

EZ-Viewer User Manual



GODEX

**FCC COMPLIANCE STATEMENT
FOR AMERICAN USERS**

This equipment has been tested and found to comply with the limits for a CLASS A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

**EMS AND EMI COMPLIANCE STATEMENT
FOR EUROPEAN USERS**

This equipment has been tested and passed with the requirements relating to electromagnetic compatibility based on the standards EN50081-1 (EN55022 CLASS A) and EN61000-4-2/-3/-4/-5/-6/-8/-11 (IEC Teil 2,3,4). The equipment also tested and passed in accordance with the European Standard EN55022 for the both Radiated and Conducted emissions limits.

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Chapter 1- EZ-Viewer Introduction

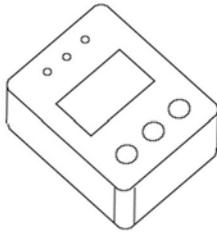
1-1. General Specifications

Model Name	EZ-Viewer
LCD Resolution	STN 128(W) x 64(H) dot
CPU	8bit CPU
LCD Language	Message:(8 Languages:English,TraditionalChinese,SimplizeChinese,French,Germany,Italian,Spanish, Turkish) Setting Mode: (5 Languages :English,Traditional/Chinese,Simplize/Chinese,French,Germany)
Interface	RS232C PS2(support code page850/852 key in , keyboard/CCD Scanner)...Remark
Feature	Auto stable stand Can be Free-Standing or Wall-Mounted Firmware downloadable Screen(logo) downloadable
Memory	FLASH: 512KB
Human Interface	3 LED Indicate 3 Push Button (Feed, Pause, Cancel)
Power consumption	Max 170mA @ 5VDC (Standard alone)
Environment	Storage Temperature: -4°F ~ 122°F (-20°C ~ 50°C) Humidity: 10~90% (non-condensing) Operating conditions Temperature: 41°F ~ 104°F (5°C ~ 40°C) Humidity: 30~85% (non-condensing)
Cert. Approval	CE 、 FCC 、 EMS
Dimension	Length: 115mm (4.5") Height: 41mm (1.6") Width: 100mm (3.9") Weight: 200g
Options	Adapter : DC5V / 500mA  (Connector 5.5*2.0Φ*9.5mm DC JACK)

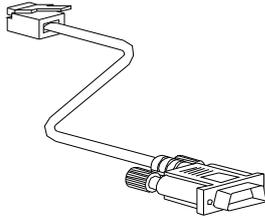
Specifications are subject to change without notice.

Remark : When connecting to Keyboard and CCD Scanner , the total power used must not exceed 330mA.

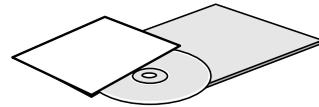
1-2. EZ-Viewer Accessories



EZ-Viewer



RS232 Cable



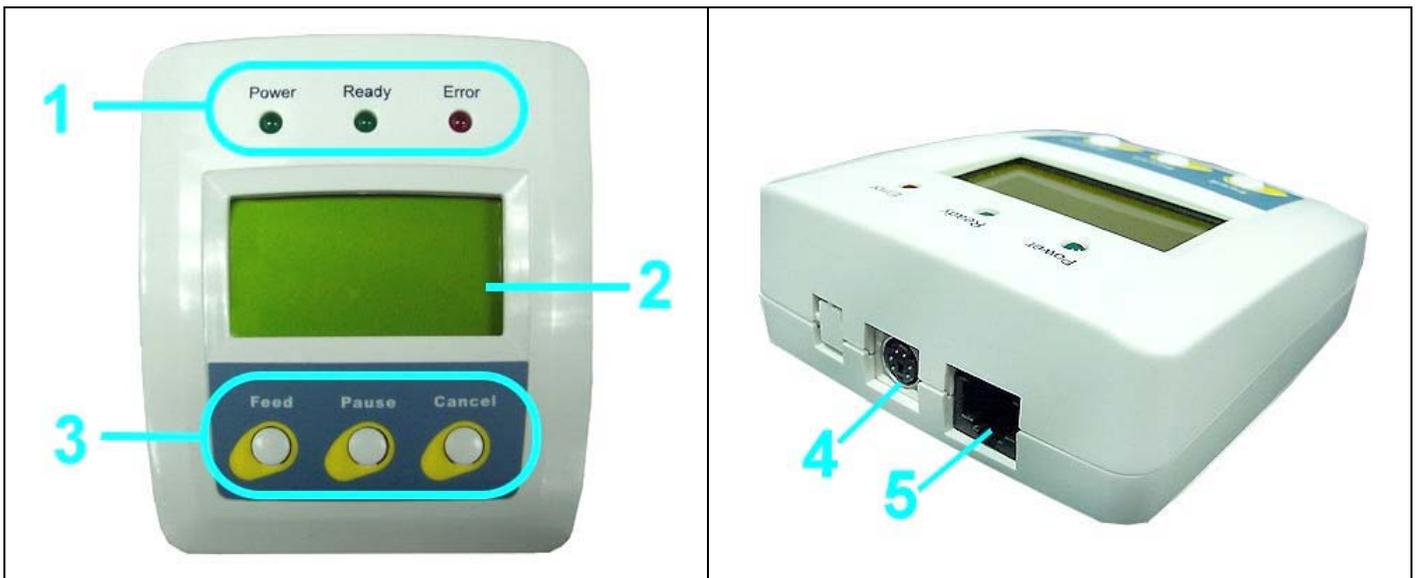
CD

After unpacking, please check the accessories that come with the package, and store them appropriately.

1. EZ-Viewer	3. CD (including Software/Manual)
2. RS232 Cable	

1-3. EZ-Viewer Hardware

Please use the following diagrams to identify each EZ-Viewer part.



1. Three bi-color LED lamps	Power (green) · Ready (green) · Error (red).
2. Back-light Graphic LCD Display	128(W) × 64(H) dot: to show status of the Logo & printer
3. Three Feed Keys	Feed (selection) · Pause (Pause) · Cancel (Exit)
4. PS2 interface	Connects to the PS2 keyboard or CCD Scanner.
5. Phone Jack	Connects to the printer.

