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TROUBLESHOOTING GUIDE

Godex GE300 troubleshooting guide: errors, faults and fixes

Updated 21 October 2026 · By TIMCOD maintenance technicians · Source: official Godex documentation, GE300/GE330 user manual (list at the end of the page)

TIMCOD PRODUCT PAGE (IN FRENCH)

See the **Godex GE300 Series product page** →

In brief. The Godex GE300 is a thermal transfer and direct thermal desktop label printer; the GE330, its 300 dpi version, shares the same manual and this guide. With no display, it signals its errors with a single light that turns red or orange, and prints a message for memory errors. The GoDEX manual classifies faults as media errors (Media Error), settings errors, memory errors and printhead errors. This guide covers these errors, automatic label detection, loading, printhead cleaning, the network and the Wi-Fi and Bluetooth options. Click a question to open its entry.

- **The light is red or orange** (Media Error, Settings Error...): find the error in the [lookup table](#) and open the matching entry.
- **No error, but the labels are printed incorrectly:** run [automatic detection](#) again if the print is misaligned, then see the [printhead cleaning](#) and [unprinted areas](#) entries.

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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 GE300 reporting? Lookup by light and by message

The GE300 has no display: a single light, green in standby, turns red or orange when an error occurs, accompanied by beeps. For memory errors, the printer also prints a message. The table lists each error in the GoDEX manual, its cause and the entry that resolves it.

Message or state	Light (GoDEX manual)	Likely cause	Entry
Media Error: paper not detected	—	The printer does not detect the media	Paper not detected
Media Error: ribbon or labels run out	—	Ribbon or label roll used up	End of ribbon or labels
Media Error: paper jam	—	Platen roller blocked, or gap or black mark not detected	Paper jam
Settings Error	—	Thermal transfer mode selected with no ribbon loaded	Settings Error
Memory full	—	Printer memory full	Memory full
Filename cannot be found	—	Requested file not found	Filename cannot be found

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Message or state	Light (GoDEX manual)	Likely cause	Entry
Filename is repeated	—	File name already in use	<u>Filename is repeated</u>
Print Head Error	—	Printhead temperature too high	<u>Printhead too hot</u>
Red light, printing interrupted	● Red	Error detected, mechanism not properly closed, driver setting or command	<u>Red light</u>
Power-on with FEED pressed	● Flashing red	Automatic label detection: release FEED	<u>Calibration</u>

The errors come from the “Error Alerts” section of the GoDEX GE300/GE330 user manual (Rev 1.1). According to this manual, the light turns red or orange when an error occurs, flashing quickly, flashing slowly or lit solid depending on the error; these combinations are shown as pictograms, which are not reproduced here. The dash indicates that the manual text does not specify the state of the light. Media Error, Settings Error, Memory Error and Print Head Error are the manual's categories, not displayed messages.

Godex GE300 errors: Media Error, Settings Error, Memory Error and red light

The GoDEX manual describes 8 errors in four categories: media, settings, memory and printhead. For each one: the short answer, the cause, the steps to follow and, where the documentation provides for it, the point at which you should hand over to a technician.

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Why does the light on my Godex GE300 stay red and printing stop?

Light: red · Printing interrupted.

Short answer: The GE300 has detected an error. First check that the print mechanism is properly closed, then the driver settings or the commands sent, and look up the error in the [lookup table](#).

LIKELY CAUSE

According to the GoDEX manual, the red or orange light indicates that the printer has detected an error. The troubleshooting table gives three leads: driver settings or command codes, errors in the alert table, print mechanism not properly closed.

WHAT TO DO

1. Check that the print mechanism is properly closed.
2. Check the driver settings or the command codes sent by your software.
3. Identify the error in the [lookup table](#) and follow the matching entry.

Sources: 5.2 Troubleshooting · 3.1 LED Operation Panel – GoDEX GE300/GE330 user manual (Rev 1.1) (official documentation).

What does the “Media Error” error mean when my Godex GE300 does not detect the paper?

Error category (GoDEX manual): **Media Error** · Paper not detected.

Short answer: The GE300 cannot detect the media. The GoDEX manual says to run automatic detection again: switch the printer back on while holding FEED, then release it when the light flashes red.

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LIKELY CAUSE

In the GoDEX alert table, the “Media Error” category includes failure to detect the paper. The manual also points out that paper or dust on the sensor distorts detection.

WHAT TO DO

1. Check that the roll is correctly loaded and that the guides are set to the label width.
2. Check that no paper or dust is covering the label sensor, located in the print mechanism.
3. Run automatic detection again (see [calibration](#)).

Sources: 3.2 Error Alerts · 2.4 Loading The Label Roll – GoDEX GE300/GE330 user manual (Rev 1.1) (official documentation).

My Godex GE300 reports a “Media Error” at the end of the roll: how do I fix it?

