



prominder system

The Promotions and Service Reminder System!

The GoDEX Printing System provides a direct way to build and maintain strong relationships with your customers every time they drive.

The labels will not fade or smudge like write-on labels, so your customer will always know when to return for service.



GoDEX

RT200i series

USER MANUAL



prominder
system

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GoDex RT200i Series

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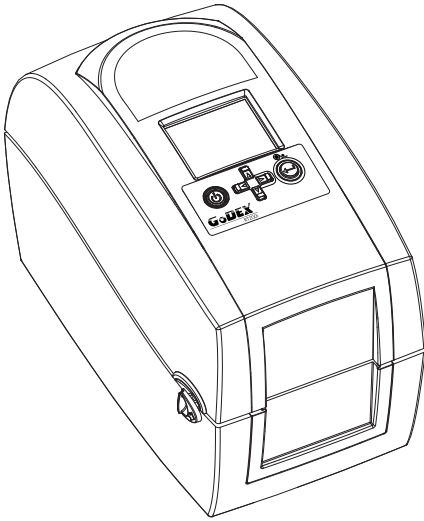
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Your New Printer

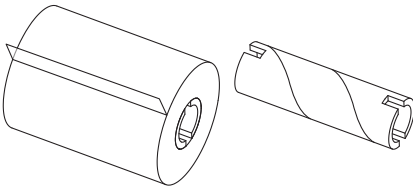
Inside the Box



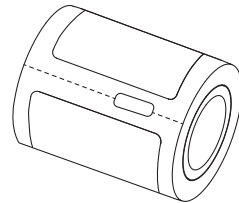
✓ RT200i GoDex Thermal Printer



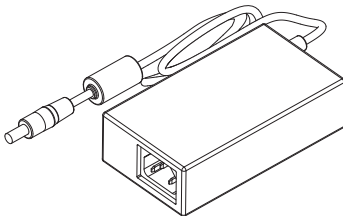
✓ User Manual



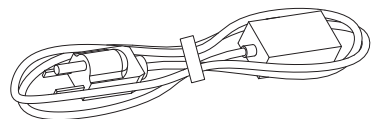
✓ Ribbon & Ribbon Core
(Pre-Installed)



✓ Roll of Labels



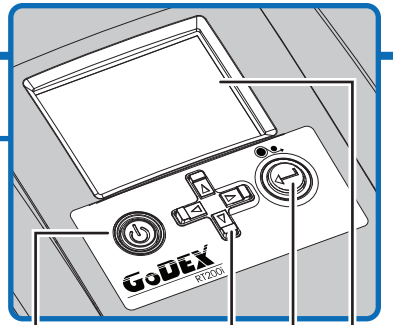
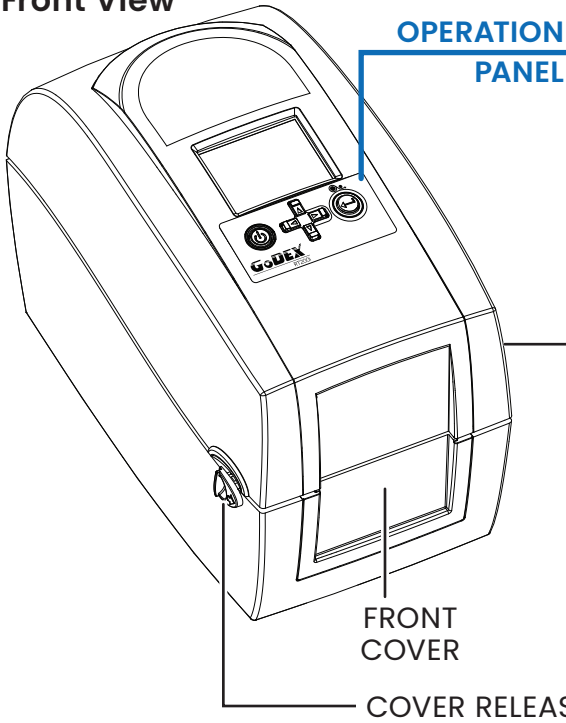
✓ AC Adapter



✓ Power Cord

Your New Printer

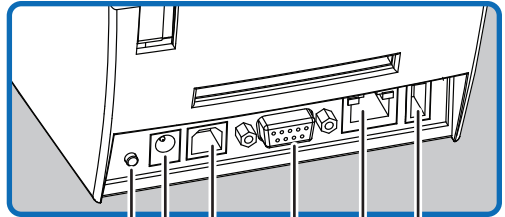
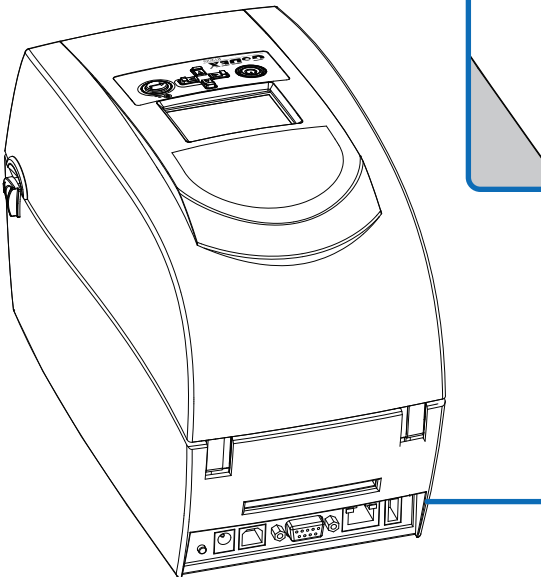
Front View



COVER RELEASE CATCHES

Pull catches for opening the printer cover.

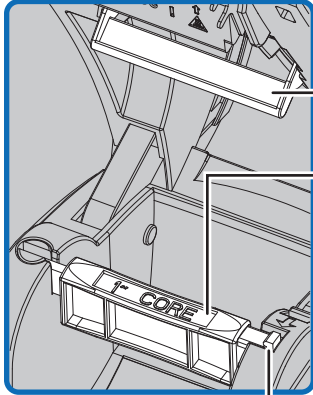
Rear View



Your New Printer

Internal View

LABEL SUPPLY APPLICATION



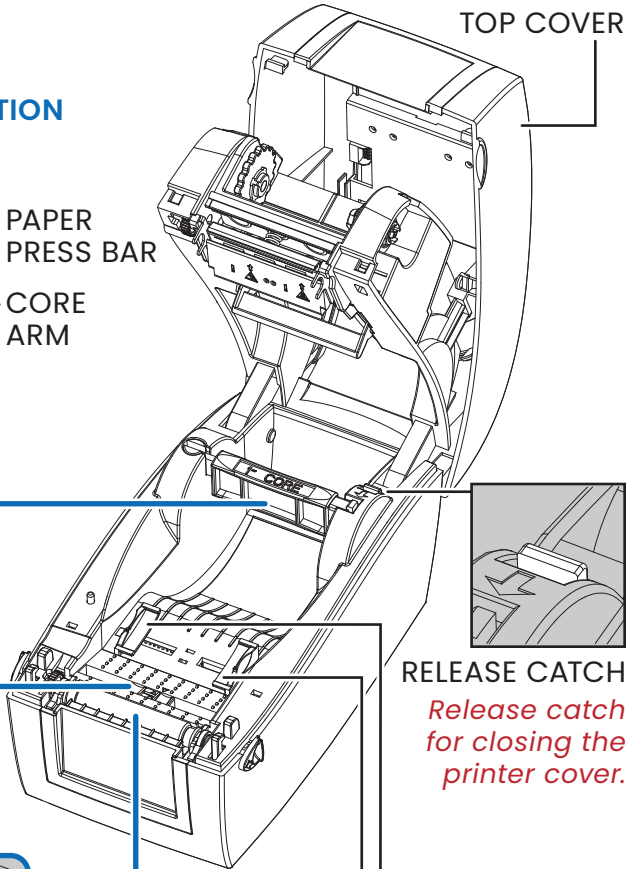
PAPER PRESS BAR

CORE ARM

RELEASE CATCH

Release catch for removing the Core Arm.

