II. Software Applications For Godex.

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A) What software package does Godex offer to use with the printer?

→ **Q:** Can the printer operate without using the QLabel software?

> **A:** Use DLL or Windows driver to drive the printer. Also, applications software (under DOS) can call out the internal commands to control the printer. When using QLabel III, the software generates internal control commands for use.

B) How do I install the CD contents that come with the printer? What if there is no CD included?

→ **Q:** How to install QLabel II / QLabel III software?

> **A:** Execute "Setup.exe" in the CD, and follow all instructions for software installation. Or visit our web site at www.godex.com.tw to install the software you need.

C) Problem with software installation and software usage:

QLABEL III

→ **Q:** How to call out the Chinese font from the Chinese font card?

> **A:** Use the "AZ" parameter to call out the Chinese font. If you are unable to do so, then it is likely that the firmware version is not correct, please check by going through auto sensing.

→ **Q:** When printing with plain paper, how do I measure the gap between the two labels?

> **A:** When using plain paper, the paper feed value must be entered. Set the "z" value in the "^Qx,y,z" command (paper

feed value can be set to 0)

Q: How to set serial numbers with text in QLabel III?

> **A:** Please refer to Chapter 2 Entering Text in the QLabel user manual.

Q: How to print out the commands generated by QLabel III?

> **A:** Use the "Save" command and save the commands into ".CMD" format, then open the file with a text editing program (such as Notepad) and print.

Q: How to assign each record a different print copy in a database when using ODBC (32-bit version)?

> **A:** When connecting to a database, there must be a field that sets the print quantity. If a print quantity field already exist in the database, then after connecting to that particular database, go through the "Requery" menu item, select the field name of the print quantity, the requested print copies can then be printed.

Q: How to connect and use the existing database to the QLabel software?

> **A:**
> 1) Make sure ODBC is already there in the Control Panel. Some database software package contains ODBC files; user can choose whether or not to install them. If ODBC is already there in the Control Panel, then check if ODBC has all the drivers necessary that the database software and set the database data sources.
> 2) In QLabel III, select ODBC connected.

Q: When printing the first batch of serial number labels, the next batch printed will jump back to the initial serial number. Why?

> **A:** For serial printing in QLabel III, the serial number goes back to the initial number every time a print job started, but you can use the command "~P1" to reprint the last label.

Q: Why can't the PDF 417 code rotate 90 degrees?

> **A:** When using QLabel III (version 1.70 and above) with our EZ-2000/4000 series, this problem can be solved

Q: After trying the commands "^E12" and "^Q", why is the EZ-2P print position still not correct?

> **A:** This problem is caused by the incorrect command setting "^Qx,y(,z+/-). For example, a 55*40, gap 2mm label should be set to ^Q40,2, and the E value is the stop position (feed position), normally it will be set to ^E10.

Q: When connecting to a database (with an empty field) in QLabel III, why is there a field name printed?

A: This problem can be solved by using the AT fonts. When using the Win Text fonts, the field will contain blank characters.

Q: When does "TIME OUT ERROR" occur when connecting database to QLabel III (using Win Text fonts)?

A: In the Setup => Advanced => change the "Setting the speed from PC to KP-180" to slow (or near slow).

Q: Why does the error message occur when reducing the barcode height in QLabel III?

A: The minimum barcode height is set at 24 dots, and if the setting is lower than that, then an error message will occur.

QLABEL II

Q: Can data be printed anywhere on the label?

A: Normally for average labels, certain areas on the bottom of the label will be left blank. For our EZ-2/4 series, there is about 2mm gap that cannot be printed. However in the QLabel software, the printing area has been increased, thus the non-printing area of the label has been reduced down to less than 1mm.

Q: When printing labels using EZ-2/4, why is the print content opposite of what is shown on the PC?

A: Our QLabel software provides the options of printing upright or opposite. If you want the print content exactly the same as what's been displayed, then check the "Rotate 180 Deg" box in the Printer Setup.

