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### TROUBLESHOOTING GUIDE

# Godex G500 troubleshooting guide: errors, faults and fixes

Updated 21 October 2026 · By TIMCOD maintenance technicians · Source: official Godex documentation, G500 Series user manual (G500 and G530) (list at the end of the page)

TIMCOD PRODUCT PAGE (IN FRENCH)

See the **Godex G500 product page** →

**In brief.** The Godex G500 is a thermal transfer and direct thermal desktop label printer; this guide also covers the G530, its 300 dpi version, described in the same manual. It has no display: it reports its errors through its READY and STATUS lights, series of beeps and, for memory, printed messages. The GoDEX manual mainly cites a printhead that is not properly closed, a missing or used-up ribbon, label detection and a dirty printhead. This guide covers these alerts, calibration with the FEED button, loading, cleaning, the network and accessories. Click a question to open its entry.

- **The STATUS light is red or the printer beeps:** count the beeps and find the alert in the [lookup table](#), then open the matching entry.
- **No alert, but the print is poor:** start with [calibration](#) if labels are skipped or shifted, then [printhead cleaning](#) and the [blank or blurred areas](#) entry.

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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 G500 reporting? Lookup by lights, beeps and printed messages

The G500 has no display: it reports its errors through the STATUS light, which turns red in error mode, through series of beeps and, for memory errors, through a message printed on the label. The table links each alert in the GoDEX manual to its cause and to the entry that resolves it.

| Message or state                    | Lights and beeps<br>(GoDEX manual) | Likely cause                                              | Entry                                         |
|-------------------------------------|------------------------------------|-----------------------------------------------------------|-----------------------------------------------|
| Print mechanism not properly closed | ● STATUS red · 2 x 4 beeps         | Printhead (print mechanism) not fully closed              | <a href="#">Printhead not properly closed</a> |
| Printhead too hot                   | ● STATUS red                       | Printhead temperature too high                            | <a href="#">Printhead overheating</a>         |
| No ribbon installed                 | ● STATUS red · 2 x 3 beeps         | Printer not set to direct thermal when there is no ribbon | <a href="#">Ribbon missing</a>                |
| Ribbon used up or stuck             | ● STATUS red · 2 x 3 beeps         | Ribbon used up or ribbon supply hub not moving            | <a href="#">End of ribbon</a>                 |
| Paper not detected                  | ● STATUS red                       | Label sensor incorrectly positioned                       | <a href="#">Paper not detected</a>            |

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| Message or state                            | Lights and beeps<br>(GoDEX manual)    | Likely cause                                                               | Entry                                      |
|---------------------------------------------|---------------------------------------|----------------------------------------------------------------------------|--------------------------------------------|
| Paper used up                               | ● STATUS red                          | Label roll used up                                                         | <a href="#"><u>End of labels</u></a>       |
| Paper feed problem                          | ● STATUS red                          | Media jammed around the roller, gap or mark not detected, or no more paper | <a href="#"><u>Feed problem</u></a>        |
| File System full                            | ● STATUS red                          | Printer memory full                                                        | <a href="#"><u>File System full</u></a>    |
| File Name Not found                         | ● STATUS red                          | Requested file not in memory or wrong name                                 | <a href="#"><u>File Name Not found</u></a> |
| Duplicate Name                              | ● STATUS red                          | A file with the same name already exists                                   | <a href="#"><u>Duplicate Name</u></a>      |
| One or two red lights, printing interrupted | ● Red light(s)                        | Error from the alerts table, driver setting or incorrect command, cutter   | <a href="#"><u>Red light</u></a>           |
| Power-on with FEED pressed                  | ● ● READY flashing red, STATUS orange | Calibration (label size measurement) in progress: release FEED             | <a href="#"><u>Calibration</u></a>         |

The alerts come from the “Error Alerts” section of the GoDEX G500 Series user manual (Rev 1.3), which covers the G500 and the G530. The manual states that the red STATUS light indicates error mode; for each alert, it uses pictograms to show whether the lights flash or stay on. This detail is not reproduced here. Only the series of beeps that can be read without ambiguity are given.

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# Godex G500 errors: red STATUS light, beeps and printed messages

The GoDEX manual describes 10 alerts, grouped into printhead, ribbon, label and memory errors. For each one: the short answer, the cause, the steps to follow and, where the manual provides for it, the point at which you should hand over to a technician.

## Why does the light on my Godex G500 turn red and printing stop?

Lights: one or two red lights · Printing interrupted.

**Short answer:** The STATUS light turns red when the G500 detects an error. Count the beeps, find the alert in the [lookup table](#), then check the driver settings or the commands sent.

### LIKELY CAUSE

According to the GoDEX manual, the red STATUS light indicates that the printer has detected an error (printhead, ribbon, labels, memory or temperature). The troubleshooting table also cites incorrect driver settings or command codes, and a cutter that does not cut.

### WHAT TO DO

1. Count the beeps given by the printer and note the status of the READY and STATUS lights.
2. Look for the corresponding alert in the [lookup table](#) and open its entry.
3. Check the print driver settings or the command codes sent by your software.
4. If a cutter is installed, check that it is working normally and that it cuts.

