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TROUBLESHOOTING GUIDE

Godex HD830i troubleshooting guide: errors, faults and fixes

Updated 21 October 2026 · By TIMCOD maintenance technicians · Source: official Godex documentation, GoDEX Europe knowledge base and GoDEX HD830i product page (list at the end of the page)

TIMCOD PRODUCT PAGE (IN FRENCH)

See the Godex HD830i product page →

In brief. GoDEX presents the HD830i as an 8-inch-wide industrial label printer: 300 dpi, thermal transfer or direct thermal, 219.5 mm print width and labels up to 255 mm wide. Despite its high resolution and its 3.2-inch touch display, it is therefore not a desktop model in the GoDEX range. The documentation consulted mainly covers label detection (calibration, sensor selection, long, preprinted or missing labels), printhead care, the Wi-Fi and cutter options and the firmware; most of the GoDEX Europe articles used here apply to all GoDEX printers, as each entry points out. Click a question to open its entry.

- **The display shows a message or the FEED button is red** (MEDIA ERROR, DL mode...): look it up in the [lookup table](#), then open the entry shown.
- **No message, but the labels are not detected correctly or the print is fading:** start with [calibration](#), [sensor adjustment](#) and [printhead care](#).

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

Which signal is my Godex HD830i showing? Lookup by message and by light

The HD830i communicates through its 3.2-inch touch display and the two-colour light on the FEED/PAUSE/CANCEL button. Each row of the table links a signal described by GoDEX to its cause and to the entry that deals with it.

Message or state	Light (GoDEX product page)	Likely cause	Entry
FEED/PAUSE/CANCEL button red	● FEED/PAUSE/CANCEL L red	The printer is reporting an error, not specified on the product page	Red light
FEED/PAUSE/CANCEL button green	● FEED/PAUSE/CANCEL L green	Printer ready to print	Button light
MEDIA ERROR	—	Empty space on the roll: a label is missing	MEDIA ERROR
DL mode	—	Printer started in firmware download mode	DL mode
One beep, then two beeps (printhead open)	—	Sensor diagram printout requested by pressing FEED six times	Sensor diagram

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The light colours come from the GoDEX HD830i product page; “MEDIA ERROR”, “DL mode” and the beeps come from articles in the GoDEX Europe knowledge base that cover GoDEX printers in general. The error table in the HD830i user manual is not reproduced here. The dash indicates that the page consulted does not specify the state of the light.

Godex HD830i errors: MEDIA ERROR and red light on the FEED button

The GoDEX documentation consulted describes two error signals: the “MEDIA ERROR” alarm for a missing label and the red light on the FEED/PAUSE/CANCEL button. Each entry gives the short answer, the cause and the steps to follow.

My Godex HD830i stops on “MEDIA ERROR” because of a missing label: how do I make it continue?

Message: MEDIA ERROR · Light: —

Short answer: GoDEX Europe explains that the “MEDIA ERROR” alarm is triggered when the roll has an empty space. Two settings let you manage it: the paper-out alarm length (^XSET , PAPEROUT) and the action to take after the missing label (^XSET , MISSINGLABEL).

LIKELY CAUSE

One or more labels are missing from the roll, and the printer cannot find the next label within the set alarm length. Beyond 10 missing labels, GoDEX Europe considers the roll to be of poor quality.

WHAT TO DO

1. Calculate the tolerance n : the length of one label multiplied by the number of blank labels allowed, up to a maximum of 10 labels.
2. For black mark media or butt-cut labels (zero gap), the alarm length is $30 \text{ dots} + n$; with a gap between labels, it is $(\text{gap} \times 2.5) + n$.

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3. Send this length to the printer with `^XSET,PAPEROUT` (the article gives the example `^XSET,PAPEROUT,1225` for a ZX1300i).
4. Set the behaviour with `^XSET,MISSINGLABEL,n` : 0 to print on the liner at the empty space, 1 to skip the space and reprint the previous label, 2 to skip the space and move on to the next serial number.
5. With continuous media, these settings have no effect.

