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TROUBLESHOOTING GUIDE

Godex RT200 troubleshooting guide: errors, faults and fixes

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

TIMCOD PRODUCT PAGE (IN FRENCH)

See the **Godex RT200 Series product page** →

In brief. The Godex RT200 Series comprises desktop thermal transfer label printers; the GoDEX Europe knowledge base cites it for printing heat-shrink sleeves (RT200) and for capturing print files (RT230i). The documentation consulted covers label detection using the FEED button and by command, setting the temperature according to the ribbon and the GoDEX diagnostic tools; this short guide does not contain an error table for the series. It also explains how to send a command, return to factory settings and cancel a print job in progress. Click a question to open the entry.

- **The printer beeps during a procedure:** the [lookup table](#) links the beeps documented by GoDEX to the matching entry.
- **Labels are poorly detected or the print is poor:** see the [sensor diagram](#), [long labels](#) and [temperature by ribbon type](#).

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

What signal is my Godex RT200 giving? Lookup by beeps

The GoDEX documentation consulted describes neither the lights nor the error messages of the RT200 Series. It documents the beeps emitted during the sensor diagram printing procedure. The table links each one to its entry.

Message or state	Lights (GoDEX documentation)	Likely cause	Entry
1 beep when the printhead is opened	—	Printhead open, printer powered on: first step in printing the sensor diagram	Sensor diagram
2 beeps after pressing FEED six times	—	Sensor diagram printing mode activated	Sensor diagram

The beeps come from the “How to print gap/mark sensor output diagram” article in the GoDEX Europe knowledge base. A dash means that the page consulted does not specify the state of the lights.

Label detection on the Godex RT200: sensor diagram and long labels

When the RT200 does not detect labels properly, GoDEX Europe suggests printing the sensor diagram and, for very long labels, extending the search range.



How do I print the label sensor diagram on a Godex RT200 using the FEED button?

Beeps: 1 beep when the printhead is opened, then 2 beeps after pressing FEED six times.

Short answer: With media loaded and the printer switched on, open the printhead (one beep), press FEED six times (two beeps), close the printhead and run calibration: the printer prints the gap or mark sensor output diagram. GoDEX Europe recommends this for difficult media.

LIKELY CAUSE

With difficult media, such as colour pre-printed labels or very thick or very thin labels, GoDEX Europe recommends checking the gap or mark sensor output to see how the printer detects the labels.

GODEX EUROPE PROCEDURE

1. Load the media into the printer.
2. Switch the printer on.
3. Open the printhead: the printer beeps once.
4. Press the FEED button six times: the printer beeps twice.
5. Close the printhead.
6. Run calibration: the printer prints the sensor output diagram after calibration.

Generic GoDEX Europe article, with no mention of the RT200. It does not explain how to run calibration or how to read the diagram, which is only shown as an image.

Source: [How to print gap/mark sensor output diagram](#) – GoDEX Europe knowledge base (official documentation).

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My Godex RT200 does not detect the gap on labels longer than 250 mm: how do I set the search length?

Symptoms: gap or mark not found during calibration on a long label.

Short answer: By default, the printer searches for the gap or mark over 250 mm. For a longer label, GoDEX Europe says to send, for example, `~S,SENSOR,400,3,30` (search over 400 mm), then run calibration.

LIKELY CAUSE

The standard search length for the gap or mark is 250 mm; a longer label requires this range to be extended.

SETTING SUGGESTED BY GODEX EUROPE

1. Check the current search length with `^XGET,SENSORSTATUS` (250 mm as standard).
2. Send `~S,SENSOR,length,gap,percentage` (length, gap, percentage): length from 100 to 999 mm (250 by default), gap from 1 to 499 mm (3 by default). GoDEX example for 400 mm: `~S,SENSOR,400,3,30`.
3. Run calibration (GoDEX Europe refers to the calibration button): the printer searches for the gap or mark over the set length.
4. To return to factory settings, click “Factory default” in GoDoctor.