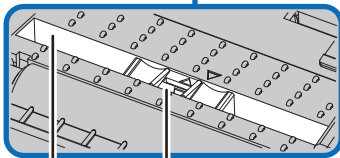
TOP COVER



RELEASE CATCH

Release catch for closing the printer cover.

LABEL SENSOR MODULE

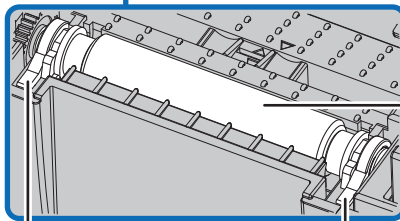


LABEL SENSOR

GUIDE TRACK

MEDIA GUIDES

PLATEN MODULE

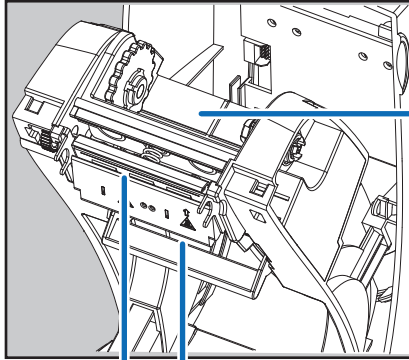


PLATEN

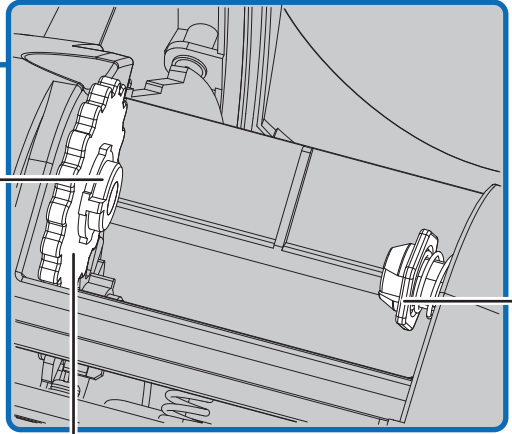
PLATEN LOCKERS

Your New Printer

Printing Mechanism



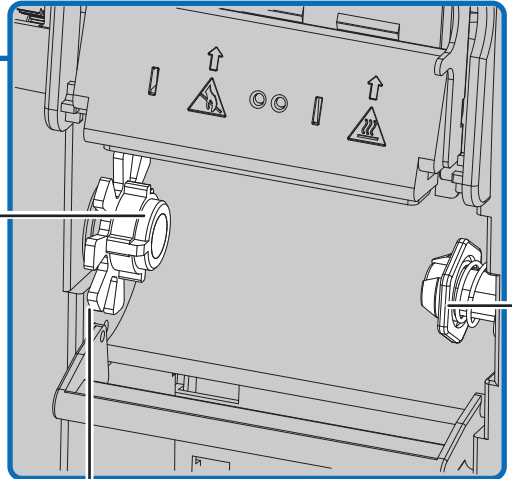
RIBBON REWIND MECHANISM



RIBBON REWIND WHEEL

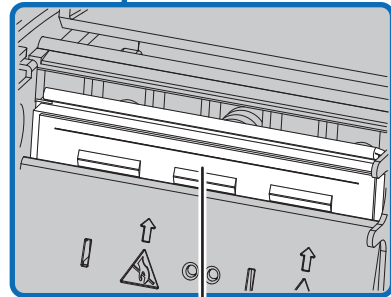
HOLDER OF RIBBON REWIND CORE

RIBBON SUPPLY MECHANISM



RIBBON SUPPLY WHEEL

HOLDER OF RIBBON SUPPLY CORE



PRINT HEAD

Setup

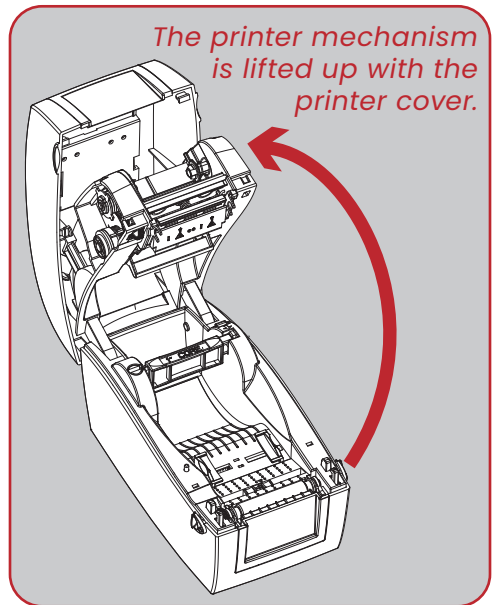
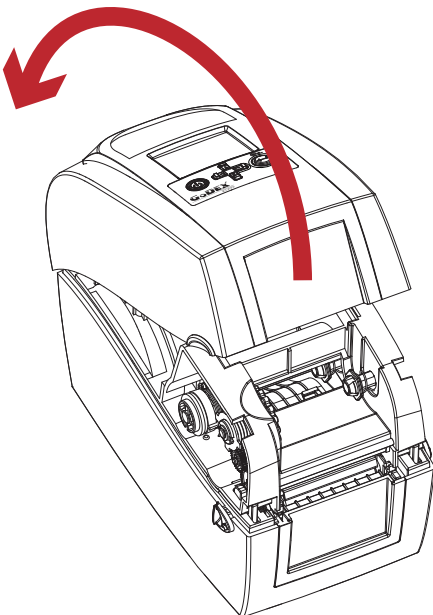
Opening the Printer

Place the printer on a flat surface. Open the printer cover by pulling the release catches on both sides of the printer and lift the cover.

- 1 Pull the catches forward to release the cover.

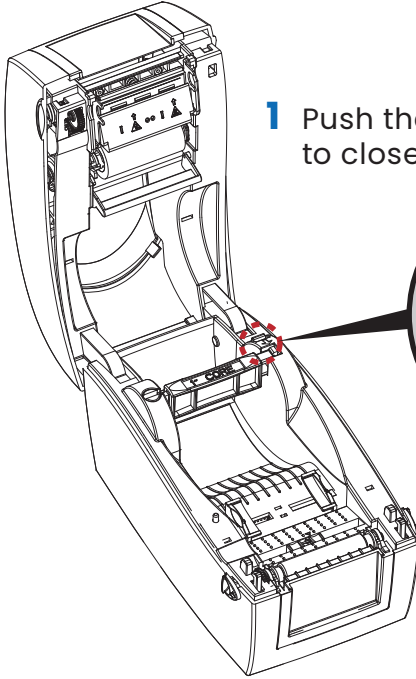


- 2 Lift the printer cover backward.



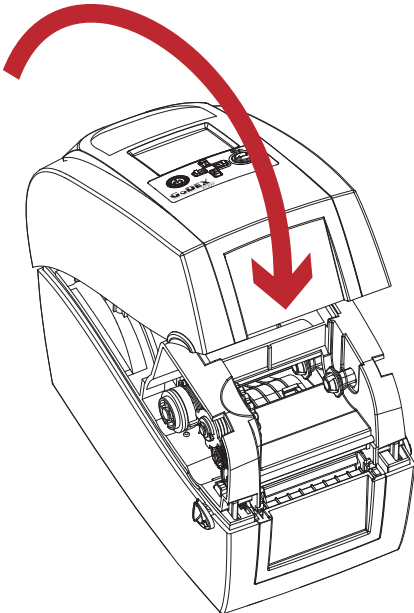
Setup

Closing the Printer



- 1 Push the release catch to close the printer cover.

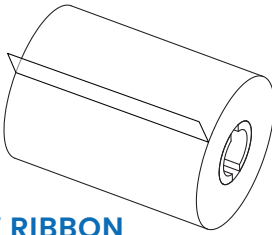
- 2 Lower the printer cover forward.



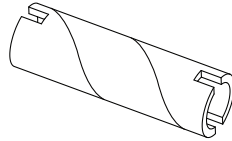
Setup

Preparing a New Ribbon

KEEP
THE EMPTY INK
RIBBON CORE!