The GoDEX Europe article covers GoDEX printers in general and takes a ZX1300i as its example; it does not mention the HD830i. With the value 0, label alignment may be inaccurate.

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

The light on the FEED/PAUSE/CANCEL button of my Godex HD830i is red: what does it mean?

Light: FEED/PAUSE/CANCEL button red (green under normal conditions).

Short answer: According to the GoDEX product page, this two-colour light is green when the HD830i is ready and red when it is in error. The page does not say which error is involved: match the symptom with the entries in this guide, or with the user manual published on godexintl.com.

LIKELY CAUSE

The red light only indicates an error state. The situations documented in the GoDEX Europe knowledge base include the missing label (“MEDIA ERROR”), label detection and network problems.

WHAT TO DO

1. Look at the colour of the FEED/PAUSE/CANCEL button: green, the printer is ready; red, it is in error.
2. If the touch display shows “MEDIA ERROR”, go to the [MEDIA ERROR](#) entry.

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3. If the labels are no longer detected, see [calibration](#); for a network problem, see [network diagnostics](#).
4. For a message not covered in this guide, refer to the HD830i user manual on godexintl.com, where the GoDEX Europe knowledge base directs you for manuals.

The HD830i's power/standby button also has two-colour backlighting; the product page does not detail its colours.

Sources: HD830i – GoDEX product page – GoDEX HD830i product page · [How to install combo WIFI /BT at ZX1000i, ZX1000i+, GX4000i GoDEX printer](#) [↗](#) – GoDEX Europe knowledge base (official documentation).

Godex HD830i calibration: the printer does not detect the labels

The HD830i measures the label length by automatic detection or by programming. Five entries cover calibration, sensor selection, long or preprinted labels and the sensor diagram.

How do I calibrate a Godex HD830i?

Calibration button on the back of the printer · Equivalent command: `~S,SENSOR,0` .

Short answer: The calibration button is on the rear panel of the HD830i: one press starts automatic calibration. GoDEX Europe specifies that it is equivalent to the `~S,SENSOR,0` command, which can also be sent from GoDoctor.

LIKELY CAUSE

The HD830i determines the label length by automatic detection or by programming. Its reflective and transmissive sensors are adjustable and centred (GoDEX product page).

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CALIBRATION PROCEDURE (GODEX)

1. Load the roll, switch the printer on and make sure the printhead is closed.
2. Press the calibration button on the back of the printer.
3. If you cannot reach the button, send `~S, SENSOR, 0` or run Autocalibration in GoDoctor (GoDEX GoTools utilities).
4. With the factory setting, the printer selects the sensor itself (`^G2`); for black marks or transparent labels, see [sensor selection](#).
5. If it fails with long or preprinted labels, see the [long labels](#) and [preprinted labels](#) entries.

The GoDEX Europe article on calibration applies to GoDEX printers in general; the location of the button comes from the HD830i product page.

Sources: HD830i – GoDEX product page – GoDEX HD830i product page · [Calibration on GoDEX printers](#)  – GoDEX Europe knowledge base · [How to pre-set GoDEX printer when have issue with detektion gap at color or preprinted label](#)  – GoDEX Europe knowledge base (official documentation).

How do I force the black mark sensor or the transmissive sensor on a Godex HD830i?

Commands: `^G0` (reflective), `^G1` (transmissive), `^G2` (automatic, default).

Short answer: With the factory setting, the HD830i chooses its sensor itself. For black mark media, GoDEX Europe gives the `^G0` command (reflective sensor); for transparent labels, `^G1` (transmissive sensor). Then run calibration again.

LIKELY CAUSE

Automatic selection does not always pick the sensor suited to the media; the command forces one of the two sensors.

WHAT TO DO

1. Black mark media: send `^G0` . Transparent labels: send `^G1` .

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2. Run calibration again; the GoDEX Europe article follows the selection with an internal calibration command.
3. To return to the factory automatic selection, send `^G2`.
4. To prevent the choice from being changed again, GoDEX Europe gives the lock command `^xset,lockcmd,02000000`.

