

Cody-3™ User Manual



Thermal-Transfer / Direct Thermal Printer

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The Printer

Introduction

Thank you for choosing the Cody-3™ thermal-transfer and direct thermal printer.

This printer is built with two sets of gears to drive the motor and can handle 300 meters of ribbon and large label rolls. The printer's inner volume fits 5" OD (Outer Diameter) media rolls.

The Cody-3 is designed for real-time and batch label printing, with standard serial, USB, and Ethernet connection ports. Thermal-transfer and direct thermal printing modes are both available so that you can choose various kinds of printing materials.

Common 1D barcode and 2D barcode fonts are built into the printer. It supports 4-direction printing, and characters can be enlarged from 1 to 8 times. The printer also supports eight different size bitmap fonts as well as OCR-A and OCR-B fonts, making this printer the best choice among printers of the same class.

Instructions for Proper Use and Precautions

- The printer should only be used in a dry environment, do not expose it to moisture (sprays of water, mists, etc.).
- Do not use the printer in an explosive atmosphere (under atmospheric conditions with a mixture of dangerous substances in the air).
- The printer should not be used close to high-voltage power lines.
- If operating the printer with the cover open, ensure that any clothing, hair, jewelry, etc., does not contact exposed rotating parts.
- Printer operation should be limited to only those actions outlined in the user manual. Work beyond this may only be performed by trained personnel or certified service technicians.
- The printer should always be stored and operated under the recommended environmental conditions (Please see page 5 of this manual).
- This product may cause radio interference, and users may need to take adequate preventive measures.
- The user must take proper care to avoid potential electric shock hazards.
- Precautions should be taken by the user to prevent possible burn risks (e.g., the printhead may become hot and cause severe burns. Allow the printhead to cool before manipulating it).
- Care should be taken when handling the product to ensure it is not damaged (e.g., dropping the printer, spilling liquids/chemicals into the printer, using different power voltage than specified).
- If care is not taken, the product's electronics could be damaged by an electrostatic discharge (e.g., always observe proper electrostatic safety precautions when handling static-sensitive components such as PC boards and printheads. Switch off all affected devices, such as computers, printers, and accessories, before connecting or disconnecting them).

Limitation of Liability

In no event shall GA International Inc., its affiliates, or any of the parties involved in the creation, production, or delivery of the accompanying product (including hardware and software) be liable for any loss, inconvenience, or damage whatsoever, whether direct, indirect, special, incidental, consequential or otherwise (including, without limitation, consequential damages including loss of business profits, business interruption, or loss of business information/data) arising out of the use of, the results of the use of, or inability to use the product, even if GA International Inc. has been advised of the possibility of such damages.

Product Features

Standard Equipment

Product Standard		300DPI								
Direct Thermal Printing		✓								
Thermal-Transfer Printing		✓								
ABS Plastic Housing		✓								
Gap Sensor		✓								
Ribbon Sensor		✓								
Printhead Open Sensor		✓								
USB 2.0 Communication Interface		✓								
16 MB SD RAM		✓								
8 MB FLASH		✓								
LED Indicators		✓								
GZPL, EZPL, GEPL Printer Languages		✓								
Characters and Barcodes Can be Printed in Four Degrees of Rotation (0, 90, 180, 270)		✓								
Can Print text, Barcodes, and Pictures		✓								
<table><tr><th colspan="2">Supported Barcodes</th><th>Supported Picture Formats</th></tr><tr><td>1D Barcodes</td><td>2D Barcodes</td><td rowspan="2">BMP, PCX</td></tr><tr><td>Code 39, Code 93, EAN-8, EAN-13, EAN 8/13 (with 2 & 5 digits extension), UPC-A, UPC-E, UPC-A and UPC-E with EAN 2 or 5 digit extension, Interleaved 2-of-5 (I 2 of 5), Interleaved 2- o-f 5 with Shipping Bearer Bars, Codabar, Code 128 (subset A, B, C), EAN 128, RPS 128, UCC 128, UCC/EAN-128 K-Mart, Random Weight, Postnet, ITF 14, China Postal Code, HIBC, MSI, Plessey, Telepen, FIM, GS1 DataBar, German Post Code, Planet 11 & 13 digit, Japanese Postnet, Standard 2 of 5, Industrial 2 of 5 , Logmars, Code 11, ISBT -128, Code 32</td><td>PDF417, Datamatrix code, MaxiCode, QR code, Micro PDF417, Micro QR code and Aztec code, Code 49, Codablock F , TLC 39</td></tr></table>			Supported Barcodes		Supported Picture Formats	1D Barcodes	2D Barcodes	BMP, PCX	Code 39, Code 93, EAN-8, EAN-13, EAN 8/13 (with 2 & 5 digits extension), UPC-A, UPC-E, UPC-A and UPC-E with EAN 2 or 5 digit extension, Interleaved 2-of-5 (I 2 of 5), Interleaved 2- o-f 5 with Shipping Bearer Bars, Codabar, Code 128 (subset A, B, C), EAN 128, RPS 128, UCC 128, UCC/EAN-128 K-Mart, Random Weight, Postnet, ITF 14, China Postal Code, HIBC, MSI, Plessey, Telepen, FIM, GS1 DataBar, German Post Code, Planet 11 & 13 digit, Japanese Postnet, Standard 2 of 5, Industrial 2 of 5 , Logmars, Code 11, ISBT -128, Code 32	PDF417, Datamatrix code, MaxiCode, QR code, Micro PDF417, Micro QR code and Aztec code, Code 49, Codablock F , TLC 39
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Specifications

