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TROUBLESHOOTING GUIDE

Godex MX20 troubleshooting guide: errors, faults and fixes

Updated 21 October 2026 · By TIMCOD maintenance technicians · Source: official Godex documentation, MX20/MX30/MX30i Mobile Printer user manual (Rev. B, 2017) (list at the end of the page)

In brief. The Godex MX20 is a direct thermal mobile label printer, with no ribbon, powered by a lithium-ion battery. Its GoDEX manual covers the MX20, MX30 and MX30i; the display and Wi-Fi are only on the MX30 and MX30i. The MX20 signals its faults with four lights, including ERROR (out of paper, cover open, printhead overheating, label sensing) and BATTERY. This guide covers these alerts, calibration with the FEED button, paper loading, printhead cleaning, battery charging and Bluetooth. Click a question to open its entry.

- **The ERROR or BATTERY light comes on:** find the state in the [lookup table](#) and open the matching entry.
- **No alert, but the print is poor:** start with [calibration](#) if labels are skipped or misaligned, then [printhead cleaning](#) and the [blank areas](#) entry.
- **The battery does not charge:** see the [charging](#), [USB charging](#) and [charging station](#) entries.
- **The problem keeps coming back:** the [preventive maintenance](#) section explains how it reduces this type of fault.

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What fault is my Godex MX20 signalling? Lookup by light

The MX20 has no display: it signals its state with four two-colour lights (POWER, BATTERY, COMMUNICATION, ERROR) and with beeps. The table links each state described in the GoDEX manual, as well as the charging station lights, to its cause and to the entry that resolves it.

State (GoDEX manual)	Light concerned (GoDEX manual)	Likely cause	Entry
Paper out	ERROR	Out of paper	<u>Paper out</u>
Door open	ERROR	Cover open or not properly closed	<u>Door open</u>
Printhead overheating	ERROR	Printhead too hot	<u>Printhead overheating</u>
Label sensing error	ERROR	Labels not detected: sensor obstructed, unsuitable media or calibration needs redoing	<u>Label sensing error</u>
Red light, printing interrupted	● Red light (troubleshooting table)	ERROR light error, driver setting or incorrect command, mechanism not properly closed	<u>ERROR light</u>
No lights at power-on	○ All off	Battery flat, missing or incorrectly inserted	<u>Will not switch on</u>
Battery must be charged or replaced	BATTERY	Battery needs charging or replacing	<u>BATTERY light</u>

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State (GoDEX manual)	Light concerned (GoDEX manual)	Likely cause	Entry
Battery is recharging	BATTERY	Charging in progress	<u>Charging</u>
Recharge finished	● BATTERY green (battery full)	Charging complete	<u>Charging</u>
Standby Mode (5 sec flash one time)	BATTERY	Printer in standby after a period without activity	<u>Standby and shutdown</u>
Bluetooth ON	COMMUNICATION	Bluetooth enabled with the Bluetooth button	<u>Bluetooth</u>
Transferring data	COMMUNICATION	Data transfer in progress: do not press the Bluetooth button	<u>Bluetooth</u>
Red light on	● Charging station: solid red	Battery charging on the station	<u>Charging</u>
Green light on	● Charging station: solid green	Battery fully charged	<u>Charging</u>
Red light blinking	● Charging station: flashing red	Battery faulty or needs reinserting	<u>Charging station</u>
Power-on with FEED pressed	Two beeps	Calibration in progress, followed by the self-test label	<u>Calibration</u>

The states come from the “Operation Panel”, “Active / Sleep / Shutdown / Charge Mode”, “Charger” and “Troubleshooting” sections of the GoDEX MX20/MX30/MX30i user manual. The manual shows the colour and rhythm of each printer light with pictograms that its text does not repeat: only the name of the light and the colours spelt out in words (BATTERY light green when charging is complete, charging station lights, red light in the troubleshooting table) are given here.

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Godex MX20 ERROR light: out of paper, cover open, overheating, label sensing

The GoDEX manual assigns four states to the ERROR light. 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 your reseller.

Why does the ERROR light on my Godex MX20 come on and printing stop?

Light: ERROR · Symptom: red light, printing interrupted.

Short answer: The ERROR light signals one of the four faults listed in the GoDEX manual: out of paper, cover open, printhead overheating or label sensing error. Correct the cause: the error clears by itself, or press FEED to clear it.

LIKELY CAUSE

According to the GoDEX manual for the MX series, the ERROR light indicates “Paper out”, “Door open”, “Printhead overheating” or “Label sensing error”. For a red light with printing interrupted, the troubleshooting table also cites incorrect driver settings or command codes, and a print mechanism that is not properly closed.

WHAT TO DO

1. Check that there is paper left and that the roll is properly installed ([Paper out](#) entry).
2. Check that the top cover is fully closed ([Door open](#) entry).
3. If both of these are in order, see the [printhead overheating](#) and [label sensing error](#) entries.
4. Once the cause has been corrected, the error clears automatically. Otherwise, press the FEED button to clear the error state.
5. If printing is still blocked, check the print driver settings or the command codes sent by your software.

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When to call a technician: if the problem persists after these checks, the GoDEX manual asks you to contact your reseller.

The manual states that the printer cannot receive commands while the ERROR light is flashing. It shows the colour and state of each light with pictograms; only the troubleshooting table refers to a red light in words.