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Sources: Troubleshooting · LED Operation Panel – GoDEX G500 Series user manual (Rev 1.3) (official documentation).

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## Why does my Godex G500 give 2 series of 4 beeps with the STATUS light red?

Light: STATUS red · Audible signal: 2 x 4 beeps.

**Short answer:** The print mechanism (the printhead) is not properly closed. The GoDEX manual asks you to open it again, then close it until it clicks into place.

### LIKELY CAUSE

In the alerts table of the GoDEX manual, the series of 2 x 4 beeps corresponds to a print mechanism that is not properly closed.

### WHAT TO DO

1. Open the cover by pressing the release buttons on both sides of the housing.
2. Press the latches on both sides of the print mechanism and lift it.
3. Close the print mechanism by pressing until you hear the locking click.
4. Close the cover.

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Sources: Error Alerts · Open The Printer Cover / Open The Printing Mechanism – GoDEX G500 Series user manual (Rev 1.3) (official documentation).

## Why does my Godex G500 stop printing when the printhead is too hot?

Light: STATUS red · Printing suspended.

**Short answer:** The printhead temperature is too high. According to GoDEX, the printer returns to standby by itself once the printhead has cooled down: wait, then restart printing.



### LIKELY CAUSE

The alerts table in the GoDEX manual cites an excessively high printhead temperature. The GoDEX Europe printhead maintenance guide points out that excessive temperature shortens the life of the printhead.

### WHAT TO DO

1. Let the printhead cool down without restarting printing.
2. Wait for the printer to return to standby (READY light green), then restart printing.
3. If the alert comes back often, GoDEX Europe advises balancing print speed and temperature and choosing a wax, wax-resin or resin ribbon suited to the media.

Temperature guidelines given by the GoDEX Europe guide: up to 9 with a wax ribbon, 12 with a wax-resin ribbon, 15 with a resin ribbon, depending on the speed, the printhead pressure and the condition of the printer. This guide is general and does not mention the G500.

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Sources: Error Alerts – GoDEX G500 Series user manual (Rev 1.3) · [How to clean GoDEX printers - Printhead Maintenance Guide](#)  – Godex Knowledge Base (GoDEX Europe) (official documentation).

## Why does my Godex G500 report a ribbon error when I am printing without a ribbon?

Light: STATUS red · Audible signal: 2 x 3 beeps · No ribbon installed.

**Short answer:** The printer is expecting a ribbon because it is not set to direct thermal mode. With direct thermal labels, check this setting; with thermal transfer labels, install a ribbon.

### LIKELY CAUSE

According to the GoDEX alerts table, the error appears when no ribbon is installed and the printer is not set to direct thermal printing.

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### WHAT TO DO

1. Identify your media: direct thermal labels (without a ribbon) or thermal transfer labels (with a ribbon).
2. For direct thermal labels, check that the printer is set to direct thermal print mode.
3. For thermal transfer, install a ribbon (see the [ribbon loading](#) entry).

Source: Error Alerts – GoDEX G500 Series user manual (Rev 1.3) (official documentation).

## What should I do when the ribbon on my Godex G500 has run out or is no longer turning?

Light: STATUS red · Audible signal: 2 x 3 beeps.

**Short answer:** The ribbon has run out or its supply hub is no longer turning. The GoDEX manual asks you to replace the ribbon roll.

### LIKELY CAUSE

The GoDEX alerts table groups two cases together: ribbon run out, or ribbon supply hub no longer moving.

### WHAT TO DO

1. Open the cover, then lift the print mechanism.
2. Remove the used ribbon and its core.
3. Install a new ribbon following the [ribbon loading](#) entry.
4. Close the mechanism until it clicks, then the cover.

Ribbon accepted according to GoDEX: wax, wax-resin or resin, 300 m long, 30 to 110 mm wide, roll diameter 68 mm maximum, 1-inch core (25.4 mm).

Sources: Error Alerts · Product Specifications – GoDEX G500 Series user manual (Rev 1.3) (official documentation).

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## Why does my Godex G500 not detect the loaded labels?

Light: STATUS red · Labels not detected.

**Short answer:** The label sensor is probably incorrectly positioned. Check its position; if the paper is still not detected, run the auto-detection again by switching the printer back on with the FEED button pressed.

### LIKELY CAUSE

The GoDEX manual links this alert to the position of the label sensor, then to automatic media detection.

### WHAT TO DO

1. Check that the labels pass correctly through the guides up to the tear-off plate.
2. Check the position of the label sensor. For labels with holes, it must be directly under the hole.
3. If the sensor still does not detect the paper, run the auto-detection again (see [calibration](#)).

According to GoDEX, the G500 combines an adjustable reflective sensor and a fixed, centred transmissive sensor.

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Sources: Error Alerts – GoDEX G500 Series user manual (Rev 1.3) · Preparing For Tag Printing – GoDEX G500 Series user manual (Rev 1.3) · G500 Series – GoDEX G500 Series product page (official documentation).

