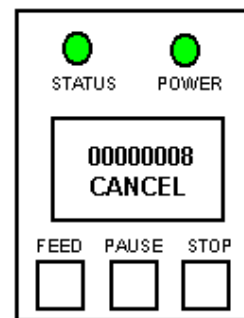
### FEED KEY

The paper will advance and stop at the top of paper if pressed (the stop position depends on the setting). When using the continuous paper (plain paper), the paper is fed in a certain amount of feed and stopped. When using the label paper, the paper is fed until the top of the paper is detected. If the sensor can not detect the label paper, perform an Auto sensing as described on page 14.

### STOP KEY

If the stop key is pressed in the middle of a print job, printing will be cancelled. The LCD will display "xxxxxxx CANCEL"

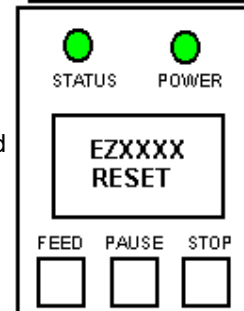
Press the stop key and printer will stop printing and is ready for the next operation



### RESET

Resetting the printer.

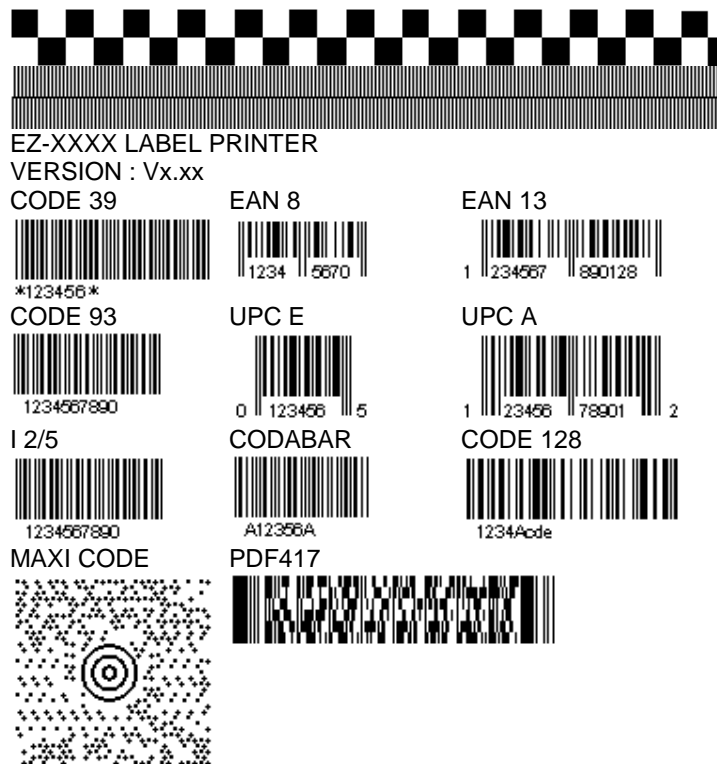
1. Press the pause key when printer is in normal status, then press the stop and feed key.
2. After 2 seconds, the LCD will display “EZ-XXXX RESET”. Only after the stop and feed keys are released will the printer be reset.
3. The printer will beep once to inform user that printer has been reset.



### 3-3. Self-Test

The self-test function helps you to check if the printer works well. To have self-test, please follow the steps.

1. Turn the power off and press the feed key (P12).
2. Turn the power on (with the feed key pressed). Immediately release the feed key when the printer beeps 3 times
3. The LCD will display "NOW IN SELFTEST" and the printer will print the following contents.
4. Disable the Self-test, please power off the printer at least 2 seconds, than power on again.

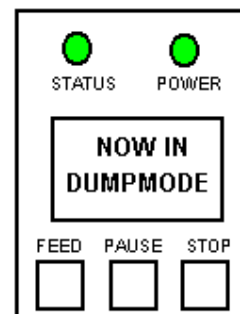


### 3-4. Dump Mode

When enter the dump mode, the printer will print out the echo of the received ASCII. Use this function to debug your software when the printer does not perform as you expect. To get in the dump mode, follow the steps as below:

1. Turn the power off and press the feed key (P12).
2. Turn the power on (with the feed key pressed).
3. Release the feed key after the printer stops out-putting paper (about 3-4 seconds).
4. The printer will print the following: "DUMP MODE BEGIN" and the LCD will also show "NOW IN DUMPMODE".
5. Now when you print, printer will output the commands.
6. Compare the print out to the commands that were originally sent.