Error category: **Media Error** · Ribbon or labels run out.

Short answer: The ribbon or the label roll is used up. Replace the used-up consumable, then close the print mechanism and the cover.

LIKELY CAUSE

The GoDEX manual puts the end of the ribbon and the end of the labels in the same “Media Error” category.

WHAT TO DO

1. Open the cover (buttons on both sides) and unlock the print mechanism.
2. Identify the used-up consumable: ribbon or labels.
3. Replace the ribbon (see [loading the ribbon](#)) or the roll (see [loading the labels](#)).
4. Close the mechanism and the cover.

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Consumables according to GoDEX: wax, wax-resin or resin ribbon, 110 m maximum, 30 to 110 mm wide, 0.5-inch (12.7 mm) core; label roll up to 127 mm in diameter on a 1-inch or 1.5-inch core.

Sources: 3.2 Error Alerts · Appendix: Product Specifications – GoDEX GE300/GE330 user manual (Rev 1.1) (official documentation).

Why does my Godex GE300 report a paper jam (“Media Error”)?

Error category: **Media Error** · Paper jam.

Short answer: The platen roller is blocked, or the printer cannot find the gap or black mark between the labels. Clear the paper, remove label residue from the printhead and clean it, then run automatic detection again if the gaps are not recognised.

LIKELY CAUSE

The GoDEX manual gives two possible reasons: paper platen roller blocked, or gap or black mark not detected.

Caution: According to GoDEX, hot parts can burn your fingers: wait half an hour after switching off before handling them. Do not use a screwdriver or scalpel to remove a stuck label, a cause of mechanical damage to the printhead according to GoDEX Europe.

WHAT TO DO

1. Switch the printer off, open the cover and lift the print mechanism.
2. Clear the jammed paper.
3. Remove any label residue stuck to the printhead.
4. Wipe the printhead with a soft, lint-free cloth lightly moistened with alcohol (see [printhead cleaning](#)).
5. If the gap or black mark is not detected, run automatic detection again (see [calibration](#)).

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Sources: 3.2 Error Alerts – GoDEX GE300/GE330 user manual (Rev 1.1) · 5.2 Troubleshooting – GoDEX GE300/GE330 user manual (Rev 1.1) · Safety Instructions – GoDEX GE300/GE330 user manual (Rev 1.1) · [How to clean GoDEX printers - Printhead Maintenance Guide](#)  – Godex Knowledge Base (GoDEX Europe) (official documentation).

What does “Settings Error” mean on a Godex GE300 with no ribbon?

Error category: **Settings Error** · No ribbon in thermal transfer mode.

Short answer: The GE300 is set to thermal transfer but no ribbon is loaded. Load a ribbon, or select direct thermal mode if your labels print without a ribbon.

LIKELY CAUSE

The GoDEX alert table describes this settings error: thermal transfer mode selected with no ribbon.

WHAT TO DO

1. If your labels require a ribbon, load one (see [loading the ribbon](#)).
2. If you are printing on direct thermal labels, select direct thermal print mode.

Source: 3.2 Error Alerts – GoDEX GE300/GE330 user manual (Rev 1.1) (official documentation).

Why does my Godex GE300 print “Memory full”?

Category: **Memory Error** · Printed message: **Memory full**.

Short answer: The GE300's memory is full. According to GoDEX, you need to delete the data you no longer need from the printer's memory.

LIKELY CAUSE

The GoDEX manual classifies this case as a memory error: the user space is full.

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WHAT TO DO

1. Print a self-test page (see [self-test](#)): it shows the free memory and the number of stored forms, graphics, fonts and databases.
2. Delete unneeded data from the memory.

Memory according to GoDEX: 8 MB of flash, of which 4 MB is available to the user, and 16 MB of SDRAM.

Sources: 3.2 Error Alerts · 3.3 Label Calibration and Self Test · Appendix: Product Specifications – GoDEX GE300/GE330 user manual (Rev 1.1) (official documentation).

What should I do when my Godex GE300 prints “Filename cannot be found”?

Category: **Memory Error** · Printed message: **Filename cannot be found** .

Short answer: The printer cannot find the requested file. Send the **~X4** command to print the names of all existing files, then check the name of the file called.

LIKELY CAUSE

According to the GoDEX manual, the file called cannot be found in the memory.

WHAT TO DO

1. Send the **~X4** command: the printer prints the list of stored file names.
2. Compare this list with the name called by your label or your program.

Source: 3.2 Error Alerts – GoDEX GE300/GE330 user manual (Rev 1.1) (official documentation).



What does the “Filename is repeated” message mean on a Godex GE300?

Category: **Memory Error** · Printed message: **Filename is repeated** .

Short answer: You are saving a file under a name that is already in the memory. The GoDEX manual says to change the file name, then save it again.

LIKELY CAUSE

The name of the file sent already exists in the printer.

