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TROUBLESHOOTING GUIDE

Godex RT863i 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 RT863i product page** →

In brief. The Godex RT863i is a desktop label printer in the RT800i Series, also available as the RT863i+ and RT863i Pro. GoDEX Europe devotes an article to it on adjusting the print line; other, more general articles cover updating the firmware and the LCD display, the printhead counter, installation on a Mac and the wireless options on the Pro versions. This short guide covers these procedures; it does not contain an error table for the model. Click a question to open the entry.

- **A message appears during an update** (DL mode, display flashing, Ready): find it in the [lookup table](#) and open the matching entry.
- **The print is not satisfactory:** see [adjusting the print line](#) and, after a printhead change, the [printhead counter](#).
- **The problem keeps coming back:** the [preventive maintenance](#) section explains how it reduces this type of fault.

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What message is my Godex RT863i showing? Lookup by message

The GoDEX documentation consulted does not describe the RT863i error table. It documents the messages displayed while updating the printer firmware and the display firmware. The table links each one to its entry.

Message or state	Lights (GoDEX documentation)	Likely cause	Entry
DL mode	—	Printer started in firmware download mode (printhead open, FEED button held down at power-on)	DL mode
Display flashing at start-up	—	Display firmware download mode (up arrow held down at power-on)	Display firmware
Ready	—	Display firmware loaded; the printer is waiting for the image file, or loading is complete	Display firmware

The messages come from the articles “How to force enter the printer FW Download Mode” and “How to Force enter LCD FW Download Mode on 2.4” LCD's with physical buttons to update LCD FW and images” in the GoDEX Europe knowledge base. A dash means that the page consulted does not specify the state of the lights.

Godex RT863i print quality: adjusting the print line

GoDEX Europe devotes an article for the RT800i Series to the two print line adjustment screws.

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How do I improve printing on a Godex RT863i by adjusting the print line?

Adjustment: two screws on the print mechanism.

Short answer: According to GoDEX Europe, the print mechanism of the RT863i, RT863i+ and RT863i Pro, like that of the whole RT800i Series, has two print line adjustment screws. Adjusting them can improve printing.

WHAT TO DO

1. Locate the two print line adjustment screws on the print mechanism; the GoDEX Europe article shows them in a photo.
2. Adjust these screws to improve printing.
3. The article specifies neither the direction of rotation nor the extent of the adjustment: for the detailed method, refer to the GoDEX user manual for the RT863i.

Article specific to the RT800i Series (RT863i, RT863i+, RT863i Pro).

Source: [How to adjust print line at RT863i, RT863i+, RT863i Pro \(in General all RT800i series\)](#)  – GoDEX Europe knowledge base (official documentation).

Godex RT863i printhead: reading and resetting the counter

After a printhead change, GoDEX Europe asks you to reset the printed length counter to zero.

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How many metres has the printhead on my Godex RT863i printed, and how do I reset the counter after a replacement?

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

Short answer: Send `^XSET,TPHLENGTH` : the printer returns the length printed by the printhead and the history of printhead changes. After a replacement, reset the counter with `^XSET,TPHLENGTH,0` .

LIKELY CAUSE

If the response shows no history, GoDEX Europe concludes that the reset command was not sent when the previous printhead was changed.

GODEX EUROPE PROCEDURE

1. Send `^XSET,TPHLENGTH` to read the current counter and the history of printhead changes.
2. After replacing the printhead, send `^XSET,TPHLENGTH,0` .
3. Read the counter again: it restarts from zero and keeps the previous value in memory, that is, the number of metres printed by the old printhead.

The command works from firmware V1.130v, V2.110s or V4.010j onwards. Generic GoDEX Europe article: the EZ2x50i and EZ6x50i, whose printhead stores this counter itself, are not affected.

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

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

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Godex RT863i Wi-Fi: USB dongle on the Pro version, configuration from a Mac

The Pro versions accept Wi-Fi or Bluetooth USB dongles; from a Mac, GoDEX Europe offers the GoTermi software to configure Wi-Fi and check the printer's status.

Which Wi-Fi 6 or Bluetooth USB dongle should I install on a Godex RT863i Pro, and how?