Sources: Operation Panel · Troubleshooting – GoDEX MX20/MX30/MX30i user manual (Rev. B, 2017) (official documentation).

Why does the ERROR light on my Godex MX20 signal that it is out of paper (“Paper out”)?

State: Paper out · Light: ERROR.

Short answer: The paper roll has run out or is incorrectly installed. Load a new roll following the procedure in the GoDEX manual, close the cover, then press FEED if the ERROR light does not go out by itself.

LIKELY CAUSE

The GoDEX manual lists “Paper out” among the four states signalled by the ERROR light.

WHAT TO DO

1. Open the top cover with the release button and check whether there is any paper left on the roll.
2. Load a new roll following the [paper loading](#) entry.
3. Close the cover fully: an open cover is signalled by a different error, “Door open”.
4. According to the manual, the error clears automatically once the problem has been resolved; otherwise, press FEED to clear it.

Sources: Operation Panel · Paper Installation – GoDEX MX20/MX30/MX30i user manual (Rev. B, 2017) (official documentation).

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Why does the ERROR light on my Godex MX20 indicate “Door open” when the cover appears to be closed?

State: Door open · Light: ERROR.

Short answer: The printer considers that its cover is open. Open the top cover again, check that the paper is properly engaged, then close it fully; the GoDEX troubleshooting table asks you to check that the print mechanism is properly closed.

LIKELY CAUSE

“Door open” is one of the states signalled by the ERROR light in the GoDEX manual. For a red light with printing interrupted, the troubleshooting table asks you to check that the print mechanism is properly closed.

WHAT TO DO

1. Open the top cover with the release button.
2. Check that the paper is correctly engaged and that it comes out of the printer ([paper loading](#) entry).
3. Close the cover fully.
4. If the ERROR light does not go out by itself, press FEED to clear the error.

The manual asks you to keep the cover closed while printing: dirt, dust and label adhesive deposited on the printhead degrade print quality.

Sources: Operation Panel · Troubleshooting · Cleaning the Thermal Print Head – GoDEX MX20/MX30/MX30i user manual (Rev. B, 2017) (official documentation).

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Why does my Godex MX20 report printhead overheating (“Printhead overheating”)?

State: Printhead overheating · Light: ERROR.

Short answer: The printhead is too hot. According to the GoDEX manual, the printer automatically leaves the error state once the fault has been corrected; you can also press FEED to clear the error state before restarting printing.

LIKELY CAUSE

The GoDEX manual lists “Printhead overheating” among the ERROR light states. The GoDEX Europe printhead maintenance guide points out that too high a print temperature shortens the life of the printhead.

WHAT TO DO

1. Wait without restarting a print job: according to the manual, the error clears automatically once the fault has been corrected.
2. If the ERROR light stays on, press FEED to clear the error state.
3. If the alert recurs often, check the print darkness setting (Darkness): GoDEX Europe advises balancing print speed and temperature to protect the printhead.

The GoDEX Europe printhead maintenance guide is general: it does not mention the MX20.

Sources: Operation Panel – GoDEX MX20/MX30/MX30i user manual (Rev. B, 2017) · [How to clean GoDEX printers - Printhead Maintenance Guide](#)  – GoDEX Europe knowledge base (official documentation).



Why does my Godex MX20 report a label sensing error (“Label sensing error”)?

State: Label sensing error · Light: ERROR.

Short answer: The printer cannot locate the labels. Check the roll loading and that nothing is obstructing the sensor, then run the calibration again by switching the printer back on with the FEED button held down.

LIKELY CAUSE

“Label sensing error” is one of the ERROR light states. The troubleshooting table in the GoDEX manual links label detection and positioning faults to paper or dust on the sensor, unsuitable media, the paper guide setting and the label height setting.

WHAT TO DO

1. Open the cover and check that the roll is correctly installed and that the guide is set to its width.
2. Remove any paper or dust covering the sensor.
3. Check that the media is suitable for the printer; if it is not, the manual advises contacting your supplier.
4. Run the automatic label detection again ([calibration](#) entry).
5. If the ERROR light does not go out by itself, press FEED to clear the error.

Sources: Operation Panel · Troubleshooting · Label Calibration and Self Test – GoDEX MX20/MX30/MX30i user manual (Rev. B, 2017) (official documentation).

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Calibration problems: my Godex MX20 skips labels or prints out of position

The MX20 measures and stores the label height by itself. These entries cover the official procedure using the FEED button and the GoDEX Europe settings for difficult media.

How do I calibrate my Godex MX20 when it skips labels or stops in the wrong place?

Symptoms: label not stopping in the right position, skipped labels, misaligned print.

Short answer: Switch off the printer, then switch it back on while holding down the FEED button. After two beeps, the MX20 measures the labels, stores their height and prints a self-test label.

LIKELY CAUSE

According to the GoDEX manual, the printer detects and stores the label height itself: the computer does not need to send it. If the label does not stop in the right position, the manual asks you to run this automatic detection again.

OFFICIAL CALIBRATION PROCEDURE

1. Check that the label roll is correctly loaded.
2. Switch off the printer, then press and hold the FEED button.
3. While holding FEED, switch the printer back on with the POWER button.
4. After two beeps, the printer measures the media and stores the label height.
5. Once calibration has succeeded, it prints a self-test label (self-test entry).
6. Press FEED once: with labels separated by a gap, only one label should feed.

