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TROUBLESHOOTING GUIDE

Godex EZ6250i and EZ6350i troubleshooting guide: errors, faults and fixes

Updated 21 October 2026 · By TIMCOD maintenance technicians · Source: official Godex documentation, EZ6250i/EZ6350i user manual (list at the end of the page)

TIMCOD PRODUCT PAGE (IN FRENCH)

See the [Godex EZ6250i/6350i product page](#) →

In brief. The Godex EZ6250i (203 dpi) and EZ6350i (300 dpi) are 6-inch industrial label printers (168 mm print width), thermal transfer or direct thermal, with an LCD display. According to the GoDEX manual, most stoppages come from a print mechanism that is not properly closed or a printhead that is too hot (Print Head Error), a ribbon or labels that are missing or not detected (Media Error), or a memory or file problem (File Error). This guide covers each alert and its number of beeps, the calibration procedure, the ribbon tension and printhead pressure settings, cleaning, connection and firmware updates. Click a question to open its entry.

- **A message is displayed or the printer beeps** (Media Error, Print Head Error, File System full...): find it in the [lookup table](#), with the number of beeps, and open the matching entry.
- **No message, but the print quality is poor:** skipped labels, faded print, ribbon wrinkling? See the [calibration](#), [ribbon and labels](#) and [print quality](#) sections.

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

Which error is my Godex EZ6250i showing? Lookup by message and by beeps

The EZ6250i and EZ6350i report their errors with an error screen on the LCD, a red light and a series of beeps. The GoDEX manual classifies the alerts into three types: Print Head, Media and File. The table links each message to its cause and to the entry that resolves it.

Message or state	Light and beeps (GoDEX manual)	Likely cause	Entry
Print Head Error	● Red light, 2 × 4 beeps	Print mechanism not properly closed	Print Head Error (head open)
Print Head Error	— (no beep)	Printhead too hot	Print Head Error (overheating)
Media Error	● Red light, 2 × 3 beeps	Ribbon missing, used up or not turning	Media Error (ribbon)
Media Error	● Red light, 2 × 2 beeps	Labels not detected or roll used up	Media Error (labels)

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Message or state	Light and beeps (GoDEX manual)	Likely cause	Entry
Media Error	● Red light, 2 × 2 beeps	Feed problem: media wound around the roller, gap or black mark not detected	<u>Jam, feed blocked</u>
File System full	● Red light, 2 × 2 beeps	Memory full	<u>File System full</u>
File Name not found	● Red light, 2 × 2 beeps	Requested file not found in memory	<u>File Name not found</u>
Duplicate Name	● Red light, 2 × 2 beeps	A file already has this name	<u>Duplicate Name</u>
Dump Mode Begin	—	Printer switched to dump mode (FEED button held down at power-on)	<u>Dump mode</u>
Flash Writing...	—	Firmware update in progress from a USB flash drive	<u>Firmware update</u>
No light on	○ Light off	Power problem	<u>Will not switch on</u>

The error types, causes and beeps come from the “3-8 Error Alerts” table in the GoDEX EZ6250i/EZ6350i user manual. This table has no light column: the mention “red light” comes from the troubleshooting table (6-8), according to which the light turns red and printing stops in the event of an error, without specifying whether it is solid or flashing. The dash indicates that the manual does not state the status of the light.

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Godex EZ6250i and EZ6350i error messages: causes and solutions

The GoDEX manual documents three types of alerts (Print Head, Media and File), each recognisable by its number of beeps. For each one: the short answer, the cause, the steps to follow and, where applicable, the safety instruction.

Why does my Godex EZ6250i show “Print Head Error” and give two series of 4 beeps?

Message: **Print Head Error** · Beeps: 2 × 4 · Red light.

Short answer: The print mechanism is not properly closed. Open it, then close it again until it is firmly locked.

LIKELY CAUSE

According to the GoDEX alerts table, a Print Head type error accompanied by 2 × 4 beeps means that the print mechanism is not properly closed.

WHAT TO DO

1. Open the printer cover.
2. Open the print mechanism with the printhead release lever, then close it again by returning the lever to its original position.
3. Check that nothing (label, ribbon) is preventing it from closing, then close the cover.
4. If the light stays red, look at the displayed message again: the GoDEX manual then asks you to check the driver settings or the commands sent, and to make sure the mechanism is properly closed.

The LCD display introduction in the manual also shows the indication **Printhead up (Open)** for a raised printhead.

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Source: 3-8 Error Alerts; 6-8 Troubleshooting – EZ6250i/EZ6350i Thermal Label Printer User Manual (GoDEX, Rev. A) (official documentation).

Why does my Godex EZ6350i show “Print Head Error” without a beep and stop printing?

Message: **Print Head Error** · No beep.

Short answer: The printhead is too hot. Wait for it to cool down: the printer returns to standby by itself, ready to print.

LIKELY CAUSE

The GoDEX manual associates a Print Head error with no audible signal with an excessively high printhead temperature.

Caution: Do not touch the printhead while it is hot.

WHAT TO DO

1. Leave the printer switched on and do not send a new job.
2. Wait for the printhead to cool down: according to GoDEX, the printer then automatically returns to standby mode.
3. Restart printing when the display shows **Ready** again (printing is only possible in this state).

Source: 3-8 Error Alerts; 3-2 LCD Interface Introduction – EZ6250i/EZ6350i Thermal Label Printer User Manual (GoDEX, Rev. A) (official documentation).

