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TROUBLESHOOTING GUIDE

Godex ZX1000i troubleshooting guide: errors, faults and fixes

Updated 21 October 2026 · By TIMCOD maintenance technicians · Source: official Godex documentation, GoDEX Europe knowledge base and ZX1200i/ZX1300i/ZX1600i data sheet (list at the end of the page)

TIMCOD PRODUCT PAGE (IN FRENCH)

See the **Godex ZX1000i Series product page** →

In brief. The Godex ZX1000i Series comprises three industrial thermal transfer and direct thermal label printers: the ZX1200i (203 dpi), the ZX1300i (300 dpi) and the ZX1600i (600 dpi), all fitted with a 3.2-inch touch display. The GoDEX documentation consulted mainly covers label detection (calibration, sensor selection, long, pre-printed or missing labels), printhead maintenance and the Wi-Fi, cutter and peeler options. Each entry follows the procedure and commands published by GoDEX Europe. Click a question to open its entry.

- **A message or a red light appears** (MEDIA ERROR, DL mode...): find it in the [lookup table](#) and open the matching entry.
- **No message, but labels are detected incorrectly or print quality deteriorates:** see [calibration](#), [sensor selection](#) and [printhead cleaning](#).

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

Which signal is my Godex ZX1000i showing? Lookup by message and by light

The ZX1200i, ZX1300i and ZX1600i show their status on the touch display and through the two-colour light on the FEED/PAUSE/CANCEL button. The table links each signal described in the GoDEX documentation consulted to its cause and to the entry that resolves it.

Message or state	Light (GoDEX data sheet)	Likely cause	Entry
FEED/PAUSE/CANCEL button red	● FEED/PAUSE/CANCEL red	Error reported by the printer (the data sheet does not specify which)	Red light
FEED/PAUSE/CANCEL button green	● FEED/PAUSE/CANCEL green	Printer ready	Button light
MEDIA ERROR	—	Label missing on the roll (empty space)	MEDIA ERROR
DL mode	—	Firmware download mode, forced by holding the FEED button at power-on	DL mode
One beep when the printhead is opened, then two beeps	—	Sensor diagram printing mode activated (six presses on FEED, printhead open)	Sensor diagram

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The light states come from the GoDEX data sheet for the ZX1000i Series; the “MEDIA ERROR” message, the “DL mode” message and the beeps come from the GoDEX Europe knowledge base. The error table in the user manual is not reproduced here. A dash means that the page consulted does not specify the state of the light.

Godex ZX1000i error messages: MEDIA ERROR and red light

Two error signals are documented in the GoDEX pages consulted: the “MEDIA ERROR” alarm linked to a missing label, and the red light on the FEED/PAUSE/CANCEL button. For each one: the short answer, the cause and the steps to follow.

Why does my Godex ZX1300i show “MEDIA ERROR” when a label is missing from the roll?

Message: MEDIA ERROR · Light: —

Short answer: The printer goes into “MEDIA ERROR” alarm when it encounters an empty space on the roll. GoDEX Europe explains how to extend the paper-out alarm length (^XSET , PAPEROUT) and choose what the printer does after a missing label (^XSET , MISSINGLABEL).

LIKELY CAUSE

One or more labels are missing from the roll: the printer does not find the expected label within the set alarm length. GoDEX Europe limits the tolerance to 10 missing labels and considers that a roll with more than that is of poor quality.

WHAT TO DO (GODEX EXAMPLE ON A ZX1300I)

1. Set the tolerance n: length of one label multiplied by the number of empty labels you accept (10 maximum).
2. Calculate the alarm length: 30 dots + n for black mark media or labels with no gap (gap = 0); (gap × 2.5) + n when the gap is greater than 0.

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3. Send this value with `^XSET,PAPEROUT` . Example given by GoDEX for the ZX1300i:
`^XSET,PAPEROUT,1225` .
4. Choose the behaviour with `^XSET,MISSINGLABEL,n` : 0 prints directly on the liner, 1 skips the empty space and reprints the previous label, 2 skips the empty space and continues with the next serial number.
5. On continuous media, this setting has no effect.

With `^XSET,MISSINGLABEL,0` , GoDEX Europe warns that label positioning may be inaccurate. A demonstration video accompanies the article.

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

What does the red light on the FEED/PAUSE/CANCEL button mean on my Godex ZX1200i?

Light: FEED/PAUSE/CANCEL button red (green when the printer is ready).