1-4. Operation of Three keys



Pause Key

When pressing the Pause key in standby mode, the printer will go into the Pause Mode, and LCD display will indicate “EZ-xxxx Vx.xxx Pause.” At this time, printer won't be able to receive any command; but when pressing the Pause key once again, the printer will get out of the Pause mode and go back to standby.

Pressing the Pause key while printing, printer will pause the print job, when the Pause key is pressed one more time, the printer will continue with the rest of the print job. For example, if the print job contains 10 labels, press the Pause key after 2 labels are printed to stop printing; when pressing the Pause key again, printer will finish printing the remaining 8 labels.

Cancel Key

When pressing the Cancel key while printing, the LCD Display will show “xxxxxxx Cancel,” this means the printer cancels the current print job. For example, if the print job contains 10 labels, press the Cancel key after 2 labels are printed, the remaining 8 labels won't be printed, and the printer goes back to standby.

Feed Key

When pressing the Feed key, printer will send the media (according to media type) to the specified stop position. When printing with continuous media, when pressing the Feed key, the printer will feed media out to a certain length. When printing labels, pressing the Feed key, the printer will feed one label at a time; if the label is not sent out in a correct position, then please proceed with the Auto Sensing.

Chapter 2- EZ-Viewer Operation

2-1. Power

To run EZ-Viewer, two sources of power are considered:

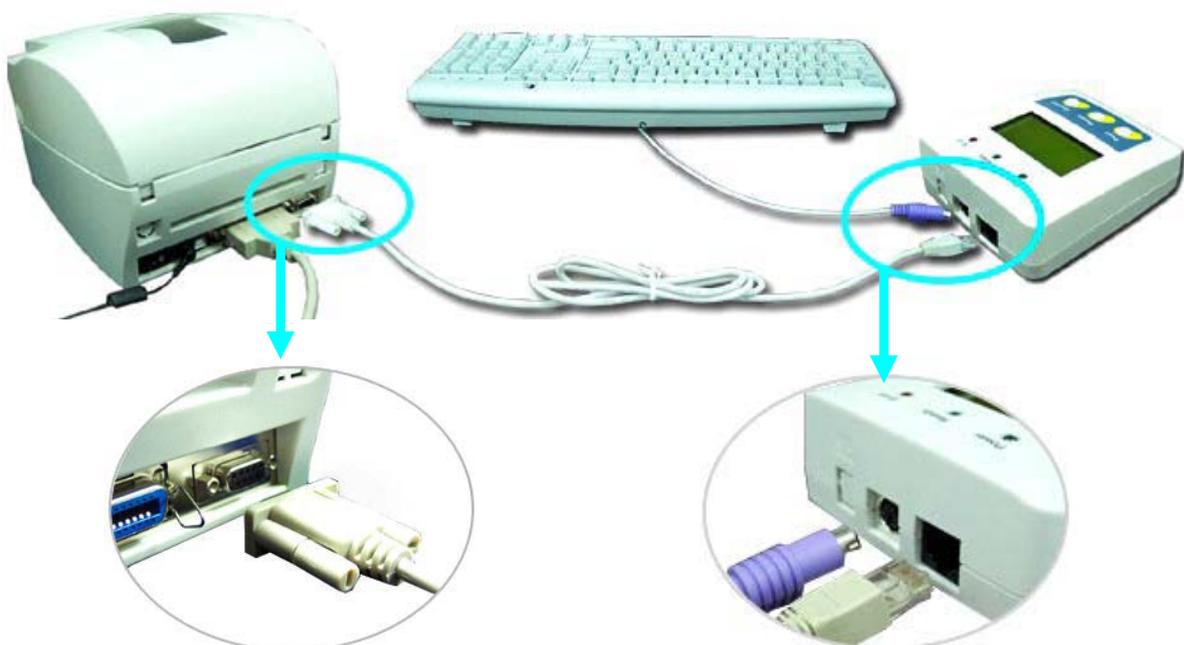
1. Sharing power with the printer through the printer's RS-232 cable. Normally, EZ-Viewer requires power of 5V DC 170mA. In case a CCD (barcode scanner) is connected, EZ-Viewer's power requirement would increase (including that of the CCD's).
2. Using independent 5V 500mA power adapter to connect to the EZ-Viewer DC Jack. When using an independent power, EZ-Viewer automatically stops receiving power from the printer. The 5V DC 400mA power adapter is to be provided by GODEX as an option in the near future.

2-2. Preparation for START-UP

Prepare a printer and set the COM Port Set for 9600, N, 8, 1. Be sure the flash memory card has been put into the printer's slot if you want to print label formats in the card. Please refer to the printer user's manual to install the memory card into the printer. If the flash memory card has not been downloaded with the label formats, please refer to the Q-LABEL Manual to download the formats. Turn on the printer power and check the three bi-color LED lights. The Ready light must be green.

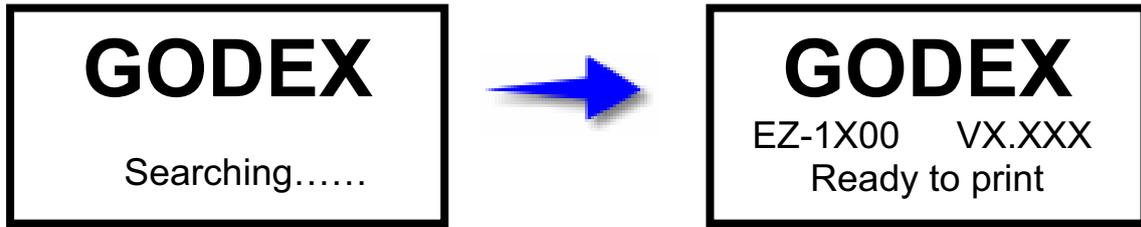
2-3. Connection

1. Make sure the printer is powered off.
2. Please refer to the user manual of the EZ-1000 for information on the printer and PC connections.
3. Then connect the RS232 Cable to the phone jack on the EZ-Viewer and to the RS232 on the printer. (See the photo below).
4. Start-up the printer.