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Why does my Godex EZ6250i show “Media Error” with 2 × 3 beeps (ribbon problem)?

Message: **Media Error** · Beeps: 2 × 3 · Red light.

Short answer: The printer cannot find a ribbon, the ribbon has run out or the ribbon roll is no longer turning. Replace the ribbon; if you are printing without a ribbon on thermal paper, switch the printer to direct thermal mode.

LIKELY CAUSE

The GoDEX manual cites two causes for this alert: no ribbon is installed when the printer expects one, or the ribbon has reached the end of the roll or is not turning.

WHAT TO DO

1. If you are using direct thermal labels without a ribbon, set the print mode to direct thermal (**Printer Setting** or **Label Setting** menu > **Printer Mode** : **Direct Thermal**).
2. If you are printing in thermal transfer mode, open the cover and check the ribbon: replace the roll if it has run out.
3. Check that the ribbon passes correctly under the printhead and is attached to the empty core on the take-up spindle (see [ribbon installation](#)).
4. If the ribbon is not turning, check the spindle tension (see [adjusting the ribbon tension](#)).

The LCD display can also show the indication **Check Ribbon** ; the alerts table classifies this case under the “Media Error” type.

Source: 3-8 Error Alerts; 3-5 LCD Interface Function – EZ6250i/EZ6350i Thermal Label Printer User Manual (GoDEX, Rev. A) (official documentation).

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Why does my Godex EZ6250i show “Media Error” with 2 × 2 beeps when labels are loaded?

Message: **Media Error** · Beeps: 2 × 2 · Red light.

Short answer: The sensor is not detecting the labels or the roll has run out. Check the position of the movable sensor, then run the auto-detection again; replace the roll if it is empty.

LIKELY CAUSE

According to GoDEX, this alert appears when no paper is detected (sensor incorrectly positioned or not calibrated) or when the label roll has run out.

WHAT TO DO

1. If the roll is empty, replace it (see [loading labels](#)).
2. Check that the labels pass correctly through the movable sensor and that it is positioned, using its adjustment knob, over the gap, black mark or hole of your labels.
3. Run the auto-detection again (see [calibration](#)): auto-calibration button held for 2 seconds, or **Analysis** > **Calibration** menu.
4. If the error appears after a change of media (gap labels, continuous, black mark), also change the media type in the menu (**Media Type**) before recalibrating.

The LCD display can also show the indication **Check Media** ; the alerts table classifies this case under the “Media Error” type.

Source: 3-8 Error Alerts; 3-6 Label Calibration and Self Test; 2-1 Loading the label roll – EZ6250i/EZ6350i Thermal Label Printer User Manual (GoDEX, Rev. A) (official documentation).

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My Godex EZ6250i jams or no longer feeds labels: what should I do?

Message: **Media Error** · Beeps: 2 × 2 · Symptoms: labels jammed, feed blocked.

Short answer: The media has probably wound itself around the platen roller, or the sensor can no longer find the gap or the black mark. Clear the jam, clean the printhead, then run the sensor detection again.

LIKELY CAUSE

The GoDEX manual attributes this feed problem to media jammed around the rubber roller, to a sensor that detects neither the gap nor the black mark, or to a lack of paper.

Caution: Switch the printer off before working inside it; GoDEX prohibits any repair or adjustment on a powered device. Do not use a screwdriver or scalpel to remove a label stuck to the printhead (GoDEX Europe knowledge base).

WHAT TO DO

1. Switch the printer off, open the cover and raise the printhead lever.
2. Remove the jammed labels and any label residue, particularly around the platen roller.
3. Clean the printhead with a soft, lint-free cloth soaked in alcohol (see [printhead cleaning](#)).
4. Reload the labels, switch the printer back on and reset the sensor by running the auto-detection again (see [calibration](#)).

Sources: 3-8 Error Alerts; 6-8 Troubleshooting – EZ6250i/EZ6350i Thermal Label Printer User Manual (GoDEX, Rev. A) · [How to clean GoDEX printers - Printhead Maintenance Guide](#)  – GoDEX Europe knowledge base (official documentation).

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What does “File System full” mean on a Godex EZ6250i?

Message: **File System full** · Beeps: 2 × 2.

Short answer: The printer memory is full. Delete unnecessary data (formats, graphics, fonts) or add memory, for example a USB flash drive.

LIKELY CAUSE

According to the GoDEX alerts table (File type), this message is printed when the memory is full.

Caution: The **ALL** option of **Clear Memory** erases all the stored content: back up your formats first.

WHAT TO DO

1. Delete data that is no longer used: the **Analysis** > **Clear Memory** menu lets you erase label formats, graphics, bitmap fonts, TrueType fonts, Asian fonts or all the content (**ALL**).
2. Or add memory: the USB Host port accepts a USB flash drive formatted as FAT32 (up to 32 GB) to store graphics, fonts, formats, DBF databases and command files.
3. Then send the file to be stored again.

Source: 3-8 Error Alerts; 3-5 LCD Interface Function; 3-9 USB Host – EZ6250i/EZ6350i Thermal Label Printer User Manual (GoDEX, Rev. A) (official documentation).

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Why does my Godex EZ6250i print “File Name not found” or “Duplicate Name”?

Messages: File Name not found or Duplicate Name · Beeps: 2 × 2.

Short answer: “File Name not found”: the requested file does not exist in memory under that name. “Duplicate Name”: a file already has that name; rename it and then save it again.