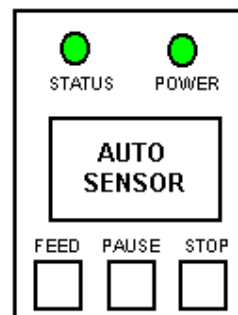
NOTE: Press the feed key if you would like to return to normal status and the printer will output "OUT OF DUMP MODE" (turning off the power for 2 seconds also returns the printer to normal status).



### 3-5. Auto Sensing

Auto sensor is able to automatically detect and record gap paper or black mark label height. With the Auto sensor, label height does not need to be specified when printing.

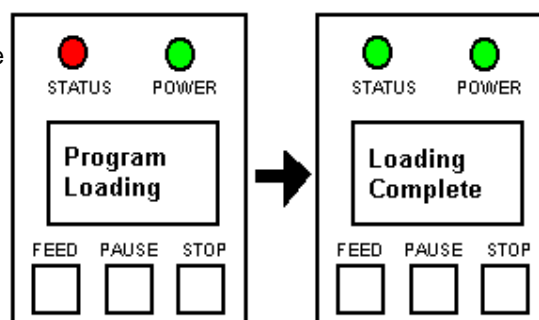
1. Turn the power off and press the pause key (P12).
2. Turn the power on (with the pause key pressed). Immediately release the feed key when the printer beeps 3 times and the LCD will display "AUTO SENSOR".
3. After auto sensor detection, the LCD will display the label type and height. For example: When " 0000224 " is displayed:  
If using Gap paper, 224 dots include the label height plus gap.  
If Black mark paper is used, 224 dots includes the label height plus black line width (dots:mm is equivalent to 8:1).



### 3-6. Downland Mode

Special software is needed to utilize the Download mode for downloading Firmware and full traditional or simplified Chinese character sets, if needed.

1. Follow the software instructions to download.
2. The LCD will display "Program Loading" when downloading begins
3. The LCD will display "Loading Complete" when downloading is complete.



### 3-7. Setting Mode

The setting mode allows user to manually choose settings for various printing requirements such as printing mode, option setup, paper setup, and COM port setup.

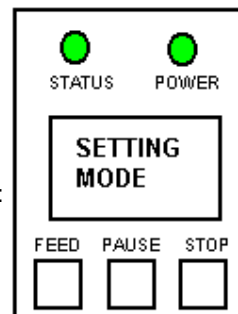
1. To enter the setting mode, hold the Pause key first, then press the Feed key until SETTING MODE displayed on the LCD.
2. Various setting can be chosen once the pause and feed keys are released.
3. Under Setting Mode, the Feed, Pause and Stop keys have the following functions:

FEED: scan through list of options  
PAUSE: enter or select option  
STOP: exit option

An asterisk "\*" will appear in front of the selected option.

4. When leaving Setting Mode you will be asked whether you wish to save.

<b>Printing Mode</b>	Thermal Transfer: requires use of ribbon Direct Thermal: does not require ribbon
<b>Option Set</b>	Strip mode Cutter mode Option OFF
<b>Paper Set</b>	Black Mark: media with black lines Gap Paper Plain Paper
<b>COM Port Set</b>	Baud Rate: 4800 / 9600 / 19200 / 38400 bits Parity Set: None / Odd / Even Parity Data Length: 7 / 8 bits Stop bit: 1 / 2 bits
<b>Auto Sensor</b>	Auto mode: Setting the sensor detect by auto Gap mode: Setting the sensor detect by see through Black mode: Setting the sensor detect by black mark
<b>Setting Review</b>	Allows you to scan through the option selections made



### 3-8. Error Messages

LCD DISPLAY	LED		BEEPER	DESCRIPTION	SOLUTION
	STATUS	POWER			
Waiting	Red	Green	4 beeps 2 times consecutively	Printer head assembly is not properly closed	Make sure the printer head is securely closed
Ribbon End	Red	Green	3 beeps 2 times consecutively	Out of Ribbon	Change the ribbon
Paper Out	Red	Green	2 beeps 2 times consecutively	Out of paper or paper is too transparent to be detected	Reload paper or re-adjust the "auto sensor"
Paper Jam	Red	Green	2 beeps 2 times consecutively	Cannot find the GAP or BLACK LINE (out of black liner paper)	Check the paper jam
Syntax Error	Red	Green	2 beeps 2 times consecutively	Command not correct	Check all the command, may be some parameters lose or wrong
Memory Full	Red	Green	2 beeps 2 times consecutively	The printer's memory was full	Erase some data you do't need or expanding the memory (option)
Filename No found	Red	Green	2 beeps 2 times consecutively	Could not found the filename from printer memory	Use the ~X4 command to print all files name in memory
Filename Repeat	Red	Green	2 beeps 2 times consecutively	The printer's memory have the same name is use	Change the filename and download again
Stripper Error	Red	Green	2 beeps 2 times consecutively	The strip function not working	Make sure the label did not leave under the strip sensor

## 4. Maintenance And Adjustments

### 4-1. Cleaning The Printer Head

The printer head may be covered with dust or label printout is unclear, thus the printer head should be cleaned. This will prolong the printer head life.