The GoDEX product page lists the media accepted by the HD830i: continuous, gap, black mark and perforated.

Sources: [Calibration on GoDEX printers](#) – GoDEX Europe knowledge base · HD830i – GoDEX product page – GoDEX HD830i product page (official documentation).

My Godex HD830i cannot find the gap between labels longer than 250 mm: what should I do?

Symptoms: calibration fails with long labels.

Short answer: The HD830i prints labels up to 1,016 mm long, but a GoDEX printer only searches for the gap or mark over 250 mm by default. Extend this range with `~S,SENSOR` (GoDEX example: `~S,SENSOR,400,3,30` for 400 mm), then run calibration again with the button.

LIKELY CAUSE

The search range for the gap or mark is 250 mm with the factory setting (GoDEX Europe): a longer label does not fit within it.

WHAT TO DO

1. Read the current range with the `^XGET,SENSORSTATUS` command.
2. Send `~S,SENSOR,length,gap,percentage` (length, gap, percentage), adjusting the length to your labels; the GoDEX example `~S,SENSOR,400,3,30` extends the search to 400 mm.

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3. Stay within the allowed ranges: 100 to 999 mm for the length (250 by default), 1 to 499 mm for the gap (3 by default).
4. Press the calibration button for a new search within this range.
5. The Factory default button in GoDoctor restores the factory settings.

The allowed search range stops at 999 mm, whereas the product page states a maximum print length of 1,016 mm for the HD830i. The GoDEX Europe article does not mention any model.

Sources: [How to set up GoDEX printer on long label calibration](#)  – GoDEX Europe knowledge base · HD830i – GoDEX product page – GoDEX HD830i product page (official documentation).

How do I set the sensor threshold on a Godex HD830i for preprinted or coloured labels?

Symptoms: the gap between coloured or preprinted labels is not recognised.

Short answer: GoDEX Europe suggests three steps: install the latest firmware, run Autocalibration in GoDoctor, then lower the sensor threshold with `~S,SENSOR,X,Y,Z`. The factory threshold is 40; GoDEX suggests trying 25 or 27 for these media.

LIKELY CAUSE

Coloured or preprinted labels, like very thick or very thin labels, are among the media that GoDEX Europe considers difficult for the sensor to read.

WHAT TO DO

1. Update the printer firmware.
2. In GoDoctor, run Autocalibration.
3. Send `~S,SENSOR,X,Y,Z`, where X is the search range, Y the gap value and Z the threshold; try 25 or 27 instead of 40.
4. Check that the value has been saved with `^XGET,SENSORSTATUS`.
5. To see how the sensor reads the media, print the [sensor diagram](#).

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The GoDEX Europe article is common to all GoDEX printers; it provides the download link for the GoTools utilities, which include GoDoctor.

Sources: [How to pre-set GoDEX printer when have issue with detektion gap at color or preprinted label](#) · [How to print gap/mark sensor output diagram](#) – GoDEX Europe knowledge base (official documentation).

How do I check what the label sensor on my Godex HD830i “sees”?

Signal: one beep when the printhead is opened, two beeps after the sixth press on FEED.

Short answer: Print the sensor output diagram: open the printhead, press FEED six times until you hear two beeps, close the printhead and run a calibration. The printed curve shows how the gap or mark sensor reads your labels.

LIKELY CAUSE

According to GoDEX Europe, this diagram is used to check how difficult media are read: coloured preprinted labels, thick or thin labels.

GODEX EUROPE PROCEDURE

1. Load the label roll.
2. Switch the printer on.
3. Open the printhead: a beep sounds.
4. Press FEED (FEED/PAUSE/CANCEL button) six times: two beeps sound.
5. Close the printhead.
6. Run calibration: the printer prints the sensor diagram.

The GoDEX Europe article does not name any model and does not say how to interpret the curve; it is accompanied by a video.

Sources: [How to print gap/mark sensor output diagram](#) – GoDEX Europe knowledge base · HD830i – GoDEX product page – GoDEX HD830i product page (official documentation).