The manual covers the MX20, MX30 and MX30i. The GoDEX Europe article on the MX30 and MX30i adds that you should check that the printhead is closed before starting and release FEED when the printer beeps.

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Sources: Label Calibration and Self Test – GoDEX MX20/MX30/MX30i user manual (Rev. B, 2017) · Operation Panel – GoDEX MX20/MX30/MX30i user manual (Rev. B, 2017) · [MX30i Calibration/Selftest page print](#)  – GoDEX Europe knowledge base (official documentation).

Why does my Godex MX20 skip labels while printing?

Symptom: a label is missing during printing.

Short answer: The GoDEX manual cites three causes: an incorrect label height setting, dust on the sensor, or automatic detection that needs to be run again. Check the label height, clean the sensor, then run the calibration again.

LIKELY CAUSE

In the troubleshooting table of the GoDEX manual, a label missing during printing is caused by the label height setting, dust on the sensor, or automatic label detection that needs to be run again.

WHAT TO DO

1. Check the label height setting.
2. Open the cover and remove any dust covering the sensor.
3. Run the automatic label detection again ([calibration entry](#)).

Sources: Troubleshooting · Label Calibration and Self Test – GoDEX MX20/MX30/MX30i user manual (Rev. B, 2017) (official documentation).

Why is the print from my Godex MX20 misaligned on the label?

Symptom: image incorrectly positioned on the label.

Short answer: According to the GoDEX manual, paper or dust is obstructing the sensor, the media is unsuitable, or the paper guide is incorrectly set. Clear the sensor, check the media and the roll guide, then run the calibration again if the

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label does not stop in the right position.

LIKELY CAUSE

The troubleshooting table in the GoDEX manual links an incorrectly positioned image to paper or dust on the sensor, unsuitable media and the paper guide setting.

WHAT TO DO

1. Open the cover and remove any paper or dust covering the sensor.
2. Check that the media is suitable; if it is not, the manual advises contacting your supplier.
3. Check the roll guide setting.
4. If the label does not stop in the right position after pressing FEED, run the automatic detection again ([calibration](#) entry), as the manual specifies.

Sources: Troubleshooting · Operation Panel – GoDEX MX20/MX30/MX30i user manual (Rev. B, 2017) (official documentation).

Why does calibration fail on my Godex MX20 with long, pre-printed or black mark labels?

Symptoms: calibration does not complete, gap or black mark not detected.

Short answer: The MX manual does not cover these media. The general GoDEX Europe articles state that a GoDEX printer searches for the gap or mark over 250 mm by default, and that the search length, the detection threshold and the sensor used are set by command.

LIKELY CAUSE

According to GoDEX Europe, the standard length over which the printer searches for the gap or black mark is 250 mm: a longer label requires this length to be increased. Coloured or pre-printed labels can also interfere with gap detection.

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WHAT TO DO (GODEX EUROPE ARTICLES)

1. Check the stored search length by sending the command `^XGET,SENSORSTATUS` (GoDEX's GoDoctor tool).
2. For long labels, send `~S,SENSOR,longueur,intervalle,seuil` (length, gap, threshold), for example `~S,SENSOR,400,3,30` for a search over 400 mm (length from 100 to 999 mm, 250 by default), then run the calibration again.
3. For coloured or pre-printed labels, GoDEX Europe advises updating the firmware, running the auto-calibration in GoDoctor, then lowering the detection threshold (40 by default) to 25 or 27 with the same command.
4. For black mark labels, `^G0` makes the printer use only the reflective sensor, `^G1` only the see-through (gap) sensor; `^G2`, the default setting, lets the printer choose.
5. Then run the calibration again ([calibration](#) entry).

These GoDEX Europe knowledge base articles are general: they do not mention the MX20. The MX manual, for its part, mentions a sensor type setting (Reflective, See-Through, Auto) in the display menu of the MX30 and MX30i. To return to factory settings, GoDEX Europe points to the “Factory default” button in GoDoctor.

Sources: [How to set up GoDEX printer on long label calibration](#)  – GoDEX Europe knowledge base · [How to pre-set GoDEX printer when have issue with detection gap at color or preprinted label](#)  – GoDEX Europe knowledge base · [Calibration on GoDEX printers](#)  – GoDEX Europe knowledge base · Items in Setting Mode – GoDEX MX20/MX30/MX30i user manual (Rev. B, 2017) (official documentation).

Loading paper in the Godex MX20: procedure and jams

The MX20 prints in direct thermal, without a ribbon. Here is the loading procedure from the GoDEX manual and what to do if there is a jam.

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How do I load a roll of paper or labels into my Godex MX20?

Before the first print, or after a **Paper out** error.

Short answer: The MX20 prints in direct thermal: it does not use a ribbon. Open the cover with the release button, set the guide to the width of the roll, insert the paper, pull it out of the printer and close the cover.

OFFICIAL LOADING PROCEDURE

1. Place the printer on a flat surface and press the release button to open the top cover.
2. Set the roll guide to the width of your roll; to move it, press near its base.
3. Insert the roll as shown in the manual, taking care not to put it in upside down (blank labels entry).
4. Pull the paper out and close the cover.
5. Tear off the excess paper towards the side of the printer.
6. If the label does not stop in the right position after pressing FEED, run the calibration.