Model	Cody-3™
Printer Size	Length: 11.0" (280mm) Height: 7.3" (186mm) Width: 8.3" (210mm)
Printer Weight	5.29lbs (2.4Kg)
Power Supply	Input: Auto Switching 100-240VAC, 50-60Hz Output: 24V, 2.5A
Operating Conditions	Work environment: 41°F to 104°F (5°C to 40°C); 30-85%, non-condensing Storage environment: -4°F to 122°F (-20°C to 50°C); 10-90%, non-condensing

Print Specifications

Printhead	300 dots/inch (12 dots/mm)
Print Speed (Inches/Second)	up to 4 inch/s (102mm/s)*
Maximum Print Width	4.16" (105.7mm)
Minimum Print Length	0.16" (4mm)*
Maximum Print Length	30" (762mm)

*Minimum print height and maximum print speed specifications can be dependent on non-standard variables such as label type, thickness, spacing, liner construction, etc.

Ribbon Specifications

Maximum Ribbon Diameter	2.67" (68mm)
Maximum Ribbon Length	984' (300m)
Ribbon Core Diameter	1" (25.4mm)
Ribbon Width	Min. 1.18" (30mm), Max. 4.33" (110mm)
Ribbon Winding	Coated side-out

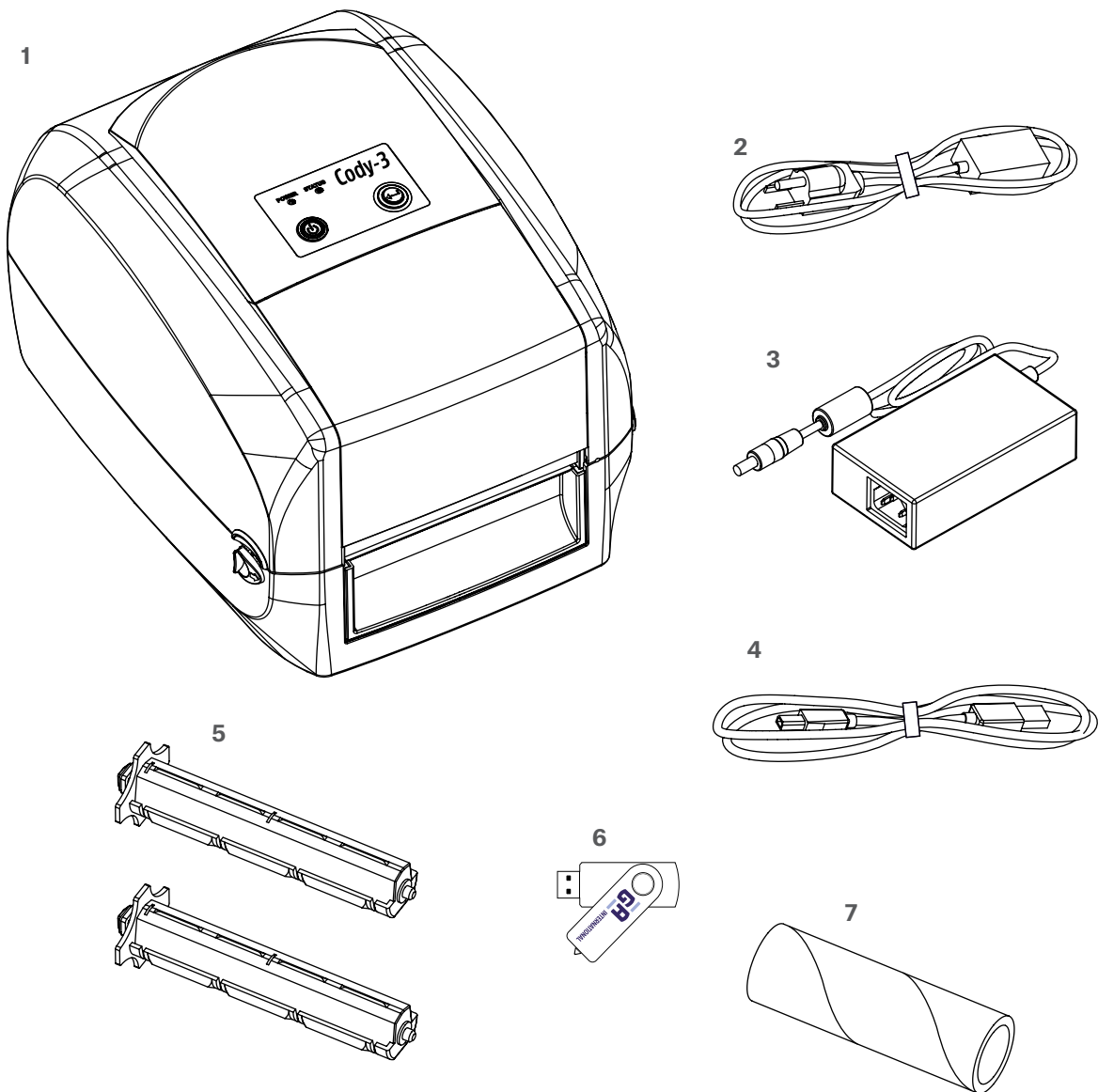
Media Size

Maximum Media Roll Diameter	5" (127mm) OD
Media Type	Continuous, gap (die-cut), black mark, notch
Media Width	Min 1" (25.4mm)/Max 4.64" (118mm)
Media Thickness	Min 2.36mil (0.06mm)/Max 10mil (0.254mm)
Roll Core Diameter	1" / 25.4mm
Label Length	0.157"-30" (4-762mm)
Media Gap Height	Min 0.079" (2mm)

Product Introduction

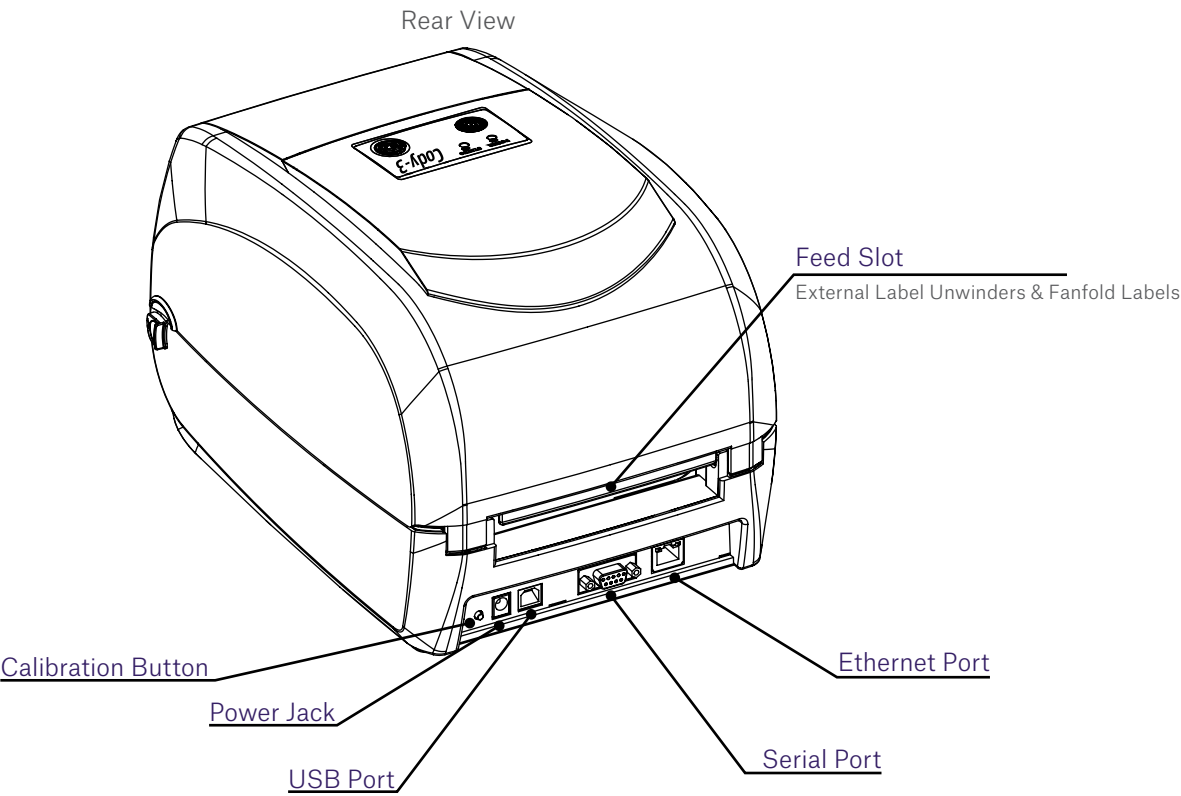
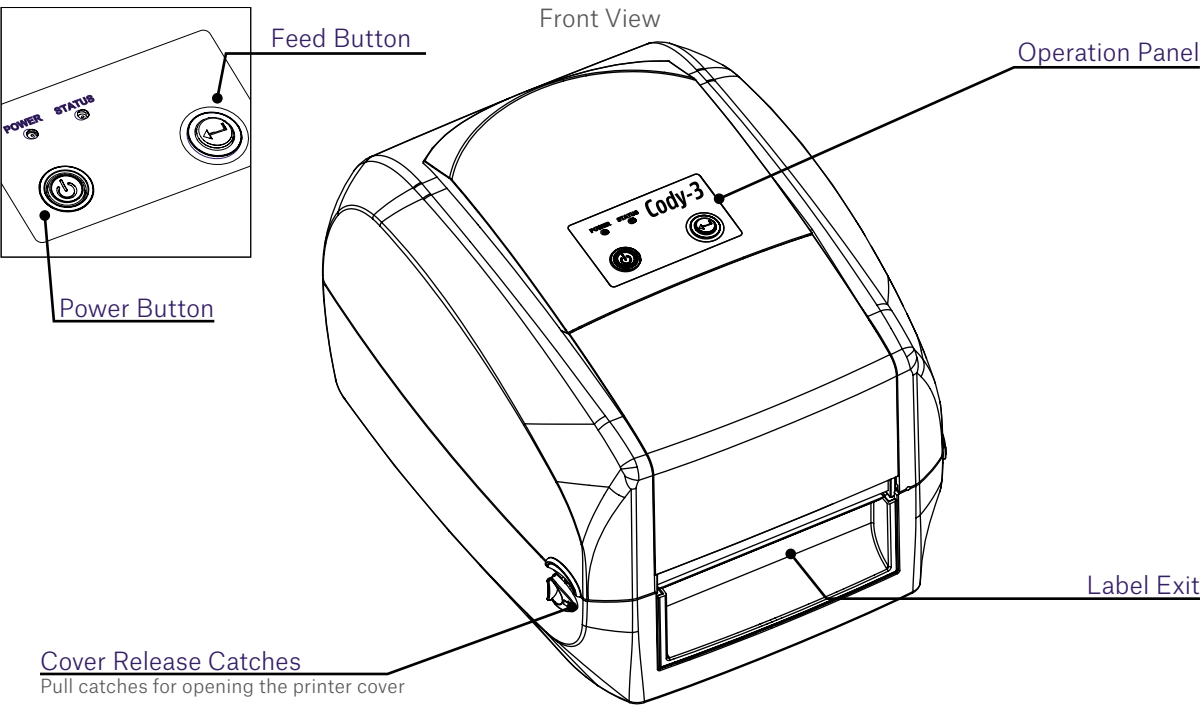
What's in the Box