Q: Can EZ-2/4 series print in Chinese?

A: 1) Under Windows 95, with the DLL function "ecTextOut()" the Windows built-in fonts can be accessed. Under DOS, you will need to write a particular program and read the Chinese fonts in graphic format. Or use the "out16text" or "out24text" function from the Clipper Library that we provide to print in Chinese. You may also print with EZ-2P or EZ-4P (with Chinese font card installed).

Q: How to set the label feed to the tear off position when printing in EZ-2S?

A: Turn on the stripper function, and add in the "<-On" command, to control the paper feed position. *Small case "n" indicates the value of each type; if the stripper function is not used, then use the "<-ON" command, to turn off the stripper function. *Capital case "N" indicates stripper function turned off.

Q: How to set serial numbers in QLabel II?

A: Please refer to Chapter 2 Entering Text in the QLabel user manual for more information.

Q: How to set serial numbers in text in QLabel II?

> **A:** Please refer to Chapter 2 Entering Text in the QLabel user manual for more information.

Q: How to save the file in ".PCX" format in Painter under Windows 3.1?

> **A:** Upon saving the file, change the file format to ".PCX".

Q: How to connect an existing database in QLabel II? And how does it work?

> **A:**
> 1) Make sure ODBC is already there in the Control Panel. Some database software package contains ODBC files; user can choose whether or not to install them. If ODBC is already there in the Control Panel, then check if ODBC has all the drivers necessary that the database software and set the database data sources.
> 2) In QLabel II, select ODBC connection from the Dbase menu, and choose the database type and the file to be connected.

Q: Why does the error message "Unexpected file format" occur when opening an existing label file in QLabel II?

> **A:** WQLabel 4.14 and QLabel II is based on Windows 95/98, therefore errors may occur when using any other operating systems.

DRIVER

Q: When programming under Windows environment with the EZ-2/4 driver, can the program detect paper out?

> **A:** Windows driver controls the print job, upon paper out; Windows will automatically display relevant messages. If you are developing your own program, then it depends on whether or not the program itself contains the command that will check the printer status.

Q: Why does the error message "Can not find installation path" occur when using Windows driver?

> **A:** If you have difficulty finding the right path where the driver is located, then save the driver files onto a floppy disk, and install the driver from the disk to avoid this error message.

Q: When printing CODE 93 with EZ-4TT, why does the CCD scanner unable to read the code?

> **A:** Please update the firmware to v3.6 and above.

DLL

Q: Can EZ-2/4 print in Chinese?

> **A:** 1) Under Windows 95, with the DLL function "ecTextOut()" the Windows built-in fonts can be accessed. Under DOS, you will need to write a particular program and read the Chinese fonts in graphic format. Or use the "out16text" or "out24text" function from the Clipper Library that we provide to print in Chinese. You may also print with EZ-2P or EZ-4P (with Chinese font card installed).

Q: When using EZ-2/4, the barcode "EAN 128" can be printed through QLabel, can it be printed using DLL?

> **A:** The EZ-2/4 does not have the "EAN 128" built-in internally; therefore you cannot print this barcode through DLL. However, EZ-2P/4P does offer this barcode type.

Q: Can I use Borland C++ to check the send/receive status of the printer?

> **A:** Borland C++ itself already contains the function to check printer status, you can use the "ISREADY()" command in the DLL to check.

Q: When printing CODE 93 with EZ-4TT, why does the CCD scanner unable to read the code?

> **A:** Please update the firmware to v3.6 and above.

ODBC (Database Connectivity)

Q: How to assign each record a different print copy in a database when using ODBC (32-bit version)?

> **A:** When connecting to a database, there must be a field that sets the print quantity. If a print quantity field already exist in the database, then after connecting to that particular database, go through the "Requery" menu item, select the field name of the print quantity, the requested print copies can then be printed.

Q: How to connect an existing database in QLabel? And how does it work?