According to the manual, the printer is set to direct thermal: no ribbon is needed.

Sources: Paper Installation · Operation Panel – GoDEX MX20/MX30/MX30i user manual (Rev. B, 2017) (official documentation).

What should I do when labels get stuck (jam) in my Godex MX20?

Symptom: labels stuck during printing.

Short answer: According to the GoDEX manual, clear the jammed labels, then clean the printhead: remove any label residue with a soft, lint-free cloth soaked in alcohol.

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LIKELY CAUSE

The troubleshooting table in the GoDEX manual covers labels jamming during printing: it asks you to clear the jam and clean the printhead, to which label residue may have stuck.

Caution: Do not use any metal or hard object to peel off a label: GoDEX Europe advises against screwdrivers and blades, and the manual states that damage to the printhead caused by a hard object or a dirty cloth is not covered by the warranty.

WHAT TO DO

1. Switch the printer off.
2. Open the cover with the release button and clear the jammed labels.
3. Remove any label residue stuck to the printhead with a soft, lint-free cloth soaked in alcohol ([printhead cleaning entry](#)).
4. Reload the roll ([paper loading entry](#)) and close the cover.

Sources: Troubleshooting – GoDEX MX20/MX30/MX30i user manual (Rev. B, 2017) · Cleaning the Thermal Print Head – GoDEX MX20/MX30/MX30i user manual (Rev. B, 2017) · [How to clean GoDEX printers - Printhead Maintenance Guide](#)  – GoDEX Europe knowledge base (official documentation).

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

Godex MX20 print quality: blank labels, missing areas, blurred print

The GoDEX manual links most print defects to the direction of the roll, the media and the condition of the printhead. These entries give the checks in the order of the troubleshooting table.

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Why does my Godex MX20 feed paper without printing anything?

Symptom: the paper feeds, the label comes out blank.

Short answer: The roll has probably been loaded upside down, or the media is unsuitable: the MX20 prints in direct thermal, without a ribbon. Check the direction of the roll and the media, then the driver and the print mode selected.

LIKELY CAUSE

The troubleshooting table in the GoDEX manual cites a roll loaded upside down or unsuitable material, as well as the wrong choice of driver, roll type or print mode.

WHAT TO DO

1. Open the cover and check that the roll is not loaded upside down; reload it if necessary ([paper loading entry](#)).
2. Check that the paper is media suitable for direct thermal printing, without a ribbon.
3. Check that you are using the correct print driver, and check the roll type and print mode selected.

Sources: Troubleshooting · Paper Installation – GoDEX MX20/MX30/MX30i user manual (Rev. B, 2017) (official documentation).

Why do some areas of my labels stay blank on my Godex MX20?

Symptoms: parts of the image missing, blank or blurred areas.

Short answer: The GoDEX manual cites label residue or dust on the printhead, an error in the software, an incorrectly set start position, creased paper or poor-quality media. Clean the printhead first, then check the paper and the settings.

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LIKELY CAUSE

The troubleshooting table in the GoDEX manual distinguishes two cases. If part of the image is missing: label residue on the printhead, an error in the software, an incorrectly set start position or creased paper. If part of the label is blank or blurred: dust or dirt on the printhead, or poor-quality media.

WHAT TO DO

1. Clean the printhead to remove label residue, dust and dirt ([printhead cleaning](#) entry).
2. Check that the paper is not creased and that the media is of good quality.
3. Check your label software and the start position setting.
4. Send the internal command `~T` : according to the manual, it lets you check that the printhead prints a complete job.

Source: Troubleshooting – GoDEX MX20/MX30/MX30i user manual (Rev. B, 2017) (official documentation).

How do I clean the printhead on my Godex MX20 when the print becomes blurred or faded?

Symptom: blurred or low-contrast image.

Short answer: The GoDEX manual links a blurred image to the darkness setting (Darkness) and to a dirty printhead. Switch off the printer, open the cover and wipe the printhead with a soft, lint-free cloth soaked in alcohol; GoDEX recommends this cleaning once a week.

LIKELY CAUSE

According to the manual, dirt, dust and label adhesive deposited on the printhead degrade print quality; this is why the cover must stay closed while printing. For a blurred image, the troubleshooting table also cites the darkness setting.

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Caution: Switch off the printer before cleaning the printhead. Do not use a dirty cloth or any metal or hard object: according to GoDEX, damage caused to the printhead in this way is not covered by the warranty.

OFFICIAL CLEANING PROCEDURE

1. Switch the printer off.
2. Open the top cover.
3. With a soft, lint-free cloth soaked in alcohol, remove label residue and dirt from the printhead.
4. Close the cover: it must stay closed while printing.
5. If the image is still blurred, check the print darkness setting (Darkness).

GoDEX recommends weekly cleaning. The GoDEX Europe printhead maintenance guide, which is general, also mentions GoDEX cleaning pens, or 99% isopropyl alcohol applied with a soft cloth.

Sources: Cleaning the Thermal Print Head – GoDEX MX20/MX30/MX30i user manual (Rev. B, 2017) · Troubleshooting – GoDEX MX20/MX30/MX30i user manual (Rev. B, 2017) · [How to clean GoDEX printers - Printhead Maintenance Guide](#)  – GoDEX Europe knowledge base (official documentation).