Short answer: According to the GoDEX data sheet, the FEED/PAUSE/CANCEL button on the ZX1000i Series has a two-colour light: green when the printer is ready, red when there is an error. The data sheet does not detail the errors: identify the symptom in this guide or in the user manual for your model, published on godexintl.com.

LIKELY CAUSE

The GoDEX data sheet only states that the light turns red when there is an error. The topics covered by the GoDEX Europe knowledge base include the missing label (“MEDIA ERROR”), label detection and network diagnostics.

WHAT TO DO

1. Note the colour of the light on the FEED/PAUSE/CANCEL button: green, the printer is ready; red, it is reporting an error.

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2. If the display shows “MEDIA ERROR”, open the [MEDIA ERROR](#) entry.
3. Depending on the symptom, see [calibration](#), [printhead cleaning](#) or [network diagnostics](#).
4. For the complete list of messages, consult the user manual for your model on godexintl.com, the site to which the GoDEX Europe knowledge base refers.

The data sheet also describes a green backlit power button and a calibration button at the rear of the printer.

Sources: Industrial Printers – ZX1200i/ZX1300i/ZX1600i series – GoDEX ZX1000i Series data sheet · [How to install combo WIFI /BT at ZX1000i, ZX1000i+, GX4000i GoDEX printer](#) [↗](#) – GoDEX Europe knowledge base (official documentation).

Calibration problems: my Godex ZX1200i does not detect the labels

Five entries cover label detection according to GoDEX Europe: automatic calibration, sensor selection, long labels, coloured or pre-printed labels, and printing the sensor diagram.

How do I calibrate a Godex ZX1200i (automatic label sensor calibration)?

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

Short answer: Press the calibration button at the rear of the printer: the ZX1200i runs an automatic calibration on the loaded media. According to GoDEX Europe, this button has the same effect as the `~S, SENSOR, 0` command, which you can also send from the GoDoctor utility.



LIKELY CAUSE

Calibration enables the printer to locate the gap, black mark or perforation that separates the labels. The ZX1000i Series has a reflective sensor and a transmissive sensor, both adjustable and left-aligned (GoDEX data sheet).

CALIBRATION PROCEDURE (GODEX EUROPE)

1. Install the roll of labels, switch on the printer and check that the printhead is closed.
2. Press the calibration button at the rear of the printer.
3. From a PC, you get the same automatic calibration by sending `~S,SENSOR,0` , or by running Autocalibration in GoDoctor (GoDEX GoTools).
4. By default, the printer chooses the sensor itself (`^G2`). For black mark or transparent labels, see the [sensor selection](#) entry.
5. If calibration fails, see the [long labels](#) and [pre-printed labels](#) entries.

GoDEX Europe also publishes videos on installing and calibrating the ultrasonic sensor that can be fitted to the ZX1000i.

Sources: [Calibration on GoDEX printers](#)  – GoDEX Europe knowledge base · Industrial Printers – ZX1200i/ZX1300i/ZX1600i series – GoDEX ZX1000i Series data sheet · [How to pre-set GoDEX printer when have issue with detection gap at color or preprinted label](#)  – GoDEX Europe knowledge base · [How to install und calibration make on Ultra sonic sensor on ZX1000i GoDEX printer](#)  – GoDEX Europe knowledge base (official documentation).

My Godex ZX1300i does not detect black marks or transparent labels: how do I choose the sensor?

Commands: `^G0` (black mark), `^G1` (transparency), `^G2` (automatic selection).

Short answer: By default, the ZX1300i chooses its sensor itself (`^G2`). GoDEX Europe says to send `^G0` to calibrate only on the black mark (reflective sensor) or `^G1` for transparent labels (transmissive sensor), then run the calibration again.

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LIKELY CAUSE

With automatic selection, the printer may not select the sensor suited to the media. Manual selection forces the reflective sensor or the transmissive sensor.

WHAT TO DO

1. Send `^G0` to use only the reflective sensor (black mark), or `^G1` to use only the transmissive sensor (transparent labels).
2. Run the calibration again: in the GoDEX Europe article, the selection command is followed by an internal calibration command.
3. To return to the factory setting, send `^G2` (automatic selection).
4. To lock the printer on the chosen sensor, GoDEX Europe gives the command `^xset,lockcmd,02000000`.

According to the GoDEX data sheet, the ZX1000i Series accepts continuous, gap, black mark and perforated media.

