DOMINO G-SERIES PRINTER
PRODUCT MANUAL

This manual, Domino Part No. EPT024619, is for use in the operation and maintenance of Domino G20i printers.

For basic instructions on how to operate the printer, refer to the Domino G20i Operator’s Quick Reference Guide, Domino Part No. EPT024620.

Users of this printer are warned that it is essential to read, understand and act according to the information given in Part 1 : Health and Safety. This part of the manual also specifies a set of symbols which are used elsewhere in the manual to convey special warnings or requirements. It is, therefore, essential that users are also familiar with these symbols and act accordingly.

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Domino Printing Sciences plc has a policy of continuous product improvement, the Company therefore reserves the right to modify the specification contained in this manual without notice.

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For technical support refer to www.DominoCaseCoding.com or contact your local Domino Channel.

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CONTENTS OF EU DECLARATION OF CONFORMITY

No. Doc-0010632_R01

Manufacturers name: Domino UK Limited
Manufacturers address: Bar Hill, Cambridge CB23 8TU.

This declaration of conformity is issued under the sole responsibility of the manufacturer.

Object of the declaration: Domino G20i Printer, from serial number E2176J1P001N125

The object of the declaration described above is in conformity with the relevant Union harmonisation legislation:

2011/65/EU : RoHS Directive

EN 61000-6-2:2005 Electromagnetic compatibility (EMC) – Part 6-2: Generic standards – Immunity for industrial environments
EN 300 328 V1.9.1 Electromagnetic compatibility and Radio spectrum Matters (ERM); Wideband transmission systems; Data transmission equipment operating in the 2.4 GHz ISM band and using wide band modulation techniques
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EN 61000-6-2:2005
EN 61000-6-4:2007/A1:2011
EN 60950-1:2006/A2:2013
EN 300 328 V1.9.1

Electromagnetic compatibility (EMC) – Part 6-2: Generic standards – Immunity for industrial environments
Electromagnetic compatibility (EMC) – Part 6-4: Generic standards – Emissions standard for industrial environments
Information technology equipment – safety – Part 1: General requirements.
Electromagnetic compatibility and Radio spectrum matters (ERM); Wideband transmission systems; Data transmission equipment operating in the 2.4 GHz ISM band and using wide band modulation techniques

Signed for and on behalf of
Domino UK Limited.
Bar Hill,
Cambridge,

Date: 7th April 2016

Signature:

Name and job title:
Carl Busuttil-Reynaud, Chief Engineer

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FCC Notice

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the Federal Communication Commission (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 instruction manual, may cause harmful interference to radio communication. 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.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Re-orientate or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Any changes or modifications not expressly approved by the manufacturer could void the user's authority to operate the equipment.
EMC Statement

This device may malfunction when operated in a location very close to a wireless telecommunication device such as a mobile phone, Wi-Fi or Bluetooth device.

Class A (Broadcasting and Communication Equipment for Business)

Sellers and users should note that this equipment is an electromagnetic device for business (class A), and this is for use outside of the house.

This device will not be able to provide services related to personal safety due to possible radio interference.
CONTENTS

PART 1    HEALTH AND SAFETY
PART 2    DESCRIPTION
PART 3    OPERATION
PART 4    FAULT FINDING
PART 5    MAINTENANCE
PART 6    INSTALLATION
## AMENDMENT RECORD

<table>
<thead>
<tr>
<th>Amendment</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Parts at issue 1</td>
<td>June 2016</td>
</tr>
<tr>
<td>All Parts at issue 2</td>
<td>November 2016</td>
</tr>
<tr>
<td>All parts at Issue 3</td>
<td>December 2016</td>
</tr>
<tr>
<td>All Parts at issue 4</td>
<td>April 2017</td>
</tr>
</tbody>
</table>
### PART 1: HEALTH AND SAFETY

#### CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>INTRODUCTION</td>
<td>1-3</td>
</tr>
<tr>
<td>Basic Requirements</td>
<td>1-3</td>
</tr>
<tr>
<td>Fire Risk</td>
<td>1-5</td>
</tr>
<tr>
<td>Spillages and Disposal</td>
<td>1-5</td>
</tr>
<tr>
<td>G-SERIES SYMBOLS</td>
<td>1-6</td>
</tr>
</tbody>
</table>
INTRODUCTION

Domino supplies Safety Data Sheets (SDS) giving specific safety information with each of its inks. The following notes are for general guidance only.

Basic Requirements

- Read the relevant Safety Data Sheet (SDS) before storing, handling, transporting or using the ink cartridges.
- Disconnect the power before making any wiring connections.
- Ensure all cables are secured away from moving production line components.
- Use only lint free wipes when cleaning the cartridge nozzles.
- Clean cartridge nozzles according to the enclosed recommendations.
- Protect the print heads from impact with proper adjustment and alignment of side rails and product guides.
- Do not open any enclosed components of the printer or print heads. They contain no user-serviceable parts.
- Wear suitable protective equipment when operating the G20i.
- The G20i is for indoor use only, do not operate the printer outdoors, or in an environment outside of the specified operating range.
When used correctly, printing inks do not cause problems. However, everybody using them should be familiar with the appropriate safety standards and be aware of the precautions that should be taken. The following are basic requirements:

- Proper standards of industrial practice relating to cleanliness and tidiness must be maintained.
- Inks cartridges must be stored and handled with care.
- Smoking or the use of naked flames (or other sources of ignition) in the vicinity of any inks or solvents is highly dangerous and therefore strictly inadvisable.
- All who come into contact with inks must be properly instructed in their use.

Directions for safe working practices vary according to the environment. The following are broad principles so that necessary precautions may be taken:

- Contact with the mouth must be avoided. Therefore eating, drinking or smoking, or any personal habits or actions which may transfer ink to the mouth, must be avoided.
- Contact with the eyes must be avoided. If ink does get into the eyes, first aid treatment is to flood the affected eye for 15 minutes with saline solution, (or clean water if saline solution is not available), taking care not to allow the water to run into an unaffected eye. Medical aid must be obtained immediately. Eyewash is available from Domino (Pt.No. 99200).
- Certain G-Series inks contain solvents which may injure the skin. Good working practice must always be employed and risk assessments carried out. Safety Data Sheets are available that give advice on personal protective equipment. Most gloves only offer limited and short term exposure protection and must be changed after any splashing and on a frequent basis.
- Any used cleaning materials, e.g. rags, paper wipes, are a potential fire hazard. They must be collected for safe disposal after use.
- After exposure to ink, all possible traces must be washed off as soon as possible at the nearest washing facility.
Fire Risk

For an electrical fire, do not use water. If water must be used, such as in the case of a Nitro-cellulose ink fire (see below) the power MUST BE REMOVED first.

Fire risk is a most important consideration where printing inks are stored and used. The degree of fire hazard will vary considerably from one type of ink or wash to another.

Water-based inks will not burn, although inks based on water-alcohol mixtures may burn if there is sufficient alcohol present. Prolonged exposure of water-based systems to high temperatures may evaporate the water to give a flammable residue.

Solvent-based inks offer a greater degree of hazard depending on the particular solvent or solvent combination. When there is a particular hazard the appropriate information is given on the SDS.

If there is a fire, there is a likelihood that dangerous fumes will arise from printing inks. For this reason ink must be stored where it can be reached quickly by the fire fighting service, and where it will not spread beyond the store.

Spillages and Disposal

**WARNING:** Some dried inks are highly flammable. Clean up all ink spillages immediately. Do not allow the ink to dry or allow any build-up of dried ink spills.

Spillages must be cleaned up as soon as possible with the appropriate solvent materials and with regard to the safety of personnel. Care must be taken to prevent spillages or residue from cleaning up entering drains or sewage systems.

Inks and associated fluids are materials which conduct electricity. Therefore, power to the printer must be switched off while spillages inside the printer cabinet are being cleaned up.

Printing inks and associated fluids must not be treated as ordinary waste. They must be disposed of using approved methods according to local regulations.
G-SERIES SYMBOLS

The following symbols are used in this manual. Where they appear next to a procedure or instruction, they have the significance and importance of written warnings and cautions.

- **Eye protection must be worn.**
- **Protective clothing must be worn. Use adequate protective gloves. Consult the relevant Safety Data Sheet (SDS).**
- **The equipment must be switched off and power removed.**
- **Only trained personnel should carry out this procedure.**

**Beware of Electrostatic Discharge (ESD).** Electrostatic precautions must be used:

- Switch off machine first
- Wear a wristband connected to the ESD connector provided
- Avoid wearing clothing which can build up electrostatic voltages
- Use ESD protective bags to transport PCBs
- Only place PCBs on a mat made from a material which will dissipate electrostatic voltages and which is connected to ground.
## CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>INTRODUCTION</td>
<td>2-3</td>
</tr>
<tr>
<td>General</td>
<td>2-3</td>
</tr>
<tr>
<td>PRINTER DESCRIPTION</td>
<td>2-4</td>
</tr>
<tr>
<td>Android Device Requirements</td>
<td>2-4</td>
</tr>
<tr>
<td>PC Requirements</td>
<td>2-4</td>
</tr>
<tr>
<td>Printer Specification</td>
<td>2-5</td>
</tr>
<tr>
<td>Printer Connections</td>
<td>2-6</td>
</tr>
<tr>
<td>Printer Status Lights</td>
<td>2-7</td>
</tr>
<tr>
<td>PRINTER CONTROL</td>
<td>2-8</td>
</tr>
<tr>
<td>Wireless USB Keyboard Interface</td>
<td>2-9</td>
</tr>
<tr>
<td>Main Menu</td>
<td>2-9</td>
</tr>
<tr>
<td>Message Menu</td>
<td>2-10</td>
</tr>
<tr>
<td>Operation Menu</td>
<td>2-11</td>
</tr>
<tr>
<td>Settings Menu</td>
<td>2-12</td>
</tr>
<tr>
<td>PC Interface</td>
<td>2-14</td>
</tr>
<tr>
<td>Printer Control Screen</td>
<td>2-14</td>
</tr>
<tr>
<td>Designing Screen</td>
<td>2-17</td>
</tr>
<tr>
<td>Tool Menu</td>
<td>2-19</td>
</tr>
<tr>
<td>Android Device Interface</td>
<td>2-20</td>
</tr>
</tbody>
</table>

EPT024619 Issue 4 April 2017
INTRODUCTION

General
This manual provides:

• A basic introduction to the G20i.
• Details of the menu structure.
• Instruction for message creation.
• Preventative maintenance procedures.
• Fault finding and diagnosis.
• Details on updating software, transforming messages, logos and fonts.
• Installation instructions.

_Domino G20i Thermal Ink Jet Printer_
PRINTER DESCRIPTION

The G20i is a compact thermal ink jet printer, intended for printing data on user supplied products on manufacturing production lines.

The G20i uses a Domino BK640 ink cartridge as the print engine.

The G20i can be controlled with a wireless USB keyboard, an Android device via Bluetooth or a PC connected via USB.

