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Home › Repair › Printer troubleshooting › Godex › RT700

TROUBLESHOOTING GUIDE

Godex RT700 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 RT700 Series product page** →

In brief. The Godex RT700 Series comprises desktop thermal transfer label printers, which GoDEX refers to as RT7x0i or RT7X0(i): the RT700, “i” versions with an LCD display (RT700i, RT730i), RT7x0i+ versions and Pro models (RT700i Pro, RT730i Pro). The GoDEX Europe knowledge base devotes articles on this series to the Wi-Fi/Bluetooth combo module and to the UN-208 media rewinder, which sits under the printer. This guide covers these procedures: installing and configuring the wireless module, updating its firmware, enterprise Wi-Fi, the rewinder, the peeler door and triggering printing from a PLC. Click a question to open the entry.

- **A specific symptom appears** (change of Wi-Fi access point, peeler door opening, media drifting): find it in the [lookup table](#) and open the matching entry.
- **You are installing an option:** see the [Wi-Fi/Bluetooth module](#), [enterprise Wi-Fi](#) and the [UN-208 rewinder](#).

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

What problem is my Godex RT700 having? Lookup by symptom

The GoDEX documentation consulted details neither the error messages nor the lights of the RT700 Series. The table therefore starts from the symptoms described by GoDEX Europe for the wireless module and the UN-208 rewinder, and links to the matching entry.

Message or state	Lights (GoDEX documentation)	Likely cause	Entry
The printer switches Wi-Fi access point	—	Combo module roaming: 30 seconds without a connection or signal below -70 dBm (default values)	Wi-Fi roaming
Peeler door opens during rewinding	—	Tension from the UN-208 rewinder spindle without a retaining plate	Peeler door
Print mechanism does not close properly	—	Rewinder retaining plate not pressed flat against the cover	Retaining plate
Media drifting to the left or right	—	Torque too high on the UN-208 rewinder spindle	Rewinder torque

The symptoms come from the GoDEX Europe articles on the RT7x0i Wi-Fi/Bluetooth combo module and the UN-208 rewinder. A dash means that the page consulted does not specify the state of the lights.

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Wi-Fi and Bluetooth on the Godex RT700i: combo module, roaming, enterprise Wi-Fi

GoDEX Europe devotes an article to the Wi-Fi/Bluetooth combo module for the RT7x0i and RT7x0i+; added to this are WPA2-Enterprise Wi-Fi and simultaneous use of Ethernet and Wi-Fi.

How do I install the Wi-Fi/Bluetooth combo module on a Godex RT700i or RT700i+?

Firmware required: 1.141c (RT7x0i) or 4.020 (RT7x0i+).

Short answer: Before fitting the Wi-Fi/Bluetooth combo module, GoDEX Europe asks you to install the correct firmware: 1.141c on RT7x0i models and other printers with an ARM7 processor, 4.020 on RT7x0i+ models. Then fit the board and configure Wi-Fi with the tool supplied in the latest version of GoLabel 2.

GODEX EUROPE PROCEDURE

1. Identify your model: RT7x0i or RT7x0i+.
2. Install the specified firmware: version 1.141c for RT7x0i models (and other printers with an ARM7 processor), version 4.020 for RT7x0i+ models. The GoDEX Europe article provides the download links.
3. Prepare the board: the same combo board is used in several printers, and part of it must be removed when fitting it (video demonstration in the article).
4. Connect the board following the diagram in the article, which shows which cable connector goes on the board and which goes on the printer.
5. Configure Wi-Fi with the Wi-Fi tool in the latest version of GoLabel 2.
6. The module can also make the printer work as an access point: its DHCP server then assigns addresses 192.168.4.2 to 192.168.4.101.

The GoDEX Europe article gives no safety instructions for fitting the board: follow those in the printer's GoDEX user manual.