LIKELY CAUSE

These are two File type errors in the GoDEX table: calling a file that is not in memory, or saving a file under a name that is already used.

WHAT TO DO

1. For “File Name not found”: send the ~X4 command to print the list of files in memory, then check that the file exists and that its name is spelt correctly in your application.
2. For “Duplicate Name”: change the file name, then save it to the printer again.

Source: 3-8 Error Alerts – EZ6250i/EZ6350i Thermal Label Printer User Manual (GoDEX, Rev. A) (official documentation).

Calibration problems: my Godex EZ6250i skips labels or detects them incorrectly

Calibration (auto-detection) measures the labels and the ribbon and stores the label height. GoDEX recommends it at first start-up and every time the media type changes.

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How do I calibrate a Godex EZ6250i or EZ6350i (label auto-detection)?

Symptoms: **Media Error** at start-up, labels that do not stop in the right place, change of media type.

Short answer: Press the auto-calibration button for 2 seconds: the printer detects the labels and the ribbon. You can also switch the printer off and back on while holding FEED, or use the Analysis > Calibration menu.

LIKELY CAUSE

Calibration measures the media and stores the label height, which the computer then no longer needs to send. GoDEX recommends it when a Media error appears at first start-up or after a change of media (gap labels, continuous, black mark).

OFFICIAL CALIBRATION PROCEDURE

1. Check that the label roll is correctly loaded and that the movable sensor is set, with its knob, over the gap, black mark or hole of your labels.
2. Method 1: press the auto-calibration button for 2 seconds. The printer cancels the current job and starts the auto-detection of the labels and the ribbon.
3. Method 2: switch the printer off, then switch it back on while holding the FEED button. Release FEED as soon as the light flashes red: the printer measures the labels, stores their height, then prints a self-test label.
4. Method 3: from the display, open **Analysis** > **Calibration**.
5. If the error persists, check the sensor position again and run the auto-detection again.

If you keep FEED pressed beyond the red flashing, until the beeps, the printer switches to dump mode (see [dump mode](#)). The sensor can work in automatic selection, in transmissive mode (See-Through) or in reflective mode (**Media Detection** menu).

Source: 3-6 Label Calibration and Self Test; 3-1 Operation Panel; 3-5 LCD Interface Function – EZ6250i/EZ6350i Thermal Label Printer User Manual (GoDEX, Rev. A) (official documentation).

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Why does my Godex EZ6250i skip labels?

Symptoms: every other label blank, stopping in the wrong place.

Short answer: The label height setting does not match the media, or dust is masking the sensor. Check the height setting, clean the sensor, then run the auto-detection again.

LIKELY CAUSE

The GoDEX troubleshooting table cites three causes: an incorrect label height setting, dust on the sensor and a calibration that needs redoing.

WHAT TO DO

1. Check the label height defined in your software or your driver.
2. Switch the printer off and remove any dust or pieces of paper on the sensor.
3. Check that the movable sensor is correctly aligned with the gap, black mark or hole of the labels.
4. Run the auto-detection again (see [calibration](#)).

With the cutter, GoDEX requires labels at least 30 mm high and a stop position ($\wedge E$) set to 26.

Source: 6-8 Troubleshooting; 3-6 Label Calibration and Self Test – EZ6250i/EZ6350i Thermal Label Printer User Manual (GoDEX, Rev. A) (official documentation).

Why is the print shifted on the label with my Godex EZ6250i?

Symptom: the image is printed in the wrong place on the label.

Short answer: The sensor may be masked, the media unsuitable or the paper guide badly adjusted. Clear the sensor, check the labels and the guide, then recalibrate.

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LIKELY CAUSE

The GoDEX troubleshooting table links this symptom to a covered sensor, unsuitable label media or a badly adjusted paper guide.

WHAT TO DO

1. Check that nothing (paper, dust) is covering the sensor.
2. Check that the label media is suitable for the printer.
3. Check the paper guide setting: the labels must pass between the printer wall and the adjustable guide, without play.
4. Run the auto-detection again (see [calibration](#)).

The **Label Setting** menu also offers horizontal, vertical and start offsets (from -100 to 100) and a **Top of Form** setting.

Source: 6-8 Troubleshooting; 2-1 Loading the label roll; 3-5 LCD Interface Function – EZ6250i/EZ6350i Thermal Label Printer User Manual (GoDEX, Rev. A) (official documentation).

Loading the ribbon and labels on the Godex EZ6250i: wrinkling, ribbon stuck, loading

These entries cover loading the roll and the ribbon, as well as the ribbon tension and ribbon deflector settings described in the GoDEX manual.

How do I load a roll of labels into a Godex EZ6250i?

Short answer: Open the cover, raise the printhead, place the roll on the spindle against the frame, then pass the labels through the sensor up to the tear-off plate. Adjust the paper guide, lower the lever and close the cover.

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Caution: Hold the roll guide by its end attached to the holder, not by the top, and do not press too hard on the roll so as not to damage the labels.

OFFICIAL LOADING PROCEDURE

1. Place the printer on a flat surface and open the cover.
2. Turn the printhead release lever anticlockwise, up to the upper right position.
3. Pull the roll guide latch to the right, slide the guide forwards and fold it upwards.
4. Place the roll on the label spindle, pushing it up to the frame without forcing it, then lower the roll guide against the roll.
5. Pass the labels along the blue arrows, through the sensor, up to the tear-off plate, between the printer wall and the adjustable paper guide.
6. Set the movable sensor with its knob over the gap, black mark or hole of the labels.
7. Return the lever to its original position and close the cover. Run a [calibration](#) if you have changed the media type.