Sources: [Calibration on GoDEX printers](#) – GoDEX Europe knowledge base · Industrial Printers – ZX1200i/ZX1300i/ZX1600i series – GoDEX ZX1000i Series data sheet (official documentation).

Why does calibration fail on my Godex ZX1200i with very long labels?

Symptoms: calibration does not find the gap or mark between two very long labels.

Short answer: By default, the printer only searches for the gap or mark over 250 mm. GoDEX Europe says to extend this distance with `~S,SENSOR` (for example `~S,SENSOR,400,3,30` for 400 mm), then press the calibration button.

LIKELY CAUSE

According to GoDEX Europe, the length over which the printer searches for the gap or mark is 250 mm by default. A longer label falls outside this search range.

WHAT TO DO

1. Check the current search length by sending `^XGET,SENSORSTATUS`.

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2. Send `~S,SENSOR,length,gap,percentage` (length, gap, percentage). GoDEX example: `~S,SENSOR,400,3,30` makes the printer search for the gap or mark over 400 mm.
3. Permitted values: length from 100 to 999 mm (250 by default), gap from 1 to 499 mm (3 by default).
4. Press the calibration button so that the printer searches for the gap within the new range.
5. To return to the factory settings, use the Factory default button in GoDoctor.

Maximum print length according to the GoDEX data sheet: 4,572 mm on the ZX1200i, 2,159 mm on the ZX1300i and 660 mm on the ZX1600i.

Sources: [How to set up GoDEX printer on long label calibration](#) – GoDEX Europe knowledge base · Industrial Printers – ZX1200i/ZX1300i/ZX1600i series – GoDEX ZX1000i Series data sheet (official documentation).

My Godex ZX1300i does not detect the gap between coloured or pre-printed labels: what should I do?

Symptoms: gap between labels detected incorrectly on coloured or pre-printed media.

Short answer: GoDEX Europe recommends updating the firmware, running an automatic calibration in GoDoctor, then lowering the sensor threshold with `~S,SENSOR,X,Y,Z`. The threshold is 40 by default; for these labels, try 25 or 27.

LIKELY CAUSE

GoDEX Europe cites coloured or pre-printed labels, as well as thick or thin labels, as media that are difficult for the gap or mark sensor to read.

WHAT TO DO

1. Install the latest printer firmware.
2. In GoDoctor, run Autocalibration.



3. Send `~S,SENSOR,X,Y,Z` : X is the gap search range, Y the gap value, Z the threshold (40 by default, 25 or 27 recommended for these labels).
4. Check in GoDoctor that the value has been saved, using `^XGET,SENSORSTATUS` .
5. If detection is still unreliable, print the [sensor diagram](#).

GoDoctor is one of the GoTools utilities available for download from GoDEX.

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

How do I print the gap or black mark sensor diagram on a Godex ZX1600i?

Signal: one beep when the printhead is opened, then two beeps after six presses on FEED.

Short answer: With the printhead open, press the FEED button six times until the double beep, close the printhead, then run the calibration. The printer then prints the sensor output curve, which shows how it reads your labels.

LIKELY CAUSE

GoDEX Europe suggests this diagram for difficult media (coloured pre-printed labels, thick or thin labels), to check how the gap or mark sensor reads 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 (FEED/PAUSE/CANCEL button on the ZX1000i Series): the printer beeps twice.
5. Close the printhead.
6. Run the calibration: the sensor output diagram is printed.

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The GoDEX Europe article is general (it does not name a model) and does not explain how to read the diagram; a video accompanies it.

Sources: [How to print gap/mark sensor output diagram](#) – GoDEX Europe knowledge base · Industrial Printers – ZX1200i/ZX1300i/ZX1600i series – GoDEX ZX1000i Series data sheet (official documentation).

Labels and ribbon: what media does the Godex ZX1000i accept?

Before making any adjustment, check that the roll and the ribbon match the values in the GoDEX data sheet.

Which labels and ribbon should I use on a Godex ZX1200i?

Symptoms: doubt about the compatibility of a roll of labels or a ribbon.

Short answer: According to the GoDEX data sheet, the ZX1000i Series accepts continuous, gap, black mark or perforated labels, 0.06 to 0.25 mm thick, on rolls up to 203.2 mm in diameter. The ribbon can be wax, wax/resin or resin, up to 450 m, on a 25.4 mm core.