## What should I do when my Godex G500 reports the end of the label roll?

Light: STATUS red · Roll empty.

**Short answer:** The label roll has run out. Replace it, adjust the guides to the width

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of the labels and close the print mechanism.

### LIKELY CAUSE

The GoDEX alerts table cites paper run out.

### WHAT TO DO

1. Open the cover and lift the print mechanism.
2. Remove the empty core.
3. Load a new roll (see [loading labels](#)).
4. Close the mechanism, then press FEED: the label feeds to the defined stop position.

Media accepted according to GoDEX: continuous, labels with gaps, with black marks or with holes, from 25.4 to 118 mm wide and from 0.06 to 0.25 mm thick; roll diameter 127 mm maximum.

Sources: Error Alerts · Product Specifications – GoDEX G500 Series user manual (Rev 1.3) (official documentation).

## Why does my Godex G500 report a paper feed problem?

Light: STATUS red · The media is not feeding correctly.

**Short answer:** According to GoDEX, the media may be wound around the platen roller, the sensor cannot find the gap or the black mark, or there is no paper. Free the media, then reset the sensor with a calibration.

### LIKELY CAUSE

The GoDEX manual cites three possible causes: media jammed around the rubber roller, sensor unable to detect the gap or the black mark, no paper.

**Caution:** Do not use a screwdriver or scalpel to remove a jammed label: GoDEX Europe cites these tools as a cause of mechanical damage to the printhead.

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## WHAT TO DO

1. Lift the print mechanism and check that the media is not wound around the platen roller.
2. Free the jammed media by hand.
3. Check that there are still labels on the roll.
4. Reset the sensor by running the calibration again (see [calibration](#)).

Sources: Error Alerts – GoDEX G500 Series user manual (Rev 1.3) · [How to clean GoDEX printers - Printhead Maintenance Guide](#)  – Godex Knowledge Base (GoDEX Europe) (official documentation).

## What does the “File System full” message printed by my Godex G500 mean?

Printed message: `File System full` · Light: STATUS red.

**Short answer:** The printer memory is full. The GoDEX manual asks you to delete unnecessary data or to install additional memory.

## LIKELY CAUSE

The forms, graphics, fonts and databases stored in the printer take up all the user memory.

## WHAT TO DO

1. Print a self-test page (see [self-test](#)): it shows the number of forms, graphics, fonts and databases in memory, as well as the free memory.
2. Delete data that is no longer used.
3. If there is still not enough space, the GoDEX manual suggests installing additional memory.

According to GoDEX, the G500 has 8 MB of flash memory, 4 MB of which is for the user, and 16 MB of SDRAM.

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Sources: Error Alerts · Label Size Calibration and Self Test Page · Product Specifications – GoDEX G500 Series user manual (Rev 1.3) (official documentation).

## Why does my Godex G500 print “File Name Not found”?

Printed message: `File Name Not found` · Light: STATUS red.

**Short answer:** The requested file is not found in the printer memory. Send the `~X4` command to print the list of files, then check that the file exists and that its name is correct.

### LIKELY CAUSE

According to the GoDEX manual, the printer cannot find the requested file.

### WHAT TO DO

1. Send the `~X4` command to the printer: it prints all the stored files.
2. Check that the requested file is in the list and that its name is spelt correctly.

Source: Error Alerts – GoDEX G500 Series user manual (Rev 1.3) (official documentation).

## What should I do when my Godex G500 prints “Duplicate Name”?

Printed message: `Duplicate Name` · Light: STATUS red.

**Short answer:** A file with the same name already exists in memory. The GoDEX manual asks you to rename the file, then save it again.

### LIKELY CAUSE

The name chosen for the file sent is already used in the printer.

### WHAT TO DO

1. Give the file to be saved a different name.

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2. Save it to the printer again.
3. To see the names already in use, print the list of files with the `~X4` command.

Source: Error Alerts – GoDEX G500 Series user manual (Rev 1.3) (official documentation).

## Calibration problems: my Godex G500 skips labels or does not stop in the right place

The G500 measures and stores the label height by itself. These entries cover the official procedure with the FEED button and the sensor settings for difficult media.

### How do I calibrate a Godex G500 (automatic label size detection)?

Symptoms: the label does not stop in the right place, new media type.

**Short answer:** Switch the printer off, then switch it back on while holding the FEED button down. Release FEED when the READY light flashes red and STATUS lights up orange: the G500 measures the labels, saves their height, then prints a self-test page.

#### LIKELY CAUSE

According to GoDEX, the G500 detects and stores the label height itself: the computer does not need to send it. The manual recommends this calibration when the label does not stop at the right position.

#### OFFICIAL CALIBRATION PROCEDURE

1. Check that the labels are loaded correctly.
2. Switch the printer off.
3. Switch it back on while holding the FEED button down.

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4. Release FEED when the READY light starts flashing red and the STATUS light lights up orange.
5. The printer measures the labels and saves their height.
6. Once the measurement has succeeded, it prints a self-test page.

For labels with holes, GoDEX asks you to place the sensor directly under the hole, which must be at least 3 mm in diameter. The procedure is the same for the G530.