1. Press the lock keys (P18) to loosen the printer head assembly (P13).
2. Lift the printer head assembly (P13) to uncover the whole printer head (P22).
3. Use a soft cloth soaked with isopropyl alcohol to remove the stuck label and clean the printer head surface (P22) (see Fig. 4-1-1).



Fig. 4-1-1

### 4-2. Adjusting The Cutter

1. A cutter adjusting hole is present on both sides (A) (see Fig. 4-2)
2. The cutter will not function properly if there is a paper jam. Turn the power off and use a #M3 hexagon wrench inserted into hole "A", and open the cutter from right to left.
3. Turn on the power after clearing the paper jam. The cutter will return to the correct position automatically.

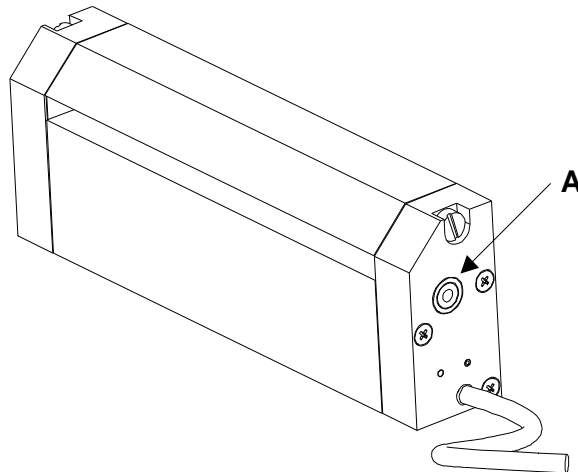


Fig. 4-2

### 4-3. Adjusting The Printer Head Pressure

When opening the top cover, you will see two screws right on the top of the printer head assembly. When different paper material or ribbon material is used, you may need to adjust the printer head pressure, by turning these two screws to decrease the pressure or vice versa. If the pressure between the right and left sides of printer is not balanced, please readjust these two screws.

## 4-4. Ribbon Expansion Pressure Adjustment

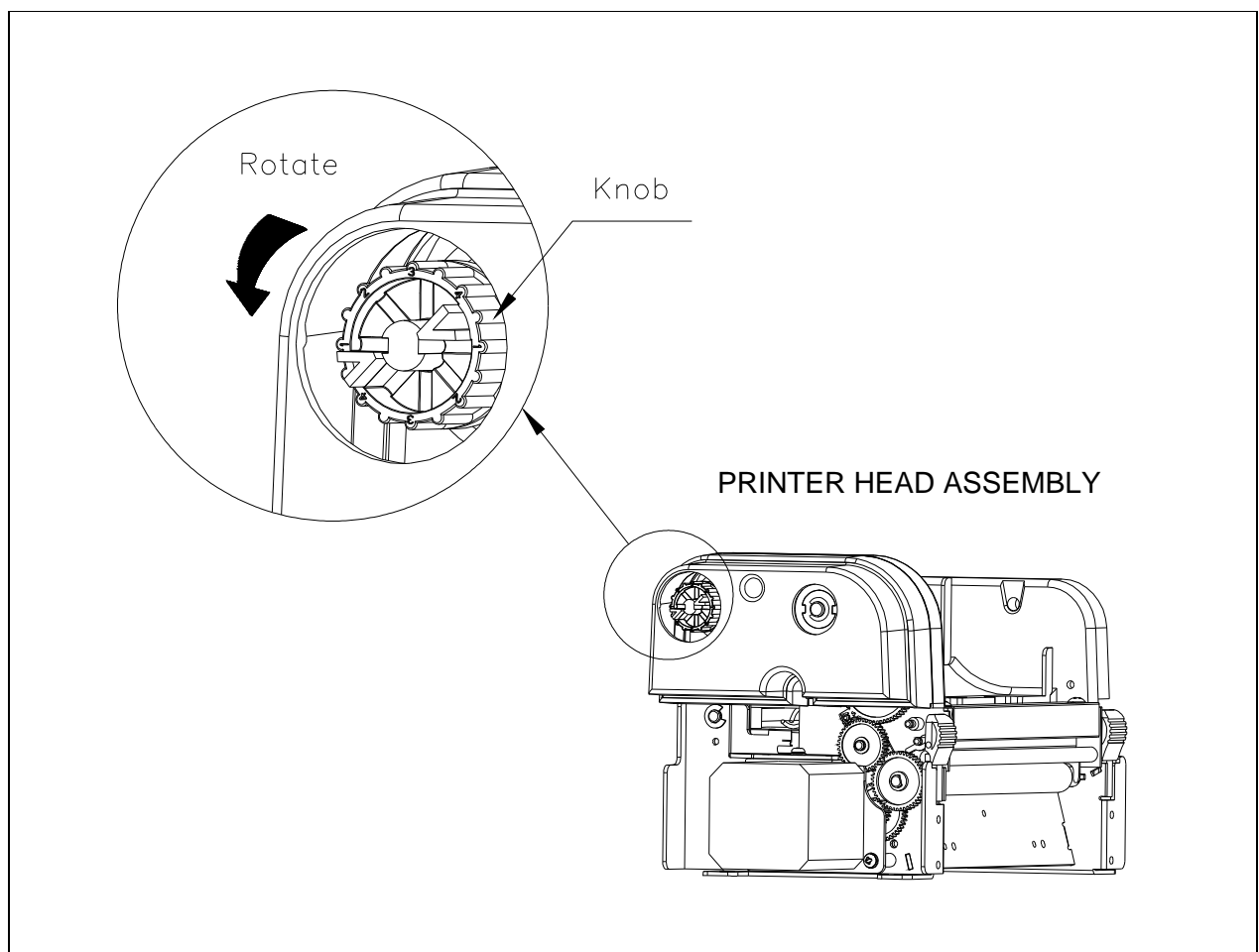
When printing different textures of labels, or using different ribbon materials, due to certain material effects, ribbon wrinkles or insufficient pulling force may occur, therefore ribbon pressure needs to be adjusted at some point.