POINTS TO CHECK (GODEX DATA SHEET)

1. Media type: continuous, gap, black mark or perforated.
2. Label width: 25.4 to 118 mm in tear-off mode; 118 mm maximum with the cutter or the peeler-rewinder.
3. Thickness from 0.06 to 0.25 mm; roll up to 203.2 mm in diameter, on a 38.1 to 76.2 mm core.
4. Wax, wax/resin or resin ribbon: 450 m maximum, width 30 to 110 mm, roll diameter 76.2 mm, core 25.4 mm.

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5. Choose the ribbon according to the label material: GoDEX Europe points out that a suitable ribbon avoids overheating the printhead (see [printhead wear](#)).

GoDEX Europe has developed a large roll holder (part number ZX-HEAVY-ROLL-HOLDER) that can be fitted to any printer in the ZX1000i Series, for rolls up to 300 mm in diameter.

Sources: Industrial Printers – ZX1200i/ZX1300i/ZX1600i series – GoDEX ZX1000i Series data sheet · [How to clean GoDEX printers - Printhead Maintenance Guide](#) [↗](#) – GoDEX Europe knowledge base · [How to use big roll on ZX1000i Pro - up to 300mm diameter](#) [↗](#) – 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).

Godex ZX1000i print quality: how do I clean the printhead?

GoDEX Europe publishes a printhead maintenance guide: products to use, frequency and mistakes to avoid.

How do I clean the printhead on a Godex ZX1200i, and how often?

Symptoms: deteriorating print, residue on the printhead.

Short answer: GoDEX Europe recommends a GoDEX cleaning pen, or 99% isopropyl alcohol on a soft cloth. On an industrial printer such as the ZX1200i, cleaning is scheduled every 450 m of ribbon, i.e. with each maximum-length ribbon roll.

LIKELY CAUSE

Residue and moisture damage the printhead. GoDEX Europe cites corrosion, often caused by a water-based cleaning product or damp storage of label rolls.

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Caution: GoDEX Europe warns against water-based cleaners, which corrode the printhead, and against using a screwdriver or scalpel, which damages it mechanically.

PRINthead CARE (GODEX EUROPE)

1. Clean the printhead with a GoDEX cleaning pen, or with 99% isopropyl alcohol applied to a soft cloth.
2. Do not use any water-based product.
3. Follow the frequency specified for industrial printers: every 450 m of ribbon.
4. Store each roll of labels protected from moisture by a film wrap.
5. To remove a stuck label, do not use a screwdriver or a scalpel.

For safety instructions before doing any work on the printhead, refer to the user manual for your model.

Sources: [How to clean GoDEX printers - Printhead Maintenance Guide](#) – GoDEX Europe knowledge base · Industrial Printers – ZX1200i/ZX1300i/ZX1600i series – GoDEX ZX1000i Series data sheet (official documentation).

Godex ZX1000i printhead: wear, temperature and replacement

Two entries cover the causes of wear cited by GoDEX Europe and resetting the counter after a printhead change.

Why is the printhead on my Godex ZX1300i wearing out prematurely?

Symptoms: printhead worn or damaged prematurely.

Short answer: GoDEX Europe distinguishes four causes: corrosion, abrasion (especially in direct thermal mode, without ribbon), mechanical damage and overheating. Choose a ribbon suited to the label and do not exceed the

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recommended temperature: 9 with a wax ribbon, 12 with wax/resin, 15 with resin.

LIKELY CAUSE

Corrosion: water-based cleaning product or damp storage. Abrasion: printing in direct thermal mode, without ribbon. Mechanical damage: tools used to remove labels.

Overheating: temperature too high for the ribbon used.

WHAT TO DO

1. Match the ribbon to the label material: wax, wax/resin or resin.
2. Limit the temperature: up to 9 with wax, 12 with wax/resin and 15 with resin, according to GoDEX Europe.
3. Balance the speed, the temperature and the alignment between the printhead and the platen roller.
4. In direct thermal mode, abrasion is greater: GoDEX Europe leaves you the choice between replacing the printhead more often or switching to ribbon.
5. If you replace the printhead, GoDEX Europe recommends also changing the platen roller, then resetting the [printhead counter](#) to zero.

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

How do I reset the printhead counter after a replacement on a Godex ZX1600i?

Command: `^XSET,TPHLENGTH,0` .

Short answer: After fitting the new printhead, send `^XSET,TPHLENGTH,0` . Then check with `^XSET,TPHLENGTH` that the counter has restarted from zero and that the history has been kept.

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LIKELY CAUSE

If the reset command is not sent when the printhead is changed, the printhead history records no replacement (GoDEX Europe).