Source: 2-1 Loading the label roll – EZ6250i/EZ6350i Thermal Label Printer User Manual (GoDEX, Rev. A) (official documentation).

How do I install the ribbon in a Godex EZ6250i (ink inside or outside)?

Short answer: Place the new ribbon on the supply spindle and an empty core on the take-up spindle, respecting the ink side of your ribbon. Pass the ribbon under the printhead, without passing it under the sensor, then attach it to the empty core.

OFFICIAL RIBBON INSTALLATION PROCEDURE

1. Place the printer on a flat surface and open the cover.
2. Place the new ribbon on the supply spindle and an empty core on the take-up spindle.
3. Respect the mounting direction of your ribbon: the manual illustrates both cases, ink inside and ink outside.

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4. Pass the ribbon under the printhead, bring it up on the other side and attach it to the empty core.
5. Do not pass the ribbon under the sensor.
6. Check that the printer is in thermal transfer mode (**Printer Mode : Thermal Transfer**).

Thermal transfer requires a ribbon; direct thermal does not use one. A ribbon less than 2 inches wide can prevent the labels from feeding (see [ribbon tension](#)).

Source: 2-2 Loading the ribbon – EZ6250i/EZ6350i Thermal Label Printer User Manual (GoDEX, Rev. A) (official documentation).

The ribbon does not feed or stays stuck on my Godex EZ6250i: how do I adjust the tension?

Symptoms: ribbon not feeding, labels not feeding with a narrow ribbon, crushed core.

Short answer: Adjust the tension with the green knobs on the ribbon spindles (1 = maximum tension, 4 = minimum). If the ribbon does not feed, reduce the tension of the supply spindle or increase that of the take-up spindle.

LIKELY CAUSE

According to GoDEX, a tension unsuited to the ribbon prevents it from feeding; with a narrow ribbon (especially less than 2 inches), the labels may stop feeding, and too high a tension can crush the core to the point where it can no longer be removed.

OFFICIAL ADJUSTMENT PROCEDURE

1. Locate the green knob at the base of the ribbon supply spindle (and the one on the take-up spindle). Push the knob in before turning it.
2. Choose one of the four settings marked on the knobs: 1 gives the highest tension, 4 the lowest.

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3. If the ribbon does not feed: reduce the tension of the supply spindle or increase that of the take-up spindle.
4. With a narrow ribbon that blocks the label feed: turn the supply spindle knob anticlockwise to reduce the tension.
5. If the core is crushed and can no longer be removed: turn both knobs anticlockwise to release the tension.

Source: 6-3 Adjusting the ribbon tension – EZ6250i/EZ6350i Thermal Label Printer User Manual (GoDEX, Rev. A) (official documentation).

How do I prevent ribbon wrinkling on a Godex EZ6250i?

Symptoms: wrinkled ribbon, streaks or diagonal unprinted areas.

Short answer: First increase the tension of the ribbon take-up spindle. If the wrinkles persist, adjust screws A and B of the ribbon deflector by half-turns, then the printhead balance and pressure.

LIKELY CAUSE

The GoDEX manual explains that some ribbon materials cause wrinkles that degrade the print; the tension, the ribbon deflector and the printhead balance can correct them.

Caution: Do not exceed two full turns on the deflector screws: beyond that, the paper feed may stop working. In that case, fully loosen the screws and start the adjustment again from the beginning.

WHAT TO DO

1. Increase the tension of the ribbon take-up spindle (see [ribbon tension](#)).
2. Compare your print with examples (a) and (b) in the manual: for case (a), turn screw A of the ribbon deflector clockwise; for case (b), turn screw B in the same direction.



3. Proceed by half-turns and print a test page after each adjustment; add another half-turn if nothing changes.
4. If the wrinkles persist, adjust the printhead balance and pressure (see [printhead pressure](#)).

Source: 6-6 Ribbon shield settings; 6-3 Adjusting the ribbon tension; 6-5 Adjusting the balance and print head tension – EZ6250i/EZ6350i Thermal Label Printer User Manual (GoDEX, Rev. A) (official documentation).

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

Godex EZ6250i print quality: blank labels, faded or incomplete print

When the printer prints without an error but the result is poor, the GoDEX manual blames the loading, the print mode, a dirty printhead or the darkness settings.

Why does my Godex EZ6250i produce blank labels, with no print?

Symptom: the label feeds but carries no image.

Short answer: The media is incorrectly loaded or unsuitable, or the driver, the media type or the print mode does not match. Check the loading, the selected driver and the mode (thermal transfer or direct thermal).

LIKELY CAUSE

The GoDEX troubleshooting table cites incorrect loading, unsuitable media, the wrong driver or the wrong choice of media and print mode.

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WHAT TO DO

1. Check that the labels are loaded correctly (see [loading labels](#)) and that they are suitable for the printer.
2. In thermal transfer mode, check that the ribbon is present and mounted with the ink on the correct side (see [ribbon installation](#)).
3. Check that the selected driver matches your model (EZ6250i or EZ6350i).
4. Check the media type and print mode chosen: **Direct Thermal** for thermal paper without a ribbon, **Thermal Transfer** with a ribbon.

Source: 6-8 Troubleshooting; 2-2 Loading the ribbon – EZ6250i/EZ6350i Thermal Label Printer User Manual (GoDEX, Rev. A) (official documentation).