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Sources: Label Size Calibration and Self Test Page · LED Operation Panel · Preparing For Tag Printing – GoDEX G500 Series user manual (Rev 1.3) (official documentation).

## Why does my Godex G500 skip labels or print out of position?

Symptoms: print badly positioned, label skipped during printing.

**Short answer:** The calibration no longer matches the media or the sensor is masked. Run the label size calibration again, then check the label height setting, the cleanliness of the sensor and the paper guides.

### LIKELY CAUSE

The GoDEX troubleshooting table cites four points: calibration, label height setting, paper or dust on the sensor, paper guide setting.

### WHAT TO DO

1. Run the label size calibration (see [calibration](#)).
2. Check the label height setting.
3. Check that no piece of paper or dust is covering the sensor.
4. Check the paper guide setting.

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Source: Troubleshooting – GoDEX G500 Series user manual (Rev 1.3) (official documentation).

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## Calibration on my Godex G500 fails with long labels or colour pre-printed labels: what should I do?

Symptoms: gap or mark not found, labels longer than 250 mm, coloured background.

**Short answer:** By default, a GoDEX printer looks for the gap or the mark over 250 mm. The GoDEX Europe knowledge base explains how to extend this distance or lower the detection threshold with the `~S,SENSOR` command, before running the calibration again.

### LIKELY CAUSE

According to GoDEX Europe, the printer cannot find the gap or the black mark beyond the standard search length of 250 mm, and gap detection can fail on coloured or pre-printed labels.

### WHAT TO DO

1. Send the `^XGET,SENSORSTATUS` command to read the current sensor setting.
2. Long labels: send, for example, `~S,SENSOR,400,3,30` for a search over 400 mm (length from 100 to 999 mm, gap from 1 to 499 mm).
3. Coloured or pre-printed labels: install the latest firmware, run an auto-calibration, then try a threshold of 25 or 27 instead of 40 (last value of `~S,SENSOR`).
4. Run the calibration again (see [calibration](#)), then check the saved value with `^XGET,SENSORSTATUS`.

These two GoDEX Europe articles are general: they do not mention the G500 and rely on the GoDoctor tool. On the G500, the manual describes calibration with the FEED button at power-on. The “Factory default” button in GoDoctor restores the default values.

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Sources: [How to set up GoDEX printer on long label calibration](#) · [How to pre-set GoDEX printer when have issue with detektion gap at color or preprinted label](#) – Godex Knowledge Base (GoDEX Europe) (official documentation).

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# Loading the ribbon and labels on the Godex G500: procedures and jams

An incorrectly installed ribbon or roll is behind many alerts. Here are the loading procedures from the GoDEX manual and what to do in the event of a jam.

## How do I install the ribbon on a Godex G500?

Symptoms: first loading, ribbon replacement.

**Short answer:** Fit the new ribbon on the supply hub and an empty core on the rewind hub, wind on 2 to 3 turns, then place the assembly in the print mechanism, passing the ribbon under the printhead. Close until it clicks.

### RIBBON LOADING PROCEDURE (GODEX MANUAL)

1. Open the cover (release buttons on both sides), then lift the print mechanism (latches on both sides).
2. Place the new ribbon on the hub that serves as the supply hub.
3. Place the empty core on the hub that serves as the rewind hub.
4. Attach the ribbon to the rewind core and wind on 2 to 3 turns.
5. Place the supply hub at the back of the print mechanism and pass the ribbon under the printhead.
6. Insert the rewind hub into the ribbon drive, then close the mechanism until it clicks.

The manual does not specify the orientation of the inked side. Ribbon accepted: wax, wax-resin or resin, 30 to 110 mm wide, 1-inch core.

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Sources: Loading The Ribbon / Install The Ribbon On The Printer · Product Specifications – GoDEX G500 Series user manual (Rev 1.3) (official documentation).

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## How do I load a roll of labels into a Godex G500?

Symptoms: first loading, roll change.

**Short answer:** Place the roll on its hub with the guide flanges, lift the print mechanism, pass the labels through the guides up to the tear-off plate, adjust the guides to the width, then close.

### LABEL LOADING PROCEDURE (GODEX MANUAL)

1. Place the label roll on the hub and fit the guide flanges.
2. Unlock the print mechanism and lift it.
3. Pass the labels through the guides up to the tear-off plate.
4. Adjust the guides to the width of the labels.
5. Close the print mechanism.
6. Press FEED: with separate labels, one label feeds each time you press; with continuous paper, the paper feeds as long as the button is held down.

The hub accepts 1, 1.5 and 3-inch cores. For labels with holes, place the sensor directly under the hole (3 mm diameter minimum). If the label does not stop in the right place, run the [calibration](#).

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Sources: Loading The Label Roll / Install The Label Roll Module On The Printer · Preparing For Tag Printing · LED Operation Panel – GoDEX G500 Series user manual (Rev 1.3) (official documentation).

## How do I clear a label jam on a Godex G500?

Symptoms: labels jammed during printing.