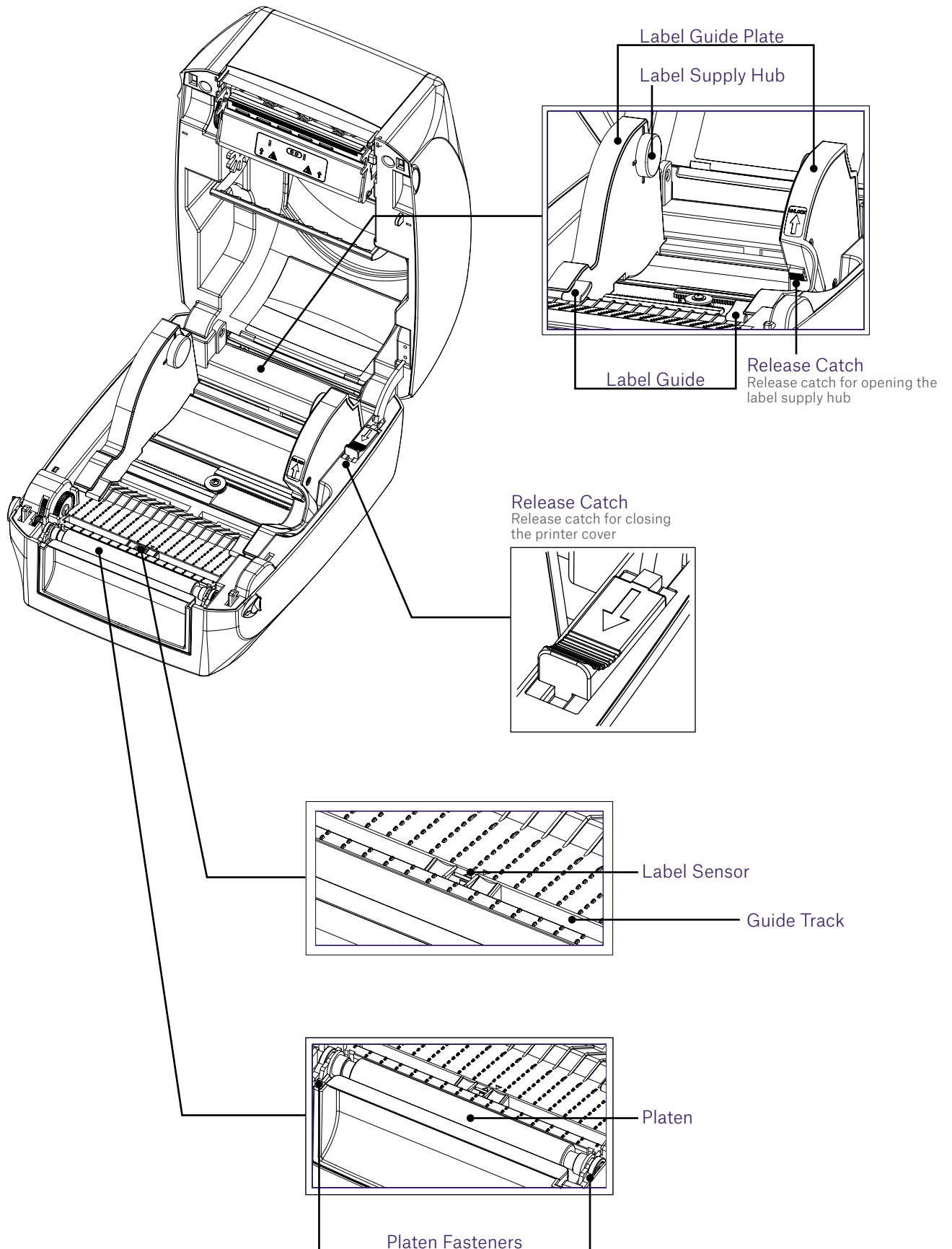
1. Cody-3™ thermal-transfer/direct thermal printer
2. Power cord
3. Power adapter
4. USB cable
5. Ribbon holder and take-up spools
6. Flash drive with software and driver installation instructions
7. Cardboard take-up core



