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TROUBLESHOOTING GUIDE

Godex DT200 troubleshooting guide: errors, faults and fixes

Updated 21 October 2026 · By TIMCOD maintenance technicians · Source: official Godex documentation, GoDEX Europe knowledge base (list at the end of the page)

TIMCOD PRODUCT PAGE (IN FRENCH)

See the **Godex DT200 and DT200i Series product page** →

In brief. The Godex DT200 Series brings together direct thermal desktop label printers, so with no ribbon: the DT200 and DT230, and the DT200i and DT230i versions fitted with a colour display. This short guide covers the articles in the GoDEX Europe knowledge base that apply to this type of printer; they do not mention the DT200 by name. It deals with stopping on a missing label (MEDIA ERROR), calibration and pre-printed labels, printhead cleaning and wear, media feed, and drivers on a Windows server and under Linux. Click a question to open its entry.

- **A message is displayed** (MEDIA ERROR on the display of the “i” versions, Windows error when adding the printer): find it in the [lookup table](#) and open the matching entry.
- **No message, but the labels come out wrong:** see [calibration](#), [pre-printed labels](#) and [printhead cleaning](#).

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- **The problem keeps coming back:** the [preventive maintenance](#) section explains how it reduces this type of fault.

Which message is my Godex DT200 showing? Lookup by message

The GoDEX documentation consulted does not describe the lights on the DT200 Series. It documents two messages: MEDIA ERROR, displayed when a label is missing from the roll, and a Windows error that occurs when adding a shared GoDEX printer. The table links each one to its cause and its entry.

Message or state	Lights (GoDEX documentation)	Likely cause	Entry
MEDIA ERROR	—	Empty space on the roll: one or more labels are missing	MEDIA ERROR
Windows cannot connect to the Printer	—	Driver installation failure on a client computer, from a Windows print server	Shared printer

The messages come from the articles “How to skip empty label on roll with GoDEX printer” and “How to solve problem: Unable to add GoDEX printer with Seagull Drivers” in the GoDEX Europe knowledge base. The dash indicates that the page consulted does not state the status of the lights.

“MEDIA ERROR” message on the Godex DT200i: cause and setting

GoDEX Europe documents one media-related message: MEDIA ERROR, triggered by a missing label on the roll. The entry explains how to set the printer's tolerance.



How do I stop my Godex DT200i halting on “MEDIA ERROR” when labels are missing from the roll?

Message: MEDIA ERROR · Lights: not specified.

Short answer: According to GoDEX Europe, the printer displays MEDIA ERROR when it comes across an empty space on the roll. Increase the paper-out alarm length with `^XSET,PAPEROUT` so that it skips these spaces, then use `^XSET,MISSINGLABEL` to choose what it does after the missing label.

LIKELY CAUSE

One or more labels are missing from the liner. GoDEX Europe limits the setting to 10 missing labels: beyond that, it considers the roll to be of poor quality.

SETTING SUGGESTED BY GODEX EUROPE

1. Calculate n, the length to skip: length of one label × number of labels that may be missing (10 at most).
2. Labels separated by a gap or by a black mark: if the gap is 0, alarm length = 30 dots + n; if the gap is greater than 0, alarm length = gap × 2.5 + n.
3. Send the value obtained with `^XSET,PAPEROUT,valeur`. The GoDEX example (`^XSET,PAPEROUT,1225`) was calculated for another printer: do not reuse it as it is.
4. Choose the behaviour after the missing label: `^XSET,MISSINGLABEL,0` prints directly on the liner, with alignment that is sometimes imprecise;
`^XSET,MISSINGLABEL,1` reprints the previous label; `^XSET,MISSINGLABEL,2` continues with the next serial number.
5. On continuous media, the `^XSET,PAPEROUT` command has no effect: the alarm length there is ((8 or 12) dots/mm + 10) × 6, depending on the resolution.

The GoDEX Europe article is common to GoDEX printers and does not mention the DT200. It does not specify how the error is reported on the DT200 and DT230, which have no display.

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Source: [How to skip empty label on roll with GoDEX printer](#)  – GoDEX Europe knowledge base (official documentation).

Godex DT200 calibration: labels not detected, pre-printed or coloured

Calibration sets label detection. GoDEX Europe starts it with a command and gives sensor settings for difficult media.