How do I clean the printhead on a Godex EZ6250i when the print is faded or blurred?

Symptoms: faded, blurred or incomplete print.

Short answer: First check the darkness setting (Darkness), then clean the printhead: with the printer switched off and the ribbon removed, wipe the printhead with a soft, lint-free cloth soaked in alcohol. GoDEX recommends this cleaning once a week.

LIKELY CAUSE

According to GoDEX, dirt on the printhead or on the ribbon degrades print quality, to the point where parts of the image disappear; too low a darkness setting also gives blurred print.

Caution: Check that the cloth contains no metal fragments or hard particles, which could damage the printhead. Keep the cover closed as much as possible to limit dirt build-up.

OFFICIAL PRINTHEAD CLEANING PROCEDURE

1. Switch the printer off.

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2. Open the cover and remove the ribbon.
3. Release the printhead with the release lever.
4. Wipe the label residue and dirt off the printhead with a soft, lint-free cloth soaked in alcohol.
5. Refit the ribbon, close the printhead and the cover, then print a test.
6. If the print is still faded, increase the darkness (**Darkness** , from 0 to 19) in the display menu or in the driver, and check the quality of the media.

The manual also mentions the **~T** command to check that a complete print job runs correctly. For GoDEX industrial printers in general, the GoDEX Europe knowledge base advises cleaning the printhead every 450 metres of ribbon, with a GoDEX cleaning pen or 99% isopropyl alcohol on a soft cloth, and prohibits water-based products, which cause corrosion.

Sources: 6-4 Cleaning the thermal print head; 6-8 Troubleshooting; 3-5 LCD Interface Function – EZ6250i/EZ6350i Thermal Label Printer User Manual (GoDEX, Rev. A) · [How to clean GoDEX printers - Printhead Maintenance Guide](#)  – GoDEX Europe knowledge base (official documentation).

Why is part of the label not printed on my Godex EZ6250i?

Symptoms: incomplete image, areas or one side of the label not printed.

Short answer: A piece of label or ribbon may be stuck to the printhead, or the ribbon is wrinkled. Clean the printhead, check the ribbon and the start position; if only one side does not print, adjust the printhead balance.

LIKELY CAUSE

The GoDEX troubleshooting table cites label or ribbon residue stuck to the printhead, an error in the application software, an incorrect start position and a wrinkled ribbon. A missing image on one side only comes from unevenly distributed printhead pressure.

WHAT TO DO

1. Switch the printer off, open the cover and remove any piece of label or ribbon stuck to the printhead, then [clean the printhead](#).

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2. Check that the ribbon is not wrinkled (see [ribbon wrinkling](#)).
3. Check your labelling software and the print start position.
4. If the image is missing on one side of the label only, adjust the printhead balance and pressure (see [printhead pressure](#)).

Source: 6-8 Troubleshooting; 6-5 Adjusting the balance and print head tension – EZ6250i/EZ6350i Thermal Label Printer User Manual (GoDEX, Rev. A) (official documentation).

Godex EZ6250i printhead: print line, pressure, removal

The printhead module on the EZ6250i and EZ6350i is adjusted (print line, balance and pressure) and removed according to procedures described in the GoDEX manual.

How do I adjust the printhead pressure and balance on a Godex EZ6250i?

Symptoms: one side of the label not printed, uneven ink transfer, ribbon wrinkling.

Short answer: Open the side cover, raise the printhead, then move the printhead spring boxes apart according to the width of the media. Turn the adjustment screw clockwise to increase the pressure, and the other way to reduce it.

LIKELY CAUSE

According to GoDEX, depending on the labels and ribbons used, the ink transfer can become uneven: image missing on one side of the label or wrinkled ribbon. The position of the spring boxes and the printhead pressure correct this imbalance.

OFFICIAL ADJUSTMENT PROCEDURE

1. Open the printer's side cover and raise the printhead lever.
2. Move the printhead spring boxes: the wider the media, the further outwards they must be moved.

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3. Turn the adjustment screw clockwise to increase the pressure, anticlockwise to reduce it (+ and - marks on the illustration in the manual).
4. Print a test; if the quality does not improve, continue adjusting the pressure of the spring boxes.

The manual does not give a numerical pressure value.

Source: 6-5 Adjusting the balance and print head tension – EZ6250i/EZ6350i Thermal Label Printer User Manual (GoDEX, Rev. A) (official documentation).

How do I adjust the print line on a Godex EZ6250i for thick labels?

Symptoms: poor quality at low speed or on thick labels.

Short answer: Move the print line forward with the two adjustment screws, left and right, by quarter-turns and always by the same amount on both sides. One full turn moves the printhead by 0.5 mm.

LIKELY CAUSE

The GoDEX manual states that at low speed or on thick media, the print line must be moved forward in the direction of paper travel.

Caution: Never adjust a device while it is powered, the GoDEX safety instructions remind you.

OFFICIAL ADJUSTMENT PROCEDURE

1. Open the cover and raise the printhead lever.
2. With a flat screwdriver, turn the left and right screws clockwise to move the printhead forward. Set both screws to the same position to keep the print line parallel to the platen roller.
3. Proceed by quarter-turns (one full turn = 0.5 mm) and check the print quality after each step.

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4. If nothing improves, turn the screws fully clockwise and start the adjustment again from that point.

When to call a technician: if adjusting the print line does not improve the quality, GoDEX refers you to the local dealer for technical assistance.