Printer Components

External

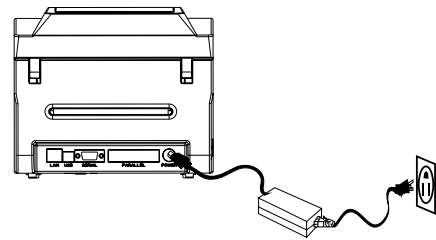




Installation

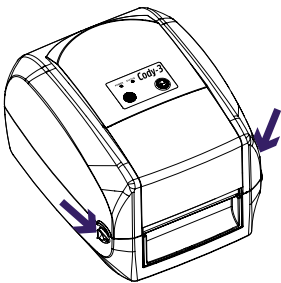
Installing the Printer

1. Place the printer on a stable surface.
2. Make sure the power is turned off.
Do not plug in the power cord when the printer is turned on.
3. Connect a serial, USB, or Ethernet cable to the printer and PC.
4. Connect the power cord to the power supply socket.

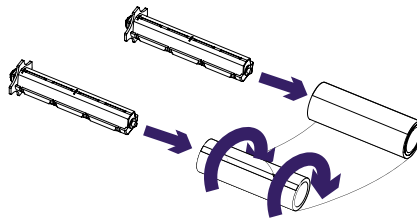


Installing the Ribbon

Picture 1



Picture 2

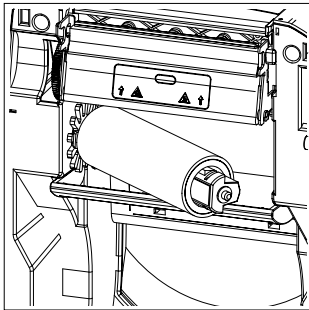


1. Pull the catches on the left and the right towards the front to unlock and open the printer cover.

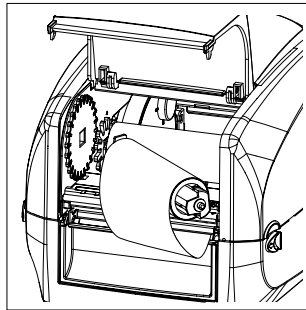
2. Place the ribbon roll onto the ribbon hub. Place an empty cardboard core onto the ribbon take-up spool. Attach the ribbon to the empty core.