WHAT TO DO

1. Choose a new name for the file.
2. Save it to the printer again.

Source: 3.2 Error Alerts – GoDEX GE300/GE330 user manual (Rev 1.1) (official documentation).

Why does my Godex GE300 report a printhead too hot error?

Error category: **Print Head Error** · Light flashing as long as the printhead is too hot.

Short answer: The printhead has exceeded its operating temperature. Wait for it to cool down: the GE300 then returns to standby and the light stops flashing.

LIKELY CAUSE

The GoDEX manual classifies this alert as a printhead error. The GoDEX Europe printhead maintenance guide specifies that excessive temperature shortens the life of the printhead.

Caution: According to GoDEX, hot parts can burn your fingers: wait half an hour after switching off before handling them.

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WHAT TO DO

1. Stop sending jobs and let the printhead cool down.
2. Wait until the light stops flashing: the printer has returned to standby.
3. If the alert recurs, adjust the speed, temperature and ribbon (see [protecting the printhead](#)).

Sources: 3.2 Error Alerts – GoDEX GE300/GE330 user manual (Rev 1.1) · Safety Instructions – GoDEX GE300/GE330 user manual (Rev 1.1) · [How to clean GoDEX printers - Printhead Maintenance Guide](#)  – Godex Knowledge Base (GoDEX Europe) (official documentation).

Godex GE300 calibration: skipped labels, misaligned print or gap not detected

The GE300 measures the label height itself. These entries give the official automatic detection procedure and the sensor settings for difficult media.

How do I calibrate a Godex GE300 so that it detects labels automatically?

Symptoms: the label does not stop in the right place, change of media.

Short answer: With the printer off, switch it back on while holding down the FEED button and release the button as soon as the light flashes red. The GE300 measures the media, stores the label height, then prints a self-test page.

LIKELY CAUSE

The GoDEX manual explains that the GE300 detects and stores the label height itself: the computer does not need to send it. Automatic detection is recommended when the label does not stop in the right position.

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OFFICIAL CALIBRATION PROCEDURE

1. Check that the label roll is correctly loaded.
2. Switch the printer off.
3. Switch it back on while holding down the FEED button.
4. Release FEED when the light starts flashing red.
5. The printer measures the media and saves the label height.
6. Once the measurement has succeeded, it prints a self-test page.

The procedure is identical on the GE330. The GoDEX data sheet for the series also mentions a calibration button, which the manual consulted does not describe; according to the GoDEX Europe knowledge base, this button starts the same automatic calibration as the `~S, SENSOR, 0` command. Sensors: reflective, adjustable across the full width, and fixed transmissive.

Sources: 3.3 Label Calibration and Self Test – GoDEX GE300/GE330 user manual (Rev 1.1) · 3.1 LED Operation Panel – GoDEX GE300/GE330 user manual (Rev 1.1) · GE300 / GE330 Desktop Printers – GoDEX GE300 series data sheet · [Calibration on GoDEX printers](#) – Godex Knowledge Base (GoDEX Europe) (official documentation).

Why does my Godex GE300 skip a label during printing?

Symptoms: every other label stays blank, skipped label.

Short answer: The label height setting no longer matches the media, or dust is masking the sensor. Check these two points, then run automatic detection again so that the printer re-measures the labels.

LIKELY CAUSE

The GoDEX troubleshooting table mentions the label height setting, dust on the sensor and automatic detection.

WHAT TO DO

1. Check the label height setting.

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2. Check that no dust is covering the sensor.
3. Run automatic detection again (see [calibration](#)).

Source: 5.2 Troubleshooting – GoDEX GE300/GE330 user manual (Rev 1.1) (official documentation).

Why is the print misplaced on the labels of my Godex GE300?

Symptoms: text or barcode misaligned on the label.

Short answer: Paper or dust on the sensor, unsuitable media or incorrectly set guides shift the print. Clear the sensor, check the media and adjust the paper guides.

LIKELY CAUSE

The GoDEX troubleshooting table gives three causes: sensor covered with paper or dust, unsuitable media, paper guide setting.

WHAT TO DO

1. Check that no paper or dust is covering the sensor.
2. Make sure the media is suitable; if in doubt, GoDEX advises contacting your supplier.
3. Check the paper guide setting.
4. If the label still does not stop in the right place, run automatic detection again (see [calibration](#)).

Sources: 5.2 Troubleshooting · 3.1 LED Operation Panel – GoDEX GE300/GE330 user manual (Rev 1.1) (official documentation).

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My Godex GE300 cannot find the gap between long or coloured labels: how do I adjust the sensor?

Symptoms: calibration fails, labels longer than 250 mm, coloured or preprinted background.

Short answer: A GoDEX printer searches for the gap or mark over 250 mm by default, and the standard threshold may not suit coloured or preprinted labels. GoDEX Europe suggests adjusting these values with the `~S,SENSOR` command, then running calibration again.