Godex MX20 printhead: how to look after it

The GoDEX manual and the GoDEX Europe printhead maintenance guide give the instructions that limit printhead wear.

How do I avoid wearing out or damaging the printhead on my Godex MX20?

Short answer: Keep the cover closed while printing, clean the printhead every week with a soft cloth soaked in alcohol and never use a hard or metal object to peel off a label. According to GoDEX, damage caused by a dirty cloth or a hard

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object is not covered by the warranty.

LIKELY CAUSE

The GoDEX manual explains that dirt, dust and label adhesive on the printhead degrade printing. The GoDEX Europe printhead maintenance guide adds that abrasive wear is the most common in direct thermal, without a ribbon, and that too high a print temperature shortens the life of the printhead.

Caution: Switch off the printer before cleaning the printhead. Do not use a dirty cloth or any metal or hard object: according to GoDEX, damage caused to the printhead in this way is not covered by the warranty.

GOOD PRACTICE

1. Keep the cover closed while printing and keep paper and labels away from dust.
2. Clean the printhead once a week ([printhead cleaning](#) entry).
3. To remove a stuck label, do not use a screwdriver or a blade: GoDEX Europe asks for users to be trained on this point.
4. Protect the rolls from moisture (in film wrapping) and avoid water-based cleaning products, which cause corrosion.
5. Balance print speed and darkness: according to GoDEX Europe, excessive temperature shortens the life of the printhead.

The GoDEX Europe printhead maintenance guide is general: it does not mention the MX20.

Sources: Cleaning the Thermal Print Head – GoDEX MX20/MX30/MX30i user manual (Rev. B, 2017) · [How to clean GoDEX printers - Printhead Maintenance Guide](#)  – GoDEX Europe knowledge base (official documentation).

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

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Connecting the Godex MX20: Bluetooth, USB and Wi-Fi

Enabling Bluetooth with the dedicated button and the connections described in the GoDEX manual for the MX series.

Why can't my smartphone or PC find my Godex MX20 over Bluetooth?

Light: COMMUNICATION ("Bluetooth ON", "Transferring data").

Short answer: Bluetooth must be enabled on the printer. Switch on the MX20, press the Bluetooth button to make it discoverable, then enable Bluetooth on your device and start pairing.

LIKELY CAUSE

According to the GoDEX manual, the printer connects to Bluetooth-enabled devices once the function has been enabled with its Bluetooth button. The COMMUNICATION light indicates the link status: no connection, no transmission, "Bluetooth ON" or data transfer ("Transferring data").

Caution: Never press the Bluetooth button while data is being sent or returned through the COM port or over Bluetooth: according to GoDEX, information may be lost and the printer may malfunction.

WHAT TO DO

1. Switch on the printer with the POWER button. If it is in shutdown mode after a long period of inactivity, pressing POWER wakes it up ([standby and shutdown](#) entry).
2. Press the Bluetooth button: the function is enabled and the printer becomes discoverable.
3. Enable Bluetooth on the smartphone, tablet or computer, then search for the printer and pair it.
4. Do not press the Bluetooth button during a data transfer.

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The manual, which covers the MX20, MX30 and MX30i, describes this procedure for the whole series.

Sources: Bluetooth Connection Terminal · Operation Panel – GoDEX MX20/MX30/MX30i user manual (Rev. B, 2017) (official documentation).

Can my Godex MX20 connect over Wi-Fi?

Short answer: The GoDEX manual for the series describes Wi-Fi (IEEE 802.11b/g/n) only for the MX30 and MX30i; the MX20 data sheet does not mention it. For the MX20, use the RS-232 + USB port or Bluetooth as described in the manual.

LIKELY CAUSE

The “MX30/30i WiFi Setting” appendix of the manual describes how to configure Wi-Fi with the GoLabel WiFi Setting tool, with the printer connected via USB, for the MX30 and MX30i only.

WHAT TO DO

1. Connect the MX20 to the computer through the RS-232 + USB port, or pair it over Bluetooth ([Bluetooth](#) entry).
2. If you need Wi-Fi, check the exact model of your printer: the procedure in the manual applies to the MX30 and MX30i, which restart with three beeps once the parameters have been saved.

Sources: MX30/30i WiFi Setting · Product Specifications · Getting to Know Your Printer – GoDEX MX20/MX30/MX30i user manual (Rev. B, 2017) (official documentation).

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Godex MX20 battery: charging, BATTERY light, charging station and standby

Charging in the printer, in a vehicle or on the station, BATTERY light states and power-saving modes, with the safety instructions from the GoDEX manual.

Why won't my Godex MX20 switch on (no lights)?

Symptom: printer switched on, no lights on.

Short answer: According to the GoDEX manual, first check that the battery is fully charged. Also check that it is properly clipped into its compartment, then press POWER: the POWER light should come on.

LIKELY CAUSE

The troubleshooting table in the GoDEX manual links the absence of lights to an insufficiently charged battery; it also asks you to check that the power supply is correct. The BATTERY light stays off when no battery is installed.

Caution: Use only the charger supplied or specified by GoDEX, and the AC adapter for the intended model: according to the manual, an unsuitable or modified charger can cause the battery to overheat, catch fire or explode. Do not connect the battery directly to a socket not intended by GoDEX or to a cigarette lighter.