3. Clamp the left and right side of the ribbon hub into the printer, left side first.

Picture 3



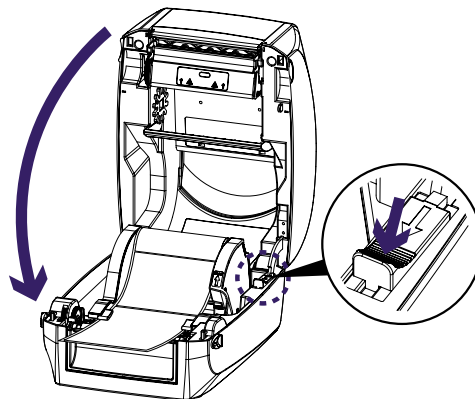
Picture 4



4. Open the front cover. Clamp the left and right side of the ribbon hub into the printer, left side first.

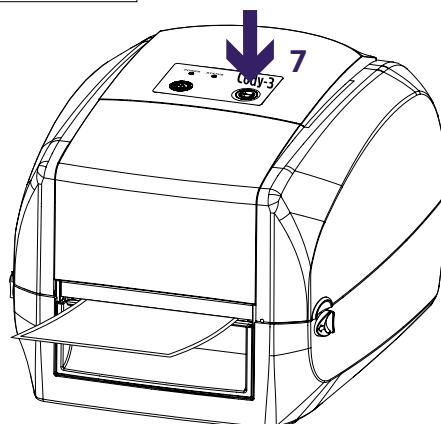
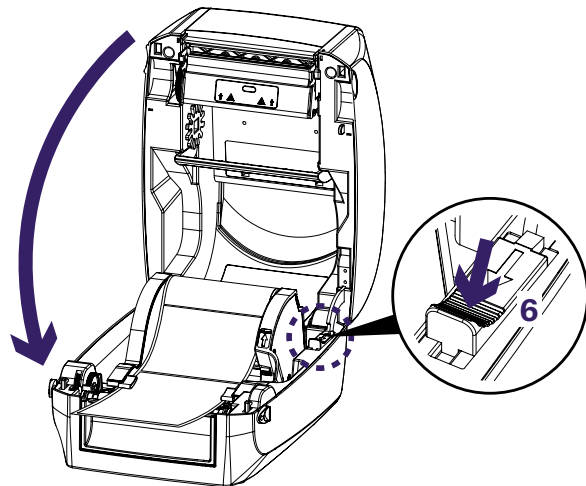
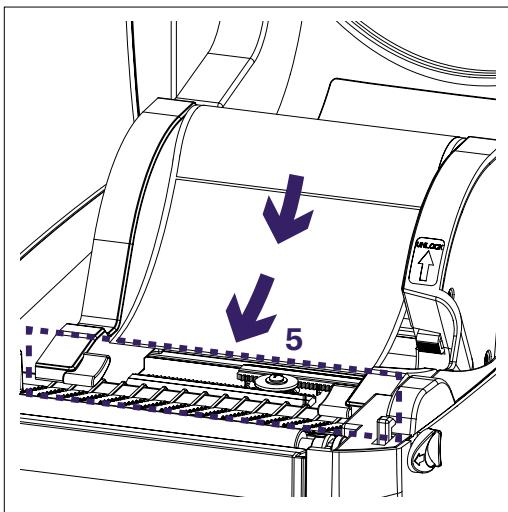
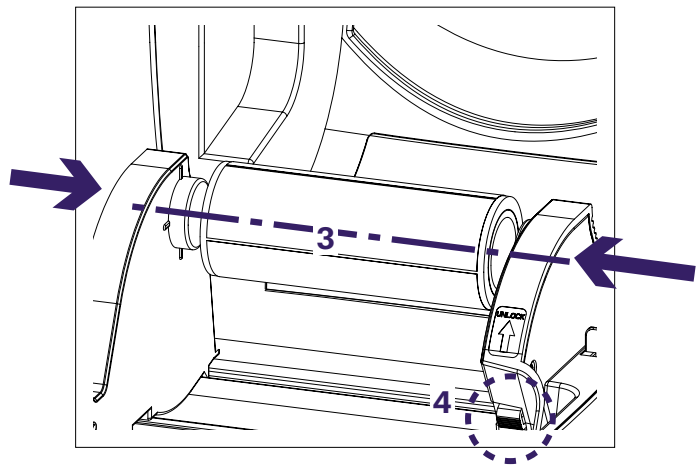
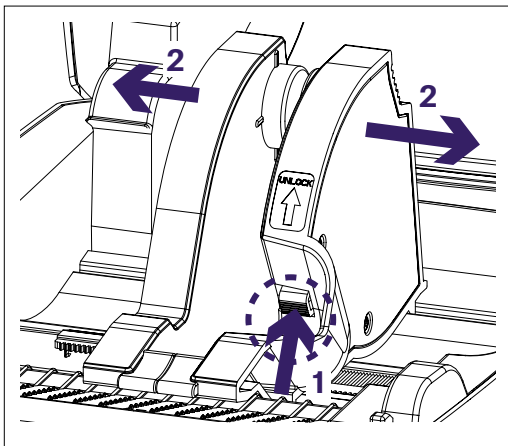
5. Close the front cover and push the release catch to close the cover.

Picture 5



Installing the Media

1. Press the release catch to unlock the label guide plates.
2. Slide the label guide plates apart.
3. Place the label roll between the label guide plates.
4. Press the release catch again to slide the label guide plates together until the label roll is securely fastened between the plates.
5. Feed the labels through the label guides and pull them until they exit the printer.
6. Pull the release catch forward to close the printer cover.
7. Press the FEED button to ensure that the labels feed smoothly.



Printer Settings and Control

Error Alerts

In the event of a problem that prevents the normal functioning of the printer, you will see an error message on the LED indicators and hear some beep signals. Please refer to the below table for common error alerts.

LED Indicator					
Power LED	Status LED	Type	Beeps	Description	Solution
	●	Print Head Error	2 x 4 beeps	The printing mechanism is not correctly closed.	Open the print mechanism and close it again.
☀	☀	Print Head Error	None	High temperature at the print head.	Once the print head has cooled down, the printer switches to standby mode.
	●	Media Error	2 x 3 beeps	No ribbon is installed and the printer displays an error.	Make sure that the printer is set to direct thermal printing mode.
	●	Media Error	2 x 3 beeps	The ribbon is finished or the label supply hub is not moving.	Replace the ribbon roll.
	●	Media Error	2 x 2 beeps	No paper is detected.	Make sure that the label sensor is positioned correctly. If the sensor still does not detect the paper, run the auto-detection function again.
	●	Media Error	2 x 2 beeps	Paper is finished.	Replace the label roll.
	●	Media Error	2 x 2 beeps	Printer feed problem.	Possible reasons: the print medium has become trapped around the platen roller; the sensor cannot detect a gap or black mark between the labels; there is no paper. Please reset the sensor.
	●	File Error	2 x 2 beeps	The memory is full. The printer prints the message "File System full".	Delete unnecessary data or install additional memory.
	●	File Error	2 x 2 beeps	Unable to find file. The printer prints the message "File Name Not Found".	Use the "-X4" command to print all files. Then check whether the files exist and whether the names are correct.
	●	File Error	2 x 2 beeps	A file of the same name already exists. The printer prints the message "Duplicate Name".	Change the name of the file and try storing it again.