Minimum firmware: 5.110t · Recommended Wi-Fi 6 dongle: Asus USB-AX55 Nano.

Short answer: GoDEX Pro models, including the RT800i Pro Series, accept off-the-shelf Wi-Fi or Bluetooth USB dongles. For Wi-Fi 6, GoDEX Europe recommends the Asus USB-AX55 Nano with firmware 5.110t at minimum; for Bluetooth only, classic or BLE, the Edimax 8500.

GODEX EUROPE PROCEDURE

1. Choose the dongle according to your needs: Wi-Fi 6 (Asus USB-AX55 Nano), classic Bluetooth or BLE only (Edimax 8500), simple Wi-Fi without Bluetooth (depending on antenna size and the 2.4 or 5 GHz band), or a combined Wi-Fi + BLE or classic Bluetooth + BLE dongle.
2. Check that the printer has at least firmware 5.110t.
3. Retrieve the dongle driver with GoLoader 1.008.
4. Check that the dongle is loaded in memory with the `~mdir` command, sent from GoDoctor.
5. Configure Wi-Fi with the GoLabel Wi-Fi tool.

Applies to the Pro version: the GoDEX Europe articles mention neither the standard RT863i nor the RT863i+.

Sources: [How to install WIFI 6 usb dongle on GoDEX label printer Pro series](#) · [Verified USB Dongle List for Pro Printers](#) – GoDEX Europe knowledge base (official documentation).

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How do I configure Wi-Fi or check the status of a Godex RT863i from a Mac?

Short answer: GoDEX Europe offers the GoTermi software, which connects automatically to the printer over USB. It lets you send commands and files, check the printer's status and configure Wi-Fi.

WHAT TO DO

1. Connect the printer to the Mac with a USB cable.
2. Run GoTermi (version 1.1.1 provided by GoDEX Europe): it connects automatically to the printer.
3. Send a command or a file, or view the printer's status.
4. For Wi-Fi, the "Advance" button displays the current Wi-Fi settings and security.

Generic GoDEX Europe article, presented mainly as a video and screenshots; it does not mention any model.

Source: [How to setup wifi and make diagnostik from MAC OS using USB connection to Godex printer - GoTermi software](#)  - GoDEX Europe knowledge base (official documentation).

Godex RT863i driver and firmware: Mac driver, DL mode, display update

These entries cover installing the CUPS driver on a Mac, forcing start-up in firmware download mode and updating the firmware and images of the LCD display.

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How do I install the Mac driver for a Godex RT863i and add it on the network?

PPD file given as an example by GoDEX: `godex-rt860i.ppd` (RT800i Series).

Short answer: The GoDEX driver for macOS is based on CUPS. Install the `rastertoezpl` package, then add the printer in Printers & Scanners, IP tab, “HP Jetdirect - Socket” protocol, choosing the PPD file for your model in `/usr/local/share/ppd/godex` .

GODEX EUROPE PROCEDURE

1. Download “CUPS Printer Driver V1.14 (MacOS)” from the Downloads section of godexintl.com.
2. Open the .pkg file (for example `rastertoezpl-1.1.2.pkg`) by Ctrl-clicking or right-clicking it, confirm the security alerts, accept the GNU GPL licence and choose the standard installation.
3. In System Preferences > Printers & Scanners, click “+”, then the IP tab.
4. Enter the printer’s IP address and choose the “HP Jetdirect - Socket” protocol.
5. In the “Use” menu, choose “Other”, press Cmd + Shift + G and enter `/usr/local/share/ppd/godex` .
6. Select the PPD for your model (GoDEX example: `godex-rt860i.ppd`), click Open, then Add.
7. Over USB, you may need to send `^XSET,USBSPEED,0` to the printer for its USB interface to work with a Mac.

Generic GoDEX Europe article; the example PPD file belongs to the RT800i Series.

Source: [How to install Mac driver and install GoDEX printer](#)  – GoDEX Europe knowledge base (official documentation).

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How do I start a Godex RT863i in “DL mode” to reinstall its firmware?