WHAT TO DO

1. Check that the battery is in place: insert it at the back of the printer, lining up its hook, and push it in until it clicks.
2. Charge the battery ([charging](#) entry): the manual requires at least 3 hours of charging before first use.
3. Check that you are using the AC adapter supplied or specified by GoDEX.
4. Press the POWER button: the POWER light comes on when the printer is powered.

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5. After a long period of inactivity, the printer may have gone into shutdown mode: pressing POWER wakes it up ([standby and shutdown entry](#)).

When to call a technician: if no light comes on with a charged battery and a correct power supply, the GoDEX manual refers you to your reseller.

Sources: Troubleshooting · Battery Installation · Operation Panel · Active / Sleep / Shutdown / Charge Mode · Battery Safety Precautions – GoDEX MX20/MX30/MX30i user manual (Rev. B, 2017) (official documentation).

How do I charge the battery in my Godex MX20 correctly?

Light: BATTERY, green when the battery is full.

Short answer: With the printer off, connect the AC adapter to the printer's power jack and then to a wall socket, and switch the printer back on. Allow about 3 hours, at a temperature between 0 °C and 40 °C; the BATTERY light turns green when the battery is full.

LIKELY CAUSE

According to the GoDEX manual, the lithium-ion battery must be charged for at least 3 hours before first use. It must only be charged between 0 °C and 40 °C, with the charger supplied or specified by GoDEX. The battery is protected against overcharging and over-discharging.

Caution: Instructions from the GoDEX manual: charge the battery only at an ambient temperature of 0 °C to 40 °C, away from flames and out of direct sunlight; do not expose it to more than 60 °C, to water or to moisture; do not reverse its terminals or let it come into contact with metal objects (necklaces, hairpins); do not throw it or subject it to violent impact; do not pierce, strike, solder or dismantle it. Use only the charger supplied or specified by GoDEX.

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OFFICIAL CHARGING PROCEDURE

1. Check that the printer is switched off and open the external interface cover.
2. Connect the AC adapter connector to the printer's power jack, then plug the adapter into a wall socket.
3. Switch on the printer: the control panel lights up.
4. Leave it to charge for about 3 hours. In charge mode, the BATTERY light turns green when the battery is full.
5. Unplug the adapter and close the interface cover to protect the printer from dust.
6. Outside the printer, the battery can also be charged on the optional GoDEX charging station: solid red while charging, solid green when full ([charging station](#) entry).

The RS-232 + USB port does not charge the battery ([USB charging](#) entry). According to GoDEX, the charging time varies with the type of charger and the ambient temperature.

Sources: Battery Charging · Active / Sleep / Shutdown / Charge Mode · Charger · Battery Safety
Precautions – GoDEX MX20/MX30/MX30i user manual (Rev. B, 2017) (official documentation).

Why won't my Godex MX20 charge through its USB port?

Symptom: printer connected via USB or RS-232, battery not charging.

Short answer: This is normal: according to the GoDEX manual, the RS-232 + USB port is used only for signal transmission and does not charge the battery. Charge it through the power jack, with the AC adapter or the cigarette lighter adapter, or on the charging station.

LIKELY CAUSE

The manual distinguishes two connectors: the RS-232 + USB port, used only for signals, and the power jack, through which charging takes place.

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Caution: Use only the charger supplied or specified by GoDEX, and the AC adapter for the intended model: according to the manual, an unsuitable or modified charger can cause the battery to overheat, catch fire or explode. Do not connect the battery directly to a socket not intended by GoDEX or to a cigarette lighter.

WHAT TO DO

1. Switch off the printer and open the external interface cover.
2. Connect the AC adapter to the power jack, not to the RS-232 + USB port (charging entry).
3. In a vehicle, with the printer off: plug the cigarette lighter adapter into the cigarette lighter, open the interface cover, then connect its mini-USB charging cable to the printer's power jack.
4. Close the interface cover when no cable is connected.

Sources: Car Charger and RS-232 Cable · Getting to Know Your Printer · Battery Charging · Battery Safety Precautions – GoDEX MX20/MX30/MX30i user manual (Rev. B, 2017) (official documentation).

Why is the light on my Godex MX20 charging station flashing red?

Charger: Red light blinking (flashing red).

Short answer: According to the GoDEX manual, a flashing red light on the charging station signals a faulty battery. First reinsert the battery; if the light is still flashing after 4 or 5 attempts, contact your reseller.

LIKELY CAUSE

In the charging station table, the GoDEX manual associates solid red with charging in progress, solid green with charging complete and flashing red with a faulty battery (“Battery defective”). It gives a charging time of under 3 hours, which varies with the charger and the ambient temperature.

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Caution: According to the GoDEX manual, incorrect replacement of the battery creates a risk of explosion: replace it only with an equivalent type of battery recommended by the manufacturer, do not dismantle or modify it, and dispose of used batteries according to the manufacturer's instructions.

WHAT TO DO

1. Check that the AC adapter is connected to the charging station.
2. Remove the battery, then gently slide it all the way into the slot: charging starts as soon as it is properly in place.
3. If the light is still flashing red, repeat the installation.
4. After 4 to 5 unsuccessful attempts, contact your reseller.

When to call a technician: if the station light is still flashing red after reinserting the battery 4 to 5 times, the GoDEX manual asks you to contact your local reseller.