WHAT TO DO

1. Display the history with `^XSET,TPHLENGTH` : it shows the printed length and the recorded printhead changes.
2. If no history appears, the reset was not done during the replacement.
3. Send `^XSET,TPHLENGTH,0` .
4. Run `^XSET,TPHLENGTH` again: the counter restarts from zero and the previous value (metres printed) remains recorded.

According to GoDEX Europe, the command works from firmware versions V1.130v, V2.110s and V4.010j onwards.

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

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

Godex ZX1000i connection: Wi-Fi, Bluetooth and Ethernet network

As standard, the ZX1000i Series connects via USB, Ethernet and RS-232; Wi-Fi and Bluetooth are options. Three entries cover Wi-Fi configuration, module installation and network diagnostics.

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How do I set up Wi-Fi on a Godex ZX1200i with GoConfig?

Tools: GoConfig (GoTools) or WiFi Tool in GoLabel 2.

Short answer: Connect the printer to the PC via USB, run GoConfig, click GET to read the configuration, then enter the SSID, encryption, password and addressing (DHCP or fixed IP) in Printer I/O Setup. GoDEX Europe also offers WiFi Tool, in GoLabel 2, where you just choose the network and enter its password.

GODEX EUROPE PROCEDURE

1. Check that Wi-Fi is installed: it is an option on the ZX1000i Series (see [the module entry](#)).
2. Download the GoTools utilities (GoDoctor), which include GoConfig.
3. Connect the printer to the computer via USB and run GoConfig; if the printer is not found, choose USB in the Port menu.
4. Click GET to read the printer's current settings.
5. In Printer I/O Setup, enter your network's SSID, encryption and password, then choose DHCP or a fixed IP address.
6. Alternative: in WiFi Tool (GoLabel 2), Quick Settings menu, select the network and just enter its password.

For a WPA2 Enterprise (802.1X) network, GoDEX Europe publishes a separate article.

Sources: [How to setup Wifi on Godex printer](#)  – GoDEX Europe knowledge base · Industrial Printers – ZX1200i/ZX1300i/ZX1600i series – GoDEX ZX1000i Series data sheet (official documentation).

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How do I install the Wi-Fi/Bluetooth module on a Godex ZX1000i or ZX1000i+?

Options: Bluetooth and Wi-Fi print server (GoDEX data sheet).

Short answer: For the combined Wi-Fi/Bluetooth module, GoDEX Europe first requires a minimum printer firmware version and the WiFi Tool in GoLabel 2, version 1.34 or later. The module then plugs into the BT port on the printer's board.

LIKELY CAUSE

The combined module requires a minimum firmware version, which differs for the ZX1000i and the ZX1000i+ (GoDEX Europe).

WHAT TO DO

1. Install GoLabel 2 with WiFi Tool version 1.34 or later.
2. Update the printer firmware to the minimum version specified by GoDEX Europe for your model (ZX1000i or ZX1000i+).
3. Connect the combined Wi-Fi/Bluetooth module to the BT port on the printer's board.
4. Then configure the network with WiFi Tool following the user manual for your model, published on godexintl.com (see also the [Wi-Fi configuration](#) entry).
5. On a ZX1000i Pro, GoDEX Europe states that off-the-shelf Wi-Fi and Bluetooth USB dongles can be used (2.4 or 5 GHz, external antenna, WPA3 Enterprise), with support for 802.1x authentication.

As standard, the ZX1000i connects via USB, 10/100 Ethernet and RS-232 serial, and has three USB host ports (GoDEX data sheet).

Sources: [How to install combo WIFI /BT at ZX1000i, ZX1000i+, GX4000i GoDEX printer](#)  – GoDEX Europe knowledge base · [Godex Pro Series](#)  – GoDEX Europe knowledge base · Industrial Printers – ZX1200i/ZX1300i/ZX1600i series – GoDEX ZX1000i Series data sheet (official documentation).

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My Godex ZX1300i has a network connection problem: how do I diagnose it?

Tools: Wireshark and Printer Monitor.

Short answer: GoDEX Europe suggests capturing the network traffic with Wireshark and the printer log with the Printer Monitor tool, with the printer connected to the PC via USB. The two captures are then sent to the GoDEX technical department for analysis.

LIKELY CAUSE

The procedure is used to document a network fault, on Ethernet or Wi-Fi, at the moment it occurs.