LIKELY CAUSE

According to GoDEX Europe, the search for the gap or mark is limited to 250 mm by default, and the printer may have difficulty finding the gap on coloured or preprinted labels.

WHAT TO DO

1. Start by querying the printer with `^XGET,SENSORSTATUS` to find out the current search length and threshold.
2. Long labels: increase the search length, for example `~S,SENSOR,400,3,30` for 400 mm (syntax `~S,SENSOR[,length,gap,percentage]`, i.e. length, gap, percentage; length from 100 to 999 mm).
3. Coloured or preprinted labels: update the firmware, run an automatic calibration with the GoDoctor tool, then try a threshold of 25 or 27 instead of 40 (last value of `~S,SENSOR,X,Y,Z`).
4. Press the calibration button or run automatic detection again, then check the stored value with `^XGET,SENSORSTATUS`.

These GoDEX Europe articles are general and do not mention the GE300. To return to the original values, they point to the “Factory default” button in GoDoctor.

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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 detection gap at color or preprinted label](#) – Godex Knowledge Base (GoDEX Europe) (official documentation).

Ribbon and labels on the Godex GE300: loading and ribbon wrinkling

The loading procedures in the GoDEX manual, and the precautions to take to avoid ribbon wrinkling.

How do I load the ribbon in a Godex GE300?

Symptoms: first loading, ribbon replacement.

Short answer: Attach the new ribbon to an empty core with its adhesive strip and wind on 2 to 3 turns. Fit each core right side first, pushing against the spring, with the notch aligned with the lug, then turn the rewind knob to remove any wrinkles.

RIBBON LOADING PROCEDURE (GODEX MANUAL)

1. Open the cover (release buttons on both sides), then press the latches to lift the print mechanism.
2. Attach the end of the ribbon to the empty core using the adhesive strip and wind on 2 to 3 turns.
3. Supply side: first fit the right side of the ribbon, pushing to compress the holder spring, align the core (turn the gear if necessary) and its notch with the lug, then fit the left side.
4. Close the print mechanism.
5. Rewind side: fit the right side of the empty core, pushing against the spring, then the left side, with the notch aligned with the lug.

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6. Turn the rewind knob to tension the ribbon until it has no more wrinkles, then close the cover.

The core's notch is on its left side. Ribbon accepted according to GoDEX: wax, wax-resin or resin, 30 to 110 mm wide, 110 m maximum, 0.5-inch core.

Sources: 2.3 Loading The Ribbon · Appendix: Product Specifications – GoDEX GE300/GE330 user manual (Rev 1.1) (official documentation).

How do I load labels in a Godex GE300?

Symptoms: first loading, roll change.

Short answer: Mount the roll on its hub with the flanges, place the module in the printer, feed the label through the mechanism and then through the guides, set the guides to the width and close the mechanism and the cover.

LABEL LOADING PROCEDURE (GODEX MANUAL)

1. Place the roll on the hub and fit the guide flanges.
2. Unlock the print mechanism and lift it.
3. Place the roll module in the printer.
4. Feed the label through the print mechanism, then through the guides.
5. Set the guides to the label width: they stop it from swaying.
6. Close the print mechanism and the cover.

The hub accepts 1-inch and 1.5-inch cores. An insertion slot allows fanfold continuous labels to be used. Media according to GoDEX: continuous, gap labels, black mark or hole labels, 25.4 to 118 mm wide and 0.08 to 0.20 mm thick. If the label does not stop in the right place, run [automatic detection](#) again.

Sources: 2.4 Loading The Label Roll · 2.5 Loading The Label Supply Hub · 1.2 Getting To Know Your Printer · Appendix: Product Specifications – GoDEX GE300/GE330 user manual (Rev 1.1) (official documentation).

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How do I avoid ribbon wrinkling on a Godex GE300?

Symptoms: wrinkled ribbon, unprinted areas.

Short answer: The GoDEX manual says to check, before printing, that the ribbon has no wrinkles, turning the rewind knob to tension it. A wrinkled ribbon is one of the causes of unprinted areas.

LIKELY CAUSE

According to GoDEX, a ribbon that is not properly tensioned or cores that are not properly engaged leave wrinkles, which prevent some areas from printing.

WHAT TO DO

1. Open the cover.
2. Check that both cores are properly engaged, with the notch aligned with the lug; turn the gear if the core does not line up.
3. Turn the rewind knob until the ribbon has no more wrinkles.
4. Close the cover.

Sources: 2.3 Loading The Ribbon · 5.2 Troubleshooting – GoDEX GE300/GE330 user manual (Rev 1.1) (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 GE300 print quality: faded, blurred, incomplete or blank print

The GoDEX troubleshooting table links most defects to the printhead, the ribbon, the media or the software settings.