To adjust the ribbon pressure, please open the top printer cover, and on the left of the ribbon supply spindle (P16) is the ribbon adjustment knob. Please turn it clockwise or counterclockwise to control the ribbon pressure high and low. After adjustment, please print again to check the effect.

Ribbon pressure adjustment procedures:

1. Install the ribbon supply spindle (P16) onto the printer head assembly (P13).
2. Secure the ribbon supply spindle (P16), then adjust the ribbon pressure knob.

- ◆ Clockwise: increase ribbon supply pressure
- ◆ Counterclockwise: decrease ribbon supply pressure



Note : please do not over adjust the pressure and avoid making unnecessary adjustment.

## 4-5. Troubleshooting

PROBLEM	RECOMMENDED SOLUTION
LED does not light (eventhough power key is already turned on)	w Check the power connecter.
Printer is working but nothing is printed on the labels	w Check if the roll is loaded with labels facing up or if the paper is the correct type. w The printer driver setting in use may not be correct. w Make sure to use the correct label roll and printing mode.
Label stuck	w Remove the stuck labels and use a soft cloth soaked with alcohol to clean the adhesive glue.
Only part of the label is printed	w Label or ribbon caught on printhead w Check to see if it is a software problem. w Margin settings may be incorrect. w Check the ribbon. w Printer head not completely locked. w Adjust the printer head pressure screws.
Difficult to load the label roll	w Check to see if labels are stuck in the printer
When printing, some dots are missing	w Clean printer head with alcohol (if the label glue is stuck to printer head, wipe carefully with a soft cloth soaked with alcohol). w The printer head may damage, please contact your agent.
Printing position is not correct	w Check the gap sensor, it may be covered with dust. w Check the label setting. w Do the Auto-sensing again. w Check the label guide, it may not be in the proper position. w Contact your distributor, and make sure they use qualified label liner material.
Label printing jumps to next label	w Check the label height setting. w Check the gap sensor, it may be covered with dust. w Do the Auto-sensing.
Label printing is not very clear	w Check the printer darkness setting. w Check the printer head to see if it's covered with dust or ribbon residue. w Check to choose the correct label and ribbon.
Paper is not properly cut	w Check label loading, it may not be loaded in the proper position. w Check the stop position setting
Paper cannot be cut off or unusual cutting	w Check the material and thickness of your paper with that of the cutter specifications. w Check the cutter. w Open the print head the paper may be stuck.
Label peeling is not working correctly	w Check the printer strip sensor, it may be covered with dust w Check label installation. w Open the print head the paper may be stuck.
Garbage appears when printing length is over 16 inches	w Check if additional memory is installed.

Please contact your agent for help if the above information cannot help you.