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Source: [How to install combo WIFI /BT at RT7x0i+ / RT7x0i, GE3x0... Godex printer](#)  – GoDEX Europe knowledge base (official documentation).

How do I enable or disable Bluetooth on the combo module of a Godex RT700i?

Commands: `^xset,externcardmode,255` (Bluetooth enabled) · `^xset,externcardmode,16` (Bluetooth and sleep disabled).

Short answer: GoDEX Europe gives two commands for the combo module:

- `^xset,externcardmode,255` enables Bluetooth, and
- `^xset,externcardmode,16` disables Bluetooth as well as sleep mode.

WHAT TO DO

1. Check that the Wi-Fi/Bluetooth combo module is installed and that the printer has the required firmware (see the [Wi-Fi/Bluetooth module](#) entry).
2. To enable Bluetooth, send `^xset,externcardmode,255` to the printer.
3. To disable Bluetooth and sleep mode, send `^xset,externcardmode,16` .

Commands taken from the GoDEX Europe article on the combo module for the RT7x0i and RT7x0i+.

Source: [How to install combo WIFI /BT at RT7x0i+ / RT7x0i, GE3x0... Godex printer](#)  – GoDEX Europe knowledge base (official documentation).

My Godex RT700i switches Wi-Fi access point: how do I set roaming and display the signal strength?

Default values: network change after 30 seconds without a connection, signal threshold at -70 dBm.

Short answer: By default, the printer switches to another network after 30 seconds without a connection and changes access point when the signal drops below -70 dBm. GoDEX Europe explains how to change these values with



`^NW,WSETRoaming` and `^NW,WSETRT`, and how to show the signal strength on the display.

LIKELY CAUSE

The combo module handles Wi-Fi roaming: according to GoDEX Europe, it changes network after 30 seconds without a connection and changes access point below the -70 dBm threshold.

GODEX EUROPE SETTINGS

1. On a printer with a display, show the Wi-Fi signal strength with `^xset,showrssi,1`.
2. To change the delay before switching network (30 seconds by default): `^NW,WSETRoaming,<n>,<sec>`.
3. To change the signal threshold that triggers the change of access point (-70 dBm by default): `^NW,WSETRT,<seuil>` (threshold).

The GoDEX Europe article does not explain the `<n>` parameter of the roaming command.

Source: [How to install combo WIFI /BT at RT7x0i+ / RT7x0i, GE3x0... Godex printer](#) – GoDEX Europe knowledge base (official documentation).

How do I connect a Godex RT700i to WPA2-Enterprise Wi-Fi (802.1X, PEAP/MSCHAPv2)?

Prerequisite: firmware 3.4.0.0 on the Wi-Fi combo board · Tool: Wifi Tool 1.36.

Short answer: First update the Wi-Fi combo board to firmware 3.4.0.0, then configure Wi-Fi with Wifi Tool 1.36. GoDEX Europe has validated connection to an access point that authenticates devices through a RADIUS server.



GODEX EUROPE PROCEDURE

1. Update the Wi-Fi combo board to firmware 3.4.0.0 (procedure in the [module firmware](#) entry).
2. Configure the wireless settings with Wifi Tool 1.36, available for download from GoDEX Europe.
3. Check that the printer connects to the access point that relies on the RADIUS server.
4. The SSID can be hidden: GoDEX Europe tested this with a Vigor AP710 access point and its internal RADIUS server.

The detailed Wifi Tool settings appear only in screenshots in the GoDEX Europe article, which does not mention any printer model.

Source: [How to setup Wifi on Godex printer with WPA2 Enterprise 802.1X \(WPA2-PEAP /MSCHAPv2\) Authentifikation](#)  – GoDEX Europe knowledge base (official documentation).

Can you use Ethernet and Wi-Fi at the same time on a Godex RT700i?

Firmware cited by GoDEX Europe: 1.141t.

Short answer: Yes, according to GoDEX Europe, with recent firmware: version 1.141t allows Ethernet and Wi-Fi to be used on the same printer. The article does not describe any other setting.