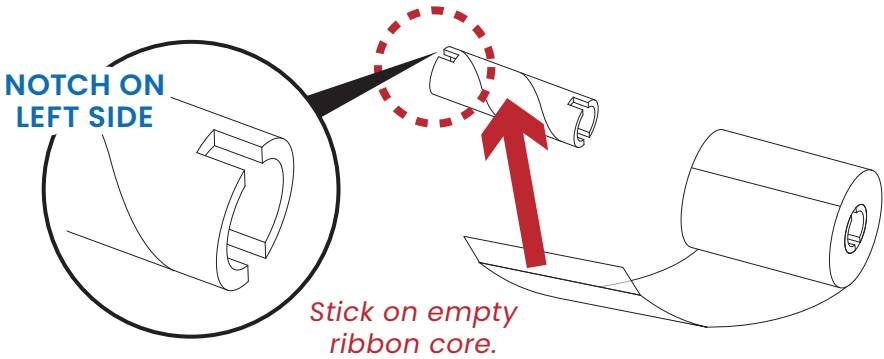


NEW RIBBON



EMPTY RIBBON CORE

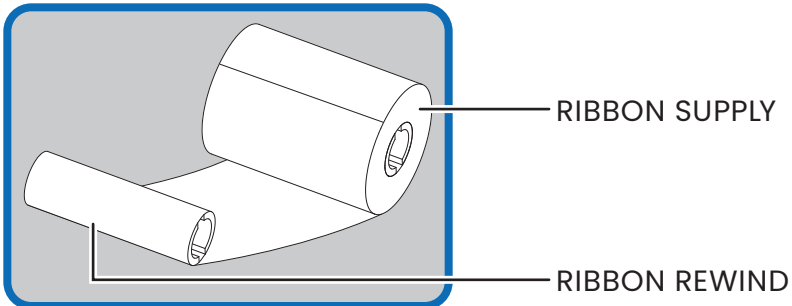
- 1 Attach the ribbon to the empty ribbon core with the adhesive strip at the end of the ribbon.



- 2 Wind the ribbon around the empty ribbon core for 2 to 3 circles.

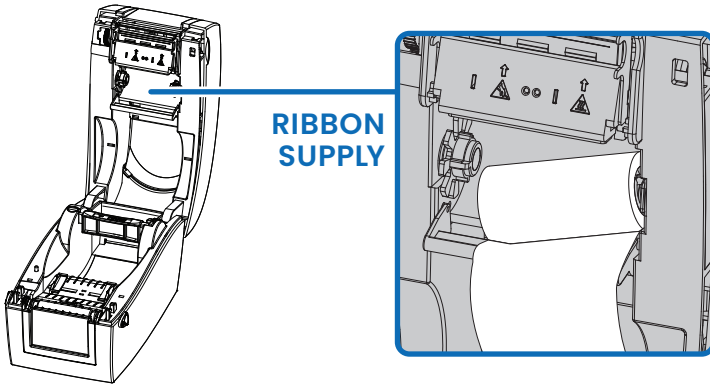


- 3 The New Ribbon is assembled.

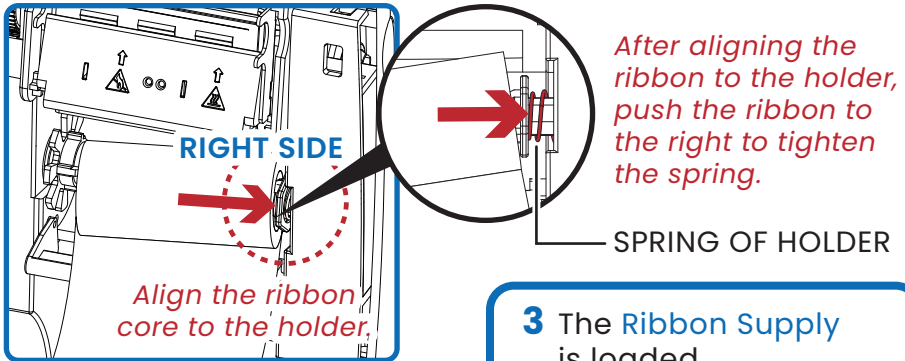




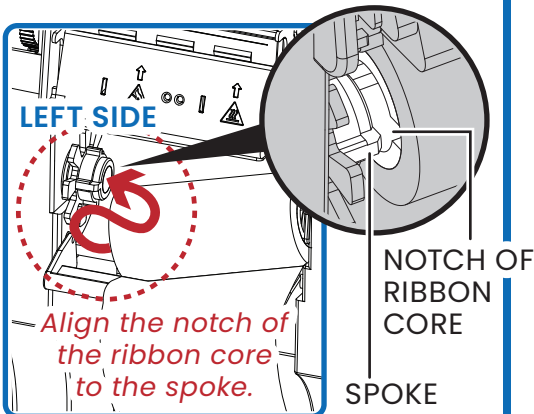
Loading the Ribbon



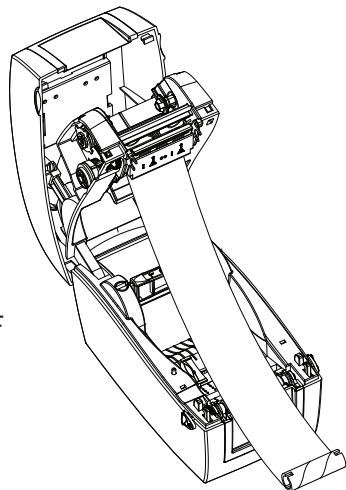
- 1 Place the right-hand side of the ribbon first.

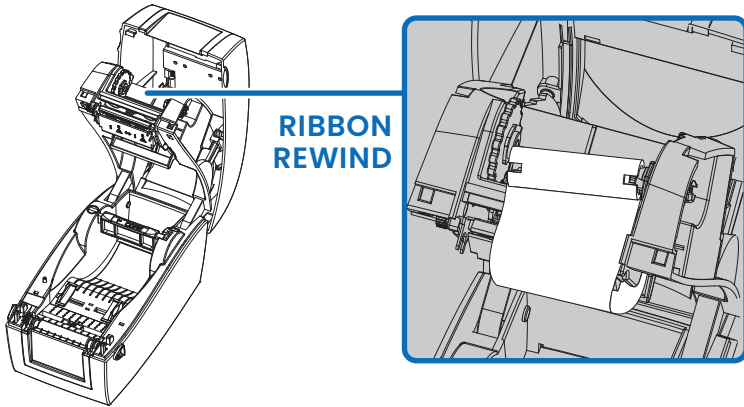


- 2 Then place the left-hand side of the ribbon.



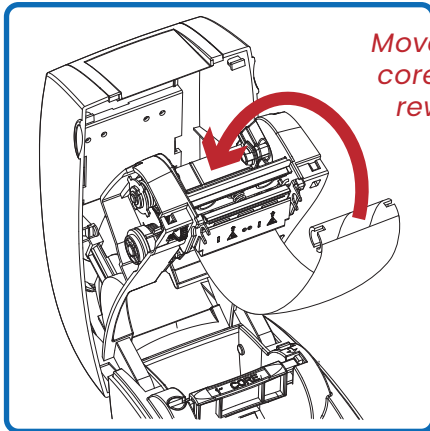
- 3 The Ribbon Supply is loaded.





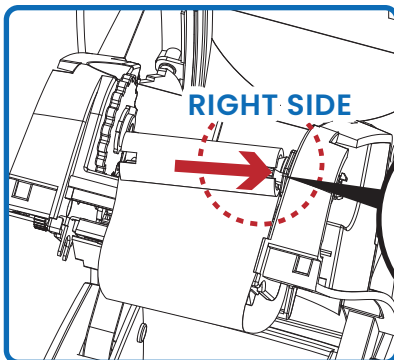
**RIBBON
REWIND**

- 1 Pass the ribbon under and around the **Print Head**.



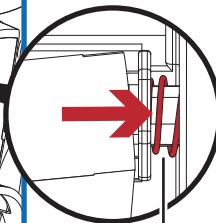
Move the empty ribbon core upward to ribbon rewind mechanism.

- 2 Place the right-hand side of empty ribbon core first.



RIGHT SIDE

Align the empty ribbon core to the holder.