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Labels and ribbon: which formats does the Godex HD830i accept?

An 8-inch printer requires minimum label and ribbon widths: the GoDEX product page gives the values.

What label width and what ribbon does the Godex HD830i accept?

Symptoms: roll or ribbon too narrow, too wide or too large for the printer.

Short answer: According to the GoDEX product page, the HD830i accepts labels from 101.6 to 255 mm wide in tear-off mode (230 mm maximum with the cutter), from 0.05 to 0.25 mm thick. The ribbon, wax, wax/resin or resin, must be 110 to 220 mm wide, 300 m maximum, on a 25.4 mm core.

POINTS TO CHECK (GODEX PRODUCT PAGE)

1. Media type: continuous, gap, black mark or perforated.
2. Label width: 101.6 to 255 mm in tear-off mode, 230 mm maximum with the cutter.
3. Thickness: 0.05 to 0.25 mm. Roll core: 38.1 to 76.2 mm. Roll diameter: 10 inches maximum, with the external unwinder.
4. Ribbon: wax, wax/resin or resin, width 110 to 220 mm, length 300 m maximum, roll diameter 68 mm maximum, 25.4 mm core.
5. Match the ribbon to the label material so that you do not have to overheat the printhead, as GoDEX Europe recommends (see [printhead wear](#)).

Print width: 219.5 mm; print length: 25.4 to 1,016 mm; speed up to 102 mm/s. A sheet paper module is available as a factory-fitted option.

Sources: HD830i – GoDEX product page – GoDEX HD830i product page · [How to clean GoDEX printers - Printhead Maintenance Guide](#)  – GoDEX Europe knowledge base (official documentation).

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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 HD830i print quality: printhead care

Cleaning products, frequency and precautions, according to the printhead care guide published by GoDEX Europe.

How do I look after the 8-inch printhead of the Godex HD830i?

Symptoms: declining print quality, deposits on the printhead.

Short answer: The GoDEX Europe care guide recommends a GoDEX cleaning pen or 99% isopropyl alcohol on a soft cloth, and rules out water-based products. For an industrial printer such as the HD830i, allow one cleaning every 450 m of ribbon, or about one and a half 300 m ribbon rolls.

LIKELY CAUSE

According to GoDEX Europe, printhead corrosion most often comes from a water-based cleaner or damp storage of the labels.

Caution: GoDEX Europe points out two risks: corrosion caused by water-based cleaners and mechanical damage caused by a screwdriver or scalpel.

PRINTHEAD CARE (GODEX EUROPE)

1. Use a GoDEX cleaning pen, or a soft cloth soaked in 99% isopropyl alcohol.
2. Avoid any water-based cleaning product.
3. Clean every 450 m of ribbon, the frequency set by GoDEX Europe for industrial printers.
4. Store label rolls in film wrap to protect them from moisture.
5. Never remove a jammed label with a screwdriver or scalpel.

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The GoDEX Europe guide does not name any model: it distinguishes between industrial and desktop printers. For the safety instructions before working on the printhead, refer to the HD830i user manual.

Sources: [How to clean GoDEX printers - Printhead Maintenance Guide](#) – GoDEX Europe knowledge base · HD830i – GoDEX product page – GoDEX HD830i product page (official documentation).

Godex HD830i printhead: temperature, wear and counter

The causes of wear cited by GoDEX Europe and resetting the counter after a replacement.

What print temperature should I set on a Godex HD830i to avoid wearing out the printhead?

Symptoms: printhead degrading quickly, print deteriorating.

Short answer: GoDEX Europe sets temperature ceilings according to the ribbon: 9 for wax, 12 for wax/resin, 15 for resin. Overheating is one of the four causes of wear cited, along with corrosion, abrasion in direct thermal and mechanical impacts.

LIKELY CAUSE

Corrosion (water, moisture), abrasion (direct thermal printing, without ribbon), mechanical damage (tools) and a temperature too high for the ribbon used, according to GoDEX Europe.