WHAT TO DO

1. Install firmware 1.141t, available for download from GoDEX Europe.
2. Then use both connections on the same printer; the article does not detail their configuration.

The article does not mention any model; 1.141 is the firmware branch that GoDEX Europe specifies for RT7x0i models (version 1.141c for the combo module).

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Sources: [How to use Ethernet and WIFI on same Godex label printer](#) · [How to install combo WIFI /BT at RT7x0i+ / RT7x0i, GE3x0... Godex printer](#) – GoDEX Europe knowledge base (official documentation).

Peeler and UN-208 rewinder on the Godex RT700: installation, door opening, media drifting

The UN-208 rewinder collects the liner as it leaves the peeler. GoDEX Europe describes how to install it under the RT700 and the two settings you need to know; added to this is triggering printing from a PLC.

How do I install the UN-208 media rewinder under a Godex RT700?

Short answer: Place the printer on the UN-208 rewinder, connect the power supply to the rewinder and then the rewinder to the printer, and fit the retaining plate that keeps the peeler closed. Switch on the rewinder, then the printer: the liner coming out of the peeler is rewound during printing.

Caution: Adjust the clutch torque (nut at the front of the spindle) only when the rewinder is switched off.

INSTALLATION AND COMMISSIONING (GODEX EUROPE)

1. Place the printer on the rewinder: the pin on top of the rewinder engages in the notch under the printer.
2. Connect the power supply to the back of the rewinder, then connect the rewinder's rear socket to the printer's power input. The power supply can stay plugged into the mains; unplug it only if the rewinder is going to be left unused for a long time.
3. Switch on the rewinder with the switch on the front (the spindle starts to turn), then the printer, as described in its manual.

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4. Fit the peeler retaining plate on the cover (see the [peeler door](#) entry).
5. Peel off the labels over a sufficient length, pass the liner through the peeler and then to the spindle; tuck its end under the spindle clip and turn the spindle by hand.
6. Close the printhead, check that the plate keeps the peeler closed, then start the rewinder: the spindle tensions the liner and rewinds it during printing.

According to GoDEX Europe, the UN-208 requires no maintenance: clean it with a cloth moistened with alcohol. It is designed for RT7X0, G500, EZ-1000 and EZPi-1000 thermal transfer printers fitted with the peeler module.

Source: [How to setup Liner rewinder UN-208 with GoDEX label printer](#)  – GoDEX Europe knowledge base (official documentation).

With the UN-208 rewinder, the peeler door on my Godex RT700 opens or the print mechanism does not close properly: what should I do?

Symptoms: peeler door pulled open by the rewinder tension; print mechanism does not close correctly.

Short answer: The tension of the rewinder spindle can open the peeler door. On RT7X0(i) models, GoDEX Europe has a metal retaining plate fitted in the right-hand hole of the top cover; if this plate is not pressed flat against the cover, it prevents the print mechanism from closing correctly.

LIKELY CAUSE

Without a retaining part, the tension exerted by the rewinder spindle can open the peeler door. A retaining plate that is not pressed flat hinders the closing of the print mechanism.

WHAT TO DO

1. Fit the metal retaining plate in the right-hand hole of the top cover, with the rubber plug.
2. While tightening the plug screw, and afterwards, press the plate firmly against the cover.

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3. Close the printhead and check that the plate keeps the peeler closed.
4. If the print mechanism does not close properly, check that the plate is pressed flat against the cover.

The GoDEX Europe article illustrates this assembly with photos of the RT700.

Source: [How to setup Liner rewinder UN-208 with GoDEX label printer](#)  – GoDEX Europe knowledge base (official documentation).

The media drifts to the left or right with the UN-208 rewinder on my Godex RT700: how do I adjust the torque?

Symptoms: liner running askew during rewinding.