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Faded print on my Godex GE300: how do I clean the printhead?

Symptoms: faded or uneven print, adhesive residue on the printhead.

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 moistened with alcohol. GoDEX recommends doing this cleaning every week.

LIKELY CAUSE

According to the GoDEX manual, dust or dirt on the printhead or ribbon, and label adhesive, degrade print quality. Keeping the cover closed during printing and protecting the labels from dust also extends the life of the printhead.

Caution: Wait half an hour after switching off before touching the hot parts. Check that the cloth carries no metal fragments or hard particles, which would damage the printhead.

OFFICIAL PRINTHEAD CLEANING PROCEDURE

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

For desktop printers, GoDEX Europe recommends in its general maintenance guide cleaning the printhead after every two complete rolls (about 74 m per roll), with a GoDEX cleaning pen or 99% isopropyl alcohol.

Sources: 5.1 Cleaning The Print Head – GoDEX GE300/GE330 user manual (Rev 1.1) · Safety Instructions – GoDEX GE300/GE330 user manual (Rev 1.1) · [How to clean GoDEX printers - Printhead Maintenance Guide](#)
🔗 – Godex Knowledge Base (GoDEX Europe) (official documentation).

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Why is the print on my Godex GE300 blurred?

Symptoms: blurred or smudged characters and barcodes.

Short answer: The GoDEX manual gives three checks: the density (darkness) setting, the cleanliness of the printhead and the compatibility of the ribbon with the media.

LIKELY CAUSE

An incorrect density setting, a dirty printhead or a ribbon unsuited to the media make the image blurred, according to the GoDEX troubleshooting table.

WHAT TO DO

1. Check the density setting in your driver or software.
2. Check that the printhead is clean and clean it if necessary (see [printhead cleaning](#)).
3. Check that the ribbon (wax, wax-resin or resin) is suitable for the media.

Temperature guidelines given by GoDEX Europe in its general printhead maintenance guide: up to 9 with a wax ribbon, 12 with a wax-resin ribbon, 15 with a resin ribbon, depending on the speed and condition of the printer.

Sources: 5.2 Troubleshooting – GoDEX GE300/GE330 user manual (Rev 1.1) · [How to clean GoDEX printers](#) – [Printhead Maintenance Guide](#)  – Godex Knowledge Base (GoDEX Europe) (official documentation).

Why do some areas of the label not print on my Godex GE300?

Symptoms: blank parts of the label, incomplete image.

Short answer: Label or ribbon residue stuck to the printhead, a wrinkled ribbon or an incorrectly set start position leave blank areas. Check the printhead and the ribbon, then the start position in your software.

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LIKELY CAUSE

The GoDEX troubleshooting table mentions residue stuck to the printhead, an error in the application software, an incorrectly set start position, a wrinkled ribbon, then the quality of the media.

WHAT TO DO

1. Check that no label or ribbon residue is stuck to the printhead; clean it if necessary.
2. Check the application software.
3. Check the start position setting.
4. Make sure the ribbon is taut and free of wrinkles (see [ribbon wrinkling](#)).
5. Send the internal command `~T` to check that the printhead prints a complete job correctly.
6. Check the quality of the media.

Source: 5.2 Troubleshooting – GoDEX GE300/GE330 user manual (Rev 1.1) (official documentation).

Labels come out of my Godex GE300 blank: why?

Symptoms: the media feeds but nothing is printed.

Short answer: Check that the roll is loaded the right way round and that the media is suitable, then that the correct driver and a print mode suited to the media are selected.

LIKELY CAUSE

The GoDEX troubleshooting table mentions the loading direction and the type of media, the choice of driver and the print mode.

WHAT TO DO

1. Check the direction of the roll and the type of media.
2. Select the correct printer driver.

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3. Choose the media type and a suitable print mode (direct thermal or thermal transfer).

Source: 5.2 Troubleshooting – GoDEX GE300/GE330 user manual (Rev 1.1) (official documentation).

Godex GE300 printhead: how to protect it

The causes of printhead wear described by GoDEX Europe and the practices that extend its service life.

How do I extend the life of the printhead on a Godex GE300?

Symptoms: premature printhead wear, repeated overheating.

Short answer: GoDEX Europe gives four causes of wear: corrosion, abrasion, mechanical damage and overheating. Clean the printhead regularly with isopropyl alcohol, never remove a label with a tool, and adjust the temperature to the ribbon.

LIKELY CAUSE

According to the GoDEX Europe printhead maintenance guide: corrosion comes from water-based cleaning products or damp storage, abrasion mainly affects direct thermal printing, mechanical damage comes from tools used to remove labels, and overheating reduces the life of the printhead.