WHAT TO DO

1. Choose a ribbon suited to the material: wax, wax/resin or resin.
2. Do not exceed 9 with a wax ribbon, 12 with a wax/resin ribbon, 15 with a resin ribbon.

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3. Find the right balance between speed, temperature and alignment of the printhead on the platen roller.
4. If you print in direct thermal, expect more abrasion: GoDEX Europe leaves the choice between changing the printhead more often and switching to ribbon.
5. When changing the printhead, also replace the platen roller, as GoDEX Europe advises, then reset the printhead counter.

These values come from the general GoDEX Europe care guide, which does not mention the HD830i.

Sources: [How to clean GoDEX printers - Printhead Maintenance Guide](#) · [How to reset printhead counter after changing printhead at GoDEX printer](#) – GoDEX Europe knowledge base (official documentation).

After a printhead change on a Godex HD830i, how do I reset the counter?

Commands: `^XSET,TPHLENGTH` (read) and `^XSET,TPHLENGTH,0` (reset).

Short answer: Once the new printhead is fitted, send `^XSET,TPHLENGTH,0`. Then read the counter again with `^XSET,TPHLENGTH`: it should start again from zero while keeping a record of the previous printhead.

LIKELY CAUSE

When the reset is forgotten at the time of the change, the history shows no printhead replacement (GoDEX Europe).

WHAT TO DO

1. Read the printhead history with `^XSET,TPHLENGTH`: printed length and recorded changes.
2. An empty history means that the reset was not done when the printhead was replaced.
3. Send `^XSET,TPHLENGTH,0`.

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4. Read again with `^XSET,TPHLENGTH` : the counter restarts and the length printed by the old printhead is kept.

GoDEX Europe states that the command is recognised from firmware V1.130v, V2.110s and V4.010j onwards; the article does not specify the version that applies to the HD830i.

Source: [How to reset printhead counter after changing printhead at GoDEX printer](#)  – GoDEX Europe knowledge base (official documentation).

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

Godex HD830i connection: Wi-Fi and network diagnostics

The HD830i connects via USB, 10/100 Ethernet and RS-232 serial; Wi-Fi and Bluetooth are options installed by the reseller.

How do I connect a Godex HD830i to Wi-Fi?

Option: IEEE 802.11 b/g/n wireless network, installed by the reseller.

Short answer: On the HD830i, Wi-Fi (802.11 b/g/n) is an option installed by the reseller. Once the module is in place, GoDEX Europe suggests configuring the network with GoConfig, with the printer connected via USB, or with WiFi Tool in GoLabel 2.

GODEX EUROPE PROCEDURE

1. Make sure the Wi-Fi option is installed on your HD830i.
2. Download the GoTools utilities (GoDoctor), which include GoConfig.
3. Connect the printer via USB and open GoConfig; if it does not appear, select USB in the Port menu.
4. Click GET to retrieve the current configuration.

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5. Open Printer I/O Setup and enter the SSID, the encryption type, the network password, then DHCP or a static IP address.
6. Another method: in GoLabel 2, open WiFi Tool, Quick Settings, select the network and enter its password.

The GoDEX Europe article does not name any model. The HD830i can also be fitted with a Bluetooth module, installed by the reseller (GoDEX product page).

Sources: [How to setup Wifi on Godex printer](#) – GoDEX Europe knowledge base · HD830i – GoDEX product page – GoDEX HD830i product page (official documentation).

Network problem on a Godex HD830i: which logs should I send to GoDEX support?

Tools: Wireshark and Printer Monitor.

Short answer: GoDEX Europe asks for two recordings taken when the fault occurs: a network traffic capture with Wireshark and the printer log with Printer Monitor, with the printer connected to the PC via USB. These files should be sent to GoDEX technical support.

LIKELY CAUSE

This procedure documents a network fault, Ethernet or Wi-Fi, so that GoDEX can analyse it.