Short answer: According to GoDEX Europe, media drifting to the left or right indicates excessive torque on the rewinder spindle. Switch off the rewinder and loosen the adjusting nut: narrow media needs less torque than wide media.

LIKELY CAUSE

The torque transmitted to the spindle by the clutch is too high for the width of the media.

Caution: Adjust the torque only when the rewinder is switched off.

WHAT TO DO

1. Switch off the rewinder with the switch on the front.
2. Loosen the adjusting nut at the front of the spindle to reduce the clutch torque.
3. Switch the rewinder back on and restart printing.
4. Adapt the setting to the width: less torque for narrow media; wide media accepts higher torque.

Source: [How to setup Liner rewinder UN-208 with GoDEX label printer](#)  – GoDEX Europe knowledge base (official documentation).

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How do I trigger each print on a Godex RT730i Pro from a PLC, via the peeler port?

Command: `^XSETRTC,APPLYCURRENT,1` · Black and white wires of the peel-off port.

Short answer: On printers without a GPIO port for an applicator, GoDEX Europe uses the peel sensor port as a trigger button: the label is recalled from the display or over the network, and the PLC decides when each print takes place. The example in the article uses an RT730i Pro.

GODEX EUROPE METHOD

1. Use the black and white wires of the peel-off port.
2. Send `^XSETRTC,APPLYCURRENT,1`, a command that GoDEX Europe associates with the correct operation of the real-time clock (RTC) with peeling.
3. After switching on, and before any print job, briefly short the two wires together once (video demonstration in the article).
4. The PLC then controls when each print takes place through this contact.

Method described by GoDEX Europe for printers without a GPIO port for an applicator.

Source: [How to use peel-off Godex printer port like trigger button from PLC](#) – GoDEX Europe knowledge base (official documentation).

Godex RT700i wireless module firmware: OTA update

The firmware of the Wi-Fi/Bluetooth combo module is updated over Wi-Fi, from the printer's web page.

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How do I update the firmware of the Wi-Fi/Bluetooth module on a Godex RT700i?

Printer web page: **WiFi** and **OTA** buttons · Version shown under **AT Core Version** .

Short answer: The Wi-Fi/Bluetooth combo module (ESP32) is updated over Wi-Fi: enter the printer's IP address in a browser, click "OTA", choose the firmware file, then "OTA upgrade". Then restart the printer.

GODEX EUROPE PROCEDURE

1. Connect the printer to the network over Wi-Fi and note its IP address from the self-test page or in GoDoctor.
2. Enter this address in a browser: the printer's page shows two buttons, "WiFi" and "OTA".
3. Click "OTA" and note the current version under "AT Core Version" (2.5.0.0 in the GoDEX example).
4. Click "Browse", select the latest firmware file, then click "OTA upgrade" and wait for the confirmation message.
5. Restart the printer and let it reconnect to the network.
6. Open its IP address again: the OTA screen has a new layout. For subsequent updates, choose the firmware from the "ota" drop-down menu.

The GoDEX Europe article includes firmware 3.4.0.0, the version required for enterprise Wi-Fi (see the [WPA2-Enterprise](#) entry). It does not mention any printer model.

Source: [How to upgrade Firmware on BT/WiFi Combo ESP32](#)  – GoDEX Europe knowledge base (official documentation).

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When should you call a technician for a Godex RT700?

The entries above cover installing and configuring options. The GoDEX Europe articles consulted for the RT700 Series do not refer you to a technician:

- **Fault persisting after the checks in the guide:** the GoDEX Europe articles consulted do not provide for any other user procedure; refer to the printer's GoDEX user manual.

Avoiding recurring faults on the Godex RT700: preventive maintenance

The Godex documentation consulted for the RT700 does not detail the care of the printhead, platen roller and sensors: 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 RT700 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

Fewer emergency call-outs

Incidents are handled during scheduled visits rather than as emergency repairs.