Android Device Requirements

Minimum Android device requirements:

<table>
<thead>
<tr>
<th>Operating System:</th>
<th>Android version 4.0 and up.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Connectivity:</td>
<td>Bluetooth</td>
</tr>
</tbody>
</table>

PC Requirements

Minimum PC requirements:

<table>
<thead>
<tr>
<th>CPU:</th>
<th>Core 2 Duo 2x2.0 GHz</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ram:</td>
<td>2GB</td>
</tr>
<tr>
<td>Hard Drive Space:</td>
<td>50MB</td>
</tr>
<tr>
<td>Operating System:</td>
<td>Windows 7, Windows 8, Windows 10 (32, 64 bits), (Microsoft .NET Framework 4)</td>
</tr>
</tbody>
</table>
## Printer Specification

<table>
<thead>
<tr>
<th>Display:</th>
<th>LCD 2.8&quot; automatic rotation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dimensions:</td>
<td>Length: 107.5mm (4.23&quot;)</td>
</tr>
<tr>
<td></td>
<td>Width: 74.5mm (2.93&quot;)</td>
</tr>
<tr>
<td></td>
<td>Depth: 83mm (3.27&quot;)</td>
</tr>
<tr>
<td>Weight:</td>
<td>450g</td>
</tr>
<tr>
<td>Power Supply:</td>
<td>Input: 100V - 240V AC, 50/60Hz, 1.4A</td>
</tr>
<tr>
<td></td>
<td>Output: 12V, 5.0A, 60W</td>
</tr>
<tr>
<td>Maximum Power Consumption:</td>
<td>48W</td>
</tr>
<tr>
<td>Maximum Printing Resolution:</td>
<td>600 X 600 DPI (When using a PC to control the G20i)</td>
</tr>
<tr>
<td></td>
<td>300 X 300 DPI (When using an Android device or wireless USB keyboard to control the G20i)</td>
</tr>
<tr>
<td>Print Speed:</td>
<td>76m/min at 300 x 300 dpi</td>
</tr>
<tr>
<td>Print Density:</td>
<td>5 levels</td>
</tr>
<tr>
<td>User Interface:</td>
<td>PC, Wireless USB Keyboard or Android device via Bluetooth</td>
</tr>
<tr>
<td>Message Memory:</td>
<td>Up to 100 messages</td>
</tr>
<tr>
<td>Ink Solution:</td>
<td>Aqueous and Solvent</td>
</tr>
<tr>
<td>Menu Language:</td>
<td>Multiple / selectable</td>
</tr>
<tr>
<td>Printable Characters:</td>
<td>Windows true fonts with PC connection</td>
</tr>
<tr>
<td>Maximum Number of Lines:</td>
<td>6</td>
</tr>
<tr>
<td>Maximum Character Height:</td>
<td>Maximum 12.7mm (0.5&quot;)</td>
</tr>
<tr>
<td>Throw Distance:</td>
<td>Up to 6mm (0.23&quot;)</td>
</tr>
<tr>
<td>Printable Data Types:</td>
<td>Alphanumeric Text, Symbols, Logos, Date/Time, Expiry Date, Counters, Shift Codes and Barcodes.</td>
</tr>
<tr>
<td>Temperature Range:</td>
<td>+5°C to +50°C (+41°F to +122°F)</td>
</tr>
<tr>
<td>Humidity Range:</td>
<td>10% to 90% non-condensing</td>
</tr>
</tbody>
</table>
### Printer Connections

<table>
<thead>
<tr>
<th></th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>12V DC power supply input.</td>
</tr>
<tr>
<td>B</td>
<td>Serial connection for an external product sensor, shaft encoder, alarm beacon, etc.</td>
</tr>
<tr>
<td>C</td>
<td>USB-B port for PC connection.</td>
</tr>
<tr>
<td>D</td>
<td>USB flash port for updating firmware, fonts and logos.</td>
</tr>
<tr>
<td>E</td>
<td>USB port for the wireless USB keyboard receiver.</td>
</tr>
</tbody>
</table>
**Printer Status Lights**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
</table>
| A | Sensor LED  
Activated when the printer receives a signal from a product sensor.  
Red light = Internal Product Sensor  
Green light = External Product Sensor |
| B | Alarm LED  
Activated when an error occurs. |
| C | Bluetooth LED  
Activated when a Bluetooth device is connected to the printer. |
| D | Print LED  
Activated during message printing. |
PRINTER CONTROL

The G20i can be controlled using 3 different user interface types:

1. **LCD Screen**
   - Wireless USB 2.0 Keyboard and LCD Screen, as described on page 2-9.

2. **PC with the Domino G20i PC application installed**
   - as described on page 2-14.

3. **Android device with the Domino G20i application installed**
   - as described on page 2-20.
Wireless USB Keyboard Interface

Main Menu

When starting the printer, the following Main menu screen is displayed on the G20i’s LCD screen.

The table below defines the function of the wireless USB keyboard buttons. The Wireless USB keyboard is used to navigate menus and input data on the G20i’s LCD screen.

<table>
<thead>
<tr>
<th>Button</th>
<th>Function Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enter</td>
<td>Confirm, save or apply a setting.</td>
</tr>
<tr>
<td>ESC</td>
<td>Go to the previous screen.</td>
</tr>
<tr>
<td>←/→</td>
<td>Move the cursor left or right.</td>
</tr>
<tr>
<td>↑/↓</td>
<td>Move the cursor up or down.</td>
</tr>
<tr>
<td>Tab</td>
<td>Hold the Tab button to move the cursor faster.</td>
</tr>
<tr>
<td>Home/End</td>
<td>Move the cursor to Home or End.</td>
</tr>
<tr>
<td>Shift</td>
<td>Hold the Shift button to input upper-case characters.</td>
</tr>
<tr>
<td>Insert</td>
<td>Press the Insert button during message creation to insert a Symbol, Logo, Counter, Date, Time, String, or Barcode into the message design.</td>
</tr>
<tr>
<td>Backspace</td>
<td>Delete a message field from the right.</td>
</tr>
</tbody>
</table>
**Message Menu**

The *Message menu* contains the following items:

<table>
<thead>
<tr>
<th>Create New</th>
<th>Create a new message.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Open</td>
<td>Open an existing message to print, edit or delete.</td>
</tr>
<tr>
<td>Information</td>
<td>Display the current printer settings:</td>
</tr>
<tr>
<td></td>
<td>• Ink Level</td>
</tr>
<tr>
<td></td>
<td>• Speed</td>
</tr>
<tr>
<td></td>
<td>• Density</td>
</tr>
<tr>
<td></td>
<td>• Resolution</td>
</tr>
<tr>
<td></td>
<td>• Delay Before (The distance between a product sensor triggering a print, and the message being printed.)</td>
</tr>
<tr>
<td></td>
<td>• Delay After (The distance between printed messages.)</td>
</tr>
<tr>
<td></td>
<td>• Print Mode</td>
</tr>
<tr>
<td></td>
<td>• Repeat</td>
</tr>
<tr>
<td></td>
<td>• Minimum (The minimum number of prints that can be made with the current ink level and settings.)</td>
</tr>
</tbody>
</table>
Operation Menu

The *Operation menu* contains the following items:

<table>
<thead>
<tr>
<th>Command</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Start / Stop</td>
<td>Start or Stop printing.</td>
</tr>
<tr>
<td>Purge</td>
<td>Purge the print head to clear blocked nozzles.</td>
</tr>
<tr>
<td>Connect PC / Disconnect PC</td>
<td>Connect or Disconnect the G20i to a PC.</td>
</tr>
</tbody>
</table>
### Settings Menu

The *Settings menu* contains the following items:

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Speed</strong></td>
<td>Setup an encoder to measure the production line speed. Or, enter a manual value for the production line speed.</td>
</tr>
<tr>
<td><strong>Resolution</strong></td>
<td>Set the print resolution.</td>
</tr>
<tr>
<td><strong>Density</strong></td>
<td>Set the print density.</td>
</tr>
<tr>
<td><strong>Delay</strong></td>
<td>Set the distance between when the print trigger is activated and when a message will be printed. And, set the distance between printed messages.</td>
</tr>
<tr>
<td><strong>Cartridge</strong></td>
<td>Manually enter the quantity of ink in the ink cartridge, and display the ink type.</td>
</tr>
<tr>
<td><strong>Update Logo</strong></td>
<td>Update a logo or image from a USB stick to the printer's internal memory.</td>
</tr>
<tr>
<td><strong>String</strong></td>
<td>Create and update strings of text which can be inserted into messages.</td>
</tr>
<tr>
<td><strong>Purge</strong></td>
<td>Purge the print head at regular intervals to prevent print head nozzles from blocking during periods of inactivity.</td>
</tr>
<tr>
<td><strong>Print Side</strong></td>
<td>Select which row of nozzles will be used for printing, or automatically switch nozzle rows.</td>
</tr>
<tr>
<td><strong>Sensor</strong></td>
<td>Select whether the internal, or an external product sensor is used to trigger message printing.</td>
</tr>
<tr>
<td><strong>Directions</strong></td>
<td>Set the print direction.</td>
</tr>
<tr>
<td><strong>Print Mode</strong></td>
<td>Set the print mode / trigger.</td>
</tr>
<tr>
<td><strong>Unit</strong></td>
<td>Select the unit of measurement. (mm or inch)</td>
</tr>
<tr>
<td><strong>Bluetooth</strong></td>
<td>Enable, disable and setup the Bluetooth connection to control the G20i from an Android device.</td>
</tr>
<tr>
<td><strong>Update Font</strong></td>
<td>Update the font type.</td>
</tr>
<tr>
<td><strong>Rollover</strong></td>
<td>Enable or disable a different time value depending on the production shift schedule. (The default time value is 00:00)</td>
</tr>
<tr>
<td><strong>System clock</strong></td>
<td>Set the time and date for the system clock.</td>
</tr>
<tr>
<td><strong>Rotate</strong></td>
<td>Select screen modes. (Auto rotate or Lock rotate)</td>
</tr>
</tbody>
</table>
## DESCRIPTION

<table>
<thead>
<tr>
<th>Setting</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Password</td>
<td>Set password protection to prevent unauthorized access to printer settings.</td>
</tr>
<tr>
<td>Default</td>
<td>Reset the G20i to factory default settings.</td>
</tr>
<tr>
<td>Language</td>
<td>Select the interface language.</td>
</tr>
<tr>
<td>IO signals</td>
<td>Enable or Disable an optional remote start / stop button.</td>
</tr>
<tr>
<td>Custom string</td>
<td>Update and view custom text strings.</td>
</tr>
<tr>
<td>Coder name</td>
<td>View and edit the printer name.</td>
</tr>
<tr>
<td>RS485</td>
<td>Enable, disable and configure RS485 network settings.</td>
</tr>
<tr>
<td>LCD BackLight</td>
<td>Adjust the LCD backlight time out function.</td>
</tr>
<tr>
<td>Reset</td>
<td>Reset counters in messages to their reset value.</td>
</tr>
<tr>
<td>About</td>
<td>Display the current printer software version and update the printer software.</td>
</tr>
</tbody>
</table>
PC Interface

To connect the G20i to a PC, see “PC Connection and Software Installation” on page 6-16.

Printer Control Screen

When starting the Domino G20i PC application, the following Printer Control screen is displayed.

![Printer Control Screen](image)

The Printer Control screen contains the following items:

<table>
<thead>
<tr>
<th>Sub Menu</th>
<th>Setting Name</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Task Bar</td>
<td>Printer Control</td>
<td>Click on Printer Control, to return to the Printer Control menu from other menus.</td>
</tr>
<tr>
<td></td>
<td>Designing</td>
<td>Create and edit message templates, see page 2-17.</td>
</tr>
<tr>
<td>Tool</td>
<td></td>
<td>Tools to purge the print head, monitor the event log, calculate ink cost and convert logos, see page 2-19.</td>
</tr>
<tr>
<td>About us</td>
<td></td>
<td>View the software version and view contact details for Domino Printing Sciences plc.</td>
</tr>
<tr>
<td>Sub Menu</td>
<td>Setting Name</td>
<td>Explanation</td>
</tr>
<tr>
<td>--------------</td>
<td>--------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Print Head</td>
<td>Switch nozzle • Odd • Even</td>
<td>Manually select which nozzle side will be used for printing.</td>
</tr>
<tr>
<td></td>
<td>Switch nozzle • Auto • Times</td>
<td>Automatically switch nozzle sides between prints.</td>
</tr>
<tr>
<td></td>
<td>Purge • Status • Time</td>
<td>Purge the print head at regular intervals to prevent print head nozzles from blocking.</td>
</tr>
</tbody>
</table>
|              | Encoder • Encoder • Speed • Max speed | The Encoder setting is used to enable or disable a shaft encoder.  
The Speed setting is used to manually set the print speed if a shaft encoder is not in use.  
Max speed, displays the maximum achievable printing speed with the printers current settings. |
<p>| Printer      | Unit          | Select the measurement unit.                                                                                                               |
|              | Direction     | Select the print direction.                                                                                                                 |
|              | Density       | Select the required print density.                                                                                                         |
|              | Resolution DPI| Select the required print resolution.                                                                                                        |
|              | Rotate View   | Print the message upside down.                                                                                                              |
|              | Printing Mode | Configure the print trigger settings.                                                                                                       |</p>
<table>
<thead>
<tr>
<th>Sub Menu</th>
<th>Setting Name</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Printing Status</td>
<td>Power On/Off</td>
<td>Displays whether the printer is powered On or Off.</td>
</tr>
<tr>
<td></td>
<td>Speed m/min</td>
<td>Displays the current print speed.</td>
</tr>
<tr>
<td></td>
<td>Page</td>
<td>Displays the number of messages printed, compared to the number of messages still to print.</td>
</tr>
<tr>
<td></td>
<td>Start page</td>
<td>Select which page to start printing from.</td>
</tr>
<tr>
<td></td>
<td>End page</td>
<td>Select which page to end printing on.</td>
</tr>
<tr>
<td></td>
<td>Ink level</td>
<td>Displays the quantity of ink in the ink cartridge.</td>
</tr>
<tr>
<td>Printer Controller</td>
<td>Print</td>
<td>Select <em>Print</em> to start printing.</td>
</tr>
<tr>
<td></td>
<td>Pause</td>
<td>Select <em>Pause</em> to pause printing.</td>
</tr>
<tr>
<td></td>
<td>Stop</td>
<td>Select <em>Stop</em> to stop printing.</td>
</tr>
<tr>
<td></td>
<td>No repeat data</td>
<td>Tick the <em>No repeat data</em> tick box to stop message data being repeated.</td>
</tr>
</tbody>
</table>
## Designing Screen