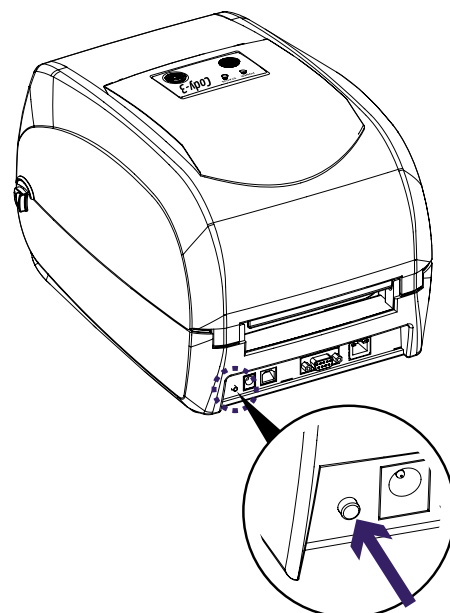
Button Functions

1. Feed

When the printer is ready (Power LED is solid green), press the FEED button, and one label will be fed through the printer.

2. Label Calibration

The printer can automatically detect and store label height. That means the host computer does not need to transmit the label height to the printer.



Self-Test

The self-test function lets you check whether the printer is functioning normally. Here is how you run the label size calibration and self-test.

1. Check that the label stock is loaded correctly.
2. Turn off the printer.
3. Turn the printer on again, keeping the FEED button pressed. When the LED starts to flash red, release the FEED button. The printer will now measure the label stock and store the label height.
4. Once the printer has successfully measured the label stock, it will print a self-test label. The contents of a self-test printout are listed below.

Model & Version	RT700:GX.XXX
USB ID setting	USB S/N:12345678
Serial port setting	Serial port:96,N,8,1
MAC address of Ethernet port	MAC Addr:xx-xx-xx-xx-xx-xx
IP protocol setting	DHCP Enable
IP address of Ethernet port	IP xxx.xxx.xxx.xxx
Gateway setting	Gateway xxx.xxx.xxx.xxx
Netmask setting	Sub-Mask xxx.xxx.xxx.xxx
	#####
Number of DRAM installed	1 DRAM installed
Image buffer size	Image buffer size:1 500 KB
Number of forms	0000 FORM(S) IN MEMORY
Number of graphics	0000 GRAPHIC(S) IN MEMORY
Number of fonts	000 FONT(S) IN MEMORY
Number of Asian fonts	000 ASIAN FONT(S) IN MEMORY
Number of Databases	000 DATABASE(S) IN MEMORY
Number of Scalable fonts	000 TTF(S) IN MEMORY
Free memory size	4073 KB FREE MEMORY
Speed, Density, Ref. Point, Print direction	^S4 ^H8 ^R000 ~R200
Label width, Form length, Stop position	^W102 ^Q100,3 ^E18
Cutter, Label Dispenser, Mode	Option: ^D0 ^O0 ^AD
Sensor Setting	Reflective AD:1.96 2.84 2.49[0.88_23]
Code Page	Code Page:850

Maintenance and Adjustment

Troubleshooting

Problem	Solution
The printer is switched on but the LED does not light up.	<ul style="list-style-type: none">➤ Check the power supply.
The LED lights up red, and printing is interrupted.	<ul style="list-style-type: none">➤ Check the software settings (driver settings) or command codes.➤ Look for the error alert in the table on page 11, Error Alerts.➤ 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">➤ Please make sure that the label stock is loaded the right way up and that it is suitable material.➤ Choose the correct printer driver.➤ Choose the correct label stock and a suitable printing mode.
The label stock jams during printing.	<ul style="list-style-type: none">➤ Clear the paper jam. Remove any label material left on the thermal printhead and clean the printhead using a soft lint-free cloth dipped in alcohol.
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 printhead.➤ Check for errors in the application software.➤ Check whether the starting position has been set incorrectly.➤ 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 printhead for dust or other dirt.➤ Use the internal "~T" command to check whether the thermal printhead will carry out a complete print job.➤ 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.➤ Check whether the label stock is suitable. Contact your supplier.➤ Check the paper guide settings.
A label is skipped during printing.	<ul style="list-style-type: none">➤ Check the label height setting.➤ Check whether there is dust covering the sensor.➤ Run the auto-detection function.
The printed image is blurred.	<ul style="list-style-type: none">➤ Check the darkness setting.➤ Check the thermal printhead for dust or dirt.
The cutter does not cut off the labels in a straight line (optional).	<ul style="list-style-type: none">➤ Check whether the label stock is positioned straight.
The cutter does not cut off the labels completely (optional).	<ul style="list-style-type: none">➤ Check whether the label is more than 0.2 mm thick.
When using the cutter, the labels are not fed through or cut off incorrectly (optional).	<ul style="list-style-type: none">➤ Check whether the cutter has been correctly installed.➤ Check whether the paper guides are functioning correctly.
The label dispenser is not functioning normally (optional).	<ul style="list-style-type: none">➤ Check whether there is dust on the label dispenser.➤ Check whether the label stock is positioned correctly.