Source: 6-2 Adjusting the print line; Safety Instructions – EZ6250i/EZ6350i Thermal Label Printer User Manual (GoDEX, Rev. A) (official documentation).

How do I remove and refit the printhead module on a Godex EZ6250i?

Short answer: With the printer switched off, open the cover, raise the printhead lever and gently pull the module out from the front. To refit it, slide it along its guide rails and press firmly so that the contacts are properly connected.

Caution: The GoDEX manual asks you to switch the printer off before removing the printhead module.

OFFICIAL PROCEDURE

1. Switch the printer off, then open the cover.
2. Raise the printhead lever (TPH lever).
3. Grip the module from the front and pull it gently. If it resists, use a screwdriver as shown in the illustration in the manual.
4. To install it, hold the module from the front, slide it along the guide rails and press firmly until the contacts are fully connected.

After refitting, print a self-test page; the **Analysis** menu also offers a **TPH Testing** printhead self-diagnosis function.

Source: 6-1 Installing / removing the print head module; 3-5 LCD Interface Function – EZ6250i/EZ6350i Thermal Label Printer User Manual (GoDEX, Rev. A) (official documentation).

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

Godex EZ6250i connection: USB, driver, Ethernet and checking the data received

These entries cover the USB connection and driver installation, network setup through the display or through NetSetting, and dump mode to check what the printer receives.

How do I connect a Godex EZ6250i over USB and install its driver?

Short answer: Connect the USB cable with the printer switched off, then switch it on. Then install the Windows driver and GoLabel with the wizard supplied (standard installation), or the driver alone by choosing the model and the connection port.

Caution: Make sure the printer is switched off before connecting the power connector, and check the mains voltage before connecting it (GoDEX safety instructions).

OFFICIAL PROCEDURE

1. Check that the printer is switched off.
2. Connect the power cord, then the USB cable between the printer and the computer.
3. Switch the printer on: the control panel should light up.
4. Run the Super Wizard CD and choose “Standard Installation”: it installs the Windows driver and the GoLabel software, with the printer switched on and the USB cable connected.
5. To install the driver alone, use the driver wizard (“Install printer drivers”), select the model (for example Godex EZ6250i) then the connection port, name the printer and click “Finish”.

The EZ6250i and EZ6350i also have an RS-232 serial port (DB-9), a 10/100 Ethernet port, a USB Host port and, as an option, a parallel port.

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Source: 2-3 Connecting the printer to the host computer; 2.4 Installing Printer Driver and GoLabel with Super Wizard CD; Safety Instructions – EZ6250i/EZ6350i Thermal Label Printer User Manual (GoDEX, Rev. A) (official documentation).

How do I configure the IP address of a Godex EZ6250i on Ethernet?

Short answer: Enable DHCP from the display (Device > LAN Setting) or use the GoDEX NetSetting software, which searches for printers on the network and lets you choose DHCP or a fixed IP address in the IP Setting tab.

WHAT TO DO

1. From the display: open **Device** > **LAN Setting**, select **DHCP** with the up and down buttons, then confirm with FEED.
2. DHCP is disabled by default: change the value to **Enable** and save with FEED.
3. With NetSetting (on the CD or on the official GoDEX website): click the magnifying glass to search for GoDEX printers on the network, select yours, then, in the **IP Setting** tab, choose DHCP or a fixed IP address and apply with “Set”.
4. Print a self-test page to read the IP address, gateway and subnet mask actually in use.

The NetSetting configuration pages are password-protected: refer to the GoDEX manual. NetSetting also lets you set up error alerts by SMTP or SNMP.

Source: 3-3 LAN Setting; 4-1 Installing the NetSetting software; 4-2 The Interface of NetSetting – EZ6250i/EZ6350i Thermal Label Printer User Manual (GoDEX, Rev. A) (official documentation).

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My Godex EZ6250i prints “Dump Mode Begin” and then codes instead of my labels: what should I do?

Printed message: `Dump Mode Begin` .

Short answer: The printer is in dump mode: it prints the raw data received instead of interpreting it. Press FEED to exit (it prints “Out Of Dump Mode”), or switch it off.

LIKELY CAUSE

Dump mode is entered by switching the printer on with the FEED button pressed and holding it until the beeps. GoDEX offers it as a diagnostic tool to check whether the data is actually reaching the printer.

USING OR EXITING DUMP MODE

1. To exit: press FEED; the printer prints `Out Of Dump Mode` and returns to standby. You can also switch it off.
2. To use it deliberately: switch the printer off, switch it back on while holding FEED, wait for three beeps and then one more beep, and release FEED. The printer prints `Dump Mode Begin` .
3. Then send your job from the computer: if nothing prints, the data is not reaching the printer (cable, port, driver); if the commands print, compare them with the expected settings.

If you release FEED as soon as the light flashes red, the printer starts a calibration instead of dump mode (see [calibration](#)).

Source: 3-7 Dump mode; 3-6 Label Calibration and Self Test – EZ6250i/EZ6350i Thermal Label Printer User Manual (GoDEX, Rev. A) (official documentation).

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Godex EZ6250i cutter and peeler: failed cut, jam, pre-peeling

The cutter and the peeler are options. The GoDEX manual specifies their limits (minimum label height, thickness) and how to free the cutter.

The cutter on my Godex EZ6250i cuts badly or is jammed: what should I do?

Symptoms: crooked cut, incomplete cut, labels not cut or jam in the cutter.