The *Designing* screen contains the following items:

<table>
<thead>
<tr>
<th>Action</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Template</td>
<td>Create a new message template.</td>
</tr>
<tr>
<td><img src="image1" alt="Icon" /></td>
<td><img src="image2" alt="Icon" /></td>
</tr>
<tr>
<td>Edit Template</td>
<td>Edit an existing message template.</td>
</tr>
<tr>
<td><img src="image3" alt="Icon" /></td>
<td><img src="image4" alt="Icon" /></td>
</tr>
<tr>
<td>Open</td>
<td>Open a saved message template on the PC.</td>
</tr>
<tr>
<td><img src="image5" alt="Icon" /></td>
<td><img src="image6" alt="Icon" /></td>
</tr>
<tr>
<td>Save</td>
<td>Save the message template on the PC.</td>
</tr>
<tr>
<td><img src="image7" alt="Icon" /></td>
<td><img src="image8" alt="Icon" /></td>
</tr>
<tr>
<td>Export to .tiff files</td>
<td>Export the message template as a .tiff file.</td>
</tr>
<tr>
<td><img src="image9" alt="Icon" /></td>
<td><img src="image10" alt="Icon" /></td>
</tr>
<tr>
<td>Delete</td>
<td>Delete the selected object.</td>
</tr>
<tr>
<td><img src="image11" alt="Icon" /></td>
<td><img src="image12" alt="Icon" /></td>
</tr>
<tr>
<td>Cut</td>
<td>Cut the selected object.</td>
</tr>
<tr>
<td><img src="image13" alt="Icon" /></td>
<td><img src="image14" alt="Icon" /></td>
</tr>
<tr>
<td>Copy</td>
<td>Copy the selected object.</td>
</tr>
<tr>
<td><img src="image15" alt="Icon" /></td>
<td><img src="image16" alt="Icon" /></td>
</tr>
<tr>
<td><strong>DESCRIPTION</strong></td>
<td></td>
</tr>
<tr>
<td>-----------------</td>
<td></td>
</tr>
<tr>
<td><strong>Paste</strong></td>
<td>Paste an object.</td>
</tr>
<tr>
<td><strong>Select Tool</strong></td>
<td>Select and edit individual objects in the message template.</td>
</tr>
<tr>
<td><strong>Hand Pan</strong></td>
<td>Move the designing area to the left or right.</td>
</tr>
<tr>
<td><strong>Shapes</strong></td>
<td>Insert Lines, Rectangles, Squares, Circles and Ovals into the message template design.</td>
</tr>
<tr>
<td><strong>Static Text</strong></td>
<td>Insert static text and barcodes into the message template design.</td>
</tr>
<tr>
<td><strong>Serial Number</strong></td>
<td>Insert a serial number or counter into the message template design.</td>
</tr>
<tr>
<td><strong>Shift Code</strong></td>
<td>Insert a shift code into the message template design.</td>
</tr>
<tr>
<td><strong>Image</strong></td>
<td>Insert an image or logo into the message template design.</td>
</tr>
</tbody>
</table>
## Tool Menu

The *Tool* menu contains the following items:

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purge</td>
<td>Purge the print head, to clear blocked nozzles.</td>
</tr>
<tr>
<td>Ink Cost</td>
<td>Calculate the ink cost.</td>
</tr>
<tr>
<td>Event Log</td>
<td>View the printer’s event log.</td>
</tr>
<tr>
<td>Convert Logo</td>
<td>Convert a logo to a format which is compatible with the G20i.</td>
</tr>
</tbody>
</table>
Android Device Interface

To connect the G20i to an Android device, see “Android Device Connection” on page 6-20.

When starting the Domino Printer G20i Android application, the following items will be displayed:

<table>
<thead>
<tr>
<th>start print</th>
<th>Start printing.</th>
</tr>
</thead>
<tbody>
<tr>
<td>stop print</td>
<td>Stop printing.</td>
</tr>
<tr>
<td>messages</td>
<td>Open, edit, design, and save messages.</td>
</tr>
</tbody>
</table>
| printer settings | View and change printer settings:  
| --- | ---  
| • density  
| • resolution  
| • print direction  
| • print mode  
| • roll over hour  
| • print speed  
| • print delay  
| • print side  
| • sensor  
| • purge  
| • cartridge  
| • system clock  
| • unit  
| • rotate  
| • coder name  
| printers | View and select printers with active Bluetooth connections.  
| logos | View the following items:  
| • Generate barcodes  
| • Create text logos  
| • Update logos  
<p>| purge | Purge the print head, to clear blocked nozzles. |</p>
<table>
<thead>
<tr>
<th>status</th>
<th>View the following printer status items:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• Printed pages</td>
</tr>
<tr>
<td></td>
<td>• Speed</td>
</tr>
<tr>
<td></td>
<td>• Density</td>
</tr>
<tr>
<td></td>
<td>• Resolution</td>
</tr>
<tr>
<td></td>
<td>• Delay before</td>
</tr>
<tr>
<td></td>
<td>• Delay after</td>
</tr>
<tr>
<td></td>
<td>• Ink level</td>
</tr>
<tr>
<td></td>
<td>• Print side mode</td>
</tr>
<tr>
<td></td>
<td>• Side on cartridge</td>
</tr>
<tr>
<td></td>
<td>• Print mode</td>
</tr>
<tr>
<td></td>
<td>• Repeat times</td>
</tr>
<tr>
<td></td>
<td>• Repeat delay</td>
</tr>
<tr>
<td></td>
<td>• Continuous delay</td>
</tr>
<tr>
<td></td>
<td>• Auto change after</td>
</tr>
<tr>
<td></td>
<td>• Printer name</td>
</tr>
<tr>
<td></td>
<td>• Firmware</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>settings</th>
<th>View the following items:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• Language</td>
</tr>
<tr>
<td></td>
<td>• quick guide</td>
</tr>
<tr>
<td></td>
<td>• about</td>
</tr>
</tbody>
</table>

| our store       | Go to the online store.                 |

| contact us      | Contact the Domino technical support team. |
PART 3 : OPERATION

CONTENTS

Page

START UP ............................................................................................. 3-5
Using the Wireless USB Keyboard .................................................. 3-5
Using a PC ....................................................................................... 3-6
Using an Android Device ................................................................. 3-8
SHUT DOWN ........................................................................................ 3-10
Using the Wireless USB Keyboard .................................................. 3-10
Using a PC ....................................................................................... 3-11
Using an Android Device ................................................................. 3-12
START PRINTING ................................................................................. 3-13
Using the Wireless USB Keyboard .................................................. 3-13
Using a PC ....................................................................................... 3-13
Using an Android Device ................................................................. 3-13
STOP PRINTING ................................................................................... 3-14
Using the Wireless USB Keyboard .................................................. 3-14
Using a PC ....................................................................................... 3-14
Using an Android Device ................................................................. 3-14
LOADING AND PRINTING A MESSAGE .............................................. 3-15
Using the Wireless USB Keyboard .................................................. 3-15
Using a PC ....................................................................................... 3-16
Using an Android Device ................................................................. 3-17
CREATING A MESSAGE ....................................................................... 3-18
Creating a Message Using the Wireless USB Keyboard .......... 3-18
Barcode........................................................................................ 3-19
Dynamic Barcode......................................................................... 3-20
Symbol ......................................................................................... 3-21
Logo ............................................................................................. 3-22
Single Counter.............................................................................. 3-23
Box/Lot Counter........................................................................... 3-24
Date.............................................................................................. 3-26
Expiry Date................................................................................... 3-27
Time.................................................................................................. 3-28
String............................................................................................ 3-29
Custom String (Chinese and Special Character Text).............. 3-30
<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shift Code</td>
<td>3-31</td>
</tr>
<tr>
<td>Creating a Message Using a PC</td>
<td>3-32</td>
</tr>
<tr>
<td>Static Text</td>
<td>3-33</td>
</tr>
<tr>
<td>Barcode</td>
<td>3-34</td>
</tr>
<tr>
<td>Dynamic Barcode</td>
<td>3-37</td>
</tr>
<tr>
<td>Shapes</td>
<td>3-39</td>
</tr>
<tr>
<td>Image</td>
<td>3-40</td>
</tr>
<tr>
<td>Serial Number</td>
<td>3-41</td>
</tr>
<tr>
<td>Date / Time</td>
<td>3-43</td>
</tr>
<tr>
<td>Expiry Date</td>
<td>3-44</td>
</tr>
<tr>
<td>Shift Code</td>
<td>3-45</td>
</tr>
<tr>
<td>Creating a Message Using an Android Device</td>
<td>3-46</td>
</tr>
<tr>
<td>Static Text</td>
<td>3-46</td>
</tr>
<tr>
<td>Texting Logo (Chinese and Special Character Text)</td>
<td>3-47</td>
</tr>
<tr>
<td>Barcode</td>
<td>3-48</td>
</tr>
<tr>
<td>Dynamic Barcode</td>
<td>3-49</td>
</tr>
<tr>
<td>Time</td>
<td>3-51</td>
</tr>
<tr>
<td>Date</td>
<td>3-52</td>
</tr>
<tr>
<td>Expiry Date</td>
<td>3-53</td>
</tr>
<tr>
<td>Single Counter</td>
<td>3-54</td>
</tr>
<tr>
<td>Box/Lot Counter</td>
<td>3-55</td>
</tr>
<tr>
<td>Shift Code</td>
<td>3-56</td>
</tr>
<tr>
<td>Logo</td>
<td>3-57</td>
</tr>
<tr>
<td>OPENING AND EDITING A MESSAGE</td>
<td>3-58</td>
</tr>
<tr>
<td>Using the Wireless USB Keyboard</td>
<td>3-58</td>
</tr>
<tr>
<td>Using a PC</td>
<td>3-59</td>
</tr>
<tr>
<td>Using an Android Device</td>
<td>3-60</td>
</tr>
<tr>
<td>EDITING A MESSAGE FIELD</td>
<td>3-61</td>
</tr>
<tr>
<td>Using the Wireless USB Keyboard</td>
<td>3-61</td>
</tr>
<tr>
<td>Using a PC</td>
<td>3-61</td>
</tr>
<tr>
<td>Using an Android Device</td>
<td>3-61</td>
</tr>
<tr>
<td>DELETING A MESSAGE FIELD</td>
<td>3-62</td>
</tr>
<tr>
<td>Using the Wireless USB Keyboard</td>
<td>3-62</td>
</tr>
<tr>
<td>Using a PC</td>
<td>3-62</td>
</tr>
<tr>
<td>Using an Android Device</td>
<td>3-62</td>
</tr>
<tr>
<td>COPYING A MESSAGE FIELD</td>
<td>3-63</td>
</tr>
<tr>
<td>Using the Wireless USB Keyboard</td>
<td>3-63</td>
</tr>
<tr>
<td>Using a PC</td>
<td>3-63</td>
</tr>
</tbody>
</table>
OPERATION

Using an Android Device ................................................................. 3-63
SAVING A MESSAGE ........................................................................ 3-64
  Using the Wireless USB Keyboard ............................................ 3-64
  Using a PC .................................................................................. 3-64
DELETING A MESSAGE .................................................................... 3-65
  Using the Wireless USB Keyboard .................................... 3-65
  Using a PC .................................................................................. 3-65
UPDATING LOGOS .......................................................................... 3-66
  Using the Wireless USB Keyboard and PC ..................... 3-66
    Convert Logo ........................................................................... 3-66
  Update Logos............................................................................... 3-68
  Using an Android Device ..................................................... 3-69
UPDATE AND CREATE STRINGS ................................................. 3-70
UPDATE AND CREATE CUSTOM STRINGS .................................... 3-71
UPDATE FONTS ............................................................................ 3-73
START UP

Using the Wireless USB Keyboard

**WARNING:** Eye protection must be worn.

To start up the G20i using the wireless USB keyboard:

1. Insert the USB keyboard receiver into the USB keyboard slot on the G20i.
2. Turn the keyboard on, using the on/off switch on the back of the keyboard.
3. Insert an ink cartridge into the G20i. See “Ink Cartridge Installation” on page 6-14.
Using a PC

**WARNING:** Eye protection must be worn.

To start up the G20i using a PC:

1. Connect the PC to the G20i’s USB PC socket using a USB A-B cable.
2. Turn the PC on.
3. Insert the USB keyboard receiver into the USB keyboard slot on the G20i.
4. Turn the keyboard on using the On/Off switch on the back of the keyboard.
(5) Insert an ink cartridge into the G20i. See “Ink Cartridge Installation” on page 6-14.