> **A:**
> 1) Make sure ODBC is already there in the Control Panel. Some database software package contains ODBC files; user can choose whether or not to install them. If ODBC is already there in the Control Panel, then check if ODBC has all the drivers necessary that the database software and set the database data sources.
> 2) In QLabel, select ODBC connection from the Dbase menu, and choose the database type and the file to be connected.

Q: When printing with EZ-4 from QLabel II, why does an error message occur when linking MS Access through ODBC?

> **A:** It is likely that the ODBC version needs to be updated (you may use the ODBC files provided in the CD manual).

Q: When connecting to a database (with an empty field) in QLabel III, why is there a field name printed?

> **A:** This problem can be solved by using the AT fonts

Q: When does "TIME OUT ERROR" occur when connecting database to QLabel III (using Win Text fonts)?

> **A:** In the Setup => Advanced => change the "Setting the speed from PC to KP-180" to slow (or near slow).

D) Troubleshooting for command settings

Q: When printing CODE 93 with EZ-4TT, why does the CCD scanner unable to read the code?

> **A:** Please update the firmware to v3.6 and above.

Q: How to call out the Chinese font from the Chinese font card?

> **A:** Use the "AZ" parameter to call out the Chinese font. If you are unable to do so, then it is likely that the firmware version is not correct, please check by going through Auto Sensing.

Q: When printing with plain paper, how do I measure the gap between the two labels?

> **A:** When using plain paper, the paper feed value must be entered. Set the "z" value in the "^Qx,y,z" command (paper feed value can be set to 0)

Q: How to print from the edge of the paper rather than printing in the middle of the label?

> **A:** Use the "^Wxx" command to define the paper width. When printing with EZ-4TT/4TK series, the starting print position is fixed at the edge of the paper. If printing goes normally, but unable to print from the edge, then go through Self-Test.

Q: How to correctly print data contents on the label?

> **A:** Make sure the (X and Y) axes of the data are set within the printing range, and then check all the other relevant settings.

Q: How to set the time and date for everyday printing?

> **A:** For printers without the optional Real Time Clock (RTC), please send the printer back to the factory for installation. For those printer units with the built-in RTC, after setting the date/time values for the first time with command "~D", then use "^D,^T" to call out the date and time in the printer.

Q: How to download the graphics onto the internal memory of the printer?

A: Please refer to the download graphic to internal memory with the command "~Ia,name,length" in the programming manual. Or you may use our QLabel software to download graphics

Q: How to download graphics, and how to call out the graphics?

A: There are two ways for printer download: internal memory download and external memory download. Before the download process, declaration must be made "~Ex,name,length" for external, and "~Ix,name,length" for internal. Then use the "COPY" command in DOS to send the graphic file to the printer memory, and use the "Y" command to call out the graphic file. If the downloaded graphic is stored in the external memory card, then even if printer restarts, the graphic will still be there; however if the downloaded graphic is stored in the internal memory, then when printer restarts, then you'd need to go through the process of declaration and copy again.

Q: How to use variables to generate barcodes and texts?

A: Please refer to Chapter 3 "Vxx,length,prompt" command in the technical guide for EZ-4TT.

Q: How to send the same variable sets for the use of both barcode and text?

A: Set the barcode and text to the same variable name.

Q: How to download graphic files through serial port?

A: First you need to change the port setting to ¡§Serial Port.¡¨ Even though the printer interface has changed from LPT1 to COM1, but when sending the command "COPY XXX.XXX PRN/B" don't forget to put "PRN/B" at the end.

Q: How to send the graphics without going through the ¡§download¡¨ procedures when using RS232?

A: Use the command "Qx,y,width,height" in the Label Format Command, but the execution of the command is quite slow (especially sending it through RS232)

Q: How to set the label feed to the tear off position when printing in EZ-2S?

A: Turn on the stripper function, and add in the "<-On" command, to control the paper feed position. *Small case "n" indicates the value of each type; if the stripper function is not used, then use the "<-ON" command, to turn off the stripper function. *Capital case "N" indicates stripper function turned off.