The article does not explain the third parameter (percentage) and does not mention any model.

Source: [How to set up GoDEX printer on long label calibration](#)  – GoDEX Europe knowledge base (official documentation).

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Heat-shrink sleeves on the Godex RT200: how do you print them?

GoDEX Europe shows heat-shrink sleeves being printed on the RT200, with a resin ribbon and continuous media.

How do I print heat-shrink sleeves on a Godex RT200?

Short answer: GoDEX Europe shows heat-shrink sleeves being printed on the RT200: install the sleeve roll and a resin ribbon, calibrate the printer, then create a continuous media format in GoLabel. Then adjust the temperature and speed to get the best result.

GODEX EUROPE METHOD

1. Install the heat-shrink sleeve roll and a resin ribbon in the printer (the GoDEX example uses a 25 mm wide sleeve).
2. Calibrate the printer.
3. In GoLabel, create the label format and choose the continuous media type.
4. Fine-tune the print temperature and speed; the article does not give any values.
5. For narrower sleeves, GoDEX offers special adapters; the printer can also print several rows at once.

For printing sleeves on a USB B connector, GoDEX Europe refers you to its local reseller.

Source: [Shrink tube printer. Printing shrink tubes on Godex RT200](#)  – GoDEX Europe knowledge base (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).

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Godex RT200 printhead: what temperature for each ribbon type?

The GoDEX maintenance guide lists overheating among the causes of printhead wear and gives maximum temperatures for each ribbon type.

What print temperature should I set on a Godex RT200 with a wax, wax/resin or resin ribbon?

GoDEX guidelines: 9 (wax), 12 (wax/resin), 15 (resin) maximum.

Short answer: GoDEX Europe gives as good practice a maximum temperature of 9 with a wax ribbon, 12 with a wax/resin ribbon and 15 with a resin ribbon. These values depend on the speed, the printhead pressure and the condition of the printer; excessive temperature is one of the causes of printhead wear.

LIKELY CAUSE

The GoDEX maintenance guide lists overheating among the causes of printhead wear: it recommends matching the ribbon type to the material and balancing speed, temperature and the alignment of the printhead on the platen roller.

WHAT TO DO

1. Choose a ribbon type suited to the material to be printed.
2. Set the temperature without exceeding 9 with a wax ribbon, 12 with a wax/resin ribbon and 15 with a resin ribbon, guideline values from GoDEX Europe.
3. Balance the speed, the temperature and the alignment between the printhead and the platen roller.
4. When replacing the printhead, GoDEX Europe advises replacing the platen roller as well.

Generic values from the GoDEX Europe maintenance guide, given as examples of good practice, with no mention of the RT200.

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Source: [How to clean GoDEX printers - Printhead Maintenance Guide](#)  – GoDEX Europe knowledge base (official documentation).

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

Communicating with a Godex RT200: how do you send a command from a PC?

Most of the settings in this guide are made with commands. GoDEX Europe describes four ways of sending them.

How do I send a command to a Godex RT200 from a computer?

Short answer: The simplest way, according to GoDEX Europe, is the GoDoctor utility in GoTools, which requires no installation: choose the port and the model, then click “Command Mode” to enter the command. You can also use GoLabel, the Windows driver or, on a network, the printer’s web page.

GODEX EUROPE METHODS

1. GoDoctor: unzip the GoTools archive and run GoDoctor.exe; click the Port button, top left, and choose the printer, which appears at the bottom of the window.
2. Click “Command Mode” to type and send a command, or “Send file” to send a command file. “Customize” creates buttons for frequently used commands.
3. GoLabel: use the command area.
4. Windows driver: printer Properties, Tools tab, Action menu, “Send Printer Command”.
5. Networked printer: enter its IP address in a browser to open its web server; the login credentials are given in the GoDEX documentation.

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When to call a technician: for advanced use (HyperTerminal, telnet, FTP), GoDEX Europe refers you to its technical team.

Generic GoDEX Europe article, with no mention of the RT200.