(6) From the printer’s main menu, highlight Operation.

(7) Press the Enter button.

(8) Highlight Connect PC.

(9) Press the Enter button.

(10) On the PC, open the Domino G20i software.
Using an Android Device

WARNING: Eye protection must be worn.

To start up the printer using an Android device:

1. Insert the USB keyboard receiver into the USB keyboard slot on the G20i.

2. Turn the keyboard on using the On/Off switch on the back of the keyboard.

3. Insert an ink cartridge into the G20i. See “Ink Cartridge Installation” on page 6-14

4. From the printer’s main menu, highlight Settings.

5. Press the Enter button.

6. Highlight Bluetooth.

7. Press the Enter button.

8. Ensure that Active is set to Enable.


10. Open the Domino Printer G20i application on the Android device.

11. Select Printers.

12. Select Search to find the G20i.

13. When the G20i is found, it’s name will appear in the Printers list.

14. Select the G20i’s name.
(15) Select *Connect*. 
SHUT DOWN

Using the Wireless USB Keyboard

**WARNING:** Eye protection must be worn.

**CAUTION:** To prevent the ink cartridge from drying out it must be properly stored. See “Ink Cartridge Storage” on page 5-3

To shut down the printer using the wireless USB keyboard:

1. From the printer’s main menu, highlight *Operation*.
2. Press the *Enter* button.
3. Press the *Enter* button to select *Stop*.
4. Turn the keyboard off using the on/off switch on the back of the keyboard.

5. Remove the ink cartridge and replace the ink cartridge cap. See “Ink Cartridge Storage” on page 5-3.
Using a PC

WARNING: Eye protection must be worn.

CAUTION: To prevent the ink cartridge from drying out it must be properly stored. See “Ink Cartridge Storage” on page 5-3

To shut down the printer using a PC:

1. Open the Domino G20i software.
2. Open the Printer Control menu.
3. Click on the Stop icon to stop printing.
4. Remove the ink cartridge and replace the ink cartridge cap. See “Ink Cartridge Storage” on page 5-3
Using an Android Device

**WARNING:** Eye protection must be worn.

**CAUTION:** To prevent the ink cartridge from drying out it must be properly stored. See “Ink Cartridge Storage” on page 5-3

To shut down the printer using an Android device:

1. Open the G20i application on the Android device.
2. Select *Stop Print*.
3. Remove the ink cartridge and replace the ink cartridge cap. See “Ink Cartridge Storage” on page 5-3
START PRINTING

Using the Wireless USB Keyboard

WARNING: Eye protection must be worn.
To start printing using the wireless USB keyboard:
(1) From the printer’s main menu, highlight Operation.
(2) Press the Enter button.
(3) Press the Enter button to select Start.

Using a PC

WARNING: Eye protection must be worn.
To start printing using the PC:
(1) On the PC, open the Domino G20i software.
(2) Open the Printer Control menu.
(3) Click on the Print icon to start printing.

Using an Android Device

WARNING: Eye protection must be worn.
To start printing using an Android device:
(1) Open the Domino Printer G20i application on the Android device.
(2) Select Start Print.
STOP PRINTING

Using the Wireless USB Keyboard

**WARNING:** Eye protection must be worn.

To stop printing using the wireless USB keyboard:

1. From the printer’s main menu, highlight *Operation*.
2. Press the *Enter* button.
3. Press the *Enter* button to select *Stop*.

Using a PC

**WARNING:** Eye protection must be worn.

To stop printing using a PC:

1. Open the Domino G20i software.
2. Open the *Printer Control* menu.
3. Click on the *Stop* icon to stop printing.

Using an Android Device

**WARNING:** Eye protection must be worn.

To stop printing using an Android device:

1. Open the G20i application on the Android device.
2. Select *Stop Print* to stop printing.
LOADING AND PRINTING A MESSAGE

Using the Wireless USB Keyboard

WARNING: Eye protection must be worn.

To load and print a message using the wireless USB keyboard:

1. From the main menu, highlight Message.
2. Press the Enter button.
3. Move the cursor to highlight Open.
4. Press the Enter button.
5. Highlight the message to be printed.
6. Press the Enter button.
7. Move the cursor to highlight Use.
8. Press the Enter button.
9. Move the cursor to highlight Operation.
10. Press the Enter button.
11. Move the cursor to highlight Start.
12. Press the Enter button.
Using a PC

WARNING: Eye protection must be worn.

Note: When using a PC, messages will be saved locally on the PC's hard drive. If the G20i is disconnected from the PC, the message will no longer be available to the G20i for printing.

To load and print a message using a PC:

1. Open the Domino G20i software.
2. Open the Designing menu.
3. Click on the Open icon.
4. Navigate to the location of the saved message file and select it.
5. Click on Open.
6. A window will open to inform you if the message has been successfully opened, click OK to continue.
7. Open the Printer Control menu.
8. Click on the Print icon to begin printing the message.
Using an Android Device

WARNING: Eye protection must be worn.

Note: When using an Android device, only recent messages created on the Android device are available for message selection.

To load and print a message using an Android device:

1. Open the G20i Application on the Android device.
2. Select Messages.
3. Select a message from the Messages recent list.
4. Select send.
CREATING A MESSAGE

Creating a Message Using the Wireless USB Keyboard

Note: To insert Chinese or other special characters into the message, a custom string must be used. See “Custom String (Chinese and Special Character Text)” on page 3-30.

To create a message using the wireless USB keyboard:

1. From the printer’s main menu, move the cursor to highlight Message.
2. Press the Enter button.
3. Move the cursor to highlight Create new.
4. Press the Enter button.
5. Highlight Normal font or Uppercase font.
6. Press the Enter button.
7. Highlight the required font size and number of lines.

<table>
<thead>
<tr>
<th>Font Size</th>
<th>Lines</th>
</tr>
</thead>
<tbody>
<tr>
<td>12.7 mm (0.50&quot;)</td>
<td>1</td>
</tr>
<tr>
<td>5.92 mm (0.23&quot;)</td>
<td>2</td>
</tr>
<tr>
<td>3.83 mm (0.17&quot;)</td>
<td>3</td>
</tr>
<tr>
<td>2.54 mm (0.10&quot;)</td>
<td>4</td>
</tr>
<tr>
<td>1.69mm (0.07&quot;)</td>
<td>6</td>
</tr>
</tbody>
</table>

8. Press the Enter button.
9. The keyboard can now be used to enter static text. Or, press the Insert button to enter other types of data into the message design.
**Barcode**

To ensure consistent barcode quality is maintained, a shaft encoder should be used to measure the production line speed. See “Shaft Encoder Connection” on page 6-27.

To insert a barcode into the message design:

1. Whilst creating a new message, place the cursor where the barcode is required.  
   
   **Note:** If printing multiple lines of text, position the cursor on the bottom line. This ensures that the barcode will be fully printed.

2. Press the *Insert* button on the keyboard.
3. Move the cursor to highlight *Barcode*.
4. Press the *Enter* button.
5. Move the cursor to highlight *Static*.
6. Press the *Enter* button.
7. Input the required settings:
   
<table>
<thead>
<tr>
<th>Setting Name</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type</td>
<td>Select the barcode type:</td>
</tr>
<tr>
<td></td>
<td>• CODE 39</td>
</tr>
<tr>
<td></td>
<td>• CODE 2/5</td>
</tr>
<tr>
<td></td>
<td>• CODE 128</td>
</tr>
<tr>
<td></td>
<td>• CODE 93</td>
</tr>
<tr>
<td></td>
<td>• UPC-A</td>
</tr>
<tr>
<td></td>
<td>• EAN</td>
</tr>
<tr>
<td></td>
<td>• CODABAR</td>
</tr>
<tr>
<td></td>
<td>• CODE 11</td>
</tr>
<tr>
<td>Width</td>
<td>Select the barcode width.</td>
</tr>
<tr>
<td></td>
<td>Range: 1 - 4</td>
</tr>
<tr>
<td>Height</td>
<td>Select the barcode height.</td>
</tr>
<tr>
<td></td>
<td>Range: 1 - 3</td>
</tr>
<tr>
<td>Text</td>
<td><em>Enable or Disable</em> human readable text.</td>
</tr>
<tr>
<td>Value</td>
<td>Enter the barcode data.</td>
</tr>
</tbody>
</table>

8. Press the *Enter* button.
Dynamic Barcode

A dynamic barcode contains a counter in the barcode value.

To insert a dynamic barcode into the message design:

1. Whilst creating a new message, place the cursor where the dynamic barcode is required.

   **Note:** If printing multiple lines of text, position the cursor on the bottom line. This ensures that the barcode will be fully printed.

2. Press the `Insert` button on the keyboard.
3. Move the cursor to highlight `Barcode`.
4. Press the `Enter` button.
5. Move the cursor to highlight `Dynamic`.
6. Press the `Enter` button.
7. Input the required settings:

<table>
<thead>
<tr>
<th>Setting Name</th>
<th>Explanation</th>
</tr>
</thead>
</table>
| **Type**     | Select the barcode type:  
  - CODE 39  
  - CODE 2/5  
  - CODE 128  
  - CODE 93  
  - UPC-A  
  - EAN  
  - CODABAR  
  - CODE 11  |
| **Width**    | Select the barcode width.  
  Range: 1 - 4  |
| **Height**   | Select the barcode height.  
  Range: 1 - 4  |
| **Text**     | Enable or Disable human readable text.  |
| **Prefix**   | Add text which will appear at the beginning of the dynamic barcode value.  |
| **Counter**  | Enter values for the counter which will be used in the barcode.  |
| **Suffix**   | Enter static text which will appear after the counter in the barcode.  |

8. Press the `Enter` button.
## Symbol

The symbols shown in the table below can be added to the message as static text using the keyboard:

| ! | " | # | $ | % | ' | ( | ) | * | + | , | . | / | : | ; | < |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| = | > | ? | @ | [ | \ | ] | ^ | _ | ` | { | | | } | ~ |

Additional symbols, shown in the table below, can be added to the message by inserting a symbol:

| € | , | $ | " | " | ’ | ’ | † | ‡ | ™ | > | ? | £ | ¥ | ¢ | © | a | “ | « | ¬ | ® | — |
| ° | ± | ² | ³ | µ | ¶ | · | . | ′ | ½ | ¼ | ⅓ | ⅔ | ⅛ | ⅜ | ⅝ | ⅞ | ⅑ | ⅜ | ⅝ | ⅞ | ⅐ | ⅕ | ⅖ |
| Ø | θ | ÷ | Ø | ω | α | β | γ | δ | ε | ζ | η | θ | ι | κ | λ | μ | ν | ξ | ο | π | ρ | σ | τ |
| Ç | Ç | É | ê | É | í | Í | ó | Ó | Ú | Ú | á | ã | Ñ | Ñ | Ò | Ó | Ù | Ú | Ù | Â | Ò | Ù | Ù | Ù | Ù |
| Ï | Ò | Ù | Ù | Ù | Ù | Ù | Ù | Ù | Ù | Ù | Ù | Ù | Ù | Ù | Ù | Ù | Ù | Ù | Ù | Ù | Ù | Ù | Ù | Ù | Ù | Ù | Ù |

To insert a symbol into the message design:

1. Whilst creating a new message, place the cursor where the symbol should appear.
2. Press the *Insert* button on the keyboard.
3. Move the cursor to highlight *Symbol*.
4. Press the *Enter* button.
5. Move the cursor to highlight the required symbol.
6. Press the *Enter* button.
Logo

Up to 4 logos can be saved in the printer’s internal memory and made available to insert in a message design.