WHAT TO DO

1. For cleaning, use a GoDEX cleaning pen or a soft cloth soaked in 99% isopropyl alcohol, never a water-based product.
2. Protect label rolls from moisture with a film wrap.
3. To free a jammed label, do not insert a screwdriver or scalpel into the printer.
4. Choose the ribbon (wax, wax-resin or resin) according to the media and set the temperature accordingly: up to 9 for wax, 12 for wax-resin, 15 for resin.

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5. With direct thermal, GoDEX Europe suggests comparing the cost of a new printhead with that of a ribbon.
6. When replacing the printhead, GoDEX Europe advises replacing the platen roller as well.

General guide from GoDEX Europe, which does not mention the GE300. For desktop printers, it recommends cleaning every two complete rolls (about 74 m each); the GE300 manual recommends weekly cleaning.

Sources: [How to clean GoDEX printers - Printhead Maintenance Guide](#)  – Godex Knowledge Base (GoDEX Europe) · 5.1 Cleaning The Print Head – GoDEX GE300/GE330 user manual (Rev 1.1) (official documentation).

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

Godex GE300 connection: USB, Ethernet, Wi-Fi and Bluetooth

Driver installation, network configuration with NetSetting and wireless options, according to the GoDEX documentation.

How do I install a Godex GE300 over USB with its Windows driver?

Symptoms: printer missing from Windows, new installation.

Short answer: With the printer off, plug the power adapter into an earthed socket, then connect the USB cable, and switch on: the light should come on. Then install the driver from the “Seagull Drivers” folder on the CD, choosing the Godex GE300 model.



Caution: According to GoDEX, the device must be earthed and must only be used with the power adapter supplied for it. Connect the power connector with the printer switched off; a surge protector is recommended.

CONNECTION PROCEDURE (GODEX MANUAL)

1. Check that the printer is switched off.
2. Connect the power cord to the adapter, plug the adapter into the printer's power socket, then into a wall socket.
3. Connect the printer to the computer with the USB cable.
4. Switch the printer on: the light should come on.
5. On the CD, open the "Seagull Drivers" folder, run the driver file and choose "Install printer drivers".
6. Select the "Godex GE300" model, the port used and a printer name, check the summary and click "Finish".
7. Check that the printer appears in the "Printers and Faxes" folder.

Ports on the back according to the manual: USB, RS-232 serial and Ethernet. Default serial port setting: 9600 baud, no parity, 8 data bits, 1 stop bit.

Sources: 2.6 Connecting The Printer To The Host Computer · 2.7 Installing The Driver · Appendix: Interface – GoDEX GE300/GE330 user manual (Rev 1.1) (official documentation).

My Godex GE300 has a 169.254 IP address: how do I configure the network?

Self-test page: IP address `169.254.x.x`, mask `255.255.0.0`, DHCP enabled.

Short answer: According to GoDEX, a 169.254.x.x address with a 255.255.0.0 mask, with DHCP enabled, indicates an invalid IP address. Have your administrator check the network, as the manual advises, or assign a static IP address with the NetSetting software.

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LIKELY CAUSE

The GoDEX manual states that with DHCP enabled, a 169.254.x.x address, a 255.255.0.0 mask and an unchanging gateway correspond to an invalid IP address.

WHAT TO DO

1. Print a self-test page and note the IP protocol, IP address, gateway and mask.
2. Install NetSetting ("Ethernet" folder on the CD or official GoDEX website) and search for the printer with the magnifying glass icon.
3. In the "IP Setting" tab, choose DHCP or a static IP address, then click "Set".
4. For the network settings, ask your network administrator for advice.
5. If the problem persists, GoDEX Europe describes a network traffic capture (Wireshark and the PrinterMonitor tool) to send to technical support.

Access to the settings in NetSetting requires a password, the value of which is given in the GoDEX manual. The same software can send error alerts by SMTP or SNMP.

Sources: 4 NetSetting For Ethernet – GoDEX GE300/GE330 user manual (Rev 1.1) · 3.3 Label Calibration and Self Test – GoDEX GE300/GE330 user manual (Rev 1.1) · [How to make diagnostic LAN issue for GoDEX printers](#)  – Godex Knowledge Base (GoDEX Europe) (official documentation).

How do I configure Wi-Fi or Bluetooth on a Godex GE300?

Symptoms: wireless module installed, printer missing from the Wi-Fi network.

Short answer: Wi-Fi (802.11 b/g/n) and Bluetooth are options for the GE300 series. GoDEX Europe advises configuring Wi-Fi over USB with the GoConfig tool (GoTool / GoDoctor suite) or with the GoLabel 2 Wi-Fi wizard.

WHAT TO DO

1. Check that your GE300 is fitted with the optional Wi-Fi/Bluetooth module.
2. Connect the GE300 to the computer with a USB cable, then open GoConfig. If the printer does not appear, click "Port" and select USB.