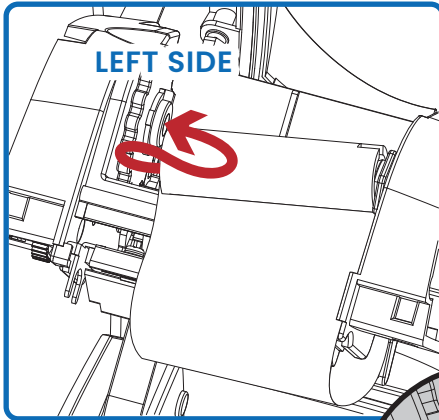
Then push the empty ribbon core to the right to tighten the spring of the holder.

— **SPRING OF HOLDER**

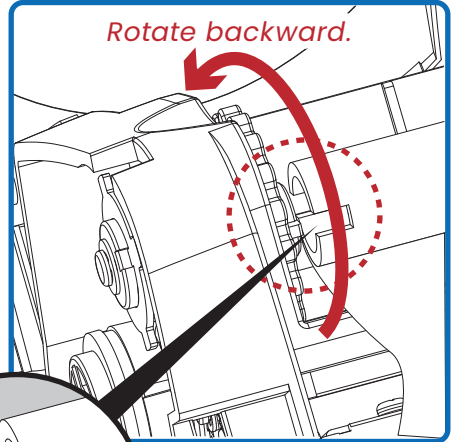


Loading the Ribbon Rewind

- 3 Then place the left-hand side of the empty ribbon core. Turn the ribbon wheel to align the notch of empty ribbon core to the spoke.



LEFT SIDE



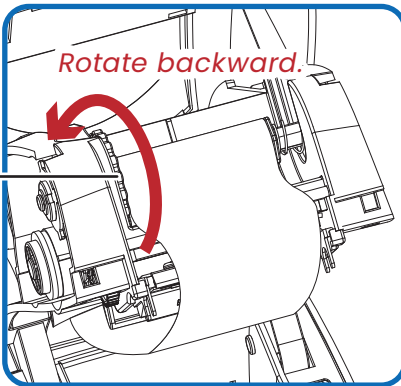
Rotate backward.

NOTCH OF RIBBON CORE

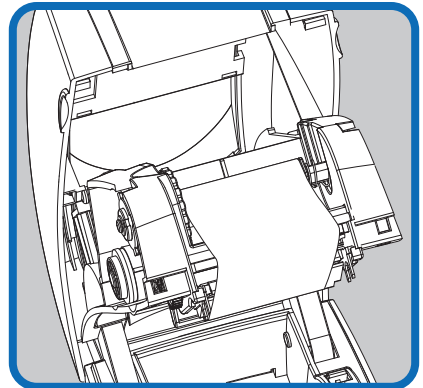
SPOKE

Align the notch of empty ribbon core to the spoke.

- 4 Turn the ribbon wheel to tighten the ribbon.



Rotate backward.



RIBBON REWIND WHEEL

The ribbon loading is completed once the **Ribbon Supply** and **Ribbon Rewind** are assembled correctly.

Setup

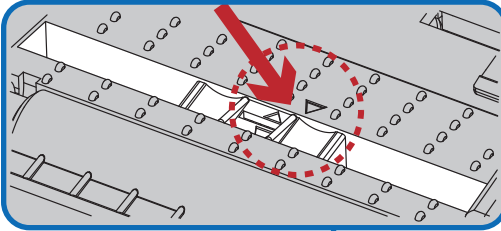
Label Sensor Alignment

To ensure correct operation, alignment of the **Label Sensor** along the **Guide Track** of the **Label Sensor Module** may be required.

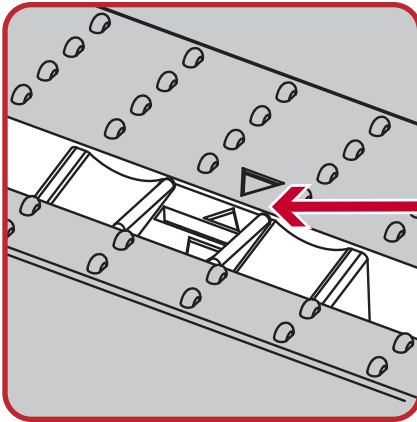
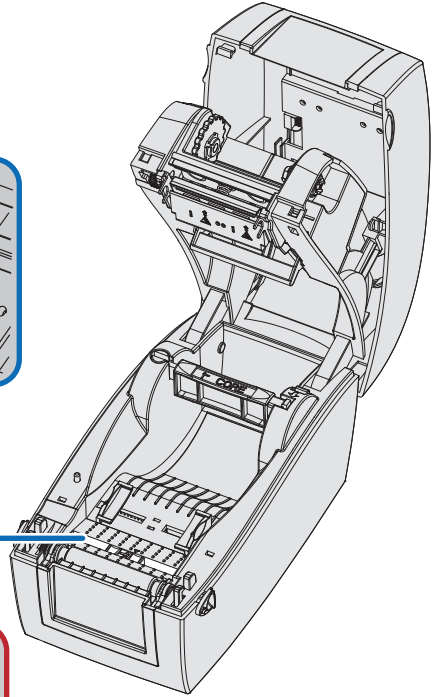
NOTE

**SENSOR MAY
HAVE SHIFTED
IN TRANSIT.**

Label sensor is not aligned.



**LABEL
SENSOR
MODULE**



*Etched triangles
indicate proper
alignment.*

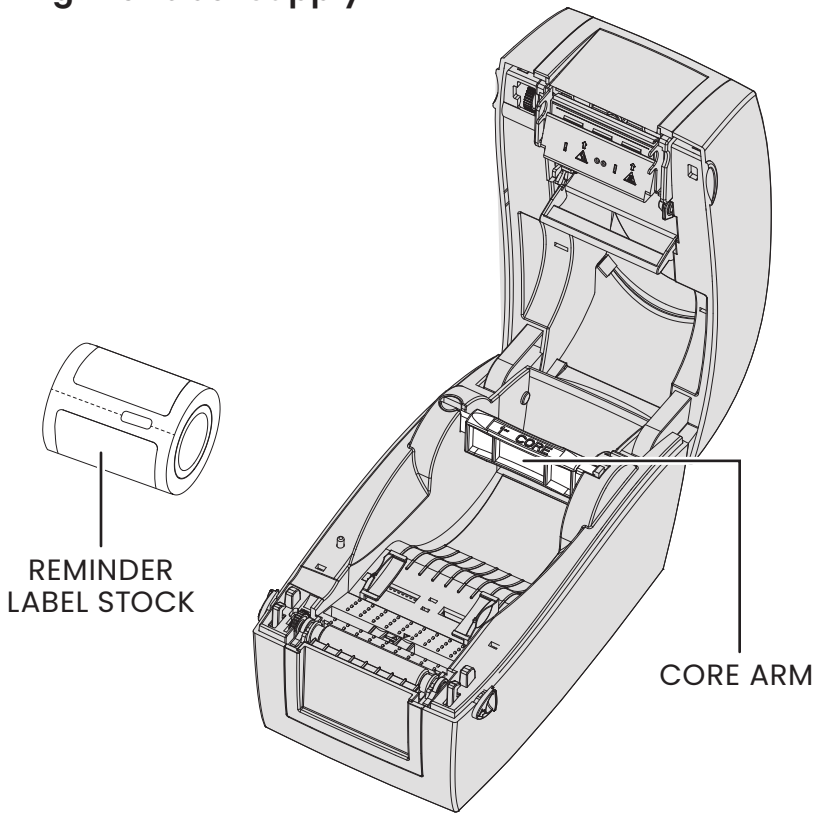


Sensor may have been secured in place for transit.

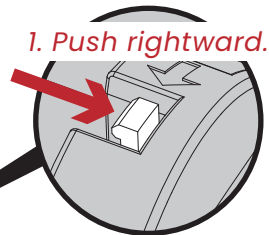
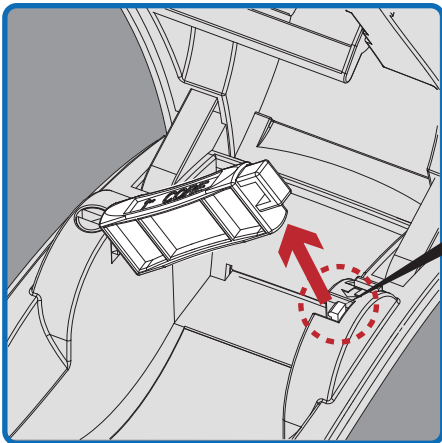
Please remove tape before operating printer.