DIAGNOSTIC PROCEDURE (GODEX EUROPE)

1. Connect the printer to the PC via USB, and the PC to the same network as the printer, over Ethernet or Wi-Fi depending on which link is causing the problem.
2. Start a Wireshark capture on the network interface shared by the PC and the printer.
3. Install Printer Monitor, the tool provided by GoDEX Europe, and send the printer the command given in the article to enable its network log.
4. Close Printer Monitor to update the log folder defined in the LogDirectory file.

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5. When the error appears, wait about two minutes, save both captures and send them to GoDEX technical support.

When to call a technician: if the network fault recurs, GoDEX Europe asks you to send the Wireshark and Printer Monitor captures to its technical support.

The GoDEX Europe article applies to GoDEX printers in general. The HD830i has a 10/100 Ethernet port as standard (GoDEX product page).

Sources: [How to make diagnostic LAN issue for GoDEX printers](#) – GoDEX Europe knowledge base · HD830i – GoDEX product page – GoDEX HD830i product page (official documentation).

Godex HD830i cutter: labels sticking after cutting

The cutter is an option on the HD830i; GoDEX Europe deals with the case of labels charged with static electricity.

With the cutter, labels on my Godex HD830i stay stuck: how do I reduce static electricity?

Symptoms: labels sticking to each other or to the cutter after cutting.

Short answer: According to GoDEX Europe, this is an effect of static electricity on printers fitted with a cutter. GoDEX sells antistatic brushes and labels for this purpose, reference 745-009200-000, in a minimum quantity of 10.

LIKELY CAUSE

Build-up of electrostatic charge during cutting.

WHAT TO DO

1. Order the GoDEX antistatic brush or label, reference 745-009200-000 (minimum batch of 10).

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2. Install it following the illustrated mounting examples in the GoDEX Europe article.

The HD830i cutter is an option installed by the reseller; it cuts labels up to 230 mm wide (GoDEX product page). The GoDEX Europe article does not mention any model.

Sources: [How to solve of electrostatic charge and sticks when is using Godex printer with cutters](#) [↗](#) – GoDEX Europe knowledge base · HD830i – GoDEX product page – GoDEX HD830i product page (official documentation).

Godex HD830i firmware: starting in “DL mode”

To reload the firmware, GoDEX Europe describes a forced start in download mode.

Godex HD830i firmware update: how do I enter “DL mode”?

Message: **DL mode** on the touch display.

Short answer: With the printer off and the printhead open, hold down the FEED button while switching on, then release it when “DL mode” is displayed. GoUpdate then detects the printer via USB and lets you load the firmware.

LIKELY CAUSE

“DL mode” is the firmware download mode; GoDEX Europe explains how to force it at start-up.

GODEX EUROPE PROCEDURE

1. Switch the printer off.
2. Open the printhead.
3. Press and hold the FEED button while you switch the printer back on.
4. Release the button as soon as **DL mode** is displayed.

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5. Run GoUpdate (or another firmware loading tool): the printer is seen via USB under a numeric name, such as “Barcode Printer 00000000”.

6. Load the firmware and restart the printer.

GoUpdate can also force this mode; it then lets you load the firmware, the configuration file, and the LCD display firmware and images. The GoDEX Europe article does not name any model.

Source: [How to force enter the printer FW Download Mode](#)  – GoDEX Europe knowledge base (official documentation).

When should you call a technician for a Godex HD830i?

The entries above start with a calibration, an adjustment or maintenance. In the following case, the GoDEX Europe knowledge base directs you to GoDEX technical support:

- **Recurring network fault:** send the Wireshark and Printer Monitor captures to GoDEX technical support.

Avoiding recurring faults on the Godex HD830i: 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 HD830i fleet:

Fewer breakdowns, less downtime

Worn parts detected in time

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Fewer production interruptions caused by label printers.

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

Regular cleaning and checks

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

Longer service life

A well-maintained, properly adjusted printer lasts longer.

Print quality maintained

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

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 HD830i troubleshooting: frequently asked questions

Is the Godex HD830i a desktop or an industrial printer?