DIAGNOSTIC PROCEDURE (GODEX EUROPE)

1. Connect the printer to the PC via USB, and the PC to the network via Wi-Fi or Ethernet depending on the link concerned.
2. Install Wireshark and select the network interface shared by the PC and the printer: the capture starts.
3. Install the Printer Monitor tool provided by GoDEX Europe and send the printer the command given in the article to activate the network log.
4. Close Printer Monitor: the log folder defined in the LogDirectory file is updated.
5. When the error occurs, wait about two minutes, save the two captures and send them to the GoDEX technical department.

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

Source: [How to make diagnostic LAN issue for GoDEX printers](#)  – GoDEX Europe knowledge base (official documentation).

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Godex ZX1000i cutter and peeler: settings and labels that stick

Five entries follow the GoDEX Europe articles on the rotary cutter, the perforation cutter, the cutting position in ZPL, static electricity and peeling small labels.

How do I adjust the rotary cutter on a Godex ZX1200i?

Command: `^D1,230` .

Short answer: GoDEX Europe gives the `^D1,230` command for setting the rotary cutter parameter on the ZX1000i, with a demonstration video. On the ZX1000i Series, the cutter is an option that users can install themselves.

WHAT TO DO

1. Send the printer the `^D1,230` command, given by GoDEX Europe for the rotary cutter on the ZX1000i and GX4000i (for example from GoDoctor).
2. Follow the video accompanying the GoDEX Europe article to check the cut.

The GoDEX Europe article also mentions a command for reading the parameter, but its wording is not published in plain text.

Sources: [How to adjust Rotary cutter at ZX1000i & GX4000i](#) – GoDEX Europe knowledge base · Industrial Printers – ZX1200i/ZX1300i/ZX1600i series – GoDEX ZX1000i Series data sheet (official documentation).

How do I use the perforation cutter on a Godex ZX1300i?

Commands: `^XSETCUT,MODE` and `^XSETCUT,DOUBLECUT` .

Short answer: The GoDEX perforation cutter has two blades: one for full cuts, the other for perforation. Six of the seven modes described by GoDEX Europe are set in GoLabel; multi-cut (up to 15 perforations in one label) requires sending a command

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file.

WHAT TO DO

1. Choose the mode: perforation only, full cut only, full cut or perforation at the end of the job (batch cut), perforations during the job with a final full cut, additional cut within a label (DOUBLECUT option) or multi-cut.
2. For the first six modes, set the option in GoLabel (DOUBLECUT for the additional cut, batch cut to cut at the end of the job).
3. To perforate between labels with a final full cut, start the file with `^XSETCUT,MODE,0,2` (full cut at the end of the job).
4. Add one `^XSETCUT,DOUBLECUT` command per perforation, with its position in dots or mm.
5. Declare a length equal to the sum of the labels: GoDEX example, `^Q150,0,0` for five 30 mm labels.

According to GoDEX Europe, installation of the perforation cutter is described in an appendix of the ZX1000i user manual. A video accompanies the article.

Source: [How to use GoDEX Perforation cutter on ZX1000i or GX4000i](#) – GoDEX Europe knowledge base (official documentation).

Why does the cutting position on my Godex ZX1200i change with a label sent in ZPL?

Symptoms: different stop position depending on the `^MMT` or `^MMC` mode.

Short answer: In ZPL, the stop position after printing depends on the mode declared by `^MM : ^E16` in tear-off mode (`^MMT`), `^E26` with a cutter (`^MMC`). GoDEX Europe suggests locking the desired position with `^XSET,LOCKCMD` .

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LIKELY CAUSE

The rules of the ZPL language automatically set the stop position according to the declared device. The `~TA` command can only correct up to 120 dots, and a `^E30` position is impossible in tear-off mode.

WHAT TO DO

1. Identify the mode declared in the ZPL label: `^MMT` (tear-off), `^MMC` (cutter) or peeler.
2. If the offset exceeds what `~TA` allows (120 dots), lock the stop position with `^XSET, LOCKCMD`.
3. GoDEX example for the peeler: `^XSET, LOCKCMD, 00000000`, `^01`, `^E13`, then `^XSET, LOCKCMD, 00440000`.

The ZX1000i Series switches automatically between its EZPL, GEPL, GZPL and GDPL languages (GoDEX data sheet). The GoDEX Europe article does not name a model.

Sources: [How to setup stop position for cutter when is sending ZPL label to GoDEX printer](#) – GoDEX Europe knowledge base · Industrial Printers – ZX1200i/ZX1300i/ZX1600i series – GoDEX ZX1000i Series data sheet (official documentation).