To update the 4 saved logos: See “Updating Logos” on page 3-66.

To insert a logo into the message design:

1. Whilst creating a new message, place the cursor where the logo should appear.

   *Note: If printing multiple lines of text, position the cursor on the bottom line. This ensures that the logo will be fully printed.*

2. Press the *Insert* button on the keyboard.
3. Move the cursor to highlight *Logo*.
4. Press the *Enter* button.
5. Move the cursor to highlight the desired logo.
6. Press the *Enter* button.
**Single Counter**

Up to 6 different counters can be inserted into one message.

In the event of a power failure, when power is restored the counter will restart from the point of shutdown.

To insert a single counter into the message design:

1. Whilst creating a new message, place the cursor where the counter should appear.
2. Press the *Insert* button on the keyboard.
3. Move the cursor to highlight *Counter*.
4. Press the *Enter* button.
5. Move the cursor to highlight *Single*.
6. Press the *Enter* button.
7. The following counter settings can now be defined:

   **Notes:**
   1. Use the arrow keys to move the cursor to the desired setting, and enter a new value.
   2. Press the *Enter* button after each setting has been changed to apply the new value.

<table>
<thead>
<tr>
<th>Setting Name</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Start</td>
<td>Enter the starting value of the counter.</td>
</tr>
<tr>
<td>Current</td>
<td>The current value of the counter.</td>
</tr>
<tr>
<td>Reset</td>
<td>Enter the reset value for the counter. When the counter reaches this value it will return to the start value. The maximum reset value is: 2,000,000,000.</td>
</tr>
<tr>
<td>Step</td>
<td>Enter the number of steps the counter should count in. For example, if the Step value is set to 5, the counter will count in the sequence: 5, 10, 15, 20, etc. The maximum step value is: 250.</td>
</tr>
<tr>
<td>Up/Down</td>
<td>Select the counting direction, either <em>Up</em> or <em>Down</em>.</td>
</tr>
<tr>
<td>Fill Zero</td>
<td>Add leading zeros to the start of the counter.</td>
</tr>
</tbody>
</table>

8. Highlight *Add counter here*.
9. Press the *Enter* button.
Box/Lot Counter

A box/lot counter is a dual counter which can be used to print box and lot numbers.

In the event of a power failure, the box/lot counter will continue counting from the same value when power is restored.

To insert a box/lot counter into the message design:

1. Whilst creating a new message, place the cursor where the box/lot counter should appear.
2. Press the Insert button on the keyboard.
3. Move the cursor to highlight Counter.
4. Press the Enter button.
5. Move the cursor to highlight Box/Lot.
6. Press the Enter button.
7. Move the cursor to highlight Counter1.
8. Press the Enter button.
9. The following settings for the first half of the Box/Lot counter can now be defined:

**Notes:**
1. Use the arrow keys to move the cursor to the desired setting and enter a new value.
2. Press the Enter button after each setting has been changed to apply the new value.

<table>
<thead>
<tr>
<th>Setting Name</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Start</td>
<td>Enter the starting value of the counter.</td>
</tr>
<tr>
<td>Current</td>
<td>The current value of the counter.</td>
</tr>
<tr>
<td>Reset</td>
<td>Enter the reset value for the counter. When the counter reaches this value it will return to the start value. The maximum reset value is: 2,000,000,000.</td>
</tr>
<tr>
<td>Step</td>
<td>Enter the number of steps the counter should count in. For example, if the Step value is set to 5, the counter will count in the sequence: 5, 10, 15, 20, etc. The maximum step value is: 250.</td>
</tr>
<tr>
<td>Up/Down</td>
<td>Select the counting direction, either Up or Down.</td>
</tr>
<tr>
<td>Fill Zero</td>
<td>Add leading zeros to the start of the counter.</td>
</tr>
</tbody>
</table>

(10) Highlight Add counter here.
(11) Press the *Enter* button.
(12) Press the *Insert* button on the keyboard.
(13) Move the cursor to highlight *Counter*.
(14) Press the *Enter* button.
(15) Move the cursor to highlight *Box/Lot*.
(16) Press the *Enter* button.
(17) Move the cursor to highlight *Counter2*.
(18) Press the *Enter* button.
(19) The settings for the second half of the Box/Lot counter can now be defined.
(20) Highlight *Add counter here*.
(21) Press the *Enter* button.
Date

Note: The printer’s system clock must be set up to print an accurate date value. See “Set The System Clock” on page 6-33.

To insert today’s date into the message design:

1. Whilst creating a new message, place the cursor where the date should appear.
2. Press the Insert button on the keyboard.
3. Move the cursor to highlight Date.
4. Press the Enter button.
5. Input the required date format into the Format text box:

<table>
<thead>
<tr>
<th>Date Format</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>d or D</td>
<td>The day of the month, from 1 to 31.</td>
</tr>
<tr>
<td>dd or DD</td>
<td>The day of the month, from 01 to 31.</td>
</tr>
<tr>
<td>M</td>
<td>The month, from 1 to 12.</td>
</tr>
<tr>
<td>MM</td>
<td>The month, from 01 to 12.</td>
</tr>
<tr>
<td>MMM</td>
<td>The abbreviated name of the month.</td>
</tr>
<tr>
<td></td>
<td>Example: Jan, Feb, Mar etc</td>
</tr>
<tr>
<td>YY</td>
<td>The year, from 00 to 99.</td>
</tr>
<tr>
<td>YYYY</td>
<td>The year as a four digit number.</td>
</tr>
<tr>
<td>JJJ</td>
<td>The date as a 3 digit Julian number.</td>
</tr>
<tr>
<td></td>
<td>Example: January 1st = 001</td>
</tr>
<tr>
<td>/ -. SPACE</td>
<td>Date separators.</td>
</tr>
</tbody>
</table>

6. Press the Enter button to confirm the date format.
Expiry Date

*Note:* The printer’s system clock must be set up to print an accurate expiry date value. See “Set The System Clock” on page 6-33

To insert an expiry date into the message design:

1. Whilst creating a new message, place the cursor where the expiry date should appear.
2. Press the *Insert* button on the keyboard.
3. Move the cursor to highlight *Expired*.
4. Press the *Enter* button.
5. Input the required date format into the *Format* text box:

<table>
<thead>
<tr>
<th>Date Format</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>d or D</td>
<td>The day of the month, from 1 to 31.</td>
</tr>
<tr>
<td>dd or DD</td>
<td>The day of the month, from 01 to 31.</td>
</tr>
<tr>
<td>M</td>
<td>The month, from 1 to 12.</td>
</tr>
<tr>
<td>MM</td>
<td>The month, from 01 to 12.</td>
</tr>
<tr>
<td>MMM</td>
<td>The abbreviated name of the month.</td>
</tr>
<tr>
<td></td>
<td>Example: Jan, Feb, Mar etc</td>
</tr>
<tr>
<td>YY</td>
<td>The year, from 00 to 99.</td>
</tr>
<tr>
<td>YYYY</td>
<td>The year as a four digit number.</td>
</tr>
<tr>
<td>JJJ</td>
<td>The date as a 3 digit Julian number.</td>
</tr>
<tr>
<td></td>
<td>Example: January 1st = 001</td>
</tr>
<tr>
<td>/ - . _</td>
<td>SPACE</td>
</tr>
</tbody>
</table>

6. Move the cursor to highlight the *Expired* value.
7. Enter the number of days from the date of production to the date of expiry.
8. Press the *Enter* button.
**Time**

*Note:* The printer’s system clock must be set up to print an accurate time value. See “Set The System Clock” on page 6-33.

To insert the current time into the message design:

1. Whilst creating a new message, place the cursor where the time should appear.
2. Press the *Insert* button on the keyboard.
3. Move the cursor to highlight *Time*.
4. Press the *Enter* button.
5. Input the required time format into the *Format* text box:

<table>
<thead>
<tr>
<th>Time format character</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>s or ss</td>
<td>To show the seconds from 0 to 59.</td>
</tr>
<tr>
<td>m or mm</td>
<td>To show the minutes from 0 to 59.</td>
</tr>
<tr>
<td>h</td>
<td>To show the hours from 1 to 12.</td>
</tr>
<tr>
<td>hh</td>
<td>To show the hours from 01 to 12.</td>
</tr>
<tr>
<td>H</td>
<td>To show the hours from 1 to 24.</td>
</tr>
<tr>
<td>HH</td>
<td>To show the hours from 01 to 24.</td>
</tr>
<tr>
<td>tt</td>
<td>To show AM or PM.</td>
</tr>
</tbody>
</table>

6. Press the *Enter* button.
String

A string, is a string of text which has been saved in the printer’s internal memory and can be inserted into a message design.

Up to 5 strings can be created and saved in the printer’s internal memory.

Strings can contain up to 50 characters.

Note: To create and update strings: See “Update and Create Strings” on page 3-70.

To insert a string into the message design:

1. Whilst creating a new message, place the cursor where the string should appear.
2. Press the Insert button on the keyboard.
3. Move the cursor to highlight String.
4. Press the Enter button.
5. Move the cursor to highlight the required string.
6. Press the Enter button.
Custom String (Chinese and Special Character Text)

A custom string, is a string of text which can contain Chinese and other special characters. After a custom string has been created and saved, it can be selected and inserted into a message design.

Up to 20 custom strings can be saved in the printer's internal memory.

Note: To create and update custom strings: See “Update and Create Custom Strings” on page 3-71.

To insert a custom string into the message design:

1. Whilst creating a new message, place the cursor where the custom string should appear.
2. Press the Insert button on the keyboard.
3. Move the cursor to highlight Custom string.
4. Press the Enter button.
5. Move the cursor to highlight the required custom string.
6. Press the Enter button.
Shift Code

To insert a shift code into the message design:

1. Whilst creating a new message, place the cursor where the shift code should appear.
2. Press the Insert button on the keyboard.
3. Move the cursor to highlight Shiftcode.
4. Press the Enter button.
5. Input the required settings:

<table>
<thead>
<tr>
<th>Setting Name</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Code</td>
<td>Enter the name of the shift. Maximum 2 characters.</td>
</tr>
<tr>
<td>Time</td>
<td>Enter the start time of the shift.</td>
</tr>
</tbody>
</table>
6. Press the Enter button.
Creating a Message Using a PC

Note: The PC and G20i must remain connected to print messages created on the PC. This is because messages created on the PC are stored on the PC’s hard drive.

To create a new message using a PC:

1. Open the Domino G20i software on the PC.
2. Click on the Designing menu on the task bar.
3. Click on the New Template icon.

(4) The following message template settings must be defined:

<table>
<thead>
<tr>
<th>Setting Name</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>Enter a name to identify the message template.</td>
</tr>
<tr>
<td>Width</td>
<td>Enter the Width of the message. The drop-down box can be used to change the unit of measurement between Centimetres, Millimetres, Inches or Pixels.</td>
</tr>
<tr>
<td>Height</td>
<td>Enter the Height of the message. The drop-down box can be used to change the unit of measurement between Centimetres, Millimetres, Inches or Pixels.</td>
</tr>
<tr>
<td>Show Gridlines</td>
<td>Tick the Show Gridlines tick box, to show gridlines in the message template designing window.</td>
</tr>
</tbody>
</table>

(5) Click OK.
**Static Text**

To insert a static text field into the message design:

1. Click on the *Static Text* icon.

2. In the designing area, click where the static text should be placed.

3. The *Static Text* design window will now open, the following settings can be defined:

   - **A** Static text data entry area.
   - **B** Select the font type.
   - **C** Select the font size.
   - **D** Select either *Bold*, *Italic* or *Underlined* font.
   - **E** Horizontal text alignment.
   - **F** Settings to add a *Date*, *Time* or *Expiry Date*.
   - **G** Tick the *Barcode* tick box to convert the static text data into a barcode. See “Barcode” on page 3-34.

4. Click on the *Tick* icon to confirm the settings.
**Barcode**

To ensure consistent barcode quality is maintained, a shaft encoder should be used to measure the production line speed. See “Shaft Encoder Connection” on page 6-27.