GoDEX presents it as an 8-inch-wide industrial label printer. It prints at 300 dpi over a width of 219.5 mm and accepts labels from 101.6 to 255 mm wide. [See the detailed entry.](#)

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How do I calibrate a Godex HD830i?

Press the calibration button on the rear panel. According to GoDEX Europe, it is equivalent to the ~S,SENSOR,0 command, which can also be sent from GoDoctor. With the factory setting, the printer chooses its sensor itself. [See the detailed entry.](#)

What does MEDIA ERROR mean on a Godex HD830i?

According to GoDEX Europe, this alarm is triggered when a label is missing from the roll. The ^XSET,PAPEROUT and ^XSET,MISSINGLABEL commands let you tolerate empty spaces and choose the next action. The article is general and takes a ZX1300i as its example. [See the detailed entry.](#)

What ribbon width does a Godex HD830i take?

The GoDEX product page specifies a ribbon 110 to 220 mm wide, 300 m maximum, on a 25.4 mm core. It can be wax, wax/resin or resin. [See the detailed entry.](#)

How do I clean the printhead on a Godex HD830i?

GoDEX Europe recommends a GoDEX cleaning pen or 99% isopropyl alcohol on a soft cloth, with no water-based product. For an industrial printer, cleaning is scheduled every 450 m of ribbon. [See the detailed entry.](#)

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How do I set up the Godex HD830i on Wi-Fi?

Wi-Fi is an option installed by the reseller. Once the module is in place, connect the printer via USB, open GoConfig, click GET and enter the SSID, encryption, password and addressing in Printer I/O Setup, or use WiFi Tool in GoLabel 2. [See the detailed entry.](#)

How do I update the firmware on a Godex HD830i?

Switch the printer off, open the printhead and switch it back on while holding the FEED button until DL mode is displayed. GoUpdate then detects the printer via USB and lets you load the firmware before restarting. [See the detailed entry.](#)

Sources consulted

All the causes, procedures and messages in this guide come from the pages of the official GoDEX documentation listed below (HD830i product page and GoDEX Europe knowledge base), consulted on 20 October 2026.

- [HD830i – GoDEX product page](#) – GoDEX HD830i product page **official**
- [How to skip empty label on roll with GoDEX printer](#) [↗](#) – GoDEX Europe knowledge base **official**
- [How to install combo WIFI /BT at ZX1000i, ZX1000i+, GX4000i GoDEX printer](#) [↗](#) – GoDEX Europe knowledge base **official**
- [Calibration on GoDEX printers](#) [↗](#) – GoDEX Europe knowledge base **official**
- [How to set up GoDEX printer on long label calibration](#) [↗](#) – GoDEX Europe knowledge base **official**
- [How to pre-set GoDEX printer when have issue with detection gap at color or preprinted label](#) [↗](#) – GoDEX Europe knowledge base **official**
- [How to print gap/mark sensor output diagram](#) [↗](#) – GoDEX Europe knowledge base **official**
- [How to clean GoDEX printers - Printhead Maintenance Guide](#) [↗](#) – GoDEX Europe knowledge base **official**

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- [How to reset printhead counter after changing printhead at GoDEX printer](#)  – GoDEX Europe knowledge base **official**
- [How to setup Wifi on Godex printer](#)  – GoDEX Europe knowledge base **official**
- [How to make diagnostic LAN issue for GoDEX printers](#)  – GoDEX Europe knowledge base **official**
- [How to solve of electrostatic charge and sticks when is using Godex printer with cutters](#)  – GoDEX Europe knowledge base **official**
- [How to force enter the printer FW Download Mode](#)  – GoDEX Europe knowledge base **official**

The Downloads and Support pages on godexintl.com, including the HD830i user manual, as well as the GoDEX Americas and godex.com.tw websites and the “Calibration special function” attachment in the GoDEX Europe knowledge base 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 HD830i](#)
- All Godex printer troubleshooting guides ([MX20](#), [DT200](#), [EZ6250i](#) and [EZ6350i](#), [G500](#), [GE300](#), [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/hd830i>, updated on 21 October 2026.

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