Sources: Charger · Battery Safety Precautions – GoDEX MX20/MX30/MX30i user manual (Rev. B, 2017) (official documentation).

Why does the BATTERY light on my Godex MX20 signal that the battery must be charged or replaced?

State: Battery must be charged or replaced · Light: BATTERY.

Short answer: The battery must be charged, or replaced if it is faulty. Charge it for about 3 hours with the GoDEX charger; if the charging station then signals a faulty battery (flashing red), replace it with an equivalent battery recommended by the manufacturer.

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LIKELY CAUSE

The GoDEX manual describes several BATTERY light states: off with no battery or with the printer off, normal power, charging complete, standby mode (“Standby Mode”), charging in progress, and “Battery must be charged or replaced”.

Caution: According to the GoDEX manual, incorrect replacement of the battery creates a risk of explosion: replace it only with an equivalent type of battery recommended by the manufacturer, do not dismantle or modify it, and dispose of used batteries according to the manufacturer's instructions.

WHAT TO DO

1. Charge the battery ([charging entry](#)).
2. If you have the GoDEX charging station, watch its light: flashing red means a faulty battery ([charging station entry](#)).
3. To replace the battery, use only an equivalent type of battery recommended by the manufacturer, and insert it at the back of the printer until it clicks.

The manual shows the colour and rhythm of each BATTERY light state with pictograms that its text does not repeat; it states only that the light turns green when the battery is full.

Sources: Operation Panel · Active / Sleep / Shutdown / Charge Mode · Charger · Battery Installation · Battery Safety Precautions – GoDEX MX20/MX30/MX30i user manual (Rev. B, 2017) (official documentation).

Why does my Godex MX20 go into standby or switch itself off?

State: Standby Mode (5 sec flash one time) · Light: BATTERY.

Short answer: This is the intended behaviour to save the battery. With no activity, the MX20 goes from active mode to standby mode, then to shutdown mode, after an adjustable delay of 30 to 3,600 seconds; pressing POWER wakes it up.



LIKELY CAUSE

The GoDEX manual describes four modes: active (all functions), standby (only the FEED button remains active), shutdown (everything is off except the POWER button and battery charging) and charge. The switch to standby, then to shutdown, takes place after 30 to 3,600 seconds without activity; the manual also mentions a “forever” setting for shutdown.

WHAT TO DO

1. If the printer stops responding after a break, press POWER: in shutdown mode, it is the only active button.
2. Check the battery charge: the BATTERY light also signals a battery that needs charging ([BATTERY light entry](#)).
3. To switch the printer off deliberately, hold down POWER for 3 seconds.

The manual gives a setting range of 30 to 3,600 seconds for each delay, without specifying the tool used to set it on the MX20.

Sources: Active / Sleep / Shutdown / Charge Mode · Operation Panel – GoDEX MX20/MX30/MX30i user manual (Rev. B, 2017) (official documentation).

Godex MX20 driver: installation on Windows

The GoDEX manual describes how to install GoLabel and the Windows driver from the Super Wizard CD.

How do I install the Windows driver for my Godex MX20?

Short answer: The GoDEX manual uses the Super Wizard CD supplied: the standard installation installs the GoLabel software and the Windows driver. Connect the USB cable and the power supply, switch on the printer, then start the

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installation.

OFFICIAL INSTALLATION PROCEDURE

1. Connect the printer to the computer with the USB cable, connect the power supply and switch on the printer.
2. Insert the Super Wizard CD. If it does not start by itself, enable autorun for the drive or double-click its icon.
3. Choose “STANDARD INSTALLATION”, confirm that the printer is connected and switched on, then click “NEXT” until the “Installation completed” message appears.
4. If you wish, print the test label offered by the wizard.
5. To install only the driver, choose “OTHER CHOICES”, “PRINTER DRIVERS”, then “INSTALL SEAGULL SCIENTIFIC WINDOWS DRIVER”: accept the licence, choose “Install printer drivers”, select your MX model from the printers detected via USB, name the printer and finish.

The manual does not specify which versions of Windows are supported.

Source: Wizard CD Standard Installation / Wizard CD Other Choice Installation – GoDEX
MX20/MX30/MX30i user manual (Rev. B, 2017) (official documentation).

Other questions about the Godex MX20: buttons and self-test label

The functions of the FEED and POWER buttons, and the self-test label that summarises the printer's configuration.

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How do I pause or cancel a print job, or switch off my Godex MX20?

Short answer: Pressing FEED during printing pauses it, and pressing it again resumes it. Holding FEED for 3 seconds during printing cancels the current job; holding POWER for 3 seconds switches off the printer.

BUTTON FUNCTIONS ACCORDING TO THE MANUAL

1. Pause: press FEED during printing; press it again to resume.
2. Cancel: hold down FEED for 3 seconds during printing; the current job is cancelled.
3. Paper feed: FEED feeds the paper for as long as it is held down; with gap labels, one press feeds a single label.
4. Switch off: with the printer on, hold down POWER for 3 seconds.

According to the manual, the printer cannot receive commands while the ERROR light is flashing.

Source: Operation Panel – GoDEX MX20/MX30/MX30i user manual (Rev. B, 2017) (official documentation).

How do I print a self-test label on my Godex MX20?