Cut labels stick to the cutter on my Godex ZX1300i: how do I prevent static electricity?

Symptoms: labels sticking after cutting.

Short answer: GoDEX Europe attributes this problem to static electricity. The solution suggested is an antistatic brush or a GoDEX antistatic label (part number 745-009200-000, minimum order of 10 pieces).

LIKELY CAUSE

Electrostatic charge that makes labels stick when the printer is working with a cutter.

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WHAT TO DO

1. Order the GoDEX antistatic brushes or labels, part number 745-009200-000 (minimum 10 pieces).
2. Fit the brush or stick on the antistatic label as shown in the illustrated examples in the GoDEX Europe article.

The GoDEX Europe article concerns GoDEX printers fitted with a cutter, without naming a model.

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

How do I peel small 10 mm high labels on a Godex ZX1000i Pro?

Accessory: peeler mask, part number 031-Z2i005-SMALL.

Short answer: GoDEX offers a modified peeler support mask (part number 031-Z2i005-SMALL), fitted at the front of the printer, for peeling labels from 10 mm high on the ZX1000i Pro and GX4000i Pro. It can be purchased together with the standard peeler: only the sensor moves from one to the other.

WHAT TO DO

1. Order the modified peeler mask, part number 031-Z2i005-SMALL.
2. Fit it at the front of the printer.
3. Move the sensor from the standard peeler to this mask: its position is the same, and it can be placed on the right on request.

On the ZX1000i Series, the peeler with internal rewinder is a factory-fitted option (GoDEX data sheet).

Sources: [How to peel-off small label from 10mm high at GoDEX printers ZX1000i Pro and GX4000i Pro](#)  – GoDEX Europe knowledge base · Industrial Printers – ZX1200i/ZX1300i/ZX1600i series – GoDEX ZX1000i Series data sheet (official documentation).

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Godex ZX1000i firmware: how do I force “DL mode”?

When the firmware needs to be reloaded, GoDEX Europe describes a forced start-up in download mode.

How do I force firmware update mode (“DL mode”) on a Godex ZX1200i?

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

Short answer: Switch off the printer, open the printhead, then switch it back on while holding down the FEED button until “DL mode” is displayed. The printer then appears over USB in GoUpdate, which lets you reload the firmware.

LIKELY CAUSE

“DL mode” is the firmware download mode; GoDEX Europe describes how to force the printer into it.

GODEX EUROPE PROCEDURE

1. Switch the printer off.
2. Open the printhead.
3. Hold down the FEED button and switch the printer back on.
4. Release the button when the display shows **DL mode**.
5. Open GoUpdate or another firmware download tool: the printer appears over USB under a numeric name (“Barcode Printer 00000000”).
6. Download the firmware, then restart the printer.

GoDEX Europe states that you can also switch to forced DL mode from GoUpdate, then load the printer firmware, the configuration file, the firmware and the images for the LCD display.

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

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When should you call a technician for a Godex ZX1000i?

The entries above first suggest calibrating, adjusting or cleaning. In the following case, the GoDEX Europe knowledge base refers you to the GoDEX technical department:

- **Persistent network fault:** send the Wireshark and Printer Monitor captures to the GoDEX technical department for analysis.

Avoiding recurring faults on the Godex ZX1000i: 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 ZX1000i 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

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

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 ZX1000i troubleshooting: frequently asked questions

How do I calibrate a Godex ZX1200i?

Press the calibration button at the rear of the printer. According to GoDEX Europe, it has the same effect as the ~S,SENSOR,0 command, which can also be sent from GoDoctor. By default, the printer chooses the sensor itself. [See the detailed entry.](#)

What does MEDIA ERROR mean on a Godex ZX1300i?

The printer shows MEDIA ERROR when it encounters an empty space on the roll. GoDEX Europe explains how to extend the alarm length with ^XSET,PAPEROUT and choose the behaviour after a missing label with ^XSET,MISSINGLABEL. The tolerance is limited to 10 missing labels. [See the detailed entry.](#)

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What does the red light mean on a Godex ZX1000i?

The FEED/PAUSE/CANCEL button has a two-colour light: green when the printer is ready, red when there is an error. The GoDEX data sheet does not detail the errors; the user manual for each model is published on godexintl.com. [See the detailed entry.](#)

Why doesn't my Godex ZX1200i detect long labels?