How do I calibrate a Godex DT200 and choose the right label sensor?

Auto-calibration command: `~S,SENSOR,0`

Short answer: Send the `~S,SENSOR,0` command: according to GoDEX Europe, it starts the same auto-calibration as the calibration button. By default, the printer itself chooses between the reflective sensor and the transmissive sensor; for black mark labels, you can restrict it to the reflective sensor.

LIKELY CAUSE

GoDEX Europe distinguishes two media sensors: the reflective sensor, to be used alone for black mark labels, and the transmissive (through-beam) sensor. The default setting lets the printer choose.

CALIBRATION PROCEDURE (GODEX EUROPE)

1. With the roll in place, send `~S,SENSOR,0`, for example from the GoDEX GoDoctor utility, which also offers an `Autocalibration` function.
2. Black mark labels: restrict the printer to the reflective sensor with `^G0`, then send `~~INTERNALCOMMANDV`.
3. To use only the transmissive sensor: `^G1`, then `~~INTERNALCOMMANDV`.
4. To return to automatic sensor selection, the default setting: `^G2`.

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5. To lock the chosen sensor: `^xset,lockcmd,02000000` .

6. Coloured or pre-printed labels: see the [pre-printed labels](#) entry.

Generic GoDEX Europe article: it does not specify whether the DT200 Series printers have a calibration button.

Sources: [Calibration on GoDEX printers](#) [↗](#) · [How to pre-set GoDEX printer when have issue with detection gap at color or preprinted label](#) [↗](#) – GoDEX Europe knowledge base (official documentation).

My Godex DT200 cannot find the gap between coloured or pre-printed labels: how do I adjust the sensor?

Symptoms: gap between labels incorrectly detected on coloured or pre-printed media.

Short answer: Lower the sensor detection threshold: GoDEX Europe sets it at 40 as standard and suggests 25 or 27 for coloured or pre-printed labels, with the `~S,SENSOR,X,Y,Z` command. Do this after updating the firmware and running an auto-calibration in GoDoctor.

LIKELY CAUSE

GoDEX Europe reports difficulties detecting the gap on coloured or pre-printed labels; the fix concerns the sensor threshold.

SETTING SUGGESTED BY GODEX EUROPE

1. Start by installing the latest firmware on the printer.
2. Run an auto-calibration from GoDoctor, the GoDEX GoTools utility (`Autocalibration` function).
3. Then adjust the sensor with `~S,SENSOR,X,Y,Z` : X = gap search range, Y = gap value, Z = threshold. Change Z from 40, the standard value, to 25 or 27.
4. Check that the value has been saved with `^XGET,SENSORSTATUS` .

Generic GoDEX Europe article, with no mention of the DT200.

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Source: [How to pre-set GoDEX printer when have issue with detection gap at color or preprinted label](#)  – GoDEX Europe knowledge base (official documentation).

Godex DT200 labels: how do I feed the roll without printing?

The DT200 prints in direct thermal mode, with no ribbon. This entry gives the GoDEX command that feeds labels without printing them.

How do I feed labels without printing on a Godex DT200?

Command: `~S,FEED,50`

Short answer: Send the `~S,FEED,50` command: according to GoDEX Europe, the printer feeds 50 labels without printing anything.

WHAT TO DO

1. Open a tool for sending commands, for example GoDoctor (see the [calibration](#) entry).
2. Send `~S,FEED,50`.
3. The printer feeds 50 labels without printing them.

The GoDEX Europe article is limited to this command, with no further explanation and no mention of a model.

Source: [How with command to feed 50 labels without print](#)  – GoDEX Europe knowledge base (official documentation).

Several of these faults involve the labels or paper used. TIMCOD supplies [labels and printheads](#) for thermal printers (pages in French).

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Godex DT200 print quality: when and how to clean the printhead

GoDEX Europe sets a cleaning frequency specific to desktop printers and specifies which products to use or avoid.

How often should I clean the thermal printhead on a Godex DT200, and with what product?

GoDEX frequency for desktop printers: every two full rolls of labels.