Source: [How to send commands to the printer](#)  – GoDEX Europe knowledge base (official documentation).

Resetting and diagnosing the Godex RT200: factory reset, capturing the print file

These entries give the GoDEX sequence for restoring factory settings and the methods for recording the data sent to the printer, to be passed on to GoDEX support.

How do I restore a Godex RT200 to its factory settings?

Last command in the sequence: `~~INTERNALCOMMAND+INIT`

Short answer: GoDEX Europe gives a sequence of commands for a full return to factory settings, to be sent, for example, from GoDoctor. It erases everything and restores all the printer's settings to their defaults.

Caution: According to GoDEX Europe, this sequence erases everything and restores all settings to their defaults.

FACTORY RESET SEQUENCE (GODEX EUROPE)

1. Open GoDoctor and switch to “Command Mode” (see the [sending a command](#) entry).
2. Send, in this order: `^XSET,LCDLOCK,0` , `~S,ESA` , `^XSET,LOCKCMD,00000000` , `~S,OFFSETX,0` , `~S,OFFSETY,0` , `~Q+0` , `~MDEL*` , `^D0` , `~~INTERNALCOMMAND+INIT` .

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3. To restore only the sensor search range, GoDoctor also offers a “Factory default” button (see the [long labels](#) entry).

Generic GoDEX Europe article, with no mention of the RT200.

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

How do I save the file sent to a Godex RT230i so I can pass it on to GoDEX support?

Short answer: The print file shows the exact data your system sends to the printer; GoDEX support uses it to reproduce and diagnose a problem. With the Windows driver, enable “Record Printer Code” in the Tools tab, Logging Options: each job is saved in a .prn file.

GODEX EUROPE METHODS

1. Windows driver, the simplest method: Control Panel > Devices and Printers, right-click the printer, Properties, Tools tab, Logging Options; enable “Record Printer Code” and choose a folder (GoDEX example: `C:\Log Files\Godex RT230i`).
2. FILE port: in the Ports tab of the properties, select FILE, print from your application and save the file; then restore the original port.
3. Windows spooler: disconnect the data cable or set the printer offline, send the job, then copy the file from the `%windir%/system32/Spool/printers` folder before reconnecting the printer.
4. GoDEX Printer Monitor, over USB: send `~S,DUMP8`, start printing, wait until reception is complete, then click “Finish writing”; the text file is saved in the tool’s Log folder.
5. USB flash drive, if the printer has a USB host port: insert the drive, send `~S,DUMP255`, start printing, then remove the drive after 5 seconds.

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6. Wireshark, for a networked printer: filter on the printer's IP address and retrieve the contents of the relevant packet.

When to call a technician: send the captured file to GoDEX support: it allows them to reproduce your configuration and diagnose the print fault.

The .prn file opens in Notepad: the commands are readable, and bitmap images appear as symbols. The GoDEX Europe example uses an RT230i.

Source: [How to capture a print code file in Windows for Godex label printers that use Windows driver](#)  – GoDEX Europe knowledge base (official documentation).

Other questions about the Godex RT200: cancelling the current print job

GoDEX Europe explains how to make a new job interrupt the one in progress.

How do I make a new job cancel the current print job on a Godex RT200?

Command: `~S,BUFCLR`

Short answer: Add the `~S,BUFCLR` command at the start of each print job: according to GoDEX Europe, sending a new job then stops the current one and starts the new one. The `^XSET,TOPOFFORM,3` command also prevents an extra label feed when the next job arrives.

SETTING SUGGESTED BY GODEX EUROPE

1. Place `~S,BUFCLR` at the start of each job sent to the printer.
2. Send a new job: the current print stops and the new job starts.

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3. Optional: set `^XSET, TOP0FF0RM, 3` so that the printer does not feed an extra label when the next job arrives.

The article does not specify where to add the command in the driver; GoDEX Europe illustrates it in a video with labelling software and another GoDEX printer.

Source: [How to with new print job cancel current print job using GoDEX driver](#)  – GoDEX Europe knowledge base (official documentation).