**Short answer:** Free the jammed labels, remove any label remnants stuck to the printhead, then clean the printhead with a soft, lint-free cloth soaked in alcohol.

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### LIKELY CAUSE

The GoDEX troubleshooting table covers labels jamming during printing and glue left on the printhead.

**Caution:** Do not use a screwdriver or scalpel to remove a stuck label: GoDEX Europe cites these tools as a cause of mechanical damage to the printhead.

### WHAT TO DO

1. Switch the printer off, open the cover and lift the print mechanism.
2. Free the jammed labels by hand.
3. Remove any pieces of label still stuck to the printhead.
4. Clean the printhead with a soft, lint-free cloth soaked in alcohol (see [printhead cleaning](#)).

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Sources: Troubleshooting – GoDEX G500 Series user manual (Rev 1.3) · [How to clean GoDEX printers - Printhead Maintenance Guide](#)  – Godex Knowledge Base (GoDEX Europe) (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 G500 print quality: faded or blurred print, or blank labels

The GoDEX manual links most print defects to the condition of the printhead, the ribbon and the media. These entries give the checks in the order of the guide.

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## How do I clean the printhead on a Godex G500 when the print is faded or blurred?

Symptoms: faded, blurred or incomplete print.

**Short answer:** Switch the printer off, open the cover, lift the mechanism and remove the ribbon, then wipe the printhead with a soft, lint-free cloth soaked in alcohol. GoDEX recommends this cleaning once a week.

### LIKELY CAUSE

According to GoDEX, dust, dirt on the printhead or the ribbon and label glue degrade print quality. The manual asks you to keep the cover closed during printing.

**Caution:** Check that there are no metal fragments or hard particles on the cloth: they can damage the printhead.

### OFFICIAL PRINTHEAD CLEANING PROCEDURE

1. Switch the printer off.
2. Open the cover.
3. Unlock the print mechanism and lift it.
4. Remove the ribbon.
5. Wipe the printhead with a soft, lint-free cloth soaked in alcohol to remove label remnants and dirt.
6. Put the ribbon back, then close the mechanism and the cover.

The general GoDEX Europe printhead maintenance guide advises, for desktop printers, cleaning every two full rolls of labels (about 74 m each), with a GoDEX cleaning pen or 99% isopropyl alcohol.

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Sources: Cleaning The Print Head – GoDEX G500 Series user manual (Rev 1.3) · [How to clean GoDEX printers - Printhead Maintenance Guide](#)  – Godex Knowledge Base (GoDEX Europe) (official documentation).

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## Why does part of the label stay blank or blurred on my Godex G500?

Symptoms: unprinted area, blurred image.

**Short answer:** The printhead is often dirty with label or ribbon remnants, or the ribbon is wrinkled. Clean the printhead, check the ribbon, then print a self-test page to see whether the printhead prints across the whole width.

### LIKELY CAUSE

The GoDEX troubleshooting table cites: dust or dirt on the printhead, an error in the application software, wrinkled ribbon, power supply, media quality.

### WHAT TO DO

1. Check the printhead: dust, label or ribbon remnants. Clean it if necessary (see [printhead cleaning](#)).
2. Check the application software.
3. Check that the ribbon is not wrinkled.
4. Check the power supply.
5. Print a self-test page and check that the printhead prints across the whole width of the media.
6. Check the quality of the media.

If the quality is poor on one side of the label only, see the [uneven print](#) entry.

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Source: Troubleshooting – GoDEX G500 Series user manual (Rev 1.3) (official documentation).

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## The labels feed but my Godex G500 prints nothing: why?

Symptoms: blank labels coming out.

**Short answer:** The roll may be loaded the wrong way round, the media may be unsuitable, or the ribbon may be incorrectly installed. Check the direction of the roll, the type of media and the ribbon loading.

### LIKELY CAUSE

The GoDEX troubleshooting table cites the loading direction and type of media, then the ribbon loading.

### WHAT TO DO

1. Check that the label roll is loaded the right way round and that the media is suitable.
2. Check that the ribbon is loaded correctly (see [ribbon loading](#)).

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Source: Troubleshooting – GoDEX G500 Series user manual (Rev 1.3) (official documentation).

## Godex G500 printhead: adjusting the pressure and the print line

The G500 has printhead pressure and print line adjustments, which are useful when the quality varies across the width of the label.

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## Why is the print on my Godex G500 lighter on one side of the label?

Symptoms: uneven quality across the width, media of varying thickness.

**Short answer:** The print line may no longer be parallel to the platen roller, or the printhead pressure may not suit the media. The G500 lets you adjust the print line with a knob and the printhead pressure with two screws.

### LIKELY CAUSE

According to GoDEX, a badly adjusted print line gives poor quality on one side of the media. With special media of varying thickness, the printhead pressure must be adjusted.

### WHAT TO DO

1. Open the cover and remove the ribbon.
2. Printhead pressure: with a screwdriver, slowly turn the left and/or right adjustment screw to increase or reduce the pressure.
3. Print line: turn the adjustment knob anticlockwise to move the printhead in direction A, or clockwise for direction B (see the illustration in the manual).
4. Put the ribbon back and print a self-test page to check the result.