Short answer: The self-test label prints at the end of calibration: switch the printer back on while holding down FEED. It shows, among other things, the model and version, the port settings, the free memory and the sensor setting.

OFFICIAL PROCEDURE

1. Load the roll, switch off the printer and hold down FEED.
2. Switch the printer back on without releasing FEED: after two beeps, it measures the labels, then prints the self-test label.

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3. Read on the label: model and version, USB ID and serial port settings, port status, number of forms, graphics, fonts and databases, free memory, speed, darkness, reference point, print direction, label width and length, stop position, mode, sensor setting and code page.
4. Keep it: according to GoDEX Europe, GoDEX engineers may ask for a photo of it for diagnosis.

The GoDEX Europe article on the self-test page applies to the MX30 and MX30i; the manual describes the same procedure for the whole series.

Sources: Label Calibration and Self Test – GoDEX MX20/MX30/MX30i user manual (Rev. B, 2017) · [MX30i Calibration/Selftest page print](#)  – GoDEX Europe knowledge base (official documentation).

When should you call a technician for a Godex MX20?

The entries above first suggest reloading, cleaning or calibrating. In the following cases, the GoDEX manual refers you to your reseller:

- **ERROR light or red light that persists:** problem still present after the checks in the manual: contact your reseller.
- **No lights, battery charged:** power supply and battery checked with no result: the manual refers you to your reseller.
- **Charging station flashing red:** still flashing after reinserting the battery 4 to 5 times: contact your local reseller.

Avoiding recurring faults on the Godex MX20: 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

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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 MX20 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

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).

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Godex MX20 troubleshooting: frequently asked questions

How do I calibrate a Godex MX20?

Check that the roll is loaded correctly, switch off the printer, then switch it back on while holding down the FEED button. After two beeps, the MX20 measures the labels and stores their height. It then prints a self-test label. [See the detailed entry.](#)

What does the ERROR light mean on a Godex MX20?

According to the GoDEX manual, the ERROR light signals that the printer is out of paper, the cover is open, the printhead is overheating or there is a label sensing error. The error clears automatically once the cause has been corrected, or when you press the FEED button. [See the detailed entry.](#)

How do I charge the battery in a Godex MX20?

With the printer off, connect the AC adapter to the printer's power jack and then to a wall socket, and switch the printer back on. Allow about 3 hours, between 0 °C and 40 °C. The RS-232 + USB port does not charge the battery. [See the detailed entry.](#)

Why is my Godex MX20 battery charger flashing red?

A flashing red light on the charging station signals a faulty battery. Reinsert the battery by sliding it all the way into the slot. If the light is still flashing after 4 or 5 attempts, contact your reseller. [See the detailed entry.](#)

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How do I connect a Godex MX20 over Bluetooth?

Switch on the printer, then press its Bluetooth button to make it discoverable. Then enable Bluetooth on your smartphone or computer and start pairing. Do not press the Bluetooth button during a data transfer. [See the detailed entry.](#)

How do I clean the printhead on a Godex MX20?

Switch off the printer, open the cover and wipe the printhead with a soft, lint-free cloth soaked in alcohol. GoDEX recommends this cleaning once a week. Do not use a dirty cloth or a hard object: such damage is not covered by the warranty. [See the detailed entry.](#)

How do I cancel a print job on a Godex MX20?

Hold down the FEED button for 3 seconds during printing: the current job is cancelled. A single press of FEED pauses printing, and another press resumes it. [See the detailed entry.](#)

Why does my Godex MX20 switch itself off?

To save the battery, the MX20 goes into standby, then into shutdown mode, after a period without activity that can be set from 30 to 3,600 seconds. Pressing the POWER button wakes it up. [See the detailed entry.](#)

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Sources consulted

All the causes, procedures and light states in this guide come from the GoDEX user manual for the MX20/MX30/MX30i series and from the GoDEX Europe knowledge base articles below, consulted on 20 October 2026. The user manual is cited by its title and reference.

- MX20/MX30/MX30i Mobile Printer User Manual – GoDEX MX20, MX30 and MX30i user manual, Rev. B of 19 July 2017 (P/N 920-015211-00) **official**
- MX20/MX30/MX30i Mobile Printer User Manual – GoDEX MX20, MX30 and MX30i user manual, Rev. 1.1 of June 2015 (P/N 920-015211-00) **official**
- [MX30i Calibration/Selftest page print](#)  – 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 detektion gap at color or preprinted label](#)  – GoDEX Europe knowledge base **official**
- [How to clean GoDEX printers - Printhead Maintenance Guide](#)  – GoDEX Europe knowledge base **official**

The product pages and download centre on godexintl.com and the godexamericas.com, godex.com.tw and godex.eu websites 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

- [All Godex printer troubleshooting guides \(DT200, EZ6250i and EZ6350i, G500, GE300, HD830i, RT200, RT700, RT863i, ZX1000i, ZX400\)](#)
- [Maintenance and repair of Godex printers](#)
- [All printer troubleshooting guides, all brands](#)
- [Through-life maintenance \(MCO\): preventive and corrective maintenance \(in French\)](#)
- [Consumables for thermal printers: labels, thermal transfer ribbons, printheads \(in French\)](#)

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- [Printer cleaning kits](#) (in French)

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PDF version of the page <https://www.timcod.fr/reparation/en/printer-troubleshooting/godex/mx20>, updated on 21 October 2026.

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