To insert a barcode into the message design:

1. Click on the *Static Text* icon.

2. Click in the message design area where the barcode is required, to open the *Static Text* window.

3. Click in the static text design area and enter the barcode data.

4. Tick the *Barcode* checkbox.

5. The *Barcode* window will now open. Use the *Barcode type* drop-down menu to select one of the available barcode types:

<table>
<thead>
<tr>
<th>Barcode Types</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Australian Post Customer</td>
<td>Australian Post Customer 2</td>
<td>Australian Post Customer 3</td>
</tr>
<tr>
<td>Australian Post Redirection</td>
<td>Australian Post Reply Paid</td>
<td>Australian Post Routing</td>
</tr>
<tr>
<td>Aztec</td>
<td>Brazilian CEPNet</td>
<td>CODABAR 2 Widths</td>
</tr>
<tr>
<td>CODEBLOCK F</td>
<td>CODE 11</td>
<td>CODE 128</td>
</tr>
<tr>
<td>CODE 128 Subset A</td>
<td>CODE 128 Subset B</td>
<td>CODE 128 Subset C</td>
</tr>
<tr>
<td>CODE 2 OF 5 DataLogic</td>
<td>CODE 2 OF 5 IATA</td>
<td>CODE 2 OF 5 Industry</td>
</tr>
<tr>
<td>CODE 2 OF 5 Interleaved</td>
<td>CODE 2 OF 5 Matrix</td>
<td>CODE 2 OF 5 Standard</td>
</tr>
<tr>
<td>CODE 32</td>
<td>CODE 39</td>
<td>CODE 39 Full ASCII</td>
</tr>
<tr>
<td>CODE 93</td>
<td>CODE 93 Full ASCII</td>
<td>DAFT Code</td>
</tr>
<tr>
<td>DataMatrix</td>
<td>Deutsche Post Identcode</td>
<td>Deutsche Post Leitcode</td>
</tr>
<tr>
<td>DotCode</td>
<td>DPD</td>
<td>EAN 13</td>
</tr>
<tr>
<td>EAN 13 2 Digits</td>
<td>EAN 13 5 Digits</td>
<td>EAN 14 GTIN14</td>
</tr>
<tr>
<td>EAN 8</td>
<td>EAN 8 2 Digits</td>
<td>EAN 8 5 Digits</td>
</tr>
<tr>
<td>EAN UCC 128</td>
<td>FIM</td>
<td>Flattermarken</td>
</tr>
</tbody>
</table>
## Barcode Types

<table>
<thead>
<tr>
<th>Barcode Types</th>
<th>GS1 128</th>
<th>GS1 DataBar Expanded</th>
<th>GS1 DataBar Expanded Stacked</th>
</tr>
</thead>
<tbody>
<tr>
<td>GS1 DataBar Limited</td>
<td>GS1 DataBar RSS14</td>
<td>GS1 DataBar Stacked</td>
<td></td>
</tr>
<tr>
<td>GS1 DataBar Stacked Omni Directional</td>
<td>GS1 DataBar Truncated</td>
<td>Han Xin</td>
<td></td>
</tr>
<tr>
<td>HIBC LIC 128</td>
<td>HIBC LIC 3Of9</td>
<td>HIBC LIC CODABLOCK F</td>
<td></td>
</tr>
<tr>
<td>HIBC LIC DataMatrix</td>
<td>HIBC LIC MPDF417</td>
<td>HIBC LIC PDF417</td>
<td></td>
</tr>
<tr>
<td>HIBC LIC QRCode</td>
<td>HIBC PAS 128</td>
<td>HIBC PAS 3Of9</td>
<td></td>
</tr>
<tr>
<td>HIBC PAS CODABLOCK F</td>
<td>HIBC PAS DataMatrix</td>
<td>HIBC PAS MPDF417</td>
<td></td>
</tr>
<tr>
<td>HIBC PAS PDF417</td>
<td>HIBC PAS QRCode</td>
<td>ISBN 13</td>
<td></td>
</tr>
<tr>
<td>ISBN 13 5 Digits</td>
<td>ISBN 13</td>
<td>ISSN</td>
<td></td>
</tr>
<tr>
<td>ISSN 2 Digits</td>
<td>Italian Postal 2Of5</td>
<td>Italian Postal 3Of9</td>
<td></td>
</tr>
<tr>
<td>ITF14</td>
<td>Japanese Postal</td>
<td>KIX</td>
<td></td>
</tr>
<tr>
<td>Korean Postal Authority</td>
<td>Logmars</td>
<td>MaxiCode</td>
<td></td>
</tr>
<tr>
<td>Micro PDF417</td>
<td>Micro QRCode</td>
<td>MSI</td>
<td></td>
</tr>
<tr>
<td>NVE18</td>
<td>PDF417</td>
<td>PDF417 Truncated</td>
<td></td>
</tr>
<tr>
<td>Pharma Zentralnummer 7</td>
<td>Pharma Zentralnummer 8</td>
<td>Pharmacode One Track</td>
<td></td>
</tr>
<tr>
<td>Pharmacode Two Track</td>
<td>Planet 12</td>
<td>Planet 14</td>
<td></td>
</tr>
<tr>
<td>Plessey</td>
<td>Plessey Bidirectional</td>
<td>QRCode</td>
<td></td>
</tr>
<tr>
<td>QRCODE 2005</td>
<td>Reversed 1</td>
<td>Royal Mail 4 State RM4Scc</td>
<td></td>
</tr>
<tr>
<td>SSCC 18</td>
<td>Swedish Postal Shipment Item ID</td>
<td>Telepen</td>
<td></td>
</tr>
<tr>
<td>TelepenAlpha</td>
<td>UCC 128</td>
<td>UPC 12</td>
<td></td>
</tr>
<tr>
<td>UPC A</td>
<td>UPC A 2 Digits</td>
<td>UPC A 5 Digits</td>
<td></td>
</tr>
</tbody>
</table>
(6) Use the settings in the Barcode window to define the Barcode’s appearance.

(7) Click on the Tick icon to confirm the settings.

<table>
<thead>
<tr>
<th>Barcode Types</th>
<th>UPC E</th>
<th>UPC E 2 Digits</th>
<th>UPC E 5 Digits</th>
</tr>
</thead>
<tbody>
<tr>
<td>USPS Intelligent Mail</td>
<td></td>
<td>USPS Intelligent Mail Package</td>
<td>USPS Postnet 10 ZIP 4 CD</td>
</tr>
<tr>
<td>USPS Postnet 11 ZIP 4 2</td>
<td></td>
<td>USPS Postnet 12 ZIP 4 2 CD</td>
<td>USPS Postnet 5 ZIP</td>
</tr>
<tr>
<td>USPS Postnet 6 ZIP CD</td>
<td></td>
<td>USPS Postnet 9 ZIP 4</td>
<td>Vehicle Identification Number</td>
</tr>
</tbody>
</table>
**Dynamic Barcode**

A dynamic barcode contains a counter in the barcode value.

To insert a dynamic barcode into the message design:

1. Click on the *Serial Number* icon.

2. Click in the message design area where the dynamic barcode is required.

3. The *Serial Number* window will now open. Use the settings in the *Serial Number* window to define the dynamic barcode value:

<table>
<thead>
<tr>
<th>Setting Name</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Increase From</td>
<td>For an ascending dynamic barcode value, enter the start value for dynamic barcode value to increase from.</td>
</tr>
<tr>
<td>Decrease From</td>
<td>For a descending dynamic barcode value, enter the start value for dynamic barcode value to decrease from.</td>
</tr>
<tr>
<td>Step</td>
<td>Enter the number of steps the dynamic barcode value should count in. For example, if the Step value is set to 5, the dynamic barcode value will count in the sequence: 5, 10, 15, 20, etc.</td>
</tr>
<tr>
<td>Repeat</td>
<td>Enter the number of times the dynamic barcode value should be repeated. For example, if the Repeat value is set to 5, the dynamic barcode value will count in the sequence: 11111, 22222, 33333, 44444, etc.</td>
</tr>
<tr>
<td>Reset</td>
<td>Enter the reset value for the dynamic barcode value. When the dynamic barcode value reaches the reset value it will reset back to the Increase From or Decrease From value.</td>
</tr>
<tr>
<td>Font</td>
<td>Select the font for the human readable text.</td>
</tr>
<tr>
<td>Size</td>
<td>Select the font size for the human readable text.</td>
</tr>
<tr>
<td>Minimum Number Length</td>
<td>Tick the <em>Minimum Number Length</em> tick box to specify a minimum length for the dynamic barcode value.</td>
</tr>
</tbody>
</table>
(4) Tick the **Barcode** tick box.

(5) The **Barcode** window will now open. Use the settings in the **Barcode** window to define the barcode type and appearance.

(6) Click on the **Tick** icon to confirm the settings.

<table>
<thead>
<tr>
<th>Setting Name</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Add zero to lead</td>
<td>Add leading zeros to the beginning of the dynamic barcode value.</td>
</tr>
<tr>
<td>Add space to lead</td>
<td>Add leading spaces to the beginning of the dynamic barcode value.</td>
</tr>
<tr>
<td>Prefix</td>
<td>Add text which will appear at the beginning of the dynamic barcode value.</td>
</tr>
<tr>
<td>Suffix</td>
<td>Add text which will appear at the end of the dynamic barcode value.</td>
</tr>
</tbody>
</table>
Shapes

To insert a shape into the message design:

1. Click on the Shape icon.

2. Select either a Line, Rectangle, Square, Circle or Oval.

3. Click in the message design area where the shape is required.

4. Left-click on the shape to resize or drag the shape to a different position.

5. Double-click on the shape to change the shape’s properties.

6. Select the Tick icon to confirm the settings and return to the Designing screen.
Image

To insert an image into the message design:

(1) Click on the Image icon.

(2) Click in the message design area where the image is required.

(3) Select the icon to search for, and select the required image file.

(4) Adjust the Threshold value and select Preview, until the quality of the converted image is acceptable.

(5) Select the Tick icon to confirm the settings and return to the designing screen.
Serial Number

To insert a serial number into the message design:

1. Click on the Serial Number icon.

2. Click in the message design area where the serial number is required.

3. The Serial Number window will now open. Use the settings in the Serial Number window to define the serial number value:

<table>
<thead>
<tr>
<th>Setting Name</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Increase From</td>
<td>For an ascending serial number, enter the start value for serial number to increase from.</td>
</tr>
<tr>
<td>Decrease From</td>
<td>For a descending serial number, enter the start value for serial number to decrease from.</td>
</tr>
<tr>
<td>Step</td>
<td>Enter the number of steps the serial number should count in. For example, if the Step value is set to 5, the serial number will count in the sequence: 5, 10, 15, 20, etc.</td>
</tr>
<tr>
<td>Repeat</td>
<td>Enter the number of times the serial number should be repeated. For example, if the Repeat value is set to 5, the serial number will count in the sequence: 11111, 22222, 33333, 44444, etc.</td>
</tr>
<tr>
<td>Reset</td>
<td>Enter the reset value for the serial number. When the serial number reaches this value, it will reset back to either the Increase From or Decrease From value.</td>
</tr>
<tr>
<td>Font</td>
<td>Select the font type.</td>
</tr>
<tr>
<td>Size</td>
<td>Select the font size.</td>
</tr>
<tr>
<td>Minimum Number Length</td>
<td>Tick the Minimum Number Length tick box, to define the minimum number of characters for the serial number.</td>
</tr>
<tr>
<td>Setting Name</td>
<td>Explanation</td>
</tr>
<tr>
<td>----------------------</td>
<td>-------------------------------------------------------</td>
</tr>
<tr>
<td>Add zeros to lead</td>
<td>Add leading zeros to the beginning of the serial number.</td>
</tr>
<tr>
<td>Add spaces to lead</td>
<td>Add leading spaces to the beginning of the serial number.</td>
</tr>
<tr>
<td>Prefix</td>
<td>Add text which will appear at the beginning of the serial number.</td>
</tr>
<tr>
<td>Suffix</td>
<td>Add text which will appear at the end of the serial number.</td>
</tr>
</tbody>
</table>

(4) Select the Tick icon to confirm the settings and return to the designing screen.
Date / Time

Note: The printer’s system clock must be set up to print an accurate date / time value. See “Set The System Clock” on page 6-33.

To insert today’s date, or the current time into the message design:

1. Click on the Static Text icon.

2. In the designing area, click where the date or time should be placed.

3. Click on the Date Time icon.

4. Select a date or time format, or enter a custom format into the Custom text box.

Note: A preview of the date or time will be shown underneath the Example heading.

5. Click OK.

6. Click on the Tick icon to confirm the settings.
Expiry Date

Note: The printer’s system clock must be set up to print an accurate expiry date value. See “Set The System Clock” on page 6-33.