Short answer: Check the alignment of the labels, their thickness (0.2 mm maximum) and their height (30 mm minimum). In the event of a jam, switch the printer off and free the paper by turning the cutter adjustment screw with an M3 hex key.

LIKELY CAUSE

According to the GoDEX troubleshooting table: a crooked cut comes from badly aligned labels, an incomplete cut from media thicker than 0.2 mm, and a feed or cut fault from an incorrectly installed cutter or badly adjusted paper guides.

Caution: Switch the printer off before installing the cutter or clearing a jam. GoDEX advises against cutting through adhesive labels: the glue stays on the blade and damages it.

WHAT TO DO

1. Crooked cut: check that the labels are loaded straight, against the paper guide.
2. Incomplete cut: check that the media is no more than 0.2 mm thick.
3. Labels not fed or badly cut: check the cutter installation and that the paper guides are working properly, and that the cutter option is enabled (**Device** > **Optional Setting** : **Cutter**).
4. Use labels at least 30 mm high and set the stop position (**^E**) to 26.

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5. Jam: switch the printer off, turn the socket head screw on the side of the cutter anticlockwise with an M3 hex key and remove the jammed paper. Switch back on: the cutter resets automatically.

Source: 6-7 Cutter settings; 5-4 Installing the cutter; 6-8 Troubleshooting – EZ6250i/EZ6350i Thermal Label Printer User Manual (GoDEX, Rev. A) (official documentation).

The peeler (pre-peeling) on my Godex EZ6250i is not working: what should I check?

Symptom: the labels do not peel off the backing.

Short answer: Remove the dust from the peeler and check that the labels and the liner are correctly positioned. The liner must wind in the right direction on the take-up spindle.

LIKELY CAUSE

The GoDEX troubleshooting table cites dust in the peeler and incorrectly positioned label media.

Caution: Switch the printer off before installing the peeler or the rewinder.

WHAT TO DO

1. Switch the printer off and remove the dust that has built up in the peeler.
2. Check the position of the labels and the path of the liner: it must wind in the right direction on the take-up spindle.
3. If you were using the internal rewinder, remove its guide: it must be removed to use the peeler.
4. Check that the option is declared in the **Device** > **Optional Setting** menu (peeler).

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Source: 5-3 Label dispenser; 5-1 Internal rewinder; 6-8 Troubleshooting – EZ6250i/EZ6350i Thermal Label Printer User Manual (GoDEX, Rev. A) (official documentation).

Godex EZ6250i firmware and reset: update and factory settings

The firmware is updated from a USB flash drive or with the NetSetting software; the settings are reset from the display menu.

How do I update the firmware on a Godex EZ6250i?

Message during the update: `Flash Writing...`

Short answer: Copy the firmware file (.bin) into the \LABELDIR\FW folder of a USB flash drive formatted as FAT32 and insert it into the USB Host port: the printer updates itself if the version is newer. You can also use the Firmware Download tab in NetSetting.

Caution: Do not remove the USB flash drive while the display shows `Flash Writing...`

OFFICIAL PROCEDURE

1. Connect the USB flash drive (FAT32) to a computer.
2. Delete any .bin file in the \LABELDIR\FW folder, or create this folder if it does not exist.
3. Copy the new firmware file (.bin) into \LABELDIR\FW.
4. Insert the drive into the printer's USB Host port: the update starts automatically if the firmware is newer.

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5. Over the network: in NetSetting, open the **Firmware Download** tab, specify the location of the file and click “Start Download Firmware”.

The USB Host port has no hub function. The installed firmware version is shown on the [self-test](#) page.

Source: 3-9 USB Host; 4-2 The Interface of NetSetting – EZ6250i/EZ6350i Thermal Label Printer User Manual (GoDEX, Rev. A) (official documentation).

How do I restore a Godex EZ6250i to factory settings?

Short answer: Use the Reset to Default function in the Analysis menu on the display. Over the network, the NetSetting software also offers a Recover To Factory Settings button.

WHAT TO DO

1. From the display, open the **Analysis** menu and choose **Reset to Default**, then **Apply** (or **Cancel** to cancel).
2. With NetSetting, use the “Recover To Factory Settings” button to restore the printer's factory configuration.
3. After the reset, check the print mode and the media type, then run a [calibration](#) again.

The **Clear Memory** function, next to it in the same menu, erases stored files (formats, graphics, fonts); it is not a factory reset.

Source: 3-5 LCD Interface Function; 4-2 The Interface of NetSetting – EZ6250i/EZ6350i Thermal Label Printer User Manual (GoDEX, Rev. A) (official documentation).



Other Godex EZ6250i problems: test page, printer will not switch on

Final basic checks described in the GoDEX manual: power supply and printing a self-test page.

How do I print a self-test (configuration) page on a Godex EZ6250i?

Short answer: From the display, open the Analysis > Self-test menu and confirm. The self-test label also prints at the end of the calibration started by switching the printer on with the FEED button pressed.

WHAT TO DO

1. Load labels and check that the display shows **Ready** .
2. Open the **Analysis** > **Self-test** menu and confirm (**Apply**).
3. Or switch the printer off, switch it back on with the FEED button pressed and release FEED when the light flashes red: after the labels have been measured, the self-test prints.
4. Read the page: model and firmware version, USB and serial parameters, MAC address, IP address, gateway and subnet mask, free memory, speed, darkness, label width and length, options (cutter, peeler), sensor setting.