Short answer: For a desktop printer such as the DT200, GoDEX Europe provides for cleaning the printhead every two full rolls of labels, of about 74 m each. Use a GoDEX cleaning pen or 99% isopropyl alcohol on a soft cloth, never a water-based product.

LIKELY CAUSE

The GoDEX Europe maintenance guide links printhead wear to its care: water-based cleaning products corrode it, and direct thermal printing, without a ribbon, wears it through abrasion.

Caution: No water-based products, and never use a screwdriver or scalpel on the printhead to remove a stuck label, according to the GoDEX maintenance guide.

MAINTENANCE RECOMMENDED BY GODEX EUROPE

1. Clean the printhead every two full rolls of labels (about 74 m per roll), the frequency GoDEX gives for desktop printers.
2. Use a GoDEX cleaning pen, or a soft cloth soaked in 99% isopropyl alcohol.
3. Never use a water-based cleaning product: GoDEX cites it as a cause of printhead corrosion.
4. If the printhead is already damaged, see the [printhead wear](#) entry.

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The GoDEX Europe maintenance guide is common to all GoDEX printers: it does not describe how to access the printhead on the DT200. Refer to the GoDEX user manual for your model to open the printer.

Source: [How to clean GoDEX printers - Printhead Maintenance Guide](#)  – GoDEX Europe knowledge base (official documentation).

Godex DT200 printhead: why does it wear out?

The GoDEX maintenance guide describes the causes of printhead wear, including abrasion, which is typical of direct thermal printing.

Why does the thermal printhead on my Godex DT200 wear out quickly?

Symptoms: printhead damaged or prematurely worn.

Short answer: GoDEX Europe cites four causes of wear: corrosion, abrasion, mechanical damage and overheating. In direct thermal mode, as on the DT200, abrasion is the typical cause: the guide then leaves the choice between a new printhead and switching to printing with a ribbon.

LIKELY CAUSE

Corrosion: water-based cleaning products, or warehouse humidity on rolls not protected by film. Abrasion: direct thermal printing, without a ribbon. Mechanical damage: screwdriver or scalpel used to remove a jammed label. Overheating: excessive print temperature.

WHAT TO DO

1. Protect each roll of labels against humidity with film, as GoDEX Europe recommends.
2. Clean the printhead with the GoDEX pen or with 99% isopropyl alcohol, never with a water-based product (see the [printhead cleaning](#) entry).

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3. Train operators: no screwdrivers or scalpels to free a jammed label.
4. If the printhead is worn, plan its replacement: GoDEX Europe advises replacing the platen roller at the same time.

Generic GoDEX Europe article, with no mention of the DT200. The switch to a ribbon mentioned by GoDEX assumes a thermal transfer printer.

Source: [How to clean GoDEX printers - Printhead Maintenance Guide](#) [↗](#) – GoDEX Europe knowledge base (official documentation).

TIMCOD supplies [printheads for thermal printers](#) (page in French).

Godex DT200 drivers: shared printer under Windows, installation under Linux

Two GoDEX Europe articles deal with drivers: adding a printer shared by a Windows print server and installing the CUPS driver under Linux.

Windows shows “Windows cannot connect to the Printer” when I add my shared Godex DT200: what should I do?

Windows message: `Windows cannot connect to the Printer`, followed by an insufficient memory message · Event log: event 256 related to the Seagull driver.

Short answer: This message appears when a Windows computer adds a GoDEX printer shared by a print server. GoDEX Europe suggests opening the server share in File Explorer and double-clicking the printer, or creating a local port that points to `\\serveur\imprimante`.



LIKELY CAUSE

According to GoDEX Europe, the failure occurs when the Seagull driver environment is installed on the client computer, even with enough RAM and after a restart; enlarging the paging file does not fix it.

GODEX EUROPE SOLUTIONS

1. In Windows File Explorer, enter the IP address of the print server in the form `\\adresse-IP`, then double-click the shared printer: the driver installs automatically.
2. Otherwise, on the client computer: Paramètres (Settings) > Périphériques (Devices) > Imprimantes et scanners (Printers and scanners), then “Ajouter une imprimante” (add a printer).
3. Click the “L'imprimante que je veux n'est pas répertoriée” link (the printer I want isn't listed), choose to add a local or network printer with manual settings, then Suivant (Next).
4. Choose “Créer un nouveau port” (create a new port), type Port local (local port), and enter `\\serveur\imprimante` (name of the print server and share name).
5. Select the model and the driver; if it does not appear, click “Disque fourni” (have disk) and specify the folder where the drivers were extracted.
6. When asked about sharing, choose not to share the printer, then Suivant (Next).