To insert an expiry date into the message design:

(1) Click on the Static Text icon.

(2) In the designing area, click where the expiry date should be placed.

(3) Click on the Date Time icon.

(4) Select a date format, or enter a custom format into the Custom text box.

Note: A preview of the date will be shown underneath the example heading.

(5) Enter the number of days until the expiry date, in the Expired text box.

(6) Click OK.

(7) Click on the Tick icon to confirm the settings.
Shift Code

To insert a shift code into the message design:

1. Click on the *Shift Code* icon.

2. In the designing area, click where the shift code should be placed.

3. The *Shift Code Options* window will now open. The font type, font size, and bold, italic or underline text can be defined on the task bar.

4. Enter the required shift code in each of the *Shift code* text boxes.

5. Enter the start time of each shift using the 24 hour clock.

6. Select the *Tick* icon to confirm the settings and return to the *Designing* screen.
Creating a Message Using an Android Device

To create a message using an Android device:

1. Open the Domino G20i application on the Android device.
2. Select messages.

Static Text

All 128 ASCII characters can be entered into the message as static text. To insert Chinese or other special character types using an Android device, a texting logo must be used. See “Texting Logo (Chinese and Special Character Text)” on page 3-47.

To insert static text into the message design:

1. Press Select font type.
2. Select either Normal font or UPPERCASE FONT.
3. Select Select font size.
4. Select a font size:

   Note: A Smaller font enables more lines of text to be included in the message.

<table>
<thead>
<tr>
<th>Font</th>
<th>Width</th>
</tr>
</thead>
<tbody>
<tr>
<td>Font 1 line</td>
<td>12.7 mm</td>
</tr>
<tr>
<td>Font 2 lines</td>
<td>5.93 mm</td>
</tr>
<tr>
<td>Font 3 lines</td>
<td>3.89 mm</td>
</tr>
<tr>
<td>Font 4 lines</td>
<td>2.54 mm</td>
</tr>
<tr>
<td>Font 6 lines</td>
<td>1.69 mm</td>
</tr>
</tbody>
</table>

5. Select the line where the text should appear in the message.
6. Use the on screen keyboard to enter the static text.
Texting Logo (Chinese and Special Character Text)

To insert Chinese or other special characters into a message using an Android device, a texting logo must be used. Up to 4 texting logos can be created and saved in the G20i.

To create, save and insert a texting logo into a message using an Android device:

1. Open the G20i application on the Android device.
2. Select logo.
3. Select create texting logo.
4. Input the required text on the Input text in any language here line.
5. Select the required font.
6. Adjust the Font size of string slider, until the font size shown in the preview is acceptable.
7. Select Generate.
8. Select Yes.
9. If needed, adjust the Threshold and Height sliders until the quality and height of the previewed logo is acceptable.
10. Select Use this image.
11. Select a logo number between 1 and 4 to save the string.
12. Select Update logo.
13. Return to the G20i Application’s home screen.
14. Select messages.
15. Place the cursor where the texting logo is required.
16. Select the logo icon.
17. Select the required logo number.
18. Select Insert.
## Barcode

To ensure consistent barcode quality is maintained, a shaft encoder should be used to measure the production line speed. See “Shaft Encoder Connection” on page 6-27.

To insert a barcode into the message design:

1. Place the cursor where the barcode is required.

   **Note:** If printing on multiple lines of text, position the cursor on the bottom line. This ensures that the barcode will be fully printed.

2. Select the *Code* icon.

3. Select *Static*.

4. The following barcode settings can be defined:

<table>
<thead>
<tr>
<th>Setting Name</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Data</td>
<td>Enter the barcode data.</td>
</tr>
<tr>
<td>Type</td>
<td>Select the barcode type from the following options:</td>
</tr>
<tr>
<td></td>
<td>• Code 39</td>
</tr>
<tr>
<td></td>
<td>• Code 2 of 5 Interleaved</td>
</tr>
<tr>
<td></td>
<td>• Code 128</td>
</tr>
<tr>
<td></td>
<td>• Code 93</td>
</tr>
<tr>
<td></td>
<td>• Code UPC-A</td>
</tr>
<tr>
<td></td>
<td>• Code EAN</td>
</tr>
<tr>
<td></td>
<td>• Code Codabar</td>
</tr>
<tr>
<td></td>
<td>• Code 11</td>
</tr>
<tr>
<td>Width</td>
<td>Select the barcode width.</td>
</tr>
<tr>
<td>Height</td>
<td>Select the barcode height.</td>
</tr>
<tr>
<td>Enable text</td>
<td>Enable or Disable human readable text.</td>
</tr>
</tbody>
</table>

5. Select *Insert* to confirm the settings and return to the Message Designer.
Dynamic Barcode

To insert a dynamic barcode into the message design:

1. Place the cursor where the dynamic barcode is required.

   Note: If printing on multiple lines of text, position the cursor on the bottom line. This ensures that the barcode will be fully printed.

2. Select the Code icon.


4. The following dynamic barcode settings can be defined:

<table>
<thead>
<tr>
<th>Setting Name</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Data direction</td>
<td>Select the counting direction, either Up or Down.</td>
</tr>
<tr>
<td>Fill Zero</td>
<td>Enable or disable leading zeros.</td>
</tr>
<tr>
<td>Start value</td>
<td>Enter the start value for dynamic barcode data.</td>
</tr>
<tr>
<td>Current value</td>
<td>Shows the current dynamic barcode value.</td>
</tr>
<tr>
<td>Reset value</td>
<td>Enter the reset value for the dynamic barcode value. When the dynamic barcode value reaches the reset value it will reset back to the Start value.</td>
</tr>
<tr>
<td>Step value</td>
<td>Enter the number of steps the dynamic barcode value should count in. For example, if the Step value is set to 5, the dynamic barcode value will count in the sequence: 5, 10, 15, 20, etc.</td>
</tr>
<tr>
<td>Prefix value</td>
<td>Add text which will appear at the beginning of the dynamic barcode value.</td>
</tr>
<tr>
<td>Suffix value</td>
<td>Add text which will appear at the end of the dynamic barcode value.</td>
</tr>
<tr>
<td>Type</td>
<td>Select the barcode type from the following options:</td>
</tr>
<tr>
<td></td>
<td>• Code 39</td>
</tr>
<tr>
<td></td>
<td>• Code 2 of 5 Interleaved</td>
</tr>
<tr>
<td></td>
<td>• Code 128</td>
</tr>
<tr>
<td></td>
<td>• Code 93</td>
</tr>
<tr>
<td></td>
<td>• Code UPC-A</td>
</tr>
<tr>
<td></td>
<td>• Code EAN</td>
</tr>
<tr>
<td></td>
<td>• Code Codabar</td>
</tr>
<tr>
<td></td>
<td>• Code 11</td>
</tr>
<tr>
<td>Setting Name</td>
<td>Explanation</td>
</tr>
<tr>
<td>--------------</td>
<td>-------------</td>
</tr>
</tbody>
</table>
| Width        | Select the width of the barcode from the following options:  
  • 1  
  • 2  
  • 3  
  • 4  |
| Height       | Select the height of the barcode from the following options:  
  • 1  
  • 2  
  • 3  |
| Enable text  | Enable or Disable human readable text. |

(5) Select Insert to confirm the settings and return to the Message Designer.
Time

Note: The printer’s system clock must be set up to print an accurate time value. See “Set The System Clock” on page 6-33.

To insert the current time into the message design:

1. Place the cursor where the time is required.
2. Select the Time icon.
3. Input the time format into the text box:

   (4) Select Insert to confirm the time format and return to the Message Designer.

<table>
<thead>
<tr>
<th>Time Format</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>h</td>
<td>The hour using a 12 hour clock from 1 to 12.</td>
</tr>
<tr>
<td>hh</td>
<td>The hour using a 12 hour clock from 01 to 12.</td>
</tr>
<tr>
<td>H</td>
<td>The hour using a 24 hour clock from 0 to 23.</td>
</tr>
<tr>
<td>HH</td>
<td>The hour using a 24 hour clock from 00 to 23.</td>
</tr>
<tr>
<td>m</td>
<td>The minute from 0 to 59.</td>
</tr>
<tr>
<td>mm</td>
<td>The minute from 00 to 59.</td>
</tr>
<tr>
<td>s</td>
<td>The second from 0 to 59.</td>
</tr>
<tr>
<td>ss</td>
<td>The second from 00 to 59.</td>
</tr>
<tr>
<td>/ : - . _</td>
<td>SPACE Time separators.</td>
</tr>
<tr>
<td>tt</td>
<td>AM or PM.</td>
</tr>
</tbody>
</table>
Date

Note: The printer's system clock must be set up to print an accurate date value. See “Set The System Clock” on page 6-33.

To insert today’s date into the message design:

1. Place the cursor where the date is required.
2. Select the Date icon.
3. Select Date.
4. Input the date format into the text box:

<table>
<thead>
<tr>
<th>Date Format</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>d or D</td>
<td>The day of the month, from 1 to 31.</td>
</tr>
<tr>
<td>dd or DD</td>
<td>The day of the month, from 01 to 31.</td>
</tr>
<tr>
<td>M</td>
<td>The month, from 1 to 12.</td>
</tr>
<tr>
<td>MM</td>
<td>The month, from 01 to 12.</td>
</tr>
<tr>
<td>MMM</td>
<td>The abbreviated name of the month. Example: Jan, Feb, Mar etc</td>
</tr>
<tr>
<td>YY</td>
<td>The year, from 00 to 99.</td>
</tr>
<tr>
<td>YYYY</td>
<td>The year as a four digit number.</td>
</tr>
<tr>
<td>JJJ</td>
<td>The date as a 3 digit Julian number. Example: January 1st = 001</td>
</tr>
<tr>
<td>/ - . _</td>
<td>Date separators.</td>
</tr>
</tbody>
</table>

5. Select Insert to confirm the date format and return to the Message Designer.
Expiry Date

Note: The printer’s system clock must be set up to print an accurate expiry date value. See “Set The System Clock” on page 6-33.

To insert an expiry date into the message design:

1. Place the cursor where the expiry date is required.
2. Select the Date icon.
3. Select Expire date.
4. Enter the number of days from the current date until the expiry date in the Input your expire date text box.
5. Enter the date format in the Input your expire date format text box:

<table>
<thead>
<tr>
<th>Date Format</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>d or D</td>
<td>The day of the month, from 1 to 31.</td>
</tr>
<tr>
<td>dd or DD</td>
<td>The day of the month, from 01 to 31.</td>
</tr>
<tr>
<td>M</td>
<td>The month, from 1 to 12.</td>
</tr>
<tr>
<td>MM</td>
<td>The month, from 01 to 12.</td>
</tr>
<tr>
<td>MMM</td>
<td>The abbreviated name of the month.</td>
</tr>
<tr>
<td></td>
<td>Example: Jan, Feb, Mar etc</td>
</tr>
<tr>
<td>YY</td>
<td>The year, from 00 to 99.</td>
</tr>
<tr>
<td>YYYY</td>
<td>The year as a four digit number.</td>
</tr>
<tr>
<td>JJJ</td>
<td>The date as a 3 digit Julian number.</td>
</tr>
<tr>
<td></td>
<td>Example: January 1st = 001</td>
</tr>
<tr>
<td>/ - . _</td>
<td>SPACE</td>
</tr>
</tbody>
</table>

6. Select Insert to confirm the expiry date format and return to the Message Designer.
**Single Counter**

In the event of a power failure, when power is restored the counter will restart from the point of shutdown.

To insert a counter into the message design:

1. Place the cursor where the counter is required.
2. Select the Count icon.
4. The following counter settings can be defined:

<table>
<thead>
<tr>
<th>Setting Name</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select counter number</td>
<td>Select the maximum number of digits in the counter from 0 to 5.</td>
</tr>
<tr>
<td>Start point</td>
<td>Enter the starting value for the counter.</td>
</tr>
<tr>
<td>Current point</td>
<td>Enter the current value for the counter.</td>
</tr>
<tr>
<td>Reset point</td>
<td>Enter the reset value for the counter. When the counter reaches this value it will reset to the start point value.</td>
</tr>
<tr>
<td>Count step</td>
<td>Enter the number of steps the counter should count in. For example, if the Count step value is set to 5, the counter will count in the sequence: 5, 10, 15, 20, etc.</td>
</tr>
<tr>
<td>Fill Zero</td>
<td>Turn leading zeros ON or OFF.</td>
</tr>
<tr>
<td>Direction</td>
<td>Select Up to count upwards. Select Down to count downwards.</td>
</tr>
</tbody>
</table>

(5) Select Insert to confirm the settings and return to the Message Designer.
Box/Lot Counter

A box/lot counter is a dual counter which can be used to print box and lot numbers.