2-4. Start-Up

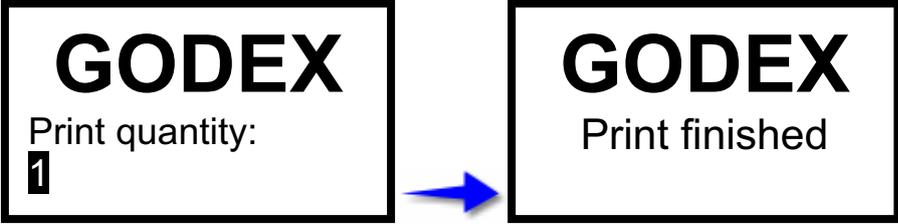
Turn on the printer power, the EZ-Viewer would automatically link to the EZ-1000 / EZ-1000Plus Series (the LCD display would show "Searching"). If connection is successful, the LCD display would show the EZ-1000 / EZ-1000Plus Series model type, firmware version, and the printer status.



2-5. Label Print with EZ-Viewer

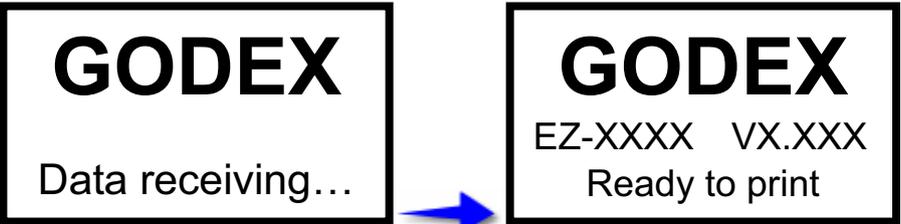
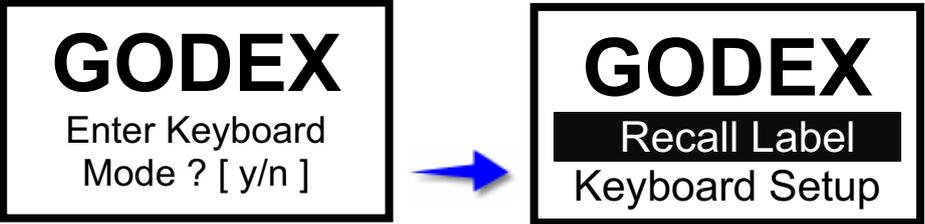
(Please use the EZ-Viewer to setting)

<ol style="list-style-type: none"> 1. Please refer to section 2-3、2-4 to connect printer to the EZ-Viewer, then start-up the printer. 2. Download the label to the printer first (please refer to the appendix 1 to download), then the LCD would display the messages shown on the right. 3. When the download is done successfully, the EZ-Viewer will beep once then go back to standby mode. 	<p>The diagram shows the LCD display during data reception. On the left, a box displays 'GODEX' and 'Data receiving...'. A blue arrow points to the right, where a box displays 'GODEX', 'EZ-1X00 VX.XXX', and 'Ready to print'.</p>
<ol style="list-style-type: none"> 4. Press and hold the EZ-Viewer's "Pause" key, then press the "Feed" key, hold these two keys for about 3 seconds and release them, and the LCD Display will show "Setting Mode." 5. Press the Feed key to select "Keyboard Mode" than Press Feed key to enter "Recall Label". 	<p>The diagram shows the transition to keyboard mode. On the left, a box displays 'GODEX', 'Keyboard Mode', and 'Select Enter Exit'. A blue arrow points to the right, where a box displays 'GODEX', 'Recall Label' (highlighted in a black bar), and 'Keyboard Setup'.</p>
<ol style="list-style-type: none"> 6. Upon Recall Label, press the Enter key. The LCD display shows the file name of the label downloaded onto the printer. Press enter to confirm the file selection. <p>Note: Press EZ-Viewer Feed key to select the previous or the next label format.</p>	<p>The diagram shows the final step where the LCD display displays 'GODEX', '001 FORM NAME:', and 'NewFile1'.</p>

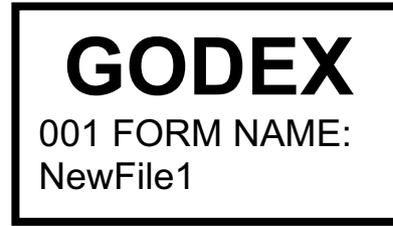
<p>7. Press the Pause key to enter print quantity, and then press the Pause key again to print the label.</p> <p>8. When the print is finished, the LCD would display the messages shown on the right. Then the printer would go back to the standby mode.</p>	
<p>9. Press the Cancel key to enter "Exit keyboard mode?" Then press the Pause key to leave keyboard mode and go back to standby mode.</p>	

2-6. Label Print via the PS2 Keyboard

(EZ-Viewer support printing through PS2 keyboard)

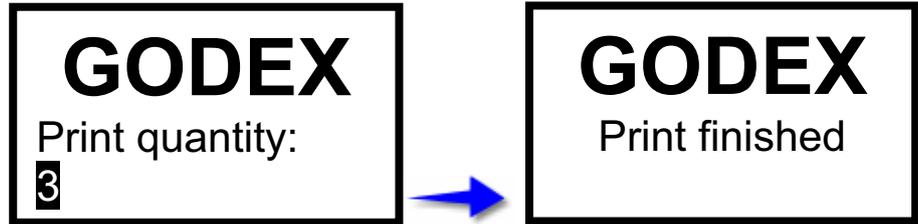
<p>1. Please refer to section 2-3、2-4 for information on the printer and the EZ-Viewer connection. Then start-up the printer.</p> <p>2. Download the label to the printer first (please refer to the appendix 1 for download instructions). The LCD would display the messages shown on the right.</p> <p>3. When download is successful, the EZ-Viewer will beep once then go back to the standby mode.</p>	
<p>4. Press the PS2 keyboard F1 key to enter keyboard mode and press the Y key to enter "Recall Label".</p>	

5. Press the Enter key to enter, the LCD display would show the file name which is downloaded onto the printer. Press Enter to confirm the file selection.