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

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 RT700 troubleshooting: frequently asked questions

How do I set up Wi-Fi on a Godex RT700i?

Wi-Fi is provided by a Wi-Fi/Bluetooth combo module. GoDEX Europe first asks you to update the printer to firmware 1.141c (RT7x0i) or 4.020 (RT7x0i+), then to fit the board and configure Wi-Fi with the tool supplied in GoLabel 2. [See the detailed entry.](#)

How do I enable Bluetooth on a Godex RT700i?

Send the command `^xset,externcardmode,255` to enable Bluetooth on the combo module. The command `^xset,externcardmode,16` disables Bluetooth and sleep mode. [See the detailed entry.](#)

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Why does my Godex RT700i switch Wi-Fi access point?

By default, the printer changes network after 30 seconds without a connection and changes access point when the signal drops below -70 dBm. These values can be changed with the ^NW,WSETROAMING and ^NW,WSETRT commands. [See the detailed entry.](#)

Can the Godex RT700i use Ethernet and Wi-Fi at the same time?

Yes, according to GoDEX Europe, with firmware 1.141t. The article does not describe any other setting. [See the detailed entry.](#)

How do I update the Wi-Fi module firmware on a Godex RT700i?

Enter the printer's IP address in a browser, click OTA, select the firmware file, then click OTA upgrade. Then restart the printer; the installed version is shown under AT Core Version. [See the detailed entry.](#)

How do I install the UN-208 rewinder on a Godex RT700?

Place the printer on the rewinder, connect the power supply to the rewinder and then the rewinder to the printer, and fit the retaining plate that keeps the peeler closed. Switch on the rewinder before the printer. [See the detailed entry.](#)

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Why does the media drift with the rewinder on my Godex RT700?

According to GoDEX Europe, the torque on the rewinder spindle is too high. Switch off the rewinder and loosen the adjusting nut; narrow media needs less torque. [See the detailed entry](#).

Sources consulted

All the procedures and symptoms in this guide come from the articles below in the GoDEX Europe knowledge base (Godex Europe GmbH), consulted on 20 October 2026. The articles on the combo module, the UN-208 rewinder and PLC triggering mention the RT700 Series; the others apply to GoDEX printers in general.

- [How to install combo WIFI /BT at RT7x0i+ / RT7x0i, GE3x0...](#) [Godex printer](#) [↗](#) – GoDEX Europe knowledge base **official**
- [How to setup Wifi on Godex printer with WPA2 Enterprise 802.1X \(WPA2-PEAP /MSCHAPv2\) Authentification](#) [↗](#) – GoDEX Europe knowledge base **official**
- [How to use Ethernet and WIFI on same Godex label printer](#) [↗](#) – GoDEX Europe knowledge base **official**
- [How to upgrade Firmware on BT/WiFi Combo ESP32](#) [↗](#) – GoDEX Europe knowledge base **official**
- [How to setup Liner rewinder UN-208 with GoDEX label printer](#) [↗](#) – GoDEX Europe knowledge base **official**
- [How to use peel-off Godex printer port like trigger button from PLC](#) [↗](#) – GoDEX Europe knowledge base **official**
- [Godex Pro Series](#) [↗](#) – GoDEX Europe knowledge base **official**
- [How to Force enter LCD FW Download Mode on 2.4" LCD's with physical buttons to update LCD FW and images](#) [↗](#) – GoDEX Europe knowledge base **official**

The RT700i Series user manual, the godexintl.com download centre and the GoDEX Americas and godex.com.tw sites 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.

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See also

- Product page on timcod.fr (in French): [Godex RT700 Series](#)
- All Godex printer troubleshooting guides ([MX20](#), [DT200](#), [EZ6250i](#) and [EZ6350i](#), [G500](#), [GE300](#), [HD830i](#), [RT200](#), [RT863i](#), [ZX1000i](#), [ZX400](#))
- [Maintenance and repair of Godex printers](#)
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- [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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