The GoDEX Europe article offers a third solution, presented only as an image. It does not mention any printer model.

Source: [How to solve problem:"Unable to add GoDEX printer with Seagull Drivers"](#)  – GoDEX Europe knowledge base (official documentation).



How do I install a Godex DT200 under Linux, and what should I do if it does not respond to print jobs?

Symptoms: “checking for cups-config... no” error during installation, delay between labels, jobs with no response.

Short answer: GoDEX supplies a CUPS driver (rastertoezpl) to be compiled, then declared in the CUPS interface. On a network, choose the AppSocket/HP JetDirect protocol; if the printer does not respond to jobs, GoDEX Europe blames AppArmor, which can block the print filter.

Caution: GoDEX Europe only suggests disabling the cupsd AppArmor profile for a test; configuring AppArmor remains the responsibility of the system administrator.

GODEX EUROPE PROCEDURE

1. Download the CUPS driver from the downloads page of godexintl.com: the article cites version 1.1.2 for all Linux systems and version 1.15 for Ubuntu only.
2. In a terminal, extract the archive (`tar -xzf rastertoezpl-1.1.2.tar.gz`), go into the folder, then run `./configure` , `make` and `sudo make install` .
3. If `./configure` stops on “checking for cups-config... no”, install the CUPS development package (under Ubuntu: `sudo apt install libcups2-dev`).
4. Open `http://localhost:631` , then Administration > Add Printer. Over USB, select the printer in Local Printers: the model is usually detected automatically.
5. On a network, choose “AppSocket/HP JetDirect” (GoDEX considers the other protocols sometimes unstable), enter `socket://adresse-IP/?waiteof=false` to avoid a 5-second delay between labels, then choose the manufacturer Godex and your model.
6. To make USB more reliable (CUPS 1.6.4 and later), create the file `/usr/share/cups/usb/godex.usb-quirks` with the line `0x195F unidir no-reattach` , or send `^XSET,USBSPPEED,0` to the printer.

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7. If the printer does not respond to jobs, check the AppArmor profile for cupsd: GoDEX Europe explains how to disable it for a test.

Generic GoDEX Europe article, with no mention of the DT200. The commands given apply to Ubuntu and may differ on other distributions.

Source: [Installing Godex Linux Driver](#) – GoDEX Europe knowledge base (official documentation).

When should you call a technician for a Godex DT200?

The entries above suggest settings, a calibration or cleaning. The GoDEX Europe articles consulted do not explicitly refer you to a technician; the following case does, however, require work on the hardware:

- **Printhead worn by abrasion or corrosion:** the GoDEX maintenance guide then provides for a new printhead, also replacing the platen roller.

Avoiding recurring faults on the Godex DT200: preventive maintenance

Several entries in this guide point to sensors that are badly positioned or dirty, a printhead or platen roller that needs cleaning, or unsuitable settings or consumables. These are exactly the points a preventive maintenance visit checks before they cause a breakdown.

TIMCOD preventive maintenance is part of the [through-life maintenance \(MCO\)](#) TIMCOD provides for your fleet (page in French): scheduled preventive visits by certified technicians, with a detailed report. What it brings to a DT200 fleet:

Fewer breakdowns, less downtime

Worn parts detected in time

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Fewer production interruptions caused by label printers.

Printhead, platen roller, sensors: spotted before they cause a breakdown.

Regular cleaning and checks

Printhead, rollers and sensors cleaned and checked at every visit.

Longer service life

A well-maintained, properly adjusted printer lasts longer.

Print quality maintained

Legible barcodes, with darkness and printhead pressure suited to your consumables.

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Incidents are handled during scheduled visits rather than as emergency repairs.

Controlled maintenance costs

A predictable budget instead of unplanned repairs.

Specialist Godex technicians

Support from teams who know your equipment.

In addition, TIMCOD corrective maintenance includes phone support (hotline), repair to working order, express exchange and, as an option, SWAP. Maintenance contracts come in three levels (Essentiel, Confort, Premium).