Note: Press EZ-Viewer Feed key to select the previous or the next label format.

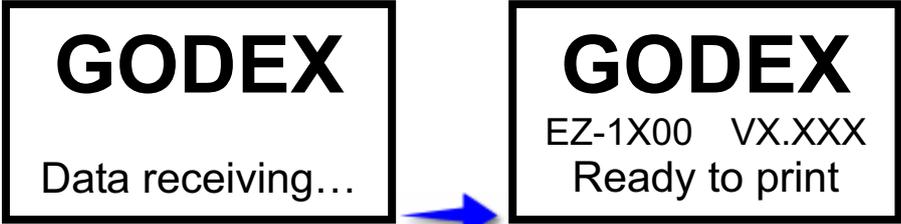
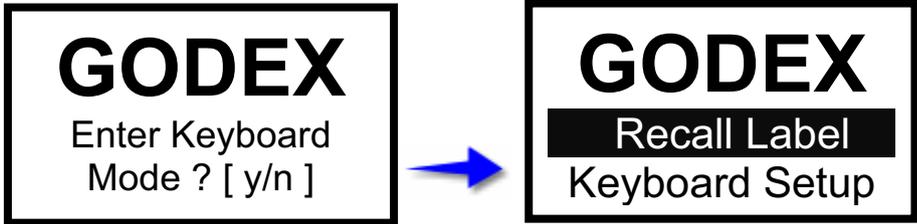
6. Use the PS2 keyboard to enter the print quantity, and then press the Enter key to print.
7. When print is finished, the LCD would display the message shown on the right.

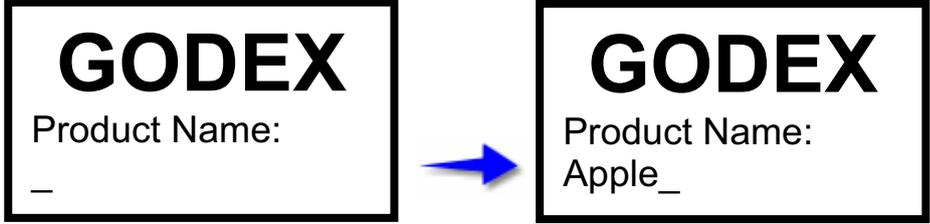
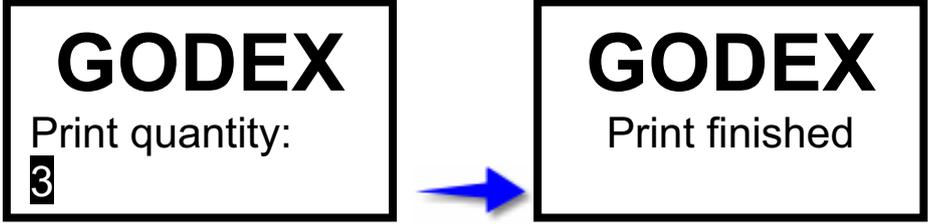
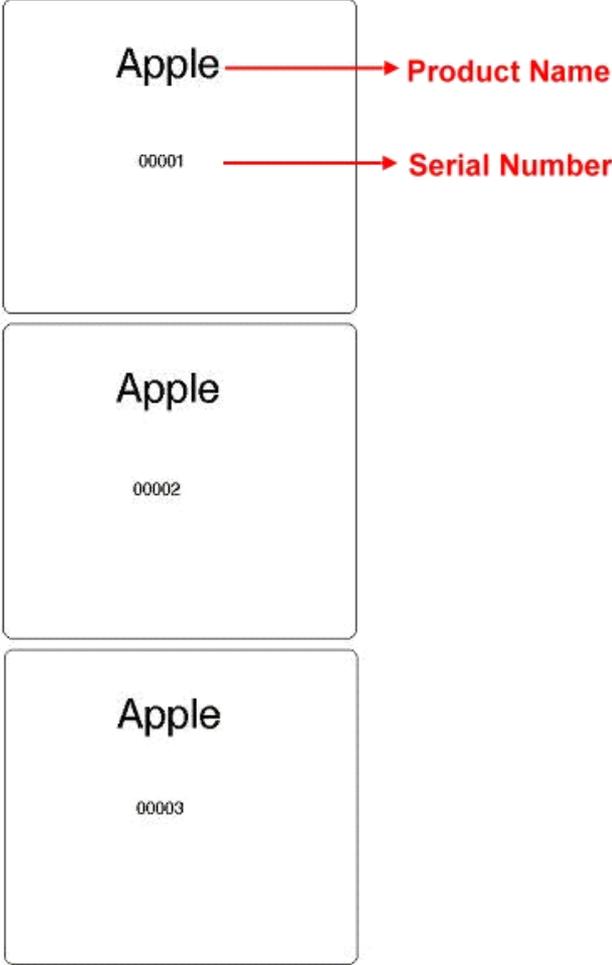