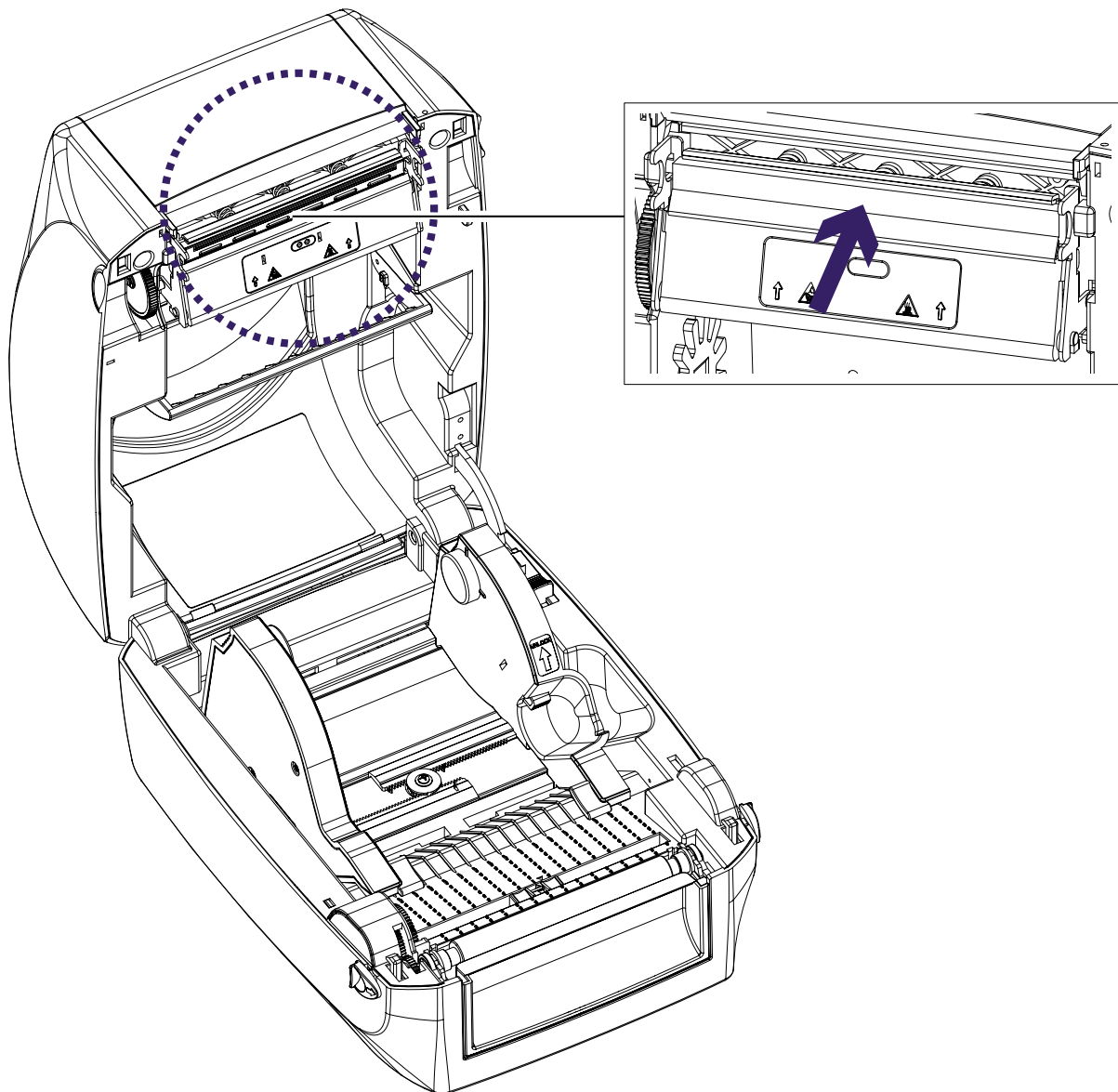
Maintenance

Dirt on the printhead or ribbon or glue 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 paper or labels ensures a good print quality and a longer printhead lifespan.

Cleaning Steps

Here is how you clean the printhead

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 printhead (see purple arrow), please use a soft lint free cloth dipped in alcohol.



*The printhead should be cleaned once a week.

*Please make sure that there are no metal fragments or other hard particles on the soft cloth used to clean the printhead.

WARNING

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