Source: 3-6 Label Calibration and Self Test; 3-5 LCD Interface Function – EZ6250i/EZ6350i Thermal Label Printer User Manual (GoDEX, Rev. A) (official documentation).

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My Godex EZ6250i will not switch on (no light): what should I check?

Symptom: printer powered but no light on.

Short answer: Check the power supply: cord, socket and switch. The printer switches on with the POWER button; pressing POWER for 3 seconds switches it off.

LIKELY CAUSE

For a printer that is switched on but whose light stays off, the GoDEX troubleshooting table refers you to checking the power supply.

Caution: Keep the printer away from humidity and liquids (risk of electric shock). GoDEX recommends connecting it to a surge protector.

WHAT TO DO

1. Check that the power cord is firmly connected to the printer and to the socket, and that the socket is live.
2. Check the position of the printer's on/off switch.
3. Press the POWER button to switch the printer on; the control panel should light up.
4. Only use the AC adapter model specified by GoDEX.

When to call a technician: if the light stays off even though the power supply has been checked, do not dismantle the printer: the GoDEX instructions reserve opening the device for qualified personnel.

Source: 6-8 Troubleshooting; 3-1 Operation Panel; Safety Instructions – EZ6250i/EZ6350i Thermal Label Printer User Manual (GoDEX, Rev. A) (official documentation).

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When should you call a technician for a Godex EZ6250i or EZ6350i?

The entries above first suggest reloading, cleaning, adjusting or calibrating. In the following cases, the GoDEX manual refers you to the dealer or to qualified personnel:

- **Quality still poor after adjusting the print line:** GoDEX refers you to the local dealer for technical assistance.
- **Printer will not switch on, power supply checked:** only qualified personnel should open the device, and never while it is powered.

Avoiding recurring faults on the Godex EZ6250i or EZ6350i: 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 EZ6250i or EZ6350i fleet:

Fewer breakdowns, less downtime

Fewer production interruptions caused by label printers.

Worn parts detected in time

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.

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Print quality maintained

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

Fewer emergency call-outs

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 EZ6250i or EZ6350i troubleshooting: frequently asked questions

How do I calibrate a Godex EZ6250i?

Press the auto-calibration button for 2 seconds: the printer detects the labels and the ribbon. You can also switch the printer off and back on while holding FEED, then release FEED when the light flashes red, or run the Calibration function in the Analysis menu. First set the movable sensor over the gap, black mark or hole of the labels. [See the detailed entry.](#)

What does Media Error mean on a Godex EZ6250i?

With 2 × 2 beeps, the sensor is not detecting the labels or the roll has run out: check the sensor position and run the auto-detection again. With 2 × 3 beeps, the ribbon is missing, has run out or is not turning: replace it, or switch to direct thermal mode if you are

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printing without a ribbon. [See the detailed entry.](#)

Why does my Godex EZ6250i show Print Head Error?

With 2 × 4 beeps, the print mechanism is not properly closed: open it and then close it again. With no beep, the printhead is too hot: wait for it to cool down, and the printer returns to standby by itself. [See the detailed entry.](#)

How do I clean the printhead on a Godex EZ6250i?

Switch the printer off, open the cover, remove the ribbon and release the printhead with its lever. Wipe the printhead with a soft, lint-free cloth soaked in alcohol, with no hard particles. GoDEX recommends this cleaning once a week. [See the detailed entry.](#)

How do I adjust the ribbon tension on a Godex EZ6250i?

Push in and then turn the green knobs on the ribbon spindles: setting 1 gives the highest tension, setting 4 the lowest. If the ribbon does not feed, reduce the tension of the supply spindle or increase that of the take-up spindle. To prevent wrinkles, increase the tension of the take-up spindle. [See the detailed entry.](#)

Why does my Godex EZ6250i skip labels?

The GoDEX manual cites an incorrect label height setting and dust on the sensor. Check the height in your software, clean the sensor, then run the auto-detection again. [See the detailed entry.](#)

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How do I update the firmware on a Godex EZ6250i?

Copy the .bin firmware file into the LABELDIR\FW folder of a USB flash drive formatted as FAT32, then insert the drive into the USB Host port: the printer updates itself if the version is newer. Do not remove the drive while the display shows Flash Writing. The update is also possible with the NetSetting software. [See the detailed entry.](#)

How do I exit dump mode on a Godex EZ6250i?

Press the FEED button: the printer prints Out Of Dump Mode and returns to standby. You can also switch it off. Dump mode is activated when you switch the printer on while holding FEED until the beeps. [See the detailed entry.](#)

Sources consulted

All the causes, procedures and messages in this guide come from the official GoDEX user manual for the EZ6250i and EZ6350i and from an article in the GoDEX Europe knowledge base, consulted on 20 October 2026.

- EZ6250i/EZ6350i Thermal Label Printer User Manual – GoDEX user manual, EZ6000i Series, Rev. A (P/N 920-017211-00) **official**
- [How to clean GoDEX printers - Printhead Maintenance Guide](#)  – GoDEX Europe knowledge base **official**

The Download Center and the Support page of godexintl.com, the godexamericas.com and godex.com.tw sites and the PDF “SOP for 4 inches Wrinkle Printing of EZ6X50i EN V3” attached to the GoDEX Europe article “How to adjust print line and prevent ribbon wrinkle at GoDEX label printer EZ6x50i” 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.

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See also

- Product page on timcod.fr (in French): [Godex EZ6250i/6350i](#)
- All Godex printer troubleshooting guides ([MX20](#), [DT200](#), [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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