The GoDEX manual does not state which direction of rotation of the screws increases the pressure.

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Sources: Adjusting The Print Head Pressure · Adjusting The Print Line – GoDEX G500 Series user manual (Rev 1.3) (official documentation).

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

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# Godex G500 connection: USB, driver and Ethernet network

Connection, driver installation and network configuration with the NetSetting tool, according to the GoDEX manual.

## How do I connect a Godex G500 to a computer and install its driver?

Symptoms: printer missing from Windows, new installation.

**Short answer:** With the printer switched off, connect the AC adapter and then the USB or parallel cable, and switch on: the light should come on. Then install the driver supplied on the CD and check that the printer appears in the list of Windows printers.

**Caution:** Connect the power connector with the printer switched off. GoDEX recommends a surge protector and asks you to keep the device away from humidity and liquids.

### CONNECTION PROCEDURE (GODEX MANUAL)

1. Check that the printer is switched off.
2. First connect the mains cord to the adapter, then the adapter plug to the printer.
3. Connect the printer to the computer with the USB or parallel cable, depending on the model.
4. Switch the printer on: the light should come on.
5. On the CD, open the “Seagull-Driver” folder, start the installation and choose “Install printer drivers”.
6. Specify the model, the connection port and a printer name, check the summary and then click “Finish”.
7. Check that the new printer appears in the “Printers and Faxes” folder.

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The available ports depend on the version (references G500-U, G500-UP, G500-US, G500-UES, G530-UP and G530-UES): USB, parallel, RS-232 serial or Ethernet. The GoDEX G500 Series product page lists USB 2.0, the RS-232 serial port and 10/100 Ethernet.

Sources: Connecting The Printer To The Host Computer – GoDEX G500 Series user manual (Rev 1.3) · Installing The Driver – GoDEX G500 Series user manual (Rev 1.3) · Safety Instructions – GoDEX G500 Series user manual (Rev 1.3) · Appendix: Interface – GoDEX G500 Series user manual (Rev 1.3) · G500 Series – GoDEX G500 Series product page (official documentation).

## How do I find or change the IP address of a Godex G500 on Ethernet?

Symptoms: printer cannot be found on the network.

**Short answer:** Print a self-test page: it shows the MAC address, IP protocol, IP address, gateway and subnet mask. To change these settings, use the GoDEX NetSetting software, which searches for printers on the network and lets you choose DHCP or a fixed IP.

### WHAT TO DO

1. Print a self-test page (see [self-test](#)) and note the IP address.
2. Install NetSetting from the “Ethernet” folder on the CD or from the official GoDEX website.
3. Start NetSetting and click the magnifying glass icon to search for GoDEX printers on the network.
4. In the “IP Setting” tab, choose DHCP or a fixed IP address, then click “Set”; “ReGet” reads the values again.
5. For the network parameters, the manual advises consulting your network administrator.

The NetSetting configuration pages are protected by a password, which can be changed in the “IP Setting” tab: refer to the GoDEX manual. NetSetting can also send error alerts by e-mail (SMTP) or SNMP. This only applies to versions fitted with an Ethernet port.

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Sources: NetSetting for Ethernet · Label Size Calibration and Self Test Page – GoDEX G500 Series user manual (Rev 1.3) (official documentation).

## Godex G500 cutter and peeler: jams, failed cuts, labels not peeled

The cutter and the peeler are G500 accessories. The GoDEX manual specifies their usage limits and the checks to make in the event of a fault.

### How do I clear a jam in the cutter of a Godex G500?

Symptoms: paper jammed in the cutter module.

**Short answer:** Switch the printer off, turn the screw under the cutter module to free the blade, remove the jammed paper, then switch back on: the cutter resets automatically.

#### LIKELY CAUSE

According to GoDEX, jams can occur while the cutter is in use. The manual also sets limits: labels at least 30 mm high, no cutting through adhesive labels, inward-wound rolls not recommended.

**Caution:** The printer must be switched off before any work on the cutter. GoDEX advises against cutting adhesive labels: the glue stays on the blade and damages it.

#### WHAT TO DO

1. Switch the printer off.
2. Turn the screw under the cutter module (Phillips screwdriver, according to the manual) to free the blade.
3. Remove the jammed paper.

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#### 4. Switch the printer back on: the cutter resets automatically.

Sources: Adjusting The Cutter · Installing The Cutter – GoDEX G500 Series user manual (Rev 1.3) (official documentation).

### Why does the cutter on my Godex G500 cut crooked or incompletely?

Symptoms: slanted cut, incomplete cut, labels not fed.

**Short answer:** A crooked cut comes from badly aligned media; an incomplete cut, from media thicker than 0.2 mm. If the labels do not go through or are badly cut, check the cutter installation and the paper guides.

#### LIKELY CAUSE

The GoDEX troubleshooting table links each cutting fault to a check: media alignment, thickness, cutter installation and paper guides.