Godex DT200 troubleshooting: frequently asked questions

What does MEDIA ERROR mean on a Godex DT200i?

This message indicates an empty space on the roll: a label is missing. To make the printer skip these gaps, set a greater alarm length with ^XSET,PAPEROUT, then use ^XSET,MISSINGLABEL to specify whether it should print on the liner, reprint the previous

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label or continue the numbering. GoDEX limits this setting to 10 missing labels. [See the detailed entry.](#)

How do I calibrate a Godex DT200?

Send the ~S,SENSOR,0 command, for example from GoDoctor: according to GoDEX Europe, it starts the same auto-calibration as the calibration button. By default, the printer chooses its sensor itself; ^G0 restricts it to the reflective sensor, for black mark labels. [See the detailed entry.](#)

Why does my Godex DT200 not detect pre-printed labels?

The standard sensor threshold, 40, may not suit coloured or pre-printed labels. GoDEX Europe advises updating the firmware, running auto-calibration in GoDoctor, then trying a threshold of 25 or 27 with the ~S,SENSOR command. [See the detailed entry.](#)

How do I clean the printhead on a Godex DT200?

Use a GoDEX cleaning pen or 99% isopropyl alcohol on a soft cloth, never a water-based product. For a desktop printer, GoDEX Europe provides for cleaning every two full rolls of labels. [See the detailed entry.](#)

Why does the printhead on my Godex DT200 wear out?

In direct thermal mode, abrasion is the typical cause of wear according to GoDEX Europe. Corrosion, caused by water-based products or humidity, and tools used to remove a jammed label also damage the printhead. [See the detailed entry.](#)

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How do I feed labels without printing on a Godex DT200?

Send the ~S,FEED,50 command. According to GoDEX Europe, the printer then feeds 50 labels without printing anything. [See the detailed entry](#).

How do I install a Godex DT200 under Linux?

GoDEX supplies a CUPS driver to be compiled with configure, make and make install, then declared in the CUPS interface. On a network, choose AppSocket/HP JetDirect and add /?waiteof=false to the address to avoid a 5-second delay between labels. [See the detailed entry](#).

Sources consulted

All the causes, procedures and messages in this guide come from the articles below in the GoDEX Europe knowledge base (Godex Europe GmbH), consulted on 20 October 2026. These articles apply to GoDEX printers in general and do not mention the DT200 Series.

- [How to skip empty label on roll with GoDEX printer](#) [↗](#) – GoDEX Europe knowledge base **official**
- [Calibration on GoDEX printers](#) [↗](#) – GoDEX Europe knowledge base **official**
- [How to pre-set GoDEX printer when have issue with detektion gap at color or preprinted label](#) [↗](#) – GoDEX Europe knowledge base **official**
- [How with command to feed 50 labels without print](#) [↗](#) – GoDEX Europe knowledge base **official**
- [How to clean GoDEX printers - Printhead Maintenance Guide](#) [↗](#) – GoDEX Europe knowledge base **official**
- [How to solve problem:"Unable to add GoDEX printer with Seagull Drivers"](#) [↗](#) – GoDEX Europe knowledge base **official**
- [Installing Godex Linux Driver](#) [↗](#) – GoDEX Europe knowledge base **official**

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The DT200 Series user manual, the godexintl.com download centre and the GoDEX Americas and godex.com.tw sites were not consulted for this guide and are not cited. If the fault falls under these documents, refer to the manufacturer's documentation or ask the TIMCOD technicians.

See also

- Product page on timcod.fr (in French): [Godex DT200 and DT200i Series](#)
- All Godex printer troubleshooting guides ([MX20](#), [EZ6250i](#) and [EZ6350i](#), [G500](#), [GE300](#), [HD830i](#), [RT200](#), [RT700](#), [RT863i](#), [ZX1000i](#), [ZX400](#))
- [Maintenance and repair of Godex printers](#)
- [All printer troubleshooting guides, all brands](#)
- [Through-life maintenance \(MCO\): preventive and corrective maintenance](#) (in French)
- [Consumables for thermal printers: labels, thermal transfer ribbons, printheads](#) (in French)
- [Printer cleaning kits](#) (in French)

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