Setup

Preparing the Label Supply



- 1 Unlock the release catch to lift the **Core Arm**.

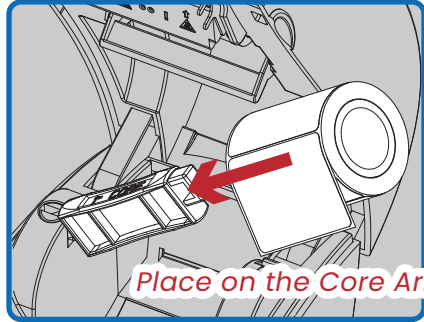


2. Then lift the **Core Arm** upward.

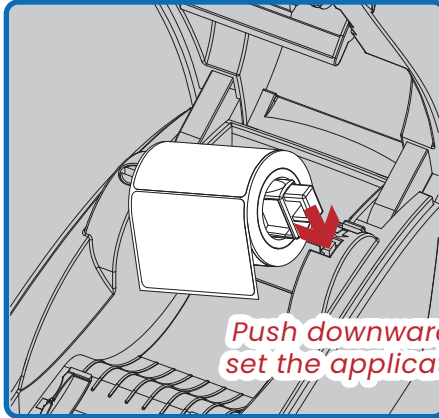
Setup

Preparing the Label Supply

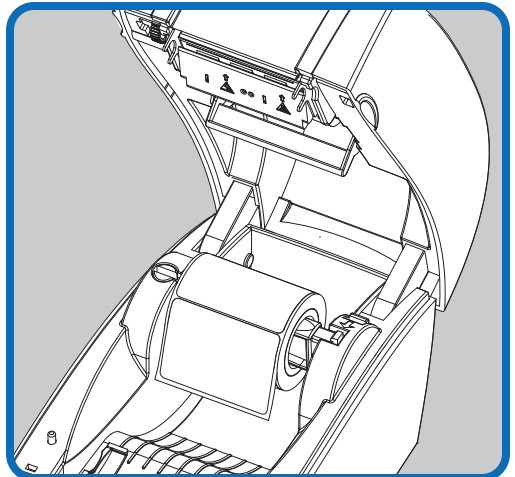
- 2** Place the label stock on the **Core Arm**.



- 3** Push the **Label Supply Application** downward and close the release catch.

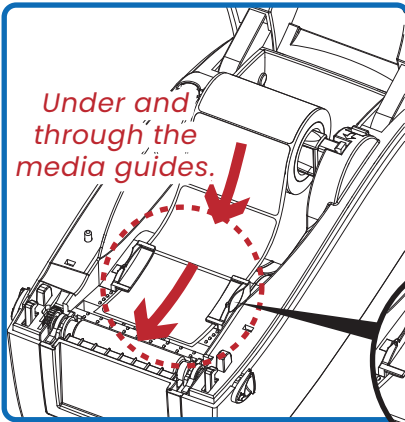


- 4** A new **Label Supply Application** is complete.

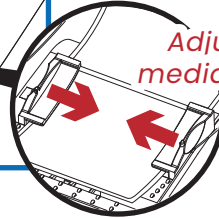


Setup

Loading the Label Roll

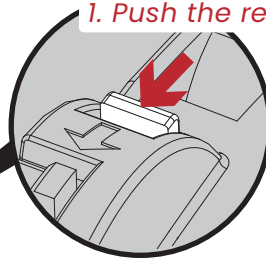
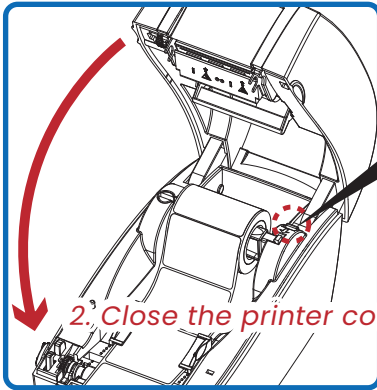


- 1 Feed the label under and through the media guides and adjust to the label width.*
The media guides will help to prevent the label from swaying.

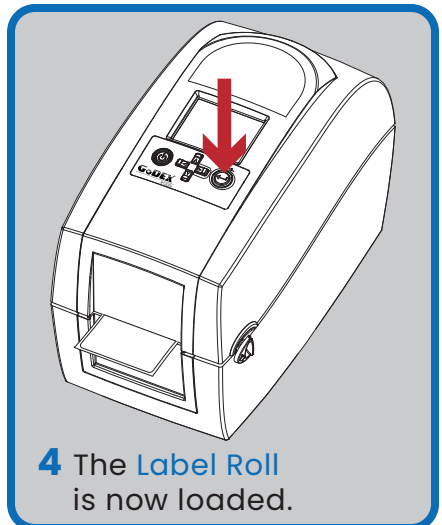


Pull label up to the Platen.

- 2 Unlock the release catch to close the printer cover.



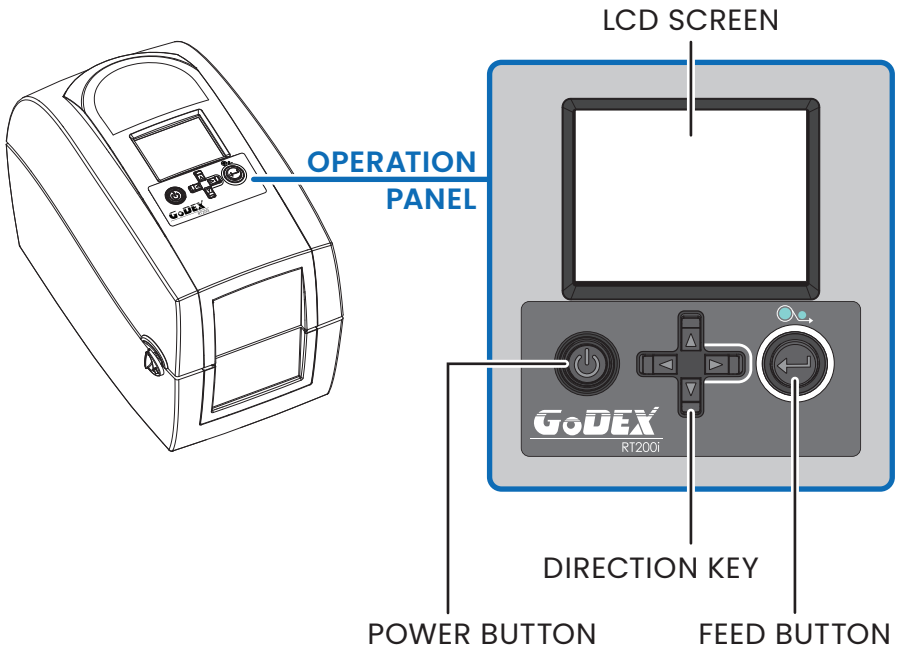
- 3 Press the FEED key to make sure the label is fed smoothly.



***NOTICE** Please ensure media guides are not adjusted too tightly to prevent label jams.

Operation

Operation Panel Overview



POWER Button

Press the **POWER** button to turn on the printer.

When the printer is ready to print, the LCD screen should display the message "**READY**" on the screen.

To turn off the printer, press and hold the **POWER** button for 3 seconds.

FEED Button

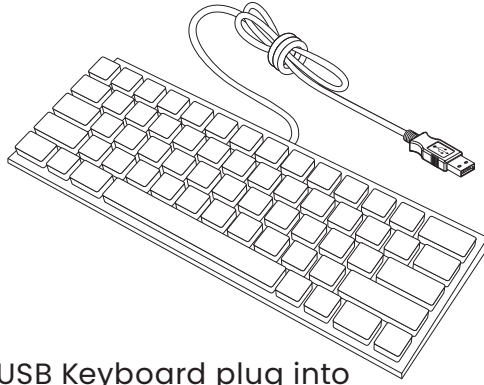
When you press the **FEED** button, the printer moves the label to the defined stop position.