8. Press the Esc key to enter "Exit keyboard mode?" Then press the Y key to leave keyboard mode and go back to stand by.



2-7. Print Serial and Variable Number Label with Keyboard

<ol style="list-style-type: none"> 1. Please refer to section 2-3 · 2-4 for information on the printer and the EZ-Viewer connection, then start-up the printer. 2. Download the label to the printer first (please refer to the appendix 2 for download instructions), then the LCD would display the messages shown on the right. 3. When download is successful, the EZ-Viewer will beep once, and then go back to standby mode. 	 <p>The diagram shows two LCD screens. The first screen displays 'GODEX' and 'Data receiving...'. A blue arrow points to the second screen, which displays 'GODEX', 'EZ-1X00 VX.XXX', and 'Ready to print'.</p>
<ol style="list-style-type: none"> 4. Press the F1 key on the PS2 keyboard to enter the keyboard mode and press the Y key to enter "Recall Label". 	 <p>The diagram shows two LCD screens. The first screen displays 'GODEX', 'Enter Keyboard Mode ? [y/n]'. A blue arrow points to the second screen, which displays 'GODEX', a black bar with 'Recall Label' in white, and 'Keyboard Setup'.</p>
<ol style="list-style-type: none"> 5. Press the Enter key to enter, the LCD display would show the label name which is downloaded onto the printer. Press Enter to confirm the file selection. <p>Note: Press Feed key of the EZ-Viewer to select the previous or the next label format.</p>	 <p>The LCD screen displays 'GODEX' at the top, followed by '001 FORM NAME:' and 'TEST1' below it.</p>
<ol style="list-style-type: none"> 6. LCD display will show the Serial Number Prompt. 7. Key in the start value. (Example: 00001) and then press Enter to keep on setting. 	 <p>The LCD screen displays 'GODEX' at the top, followed by 'Serial Number' and '00001_' below it.</p>

<p>8. LCD display will show the Variable Number Prompt. Key in the variable data name. (Example: Apple), then press Enter.</p>	
<p>9. Use the PS2 keyboard to input the print quantity, then press Enter key again to print. ◦ 12. When the print is finished, the LCD would show the message shown on the right.</p>	
<p>13. Press the Esc key to enter "Exit keyboard mode?" Then press the Y key to leave keyboard mode and go back to stand by mode.</p>	
<p>14. Printer will print out 3 labels including the user-defined variables and serial number.</p>	

Chapter 3- Setting

3-1. EZ-Viewer Setting Mode

In the Setting Mode, changes can be made according to requirement on the printing mode, options, media type, and parallel interface (printer can only go into the Setting Mode when connected to PC by parallel cable, USB cable, or serial cable).

1. Make sure the printer is powered off.
2. Please refer to section 2-3 to connect the EZ-Viewer to the EZ-1000 / EZ-1000Plus.
3. Install label and ribbon according to the Ribbon & Label Installation Diagram, and turn the printer power back on, and make sure the Ready light is green.
4. Press and hold the "Pause" key on the EZ-Viewer, then press the "Feed" key. Hold these two keys for about 3 seconds and release them, the LCD Display will then show "Setting Mode."
5. In the Setting Mode, the EZ-Viewer keys have the following functions:
 - Feed Key: Selection**
 - Pause Key: Enter or confirm**
 - Cancel Key: Exit**
6. Before exiting the Setting Mode, printer will prompt user whether or not to save the settings. After user's response on whether or not to save the settings, printer will return to standby mode.

Darkness	Default: 15 Set the darkness of printing result. The setting value is from 0 to 19 and the default value is 15.
Speed	Set the speed of printing.
Adjust Stop Position	Default: 0 Set the stop position of printing. The setting value is from 0 to 10.
Printhead Position	Default: 0 Set the position of print head when printing. The setting value is from -100 to 100.
Printing Mode	Default: Thermal Transfer Thermal Transfer: when printing, the ribbon must be installed to transfer the print contents onto the media. Direct Thermal: when printing, no ribbon is necessary; it only requires direct thermal media.
Option Setup	Default: Option OFF Strip Mode: turn on the stripper function Cutter Mode: turn on the cutter function Applicator Mode: turn on the applicator function None: select this to turn off the stripper and cutter functions.

Paper Setup	Default: Gap Paper Black Mark: for label or plain paper with black mark in the back Gap Paper: for labels with liner and gap, or hang tags. The default is set to be gap paper. Continuous: for continuous paper
COM Port Setup	Baud Rate: 4800/ 9600/ 19200/ 38400 /57600/115200 bits, Default: 9600 bits
	Parity: None Parity / Odd Parity / Even Parity, Default: None Parity
	Data Bits: 7 bits / 8 bits, Default: 8 bits
	Stop Bits: 1 bits / 2 bits, Default: 1 bit
Auto Sensor	Default : OFF Black Mark Mode: detects black mark label Gap Mode: detects gap paper
LCD Language	Default: English English Simplified Chinese Traditional Chinese French German Italian Spanish Turkish
Code Page Setup	Default: Code Page 850 Code Page 850 Code Page 852
Keyboard Setup	Default: US US UK French German Spanish Italian Finnish Dutch Belgian
Keyboard Mode	Recall Label : Recall EZ-1000 / EZ-1000Plus label from memory card. Keyboard Setup : Setting the keyboard. Code page Setup : Setting the code page. Printing Option: Set the print quantity. Exit KB Mode : Exit PS2 KB Mode
Buzzer Setup	Buzzer setting : ON/OFF, Default: ON
Smart Backfeed	Default: ON ON: This function must install stripper or cutter. OFF
Top of Form	Default: ON ON: Start each printing from the Top-of-Form position. OFF
Ethernet	Go to default: Set the IP address of Ethernet module to factory default setting.
Preview:	Preview and check all settings.

Note:

- (1) "Default Setting" is the original settings from the factory, if other changes are made on the settings, then follow the new settings.
- (2) Printer will store the previous settings after power off, thus if settings are to be changed again, please enter the Setting Mode to reset.