Message on the display: **DL mode**

Short answer: “DL mode” is the firmware download mode. To enter it, start the RT863i with the printhead open while holding down the FEED button until the display shows it; GoUpdate then recognises the printer over USB under a numeric name and can send it the firmware.

GODEX EUROPE PROCEDURE

1. Connect the printer via USB to a PC with GoUpdate, or another GoDEX firmware download tool, installed.
2. With the printer off and the printhead open, switch it back on while holding down the FEED button; release the button as soon as **DL mode** appears.
3. In GoUpdate, the printer appears under a numeric name, for example “Barcode Printer 00000000”: send the firmware, then restart the printer.
4. GoUpdate can also force this mode without using the FEED button: the printer, recognised as “00000”, then accepts the firmware, the configuration file and the display firmware and images (see the [display firmware](#) entry).

Generic GoDEX Europe article, with no mention of a model; it complements the procedure specific to the LCD display.

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

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The display on my Godex RT863i is not working properly: how do I update its firmware and images?

Display: flashes in download mode, then shows **Ready** · Beeps during loading.

Short answer: GoDEX Europe recommends reloading the firmware and images of the LCD display when it is not working properly, or after a printer firmware update. With the printer off, hold the up arrow and switch it back on: when the display flashes, load the display firmware and then the images from the GoDEX update software, over USB.

LIKELY CAUSE

According to GoDEX Europe, a display that is not working properly, or a printer firmware update, may require the firmware and images of the LCD display to be reloaded.

Caution: Loading the display images takes 10 to 15 minutes: do not disconnect any cable or switch off the printer until the display shows “Ready”.

GODEX EUROPE PROCEDURE

1. Switch the printer off.
2. Hold down the up arrow and switch the printer back on.
3. When the display starts flashing, release the button.
4. Connect the printer via USB to a Windows PC and run the GoDEX update software.
5. Under Firmware Update, click “LCD F/W”, select the display firmware .bin file and click “Open”: the printer beeps several times during loading.
6. When the display shows “Ready”, click “Update Graphic”, select the images .bin file and click “Open”.

Procedure intended for 2.4-inch LCD displays with physical buttons; GoDEX Europe files it notably under the RT800i and RT700i tags. The display files are attached to the article.

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Source: [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 documentation).

Other questions about the Godex RT863i: what does the Pro version change?

GoDEX Europe summarises the differences of the Pro models, including the RT800i Pro Series.

What is the difference between a Godex RT863i and an RT863i Pro?

Short answer: According to GoDEX Europe, Pro models, including the RT800i Pro Series, print PDF files directly, accept off-the-shelf Wi-Fi or Bluetooth USB dongles, support 802.1x authentication and have more memory with a Linux system.

WHAT THE PRO VERSION ADDS (GODEX EUROPE)

1. Direct PDF printing, fonts included, with no driver or intermediate software: sending via the EZio library, from the command line or via FTP.
2. Off-the-shelf Wi-Fi/Bluetooth USB dongles: 2.4 or 5 GHz, with or without an external antenna, options such as WPA3 Enterprise (see the [Wi-Fi 6 or Bluetooth dongle](#) entry).
3. 802.1x authentication: each device authenticates individually with a RADIUS server, instead of sharing the same Wi-Fi password.
4. More memory and a Linux system: GoDEX distinguishes a basic configuration (512 MB SDRAM, 16 GB SD card, 10/100 Ethernet, USB 2.0, optional real-time clock) and an advanced configuration (2 GB, 10/100/1000 Ethernet, USB 3.2 Gen 1, clock as standard).

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Pro models cited by GoDEX Europe: DT4x Pro, RT700i Pro, RT800i Pro, ZX400/ZX400i Pro, ZX1000i Pro and GX4000i Pro. The article refers to the data sheets for the exact configuration of each model.

Source: [Godex Pro Series](#) – GoDEX Europe knowledge base (official documentation).

When should you call a technician for a Godex RT863i?

The entries above cover settings and updates. The GoDEX Europe articles consulted for the RT863i 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 GoDEX user manual for the RT863i.

Avoiding recurring faults on the Godex RT863i: 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 RT863i 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.

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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 RT863i troubleshooting: frequently asked questions

How do I adjust the print line on a Godex RT863i?