If the label does not stop at the correct position, an auto-calibration must be run on the label stock. (See Page 22)

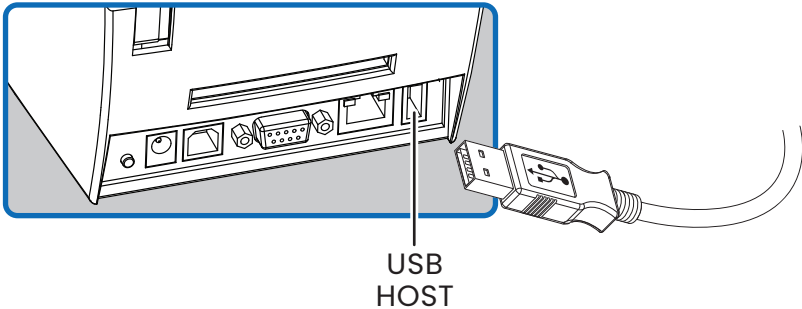
Operation

Connecting the Keyboard

- 1 A USB Keyboard (not included) is required for operation of your stand alone printer.

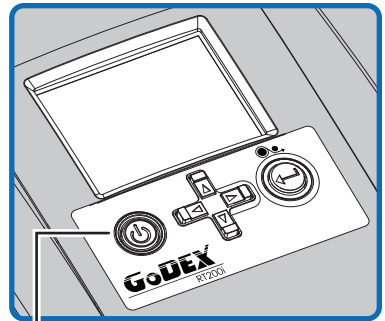


- 2 Connect the USB Keyboard plug into the **USB Host** on the back of the Printer.



- 3 After the keyboard is connected, press the **Power Button** to turn on the printer. Upon startup, the keyboard should automatically be detected and installed.

If keyboard is not responding, refer to Troubleshooting. (See Page 25)



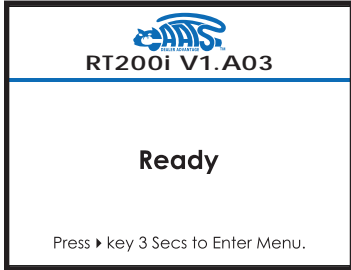
- 4 Your printer is now ready to use.

Operation

Printing a Label

When the printer is plugged in and powered up, the **LCD Screen** automatically displays "READY."

NOTE
If the LCD Screen displays "Enter Standalone? (Y/N)" always select "Y."



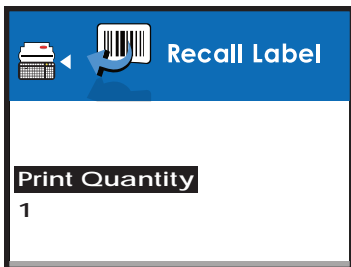
- 1 Connect your USB keyboard to the printer.
- 2 Pressing F1 from the "READY" screen will load the "RECALL LABEL" screen.



- 3 Navigate to the desired form using the **Direction Key** on the **Operation Panel**. When the desired label is selected (highlighted), press the ENTER key on the keyboard.



- 4 The printer will then ask for the information needed to fill in the desired label's fillable areas.
Note: Fillable areas are always denoted by XXXXX. (See Page 20-21)



- 5 When the fillable areas are completed, press the ENTER key on the keyboard to print the desired label.
- 6 To return to the "RECALL LABEL" screen after printing the label, press the ESC key on the keyboard.

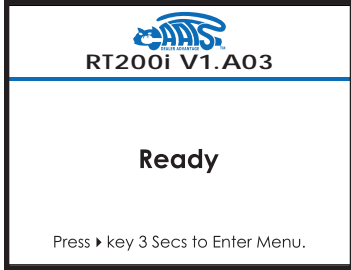
If "RECALL LABEL" does not display on LCD screen when the keyboard is plugged in, refer to Troubleshooting. (See Page 25)

Operation

Add/Change Dealer Information

When the printer is plugged in and powered up, the **LCD Screen** automatically displays “READY.”

Customize the information that prints at the bottom of your labels!



1 Connect your USB keyboard to the printer.

2 Pressing ESC will load the “GoLabel” screen.

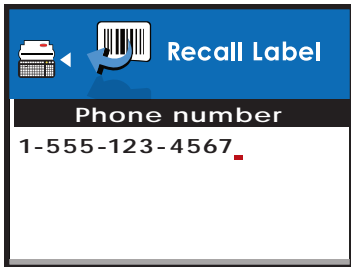


3 Navigate to the desired item using the **Direction Key** on the **Operation Panel**. When the item you wish to update is selected (highlighted), press the ENTER key on the keyboard.



4 The printer will then ask for the information to be input.

Note: The Standard Programs are only programmed to include the “Shop” & “Phone number” details.



5 When the information is input, press the ENTER key on the keyboard to confirm the entry.

6 To return to the “GoLabel” screen after adding custom information, press the ENTER key on the keyboard.

7 Press the ESC key on the keyboard to navigate to the “RECALL” Screen. From there, you can easily return to the “RECALL LABEL” screen by pressing the ENTER key.

Operation

Standard Programs

All printers come pre-programmed with **thirty-one** of the most popular label programs.

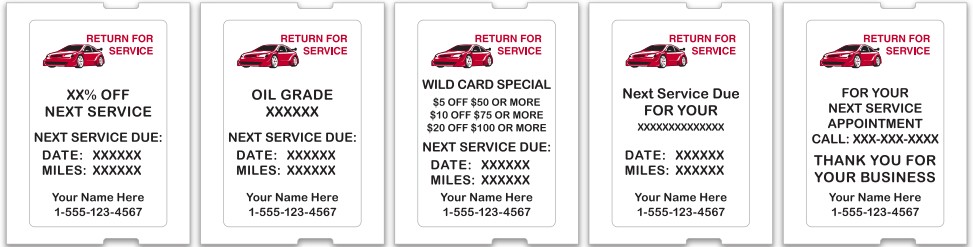
“XXXXX” indicates operator input areas.

The system easily calculates the Date & Miles!

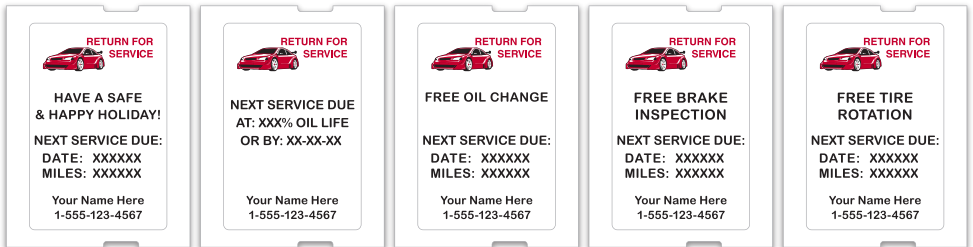
Preprogrammed Date & Miles Intervals!



01 3 Month 3000 Mile
02 5 Month 5000 Mile
03 7.5 Month 7500 Mile
04 Next Service
05 Spanish Next Service
06 Amount Off Next Service



07 Percent Off Next Service
08 Oil Grade
09 Wild Card Special
10 Service Type
11 Service Appointment








12 Happy Holidays
13 Oil Life
14 Free Oil Change
15 Free Break Inspection
16 Free Tire Rotation

Contact your Supplier about Custom Programs!



Scan here to download our Standard Programs reference sheet!