3-2. EZ-Viewer Messages

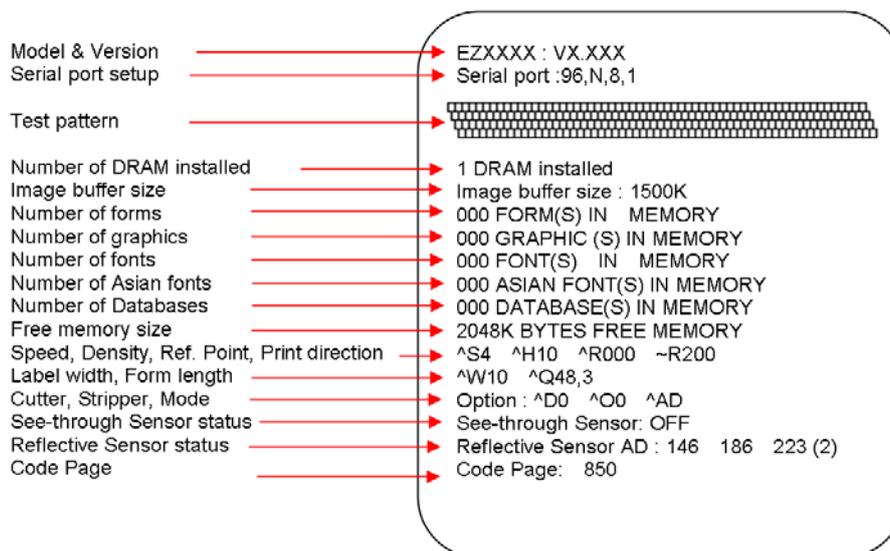
LCD Message Display	LED Light			Printer Beep	Description
	Power	Ready	Error		
EZ-XXXX Vx.xxx	●	●		1	EZ-XXXX: printer model; Vx.xxx: current F/W version
Self Test	●	●		3	Printer is in Self-Test Mode. Please refer to page 14 for more information.
Now in Dump Mode	●	●		3	Printer is in Dump Mode. Please refer to page 15 for more information.
Auto Sensing mode	●			3	Printer is in Auto Sensing Mode. Please refer to page 15 for more information.
EZ-XXXX Pause	●	●			Printer has paused, press Pause key again to continue printing.
Print job is cancelled	●	●			Cancel key pressed, stopping all the print jobs and clear the printer data.
Press feed key to continue print job	●		●		Press the Feed key to allow printer to continue with the existing actions.
PROGRAM LOADING	●	●			Printer is downloading the firmware.
LOADING COMPLETE	●	●		1	Firmware has been successfully downloaded.
Setting Mode	●	●		1	Printer is currently in the Setting Mode. Please refer to page 12 for more information.

● Green ● Red

3-3. Self-Test

The Self-Test function in a printer will help the user to troubleshoot whether the printer is operating normally. In the Self-Test Mode, the printer will print out a test sample each time when the Feed key is pressed. To stop the Self-Test procedure in the middle, simply power off the printer. Below are the Self-Test procedures:

1. Please refer to section 2-3 to connect the printer and EZ-Viewer.
2. Power off the printer, press and hold the feed key first.
3. Power on the printer (while still holding the Feed key); release the Feed key after hearing 3 beeps.
4. After about 1 second, printer would automatically print out the following, and the LCD Display would show “Self Test.” This means the printer is operating normally.



Self-Test includes the internal printer data setting.

3-4. Auto Sensing

Printer can automatically detect label (black mark paper) length and record. This way, without setting the print length, the printer can accurately detect the label (black mark) positions.

1. Check if the Moveable Sensor Mark is located at the right sensing position.
2. Power off the printer first, press and hold the Pause key then turn the printer power back on.
3. Power on the printer (while still holding the Pause key), after printer beeps 3 times and the LCD Display shows "Auto Sensing mode," release the Pause key. Printer will automatically detect the label size/length and record.
4. LCD Display shows the results of measurement.

Printer goes back to standby mode after displaying the measurement.

3-5. Dump Mode

When label setting and the print result don't match, it's recommended to go into the Dump Mode to check whether there's a mistake in data transmission between the printer and the PC. For example, when printer receives 8 commands, yet without processing these commands, only printed out the contents of the commands, this will confirm whether the commands were received correctly. Test procedures to enter the Dump Mode are as follows:

1. Please refer to section [2-3](#) to connect the EZ-Viewer to the EZ-1000 / EZ-1000Plus.
2. Power off the printer, press and hold the Feed key first.
3. Power on the printer (while still holding the Feed key).
4. When LCD Display shows "DUMP MODE BEGIN," release the Feed key. Printer will automatically print "DUMP MODE BEGIN." This means the printer is already in Dump Mode.
5. Send commands to the printer, and check to see if the print result matches the commands sent.

Note: To cancel (get out of the Dump Mode), press the Feed key, this time printer will automatically print out "OUT OF DUMP MODE." This indicates that printer is back in the standby mode. Or power off to exit the Dump Mode.

3-6. EZ-Viewer Error Messages

LCD Message Display	LED Message Light			Beep	Description	Solution
	Power	Ready	Error			
Print Head is opened				4 beeps twice	Thermal Print Head not firmly in place.	Re-open Thermal Print Head and make sure it closes tightly.
Entering the Cooling Process					Thermal Print Head temperature high.	Printer goes back to standby mode after cooling.
Out of ribbon or check ribbon sensor				3 beeps twice	Ribbon not installed, and printer shows error message.	Make sure the printer is in the Direct Thermal mode.
					Ribbons used up or ribbon supply shaft not moving.	Replace with new ribbon roll.
Out of media or check media gap sensor				2 beeps twice	Unable to detect paper.	Make sure the movable sensor mark is at the correct position, if the sensor is still unable to detect paper, and then go through Auto Sensing again.
					Label used up or label sensor can't detect paper.	Replace with new label roll. When label sensor can't detect paper, please perform Auto Sensing.
Check paper setting				2 beeps twice	Abnormal paper feed.	Possible causes: card tags, paper falling into the gap behind the platen roller, can't find label gap/black mark, black mark paper out. Please adjust according to actual usage.
Command is not recognized				2 beeps twice	Wrong command	Check printer commands, possible value missing or errors.
Memory is full				2 beeps twice	Memory is full	Delete unnecessary data in the memory or have memory expansion (options)
Filename can not be found				2 beeps twice	Can't find the file	Use "~X4" command to print out all the files, then check whether the file exist and the names are correct.
Filename is repeated				2 beeps twice	File name is repeated	Change the file name and download again.