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3. Click “GET” to read the current settings.
4. In “Printer I/O Setup”, enter the network name (SSID), the encryption and the key of your network, then choose DHCP or a static IP.
5. Alternatively: in GoLabel 2, “Quick settings” lets you choose the network and enter only its key.
6. Bluetooth: the `^xset,externcardmode,255` command enables it;
`^xset,externcardmode,16` disables Bluetooth and sleep mode.

The GoDEX Europe article on the combined Wi-Fi/Bluetooth module explicitly mentions the GE3x0; it specifies that in access point mode, the printer assigns addresses from 192.168.4.2 to 192.168.4.101. The article on GoConfig is general and does not mention any model.

Sources: GE300 / GE330 Desktop Printers – GoDEX GE300 series data sheet · [How to setup Wifi on Godex printer](#)  – Godex Knowledge Base (GoDEX Europe) · [How to install combo WIFI /BT at RT7x0i+ / RT7x0i, GE3x0... Godex printer](#)  – Godex Knowledge Base (GoDEX Europe) (official documentation).

Godex GE300 cutter: labels sticking

The cutter is an option for the GE300 series. The documentation consulted says little about it; here is what GoDEX says.

Labels stick to the cutter on my Godex GE300: what should I do?

Symptoms: cut labels remain stuck at the cutter exit.

Short answer: GoDEX Europe attributes this problem to static electricity with cutters and offers an antistatic brush or label (ref. 745-009200-000, minimum order of 10). On the GE300, the cutter is an option installed by the reseller.



LIKELY CAUSE

According to GoDEX Europe, electrostatic charge makes labels stick when a GoDEX printer is fitted with a cutter.

WHAT TO DO

1. Check that your GE300 is fitted with the cutter option.
2. Order an antistatic brush or label (ref. 745-009200-000).
3. Fit it as shown in the illustrations in the GoDEX Europe article.

When to call a technician: the GE300 cutter is installed by the reseller according to the GoDEX data sheet: entrust any work on this module to them.

The GE300 manual consulted describes neither the installation nor the adjustment of the cutter. The GoDEX Europe article is general and does not mention any model.

Sources: [How to solve of electrostatic charge and sticks when is using Godex printer with cutters](#)  – Godex Knowledge Base (GoDEX Europe) · GE300 / GE330 Desktop Printers – GoDEX GE300 series data sheet (official documentation).

Godex GE300 power supply: the light does not come on

The power checks and electrical safety instructions in the GoDEX manual.

The light on my Godex GE300 does not come on at power-up: what should I check?

Symptoms: printer switched on, light off.

Short answer: Check the power supply: switch set to ON, cord connected to the adapter, adapter plugged into the printer's socket and into an earthed wall socket. The light should come on as soon as the printer is powered up.

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LIKELY CAUSE

The GoDEX troubleshooting table refers to the power supply and the connection procedure.

Caution: Never repair or adjust the printer while it is powered on. According to GoDEX, an incorrectly wired socket can make accessible metal parts live.

WHAT TO DO

1. Check the position of the switch (ON/OFF).
2. Check the connection of the cord to the adapter and of the adapter to the printer.
3. Check the wall socket: it must be correctly wired and earthed.
4. Use only the power adapter supplied for the printer.

When to call a technician: if the light stays off despite a correct power supply, contact your reseller, as the GoDEX manual states; only qualified personnel may open the printer.

According to the specifications in the manual, the power supply accepts 100 to 240 V AC at 50 or 60 Hz, with automatic switching.

Sources: 5.2 Troubleshooting · 2.6 Connecting The Printer To The Host Computer · Safety Instructions – GoDEX GE300/GE330 user manual (Rev 1.1) (official documentation).

Godex GE300 firmware: update and factory settings

Updating the firmware and restoring the factory settings, as described in the GoDEX manual.

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How do I update the firmware of a Godex GE300 and restore its factory configuration?

Symptoms: update recommended by support, configuration to be reset.

Short answer: According to the GoDEX manual, the update is done remotely, over the Ethernet network, with the NetSetting software: choose the file in the “Firmware Download” tab and run “Start Download Firmware”. To restore the factory configuration, use “Recover To Factory Settings”.

WHAT TO DO

1. Note the current version on the self-test page (“Model & Version” line) or in the “Firmware Download” tab, which shows the BOOT and F/W versions.
2. In NetSetting, select the printer, open “Firmware Download”, specify the location of the file and click “Start Download Firmware”.
3. To return to the factory settings, click “Recover To Factory Settings”.

The last line of the self-test page shows whether the printer is in its factory configuration. The manual does not describe any other update method.

Sources: 4 NetSetting For Ethernet · 3.3 Label Calibration and Self Test – GoDEX GE300/GE330 user manual (Rev 1.1) (official documentation).

Other questions about the Godex GE300: self-test page

The self-test page summarises the printer's configuration; here is how to print it and read it.