 RETURN FOR SERVICE FREE FLUIDS CHECK NEXT SERVICE DUE: DATE: XXXXXX MILES: XXXXXX Your Name Here 1-555-123-4567	 RETURN FOR SERVICE FREE A/C INSPECTION NEXT SERVICE DUE: DATE: XXXXXX MILES: XXXXXX Your Name Here 1-555-123-4567	 RETURN FOR SERVICE ENJOY YOUR NEW VEHICLE FIRST SERVICE DUE: MILES: XXXXXX Your Name Here 1-555-123-4567	 RETURN FOR SERVICE CONGRATULATIONS ON YOUR NEW WHEELS! COMPLIMENTARY FIRST SERVICE DUE: DATE: XXXXXX MILES: XXXXXX Your Name Here 1-555-123-4567	 RETURN FOR SERVICE YOUR NEXT TIRE ROTATION IS DUE: XXXXXX MILES PLEASE DRIVE CAREFULLY Your Name Here 1-555-123-4567
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17
Free Fluid
Check

18
Free AC
Inspection

19
Enjoy New
Vehicle

20
Complimentary
First Service

21
Next Tire
Rotation

 RETURN FOR SERVICE YOUR TIRES HAVE BEEN INFLATED WITH XXXXXXX FOR MAXIMUM TIRE LIFE FRONT: XX REAR: XX NEXT ROTATION DUE: XXXXXX MILES Your Name Here 1-555-123-4567	 RETURN FOR SERVICE \$XX OFF ALIGNMENT BEFORE XXXXXX MILES PLEASE DRIVE CAREFULLY Your Name Here 1-555-123-4567	 RETURN FOR SERVICE *RECALL ALERT* Please schedule your free recall repair ASAP Your Name Here 1-555-123-4567	 RETURN FOR SERVICE NOTICE: THIS VEHICLE HAS A PART ON ORDER WITH OUR SERVICE DEPT. IF WE DO NOT CONTACT YOU BY: XX-XX-XX PLEASE CALL: XXX-XXX-XXXX Your Name Here 1-555-123-4567	 RETURN FOR SERVICE STATE INSPECTION DUE: XX-XX-XX NEXT SERVICE DUE: DATE: XXXXXX MILES: XXXXXX Your Name Here 1-555-123-4567
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22
Tires Inflated

23
Amount Off
Alignment

24
Recall
Alert

25
Part On
Order

26
State
Inspection

 RETURN FOR SERVICE Please call us if you are not 100% satisfied with your service. Your vehicle was serviced by: XXXXXXXXXXXXXXXXXX Your Name Here 1-555-123-4567	 RETURN FOR SERVICE \$100 OFF ANY DETAILING PACKAGE Your Name Here 1-555-123-4567	 RETURN FOR SERVICE We want to buy this vehicle. Please call us! NEXT SERVICE DUE: DATE: XXXXXX MILES: XXXXXX Your Name Here 1-555-123-4567	 RETURN FOR SERVICE BATTERY CHECK PERFORMED NEXT SERVICE DUE: DATE: XXXXXX MILES: XXXXXX Your Name Here 1-555-123-4567	 RETURN FOR SERVICE Your info here! Your info here! Your info here! Your info here! Your info here! Your Name Here 1-555-123-4567
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27
Please
Call

28
Amount Off
Detail Package

29
Buy
Vehicle

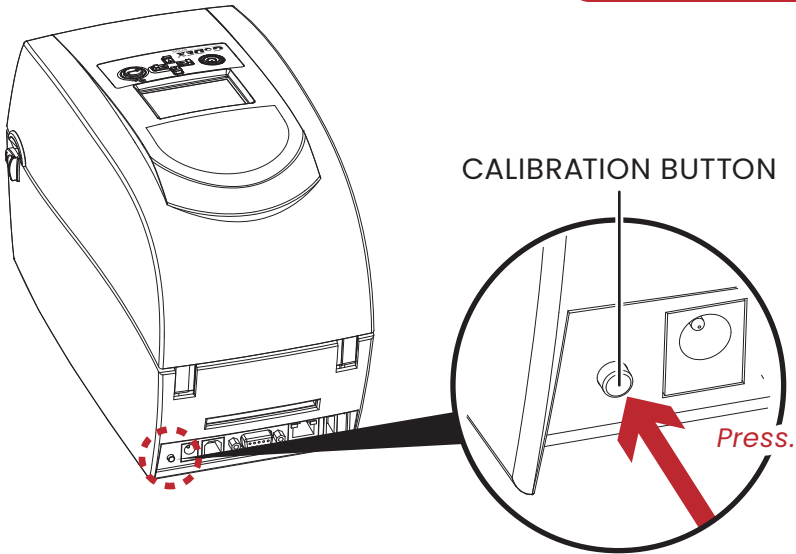
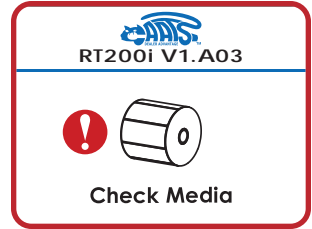
30
Battery
Check

31
Input Info

Operation

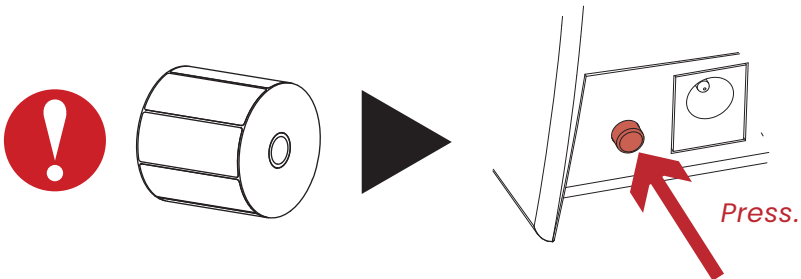
Label Calibration

During the printer's initial start-up, the printer may encounter a "Media Error" which may require calibration. This error may also occur after changing the label or ribbon.



From the "READY" screen, press and hold the **Calibration Button** for 2 seconds to begin the calibration. The printer will initiate auto-sensing to calibrate the label and ribbon parameters.

NOTICE *If the printer feeds out more than four labels, the calibration process did not complete properly. Please check sensor module position. (See Page 12)*



Maintenance

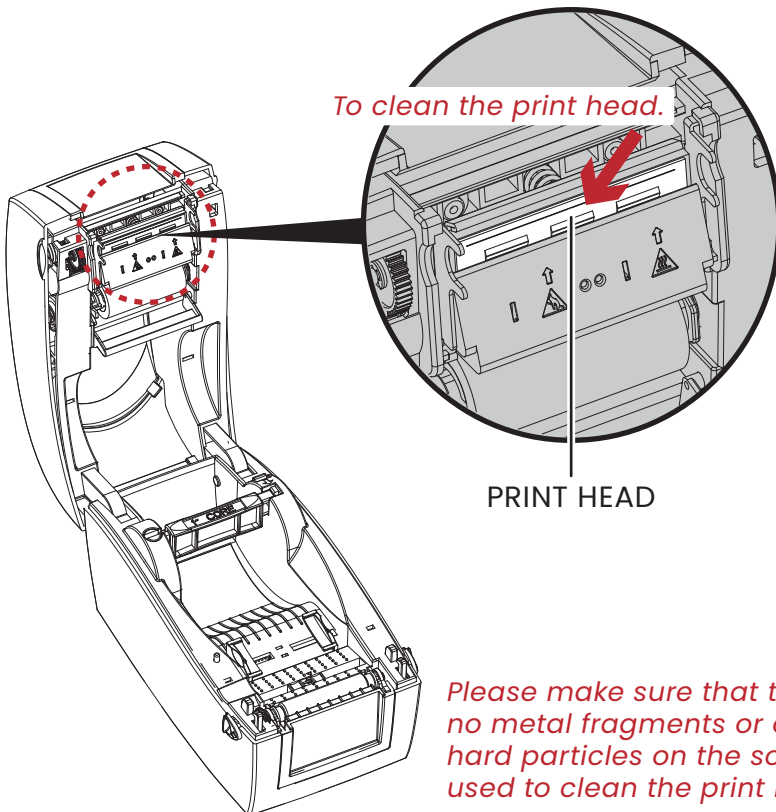
Cleaning the Print Head

Dirt on the print head, or residue from the label stock, may result in inadequate print quality.

The printer cover must therefore always be closed during printing. Keeping dirt and dust away from the labels ensures a good print quality and a longer lifespan of the print head.

**CLEAN THE
PRINT HEAD
ONCE A WEEK!**

- 1 Turn off the printer.
- 2 Open the printer cover.
- 3 Remove the ribbon.
- 4 To remove any label residue or other dirt from the **Print Head** (see red arrow), please use a soft lint-free cloth lightly dipped in rubbing alcohol.





















Troubleshooting

Error Alerts

In the event of a problem that prevents normal functioning of the printer, you will see an error message on the LCD screen and hear some beep signals.

Please refer to the table below for an explanation of these error alerts.