**Caution:** Switch the printer off before installing or removing the cutter.

#### WHAT TO DO

1. Crooked cut: check that the media is positioned perfectly straight.
2. Incomplete cut: check that the label is no more than 0.2 mm thick.
3. Labels not fed or badly cut: check that the cutter is correctly installed and that the paper guides are working.
4. After installation, the manual suggests a stop position of 28 in QLabel (parameter E set to 28).

According to GoDEX: blade life of about 400,000 cuts (250 µm media, 3 inches wide), maximum cutting width 116 mm, labels at least 30 mm high. If labels stick to the cutter because of static electricity, GoDEX Europe offers an anti-static brush or label (ref. 745-009200-000, minimum of 10); this article is general.

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Sources: Troubleshooting – GoDEX G500 Series user manual (Rev 1.3) · Installing The Cutter – GoDEX G500 Series user manual (Rev 1.3) · [How to solve of electrostatic charge and sticks when is using Godex printer with cutters](#)  – Godex Knowledge Base (GoDEX Europe) (official documentation).

## The peeler on my Godex G500 is not working properly: what should I check?

Symptoms: labels not peeled, printing paused.

**Short answer:** Check that there is no dust on the peeler and that the labels are correctly positioned. Printing stays paused as long as the last peeled label is covering the sensor: remove it to continue.

### LIKELY CAUSE

The GoDEX troubleshooting table cites dust on the peeler and incorrect positioning of the labels. The peeler has a sensor that pauses printing as long as a label is covering it.

**Caution:** Only connect or disconnect the peeler cable with the printer switched off: according to GoDEX, the motherboard can be damaged.

### WHAT TO DO

1. Remove the peeled label covering the sensor: printing resumes.
2. Check that there is no dust on the peeler.
3. Check the label path: peel off the first labels, pass the backing through the peeler, then close the peeler and the print mechanism.
4. Press FEED: the label peels off as it passes through the peeler.

Conditions given by GoDEX: stop position set to 9 mm, labels at least 25 mm high, maximum width 110 mm. The peeler cable connects to the lower socket, the upper socket being used for the cutter. With the UN-208 backing rewinder, GoDEX Europe states that the G500 requires metal clips slid onto the tear-off plate to keep the peeler closed.

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Sources: Installing The Label Dispenser – GoDEX G500 Series user manual (Rev 1.3) · Troubleshooting – GoDEX G500 Series user manual (Rev 1.3) · [How to setup Liner rewinder UN-208 with GoDEX label printer](#)  
🔗 – Godex Knowledge Base (GoDEX Europe) (official documentation).

## Godex G500 power supply: the printer will not switch on

The power checks from the GoDEX manual and the safety instructions to follow.

### My Godex G500 is powered but nothing lights up: what should I do?

Symptoms: no light on at power-on.

**Short answer:** Check the power supply: mains cord connected to the adapter, adapter connected to the printer, wall socket working. At power-on, the light should come on.

#### LIKELY CAUSE

The GoDEX troubleshooting table refers you first to the power supply.

**Caution:** Never repair or adjust the device while it is powered, and do not open it yourself: GoDEX reserves opening it for qualified personnel.

#### WHAT TO DO

1. Check the connection of the mains cord to the adapter and of the adapter to the printer.
2. Check the socket voltage before plugging in the printer.
3. Switch the printer on: the light should come on.

**When to call a technician:** if the power supply is correct and nothing lights up, the GoDEX

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manual refers you to your dealer; only qualified personnel should open the device.

Power supply according to GoDEX: 100 to 240 V AC, 50-60 Hz, automatic switching.

Sources: Troubleshooting · Connecting The Printer To The Host Computer · Safety Instructions – GoDEX G500 Series user manual (Rev 1.3) (official documentation).

## Godex G500 firmware: update and return to factory settings

The GoDEX manual describes the firmware update and restoring the factory configuration with the NetSetting software.

### How do I update the firmware on a Godex G500 or return to factory settings?

Symptoms: update required, configuration to be reset.

**Short answer:** On Ethernet versions, the GoDEX manual describes remote updating with the NetSetting software: “Firmware Download” tab, choice of file, then “Start Download Firmware”. The “Recover To Factory Settings” button restores the factory configuration.

#### WHAT TO DO

1. Print a self-test page to note the current model and firmware version.
2. Start NetSetting and select the printer found on the network.
3. Open the “Firmware Download” tab: the current version is displayed.
4. Specify the location of the firmware file and click “Start Download Firmware”.
5. To return to the factory configuration, use the “Recover To Factory Settings” button.

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The manual only describes this network method. The self-test page shows whether the printer is in its factory configuration.

Sources: NetSetting for Ethernet: Firmware Download · Label Size Calibration and Self Test Page – GoDEX G500 Series user manual (Rev 1.3) (official documentation).

## Other questions about the Godex G500: self-test page

The self-test page summarises the printer configuration and is used for several diagnostics.

### How do I print a test page (self-test) on a Godex G500?

Symptoms: need to check the configuration, the IP address or the printhead.

**Short answer:** The self-test prints at the end of the calibration: switch the printer back on while holding FEED and release it when READY flashes red and STATUS is orange. The page shows the model, firmware version, network and serial settings, memory and print settings.