By default, the printer only searches for the gap or mark over 250 mm. GoDEX Europe says to extend this distance with ~S,SENSOR, for example ~S,SENSOR,400,3,30 for 400 mm, then press the calibration button. [See the detailed entry.](#)

How do I clean the printhead on a Godex ZX1300i?

GoDEX Europe recommends a GoDEX cleaning pen, or 99% isopropyl alcohol on a soft cloth, never a water-based product. On an industrial printer, cleaning is scheduled every 450 m of ribbon. [See the detailed entry.](#)

What temperature should I set on a Godex ZX1200i depending on the ribbon?

GoDEX Europe gives maximum values of 9 for a wax ribbon, 12 for a wax/resin ribbon and 15 for a resin ribbon. An excessively high temperature is one of the causes of printhead wear. [See the detailed entry.](#)

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How do I set up Wi-Fi on a Godex ZX1200i?

Wi-Fi is an option on the ZX1000i Series. Once the module is installed, connect the printer via USB, run GoConfig, click GET, then enter the SSID, encryption, password and addressing in Printer I/O Setup. WiFi Tool, in GoLabel 2, also lets you choose the network and just enter its password. [See the detailed entry.](#)

How do I force a firmware update on a Godex ZX1000i?

Switch off the printer, open the printhead, then switch it back on while holding the FEED button until DL mode is displayed. The printer then appears over USB in GoUpdate, which lets you download the firmware before restarting. [See the detailed entry.](#)

Sources consulted

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

- Industrial Printers – ZX1200i/ZX1300i/ZX1600i series – GoDEX ZX1000i Series data sheet **official**
- [How to skip empty label on roll with GoDEX printer](#)  – GoDEX Europe knowledge base **official**
- [Calibration on GoDEX printers](#)  – GoDEX Europe knowledge base **official**
- [How to set up GoDEX printer on long label calibration](#)  – GoDEX Europe knowledge base **official**
- [How to pre-set GoDEX printer when have issue with detection gap at color or preprinted label](#)  – GoDEX Europe knowledge base **official**
- [How to print gap/mark sensor output diagram](#)  – GoDEX Europe knowledge base **official**
- [How to install und calibration make on Ultra sonic sensor on ZX1000i GoDEX printer](#)  – GoDEX Europe knowledge base **official**

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- [How to use big roll on ZX1000i Pro - up to 300mm diameter](#) [↗](#) – GoDEX Europe knowledge base **official**
- [How to clean GoDEX printers - Printhead Maintenance Guide](#) [↗](#) – GoDEX Europe knowledge base **official**
- [How to reset printhead counter after changing printhead at GoDEX printer](#) [↗](#) – GoDEX Europe knowledge base **official**
- [How to setup Wifi on Godex printer](#) [↗](#) – GoDEX Europe knowledge base **official**
- [How to install combo WIFI /BT at ZX1000i, ZX1000i+, GX4000i GoDEX printer](#) [↗](#) – GoDEX Europe knowledge base **official**
- [Godex Pro Series](#) [↗](#) – GoDEX Europe knowledge base **official**
- [How to make diagnostic LAN issue for GoDEX printers](#) [↗](#) – GoDEX Europe knowledge base **official**
- [How to adjust Rotary cutter at ZX1000i & GX4000i](#) [↗](#) – GoDEX Europe knowledge base **official**
- [How to use GoDEX Perforation cutter on ZX1000i or GX4000i](#) [↗](#) – GoDEX Europe knowledge base **official**
- [How to setup stop position for cutter when is sending ZPL label to GoDEX printer](#) [↗](#) – GoDEX Europe knowledge base **official**
- [How to solve of electrostatic charge and sticks when is using Godex printer with cutters](#) [↗](#) – GoDEX Europe knowledge base **official**
- [How to peel-off small label from 10mm high at GoDEX printers ZX1000i Pro and GX4000i Pro](#) [↗](#) – GoDEX Europe knowledge base **official**
- [How to force enter the printer FW Download Mode](#) [↗](#) – GoDEX Europe knowledge base **official**

The Downloads and Support pages on godexintl.com, the GoDEX Americas and godex.com.tw sites, the online copy of the ZX1000i Series user manual and the “Calibration special function” attachment in the GoDEX Europe knowledge base were not consulted for this guide and are not cited. If the fault falls under these documents, refer to the manufacturer's documentation or ask the TIMCOD technicians.

See also

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

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- [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/zx1000i>, updated on 21 October 2026.

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