Operation Panel Status	Type	Beeps	Description	Solution
   TPH opened	Print Head Error	2 x 4 beeps	The printing mechanism is not closed correctly.	Open the print mechanism and close it again.
   TPH overheat	Print Head Error	None	High temperature at the print head.	Once the print head has cooled down, the printer switches to standby mode.
   Check ribbon setting	Media Error	2 x 3 beeps	No ribbon is installed and the printer displays an error. The ribbon is finished or the label hub is not moving.	Make sure that the printer is set to direct thermal printing mode. Replace the ribbon roll.
   <small>If you need support, please contact your reseller.</small>			No paper is detected.	Make sure that the label sensor is positioned correctly. Please refer to page 12. If the sensor still does not detect the paper, run the auto-calibration again. Please refer to page 22.
   Check Media	Media Error	2 x 2 beeps	Paper is finished.	Replace the label roll. Refer to page 15.
   Check paper setting			Printer feed problem.	Possible reasons: (A) the print medium has become trapped around the rubber roll; (B) the sensor cannot detect a gap or black mark between the labels; (C) there is no paper. Please reset the sensor. Please refer to page 12.

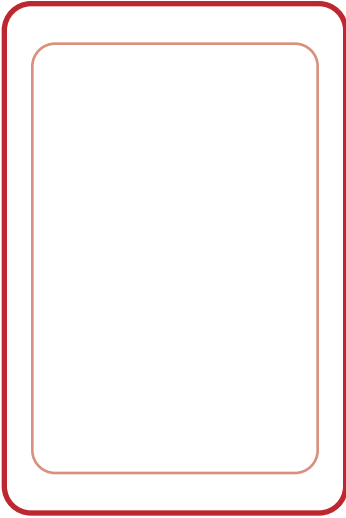
Troubleshooting

Addressing Common Problems

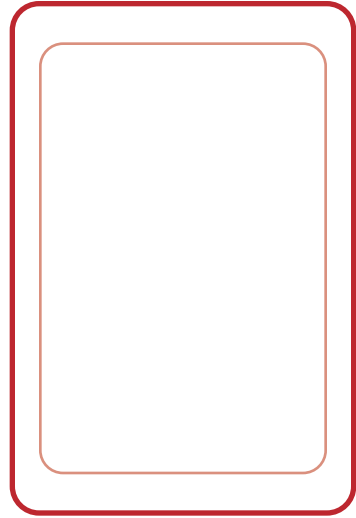
Problem	Solution
The printer is switched on but the LCD Screen does not light up.	<ul style="list-style-type: none">• Check the power supply.
Keyboard does not function.	<ul style="list-style-type: none">• Disconnect keyboard from printer. Reconnect the keyboard then turn off the printer. Turn the printer back on. Please refer to page 17.
The LCD Screen shows the notice icon and printing is interrupted.	<ul style="list-style-type: none">• Look for the error alert in the table on page 24.• Check whether the print mechanism is closed correctly.
The label stock passes through the printer but no image is printed.	<ul style="list-style-type: none">• Make sure that the label stock is loaded properly. Please refer to page 15.• Ensure Label Sensor is properly aligned. Please refer to page 12.
The label stock jams during printing.	<ul style="list-style-type: none">• Clear the paper jam. Remove any label material left on the thermal print head and clean the print head using a soft lint-free cloth dipped in rubbing alcohol. Please refer to page 23.
There is no printed image on some parts of the label.	<ul style="list-style-type: none">• Check whether any label material or ribbon is stuck to the thermal print head.• Check whether the starting position has been set incorrectly. Please refer to page 12 and 15.• Check the ribbon for wrinkles.
There is no printed image on part of the label or the image is blurred.	<ul style="list-style-type: none">• Check the thermal print head for dust or other dirt. Please refer to page 23• Check the quality of the print medium.
The printed image is positioned incorrectly.	<ul style="list-style-type: none">• Check whether there is paper or dust covering the sensor.
A label is missed during printing.	<ul style="list-style-type: none">• Check whether there is dust covering the sensor. Please refer to page 23• Run the auto-calibration function. Please refer to page 22.
The printed image is blurred.	<ul style="list-style-type: none">• Check the thermal print head for dust or dirt. Please refer to page 23.
The LCD Screen displays "Enter Standalone? (Y/N)"	<ul style="list-style-type: none">• Select "Y" (Yes) to continue standard operation.

If problems persist, please contact your supplier.

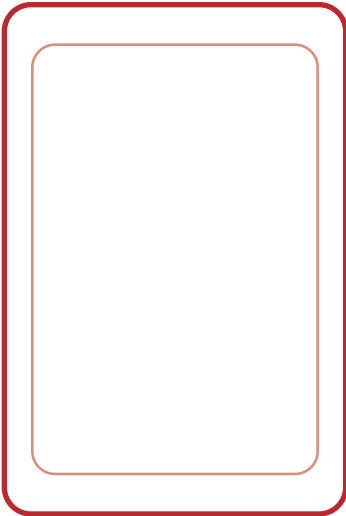
Custom Programs



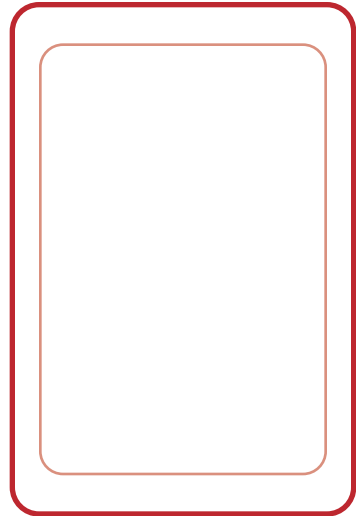
Program 40



Program 41



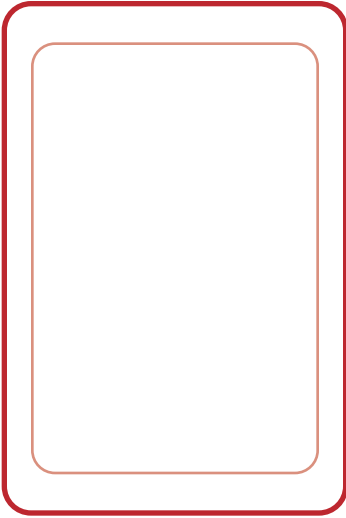
Program 42



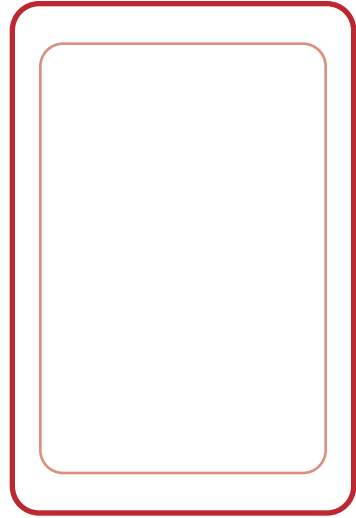
Program 43



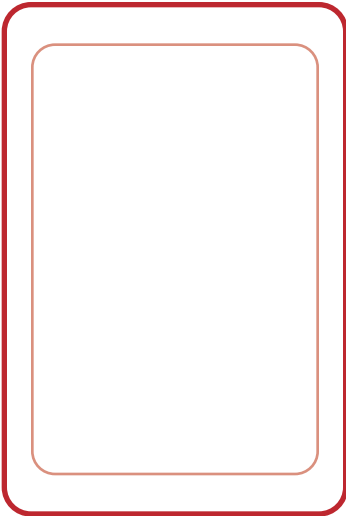
Custom Programs



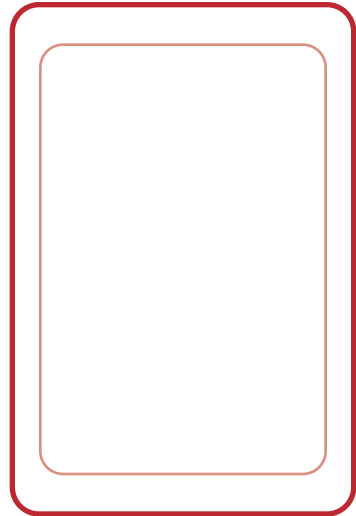
Program 44



Program 45



Program 46



Program 47



Notes

Notes