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How do I print the self-test page on a Godex GE300?

Symptoms: need to know the version, the IP address or the settings.

Short answer: The self-test page prints automatically after label detection: switch the printer back on while holding FEED and release when the light flashes red. It summarises the version, network and serial settings, memory and print parameters.

OFFICIAL PROCEDURE

1. Load a roll of labels.
2. Switch the printer off.
3. Switch it back on while holding FEED, then release when the light flashes red.
4. After the media has been measured, the self-test page prints.

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

Source: 3.3 Label Calibration and Self Test – GoDEX GE300/GE330 user manual (Rev 1.1) (official documentation).

When should you call a technician for a Godex GE300?

The entries above first suggest reloading, cleaning or detecting the labels again. In the following cases, the GoDEX documentation refers you to your reseller or a qualified technician:

- **Light off despite a correct power supply:** the manual refers you to the reseller; only qualified personnel may open the printer.

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- **Work on the cutter:** option installed by the reseller according to the GoDEX data sheet.
- **Problem not listed in the troubleshooting table:** the GoDEX manual asks you to contact your reseller.

Avoiding recurring faults on the Godex GE300: 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 GE300 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.

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

Specialist Godex technicians

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A predictable budget instead of unplanned repairs.

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 GE300 troubleshooting: frequently asked questions

How do I calibrate a Godex GE300?

With the printer off, switch it back on while holding down the FEED button and release the button as soon as the light flashes red. The GE300 measures the media, stores the label height, then prints a self-test page. [See the detailed entry.](#)

What does “Media Error” mean on a Godex GE300?

In the GoDEX manual, Media Error covers three cases: paper not detected, ribbon or labels run out, and paper jam. If the paper is not detected, run automatic detection again by switching the printer back on with the FEED button held down. Otherwise, replace the used-up consumable or clear the jam. [See the detailed entry.](#)

Why is the light on my Godex GE300 red?

The GE300 has detected an error. First check that the print mechanism is properly closed, then the driver settings or the commands sent, and look up the error in the lookup table. [See the detailed entry.](#)

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How do I clean the printhead on a Godex GE300?

Switch the printer off, open the cover, lift the mechanism and remove the ribbon, then wipe the printhead with a soft, lint-free cloth moistened with alcohol. GoDEX recommends doing this cleaning every week. Wait half an hour after switching off before touching the hot parts. [See the detailed entry.](#)

Why does my Godex GE300 skip a label?

The label height setting no longer matches the media, or dust is masking the sensor. Check these two points, then run automatic detection again so that the printer re-measures the labels. [See the detailed entry.](#)

How do I connect a Godex GE300 to Wi-Fi?

Wi-Fi and Bluetooth are options for the GE300 series. GoDEX Europe advises configuring Wi-Fi over USB with the GoConfig tool (GoTool / GoDoctor suite) or with the GoLabel 2 Wi-Fi wizard, entering the network name, the encryption and the key. [See the detailed entry.](#)

How do I print a test page on a Godex GE300?

The self-test page prints automatically after label detection: switch the printer back on while holding FEED and release when the light flashes red. It summarises the version, network and serial settings, memory and print parameters. [See the detailed entry.](#)

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What is the difference between the Godex GE300 and the GE330?

The GE300 prints at 203 dpi and the GE330 at 300 dpi; the GoDEX data sheet states 127 mm/s and 102 mm/s respectively. The two models share the same manual, the same three-colour light and the same FEED button, and therefore the procedures in this guide.

Sources consulted

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

- GE300/GE330 Thermal Label Printer User Manual – GoDEX GE300 and GE330 user manual, Rev 1.1 (30 January 2019) **official**
- GE300 / GE330 Desktop Printers – GoDEX GE300 series data sheet **official**
- [Calibration on GoDEX printers](#)  – 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 detektion gap at color or preprinted label](#)  – Godex Knowledge Base (GoDEX Europe) **official**
- [How to clean GoDEX printers - Printhead Maintenance Guide](#)  – Godex Knowledge Base (GoDEX Europe) **official**
- [How to setup Wifi on Godex printer](#)  – Godex Knowledge Base (GoDEX Europe) **official**
- [How to install combo WIFI /BT at RT7x0i+ / RT7x0i, GE3x0... Godex printer](#)  – Godex Knowledge Base (GoDEX Europe) **official**
- [How to make diagnostic LAN issue for GoDEX printers](#)  – 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**

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The product pages and download centre on godexintl.com, the godexamericas.com and godex.com.tw websites and the full version of the 2024 GE300 Series Ver. 2.2 manual, apart from its opening excerpt, 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 GE300 Series](#)
- [All Godex printer troubleshooting guides](#) ([MX20](#), [DT200](#), [EZ6250i](#) and [EZ6350i](#), [G500](#), [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/ge300>, updated on 21 October 2026.

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