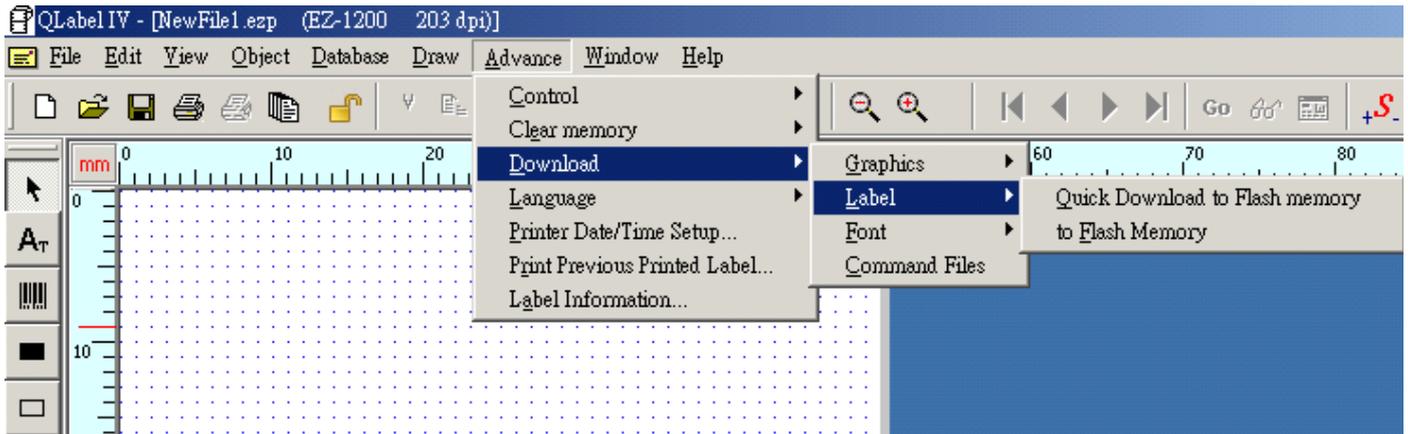
 Green

 Red

Appendix 1 Download Label to the printer.

Download the label to the printer by using the QLabel

1. Please refer to section 2-3 to connect the PC、EZ-1000/EZ-1000Plus and EZ-Viewer, and then start-up the printer.
2. Start QLabel, and then create a label design.
3. Select the menu item “Advance” => “download” => “label” => “Quick download to printer” to download the label. If the “Quick download to printer” is selected, the system would give a name for this graphic automatically. To name the graphic, please do not select this function.



4. Enter the name of the label as prompted in the Download Format. Press OK to download. Press Cancel to stop the download process.

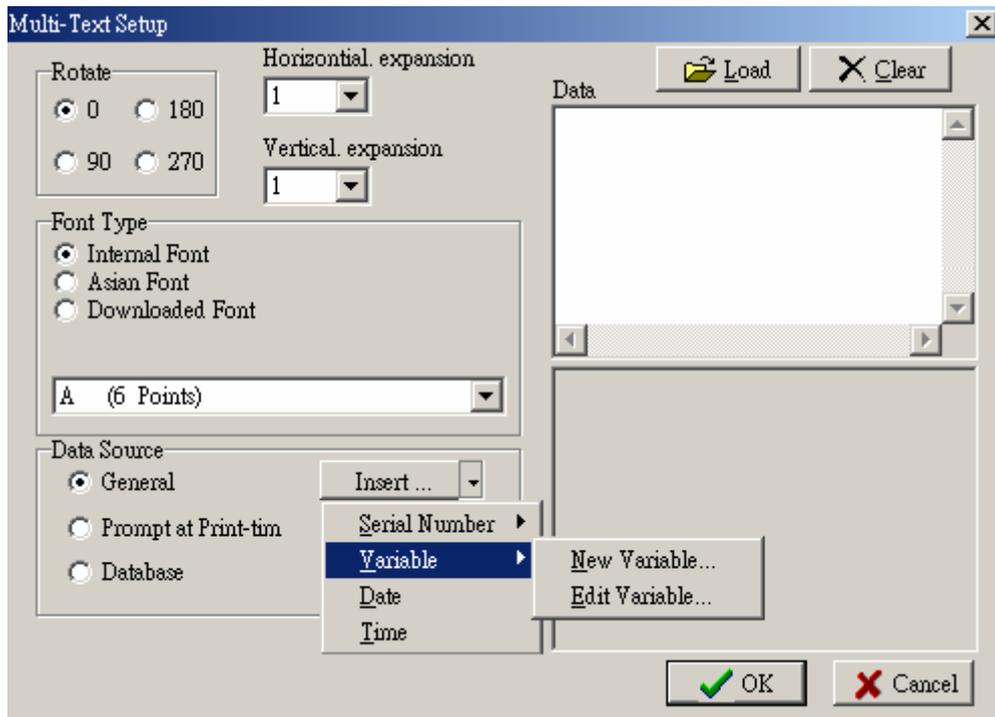


5. When download successful, QLabel shows messages “download finished”.



Appendix 2 Variable and Serial Number Setting

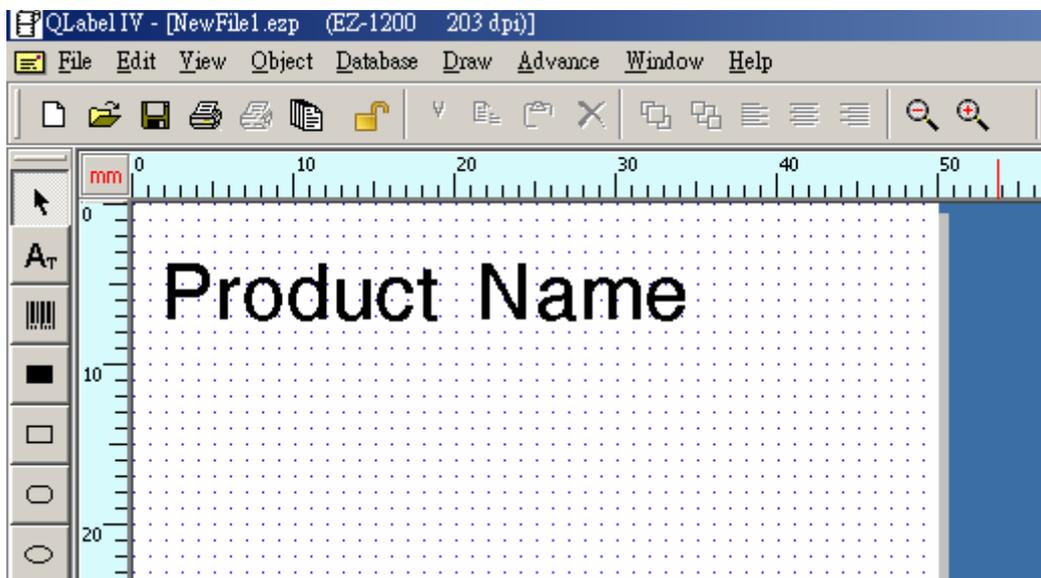
1. Start QLabel, and then create a label design.
2. Click  to insert the first text. Click [Insert]-[Variable]-[New Variable] to insert a new variable.