#### OFFICIAL PROCEDURE

1. Load the labels.
2. Switch the printer off, then switch it back on while holding the FEED button down.
3. Release FEED when READY flashes red and STATUS lights up orange.
4. After the labels have been measured, the self-test page prints.

Content of the page according to GoDEX: model and version, USB ID, serial port setting, MAC address, IP protocol, IP address, gateway and subnet mask, DRAM and image buffer memory, number of forms, graphics, fonts and databases, free memory, speed, darkness, reference point, print direction, label width, form length, stop position, cutter or peeler, mode, sensor setting, code page and status of the factory settings.

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Source: Label Size Calibration and Self Test Page – GoDEX G500 Series user manual (Rev 1.3) (official documentation).

## When should you call a technician for a Godex G500?

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

- **Printer powered, no light on:** power supply checked with no result: the manual refers you to the dealer, and only qualified personnel may open the device.
- **Problem not listed in the troubleshooting table:** the GoDEX manual asks you to contact your dealer for any problem not described.

## Avoiding recurring faults on the Godex G500: 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 G500 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.

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**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.

**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 G500 troubleshooting: frequently asked questions

**How do I calibrate a Godex G500?**

Switch the printer off, then switch it back on while holding the FEED button down. Release FEED when the READY light flashes red and STATUS lights up orange. The G500 measures the labels, saves their height, then prints a self-test page. [See the detailed entry.](#)

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### What do the beeps on a Godex G500 mean?

According to the GoDEX manual, 2 series of 4 beeps indicate a print mechanism that is not properly closed, and 2 series of 3 beeps a ribbon error (ribbon missing or used up). The STATUS light then turns red. The other alerts are described in the lookup table. [See the detailed entry.](#)

### Why does my Godex G500 skip labels?

The calibration no longer matches the media or the sensor is masked. Run the label size calibration again, then check the label height setting, the cleanliness of the sensor and the paper guides. [See the detailed entry.](#)

### How do I clean the printhead on a Godex G500?

Switch the printer off, open the cover, lift the mechanism and remove the ribbon, then wipe the printhead with a soft, lint-free cloth soaked in alcohol. GoDEX recommends this cleaning once a week. [See the detailed entry.](#)

### Why does my Godex G500 print nothing on the labels?

The roll may be loaded the wrong way round, the media may be unsuitable, or the ribbon may be incorrectly installed. Check the direction of the roll, the type of media and the ribbon loading. [See the detailed entry.](#)

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### How do I print a test page on a Godex G500?

The self-test prints at the end of the calibration: switch the printer back on while holding FEED and release it when READY flashes red and STATUS is orange. The page shows the model, firmware version, network and serial settings, memory and print settings. [See the detailed entry.](#)

### How do I change the IP address of a Godex G500?

Print a self-test page to note the current IP address. Then use the GoDEX NetSetting software, which searches for printers on the network and lets you choose DHCP or a fixed IP in the IP Setting tab. This applies to versions fitted with an Ethernet port. [See the detailed entry.](#)

### What is the difference between the Godex G500 and the G530?

According to GoDEX, the G500 prints at 203 dpi at up to 127 mm/s and the G530 at 300 dpi at up to 102 mm/s. Both models share the same manual, the same READY and STATUS lights and the same FEED button. The procedures in this guide therefore apply to both.

## Sources consulted

All the causes, procedures and alerts in this guide come from the official GoDEX documentation below (user manual, product page and GoDEX Europe knowledge base), consulted on 20 October 2026.

- G500 Series User Manual – GoDEX G500 and G530 user manual, Rev 1.3 (7 November 2012) **official**
- G500 Series – GoDEX G500 Series product page **official**

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- [How to clean GoDEX printers - Printhead Maintenance Guide](#) [↗](#) – Godex Knowledge Base (GoDEX Europe) **official**
- [How to set up GoDEX printer on long label calibration](#) [↗](#) – Godex Knowledge Base (GoDEX Europe) **official**
- [How to pre-set GoDEX printer when have issue with detection gap at color or preprinted label](#) [↗](#) – Godex Knowledge Base (GoDEX Europe) **official**
- [How to solve of electrostatic charge and sticks when is using Godex printer with cutters](#) [↗](#) – Godex Knowledge Base (GoDEX Europe) **official**
- [How to setup Liner rewinder UN-208 with GoDEX label printer](#) [↗](#) – Godex Knowledge Base (GoDEX Europe) **official**

The product pages and the download centre of [godexintl.com](#), the [godexamericas.com](#) and [godex.com.tw](#) sites and two GoDEX Europe articles on driver installation (“Unable to add GoDEX printer with Seagull Drivers”) and on macOS (“Godex printer installed on MAC via USB- advice”) 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 G500](#)
- All Godex printer troubleshooting guides ([MX20](#), [DT200](#), [EZ6250i](#) and [EZ6350i](#), [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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PDF version of the page <https://www.timcod.fr/reparation/en/printer-troubleshooting/godex/g500>, updated on 21 October 2026.

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