According to GoDEX Europe, the print mechanism of the RT800i Series has two print line adjustment screws. Adjusting them can improve printing; the article shows their location in a photo. [See the detailed entry.](#)

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How do I reset the printhead counter on a Godex RT863i?

Send ^XSET,TPHLENGTH to read the printed length and the history, then ^XSET,TPHLENGTH,0 after replacing the printhead. The command requires at least firmware V1.130v, V2.110s or V4.010j. [See the detailed entry.](#)

How do I update the firmware on a Godex RT863i?

Start the printer in DL mode: with the printhead open, hold down FEED at power-on until the display shows DL mode. GoUpdate, on a PC connected via USB, then sends the firmware; GoUpdate can also force this mode itself. [See the detailed entry.](#)

How do I update the display on a Godex RT863i?

Hold the up arrow at power-on until the display flashes, then load the display firmware and the images from the GoDEX update software, over USB. Loading the images takes 10 to 15 minutes: do not switch off the printer until Ready appears. [See the detailed entry.](#)

How do I install a Godex RT863i on a Mac?

Install the GoDEX CUPS driver for macOS, then add the printer in Printers & Scanners with the HP Jetdirect - Socket protocol. Then choose the PPD file for your model in the /usr/local/share/ppd/godex folder. [See the detailed entry.](#)

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Which Wi-Fi dongle should I use on a Godex RT863i Pro?

GoDEX Europe recommends the Asus USB-AX55 Nano for Wi-Fi 6, with at least firmware 5.110t, and the Edimax 8500 for Bluetooth only. These USB dongles apply to Pro models. [See the detailed entry.](#)

What is the difference between the Godex RT863i and the RT863i Pro?

According to GoDEX Europe, Pro models print PDF files directly, accept off-the-shelf Wi-Fi or Bluetooth USB dongles and support 802.1x authentication. They also have more memory and a Linux system. [See the detailed entry.](#)

Sources consulted

All the procedures and messages in this guide come from the articles below in the GoDEX Europe knowledge base (Godex Europe GmbH), consulted on 20 October 2026. The article on the print line covers the RT800i Series; the others apply to GoDEX printers in general or to Pro models.

- [How to adjust print line at RT863i, RT863i+, RT863i Pro \(in General all RT800i series\)](#) [↗](#) – GoDEX Europe knowledge base **official**
- [How to reset printhead counter after changing printhead at GoDEX printer](#) [↗](#) – GoDEX Europe knowledge base **official**
- [How to install WIFI 6 usb dongle on GoDEX label printer Pro series](#) [↗](#) – GoDEX Europe knowledge base **official**
- [Verified USB Dongle List for Pro Printers](#) [↗](#) – GoDEX Europe knowledge base **official**
- [How to setup wifi and make diagnostik from MAC OS using USB connection to Godex printer - GoTermi software](#) [↗](#) – GoDEX Europe knowledge base **official**
- [How to install Mac driver and install GoDEX printer](#) [↗](#) – GoDEX Europe knowledge base **official**

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- [How to force enter the printer FW Download Mode](#)  – 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**
- [Godex Pro Series](#)  – GoDEX Europe knowledge base **official**

The RT863i user manual, the godexintl.com download centre, the GoDEX Americas and godex.com.tw sites and the GoDEX Europe article “How to check printer configuration, IP adress, send command on MAC OS at GoDEX printer - using GoTools for MAC” 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 RT863i](#)
- All Godex printer troubleshooting guides (MX20, DT200, EZ6250i and EZ6350i, G500, GE300, HD830i, RT200, RT700, ZX1000i, ZX400)
- [Maintenance and repair of Godex printers](#)
- [All printer troubleshooting guides, all brands](#)
- [Through-life maintenance \(MCO\): preventive and corrective maintenance](#) (in French)
- [Consumables for thermal printers: labels, thermal transfer ribbons, printheads](#) (in French)
- [Printer cleaning kits](#) (in French)

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PDF version of the page <https://www.timcod.fr/reparation/en/printer-troubleshooting/godex/rt863i>, updated on 21 October 2026.

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