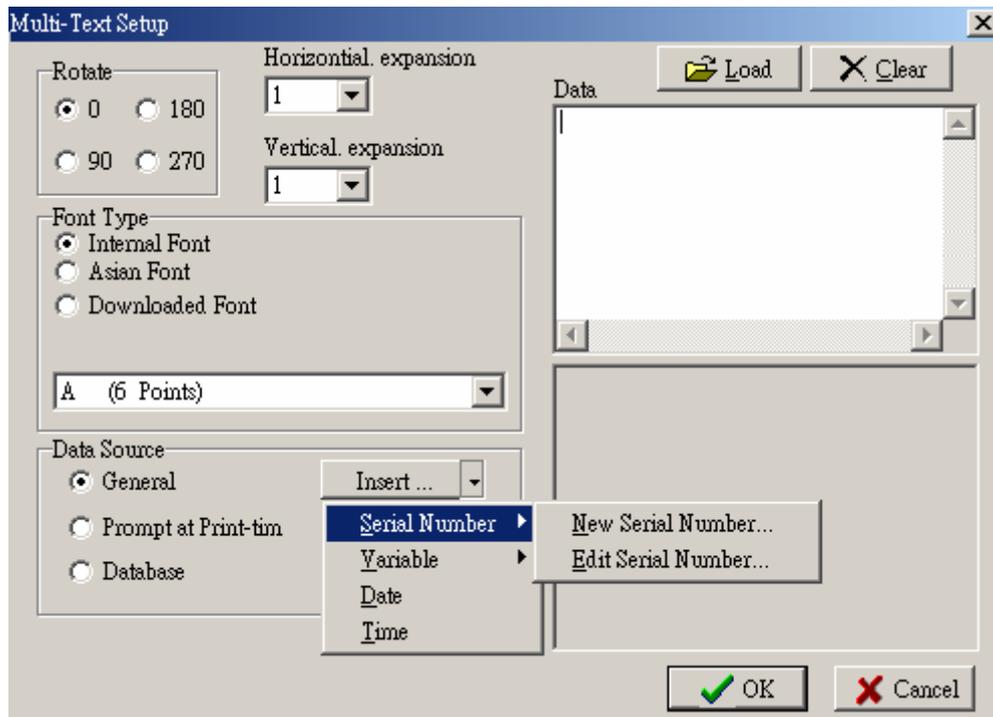
3. Input Variable length and prompt. Example: **Length: 10** **Prompt: Product Name.**



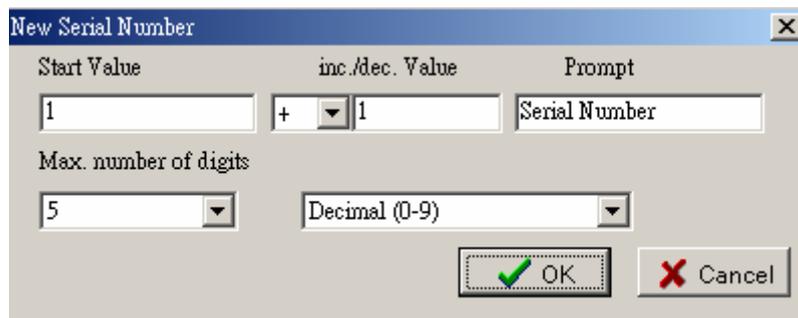
4. QLabel will show the variable prompt.



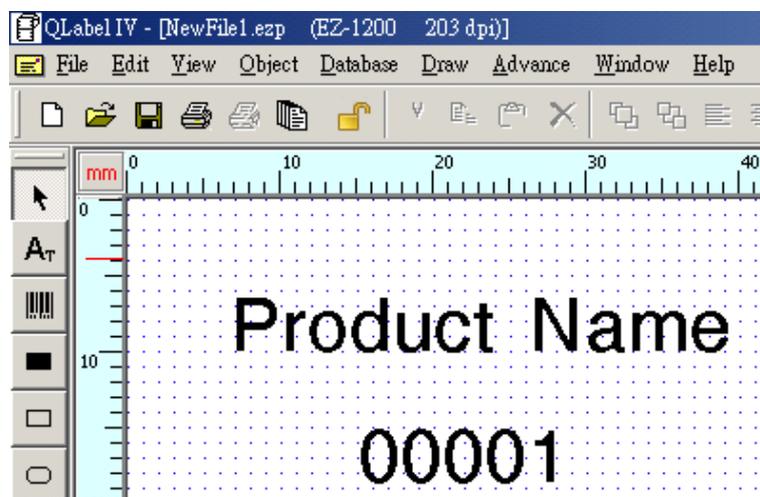
- Click **A_T** to insert the second Text. Click [Insert]-[Serial Number]-[New Serial Number] to insert a new serial number.



- Input Serial Number data.
Example: **Start Value: 1 ; Inc/dec. Value: +1 ; Prompt: Serial Number ; Max number of digits: 5** (select range: 1~13)



- QLabel will show the variable prompt and serial number start value.



- When label is created, please refer to [appendix 1](#) to download label and see section 2-7 on how to print.