When should you call a technician for a Godex RT200?

The entries above first suggest a setting, a command or a calibration. In the following cases, the GoDEX Europe knowledge base refers you to GoDEX support:

- **Sending commands via HyperTerminal, telnet or FTP:** GoDEX Europe refers you to its technical team for these advanced uses.
- **Print fault to be diagnosed:** send the captured print file to GoDEX support, who will reproduce your configuration.

Avoiding recurring faults on the Godex RT200: 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 RT200 fleet:

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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).

Godex RT200 troubleshooting: frequently asked questions

How do I print the sensor diagram on a Godex RT200?

With media loaded and the printer switched on, open the printhead (one beep), press FEED six times (two beeps), close the printhead and run calibration. The printer then

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prints the gap or mark sensor output diagram. [See the detailed entry.](#)

Why does my Godex RT200 not detect long labels?

A label longer than 250 mm exceeds the range within which the RT200 searches for the gap or mark by default. Set a longer range, for example 400 mm with `~S,SENSOR,400,3,30`, then run calibration again; `^XGET,SENSORSTATUS` displays the current value. [See the detailed entry.](#)

Can you print heat-shrink sleeves with a Godex RT200?

Yes: GoDEX Europe shows sleeves being printed on the RT200 with a resin ribbon. Calibrate the printer, choose continuous media in GoLabel, then adjust the temperature and speed. [See the detailed entry.](#)

What temperature should I set on a Godex RT200?

Match it to the ribbon: GoDEX Europe's good-practice guidelines do not exceed 9 for wax, 12 for wax/resin and 15 for resin. They vary with the speed, the printhead pressure and the condition of the printer, and overheating wears the printhead. [See the detailed entry.](#)

How do I reset a Godex RT200?

GoDEX Europe publishes a sequence of commands for a full return to factory settings, to be sent from GoDoctor, ending with `~~INTERNALCOMMAND+INIT`. It erases everything and restores all settings to their defaults. [See the detailed entry.](#)

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How do I send a command to a Godex RT200?

Run GoDoctor, supplied with GoTools, choose the port and the printer, then click Command Mode. You can also use the GoLabel command area, the Send Printer Command option in the Windows driver or the web page of a networked printer. [See the detailed entry.](#)

How do I cancel the current print job on a Godex RT200?

Add ~S,BUFCLR at the start of each job: a new job then stops the current one. GoDEX Europe also recommends ^XSET,TOPOFFORM,3 to avoid an extra label feed. [See the detailed entry.](#)

Sources consulted

All the causes, procedures and signals in this guide come from the articles below in the GoDEX Europe knowledge base (Godex Europe GmbH), consulted on 20 October 2026. Two of them mention the RT200 Series; the others apply to GoDEX printers in general.

- [Shrink tube printer. Printing shrink tubes on Godex RT200](#) [↗](#) – GoDEX Europe knowledge base **official**
- [How to capture a print code file in Windows for Godex label printers that use Windows driver](#) [↗](#) – GoDEX Europe knowledge base **official**
- [How to print gap/mark sensor output diagram](#) [↗](#) – GoDEX Europe knowledge base **official**
- [How to set up GoDEX printer on long label calibration](#) [↗](#) – GoDEX Europe knowledge base **official**
- [How to clean GoDEX printers - Printhead Maintenance Guide](#) [↗](#) – GoDEX Europe knowledge base **official**
- [How to send commands to the printer](#) [↗](#) – GoDEX Europe knowledge base **official**
- [How to with new print job cancel current print job using GoDEX driver](#) [↗](#) – GoDEX Europe knowledge base **official**

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The RT200 Series user manual, the godexintl.com download centre, the GoDEX Americas and godex.com.tw sites and the “Calibration special function” attachment to the GoDEX Europe article on the sensor diagram 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 RT200 Series](#)
- [All Godex printer troubleshooting guides](#) (MX20, DT200, EZ6250i and EZ6350i, G500, GE300, HD830i, 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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