In the event of a power failure, when power is restored the counter will restart from the point of shutdown.

To insert a box/lot counter into the message design:

1. Place the cursor where the counter is required.
2. Select the Count icon.
3. Select Box/Lot.
4. The following counter settings can be defined:

<table>
<thead>
<tr>
<th>Setting Name</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>BoxLot 1</td>
<td>Select BoxLot 1 to print a single box/lot counter</td>
</tr>
<tr>
<td>BoxLot 2</td>
<td>Select BoxLot 2 to print two box/lot counters</td>
</tr>
<tr>
<td>Setup Counter 1 and 2</td>
<td>The settings for each of the counters:</td>
</tr>
<tr>
<td></td>
<td><strong>First Line</strong> Enter the starting value for the counter.</td>
</tr>
<tr>
<td></td>
<td><strong>Second Line</strong> Enter the counter’s current value.</td>
</tr>
<tr>
<td></td>
<td><strong>Third Line</strong> Enter the counter’s reset point. When the counter reaches</td>
</tr>
<tr>
<td></td>
<td>this number it will reset to the start point and begin counting again.</td>
</tr>
<tr>
<td></td>
<td><strong>Fourth Line</strong> Enter the number of steps the counter should count in.</td>
</tr>
<tr>
<td></td>
<td>For example, if the Step value is set to 5, the counter will count in the</td>
</tr>
<tr>
<td></td>
<td>sequence: 5, 10, 15, 20, etc.</td>
</tr>
<tr>
<td>Fill Zero</td>
<td>Turn leading zeros ON or OFF.</td>
</tr>
<tr>
<td>Direction</td>
<td>Select Up to count upwards. Select Down to count downwards.</td>
</tr>
</tbody>
</table>

(5) Select Insert to confirm the settings and return to the Message Designer.
**Shift Code**

To insert a shift code into the message design:

1. Place the cursor where the shift code is required.
2. Select the *Shift* icon.
3. Select *Insert* to confirm the settings and return to the Message Designer.

<table>
<thead>
<tr>
<th>Setting Name</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>S.Code 0, 1 and 2</td>
<td>3 different time tables for shift codes can be defined and saved. Select either S.Code 0, 1 or 2.</td>
</tr>
<tr>
<td>1st column</td>
<td>Enter the name of the shift.</td>
</tr>
<tr>
<td>2nd and 3rd Column</td>
<td>Enter the start time of the shift.</td>
</tr>
<tr>
<td>Save shift code</td>
<td>Tick the <em>Save shift code</em> tick box to save the shift code when <em>Insert</em> is selected.</td>
</tr>
<tr>
<td>Load shift code</td>
<td>Tick the <em>Load shift code</em> tick box to load the shift code when <em>Insert</em> is selected.</td>
</tr>
</tbody>
</table>

(3) Select *Insert* to confirm the settings and return to the Message Designer.
Logo

Up to 4 logos can be saved in the printer’s internal memory, and made available to insert into a message design.

To update the 4 saved logos: See “Updating Logos” on page 3-66.

To insert a logo into the message design:

(1) Place the cursor where the logo is required.
(2) Select the Logo icon.
(3) Select the Logo number from 1 to 4.
(4) Select Insert to confirm the logo selection and return to the Message Designer.
OPENING AND EDITING A MESSAGE

Using the Wireless USB Keyboard

Note: It is not possible to edit a message field using the wireless USB keyboard. The message field must be deleted, and a new message field created to replace it.

To open and edit a message using the wireless USB keyboard:

(1) From the main menu, highlight Message.
(2) Press the Enter button.
(3) Highlight Open.
(4) Press the Enter button.
(5) Highlight the message which needs to be edited.
(6) Press the Enter button.
(7) Highlight Edit.
(8) Press the Enter button.
(9) Use the Arrow buttons to move the cursor to the end of the field that needs to be edited.
(10) Use the backspace button to delete the field.
(11) Either use the keyboard to type new static text, or press the insert button to insert other types of data.
(12) After the new field has been created, press the ESC button.
(13) Press the Enter button to save the message.
Using a PC

To open and edit a message using the PC:

1. Start the Domino G20i software on the PC.
2. Open the Designing menu from the toolbar.
3. Select the Open icon.
4. Select the message which needs to be edited.
5. Select Open.
6. Select OK.
7. Double-click on the message field which needs to be edited.
8. The settings window for the selected field will now open to enable the field to be edited.
9. Select the Tick icon when you’ve finished editing the field and return to the Message Designer.
Using an Android Device

Notes:

(1) It is only possible to open messages which were recently created on the Android device.
(2) It is not possible to edit a message field using an Android device. The message field must be deleted, and a new message field created to replace it.

To open and edit a message using an Android device:

(1) Open the G20i application on the Android device.
(2) Select Messages.
(3) Select a message from the Messages recent list.
(4) Delete the message field which requires editing.
(5) Create a new message field to replace the deleted field.
EDITING A MESSAGE FIELD

Using the Wireless USB Keyboard

It is not possible to edit a message field using the wireless USB keyboard. The message field must be deleted, then a new message field can be created to replace it.

Using a PC

To edit a message field using the PC:

1. Double-click on the message field which needs to be edited.
2. The settings window for the selected message field will now open,
3. Select the Tick icon when you’ve finished editing the message field to return to the Message Designer.

Using an Android Device

It is not possible to edit a message field using an Android device. The message field must be deleted, then a new message field can be created to replace it.
DELETING A MESSAGE FIELD

Using the Wireless USB Keyboard
To delete a message field using the wireless USB keyboard:
   (1) Move the cursor to the end of the field to be deleted.
   (2) Use the backspace button on the keyboard.

Using a PC
To delete a message field using a PC:
   (1) Click on the message field to be deleted.
   (2) Either press the Delete button on the keyboard or click on the Delete icon on the task bar.

Using an Android Device
To delete a message field using an Android device:
   (1) Highlight the message field to be deleted.
   (2) Use the delete or backspace key to delete the message field.
COPYING A MESSAGE FIELD

Using the Wireless USB Keyboard

Note: This feature is not available.

Using a PC

To copy a message field using a PC:
(1) Click on the message field to be copied.
(2) Click on the Copy icon on the task bar.

(3) Click on the Paste icon on the task bar.

(4) Click on and drag the copied message field to the required position.

Using an Android Device

To copy a message field using an Android device:
(1) Highlight the message field to be copied.
(2) Select the Copy icon.
(3) Place the cursor where you require the copied message field to be pasted.
(4) Select the Paste icon.
SAVING A MESSAGE

Using the Wireless USB Keyboard

To save a message using the wireless USB keyboard:

*Note: Messages created using a wireless USB keyboard will be saved in the G20i’s internal memory.*

1. Press the ESC button.
2. Highlight Save.
3. Press the Enter button.

Using a PC

To save a message using a PC:

*Note: Messages created on the PC will be saved in the PC’s hard drive.*

1. Select the Save Template icon.
2. In the File name text box, enter a name for the message.
3. Select Save.

Using an Android Device

To save a message using an Android device:

*Notes: (1) Messages created using an Android device can only be saved by sending the message to print.
   (2) Sending a message to print will overwrite any message which the G20i is currently printing.*

1. Select the Send message icon in the Message Designer.
2. Select Send.
DELETING A MESSAGE

Using the Wireless USB Keyboard
To delete a message using the wireless USB keyboard:

1. From the main menu, highlight Message.
2. Press the Enter button.
3. Move the cursor to highlight Open.
4. Press the Enter button.
5. Highlight the message which needs to be deleted.
6. Press the Enter button.
7. Move the cursor to highlight Delete.
8. Press the Enter button.

Using a PC
To delete a message using the wireless USB keyboard:

1. Open Windows Explorer on the PC.
2. Navigate to the location of the saved message file.
3. Select the message file.
4. Press the Delete button.

Using an Android Device
It is not possible to delete a message using an Android device.
UPDATING LOGOS

Using the Wireless USB Keyboard and PC

Convert Logo

All logos and images must be converted to a .hex format in order to be used by the printer.

Notes: (1) The Convert Logo tool accepts .BMP .JPG .GIF .TIF file formats.
(2) The image size must be 150 x 1600 pixels or less.

To convert a logo:
(1) Open the Domino G20i software.
(2) Open the Tool menu.
(3) Click on Convert Logo.
(4) Click on Browse..
(5) Navigate to the location of the logo or image file and select it.
(6) Click on Open.
(7) Adjust the Threshold slider until the quality of the preview image is acceptable.
(8) Choose the name of the logo, either LOGO1, LOGO2, LOGO3 or LOGO4.

(9) Click on Save.

(10) Save the converted logo to a USB flash drive.
Update Logos

To update the logos on the printer:

1. Convert the logo to a format which can be used by the printer. See “Convert Logo” on page 3-66
2. Insert the USB flash drive which contains the logo file into the G20i’s USB flash port.
3. From the printer’s main menu, use the wireless USB keyboard to move the cursor down to highlight Settings.
4. Press the Enter button.
5. Move the cursor down to highlight Update Logo.
6. Press the Enter button.
7. Highlight the name of the logo you wish to update.
8. Press the Enter button to update the logo from the USB flash drive to the printer’s internal memory.
9. Remove the USB flash drive from the printer.
10. Press the ESC button to return to the printer’s main menu.
Using an Android Device

To update a logo from an Android device:

1. Open the G20i Application on the Android device.
2. Select logo.
3. Select update logo.
4. Select Choose image...
5. Select the image to be used from the Android device’s memory.
6. If needed, adjust the Threshold, Height and Width sliders until the quality and size of the previewed logo is acceptable.
7. Select Use this image.
8. Select a logo number between 1 and 4 to save the logo.
9. Select Update logo.
UPDATE AND CREATE STRINGS

Note: A wireless USB keyboard is required for this procedure.

A string, is a string of text which can be saved to the G20i and made available to insert into message designs using the wireless USB keyboard. Up to 5 strings with a maximum of 50 characters can be saved.

To insert a string into a message design: See “String” on page 3-29.

To create and update the saved strings on the G20i:

1. Using the wireless USB keyboard, from the printer’s main menu, move the cursor down to highlight Settings.
2. Press the Enter button.
3. Move the cursor down to highlight String.
4. Press the Enter button.
5. A window will open in which 5 lines of text can be input. Each line represents a different string. Move the cursor to the string that requires updating.
6. Use the Backspace button to delete the string data.
7. Use the keyboard to enter new string data.
8. Press the Enter button.
9. Press the ESC button to return to the printer’s main menu.
UPDATE AND CREATE CUSTOM STRINGS

A custom string, is a string of text which can contain Chinese and other special characters. After a custom string has been created and saved, it can be selected and inserted into a message design. Up to 20 custom strings can be saved in the printer’s internal memory.

To create and update a custom string:

1. Insert a USB flash drive into the PC’s USB port.
2. Open the Domino G20i software.
3. Open the Tool menu.
4. Click on Convert Logo.
5. Click on the String tab.
6. The String settings window will now open, as illustrated below:

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
</tr>
</thead>
<tbody>
<tr>
<td>The font size.</td>
<td>The font type.</td>
<td>The string data.</td>
<td>The string name.</td>
</tr>
</tbody>
</table>

7. After the string settings have been defined, click on Convert to save the string.
8. Navigate to the location of the USB flash disk.
9. Click on OK.
10. Remove the USB flash disk from the PC.
(11) Insert the USB flash disk into the G20i’s USB flash port.

(12) From the printer’s main menu, use the wireless USB keyboard to move the cursor down to highlight Settings.

(13) Press the Enter button.

(14) Move the cursor to highlight Custom string.

(15) Press the Enter button.

(16) Highlight the name of the custom string you wish to update.

(17) Press the Enter button.

(18) Remove the USB flash disk from the printer.

(19) Press the ESC button to return to the printer’s main menu.

(20) The new custom string will now be available to insert into a message. See “Custom String (Chinese and Special Character Text)” on page 3-30.
UPDATE FONTS

Note: A PC, wireless USB keyboard and a USB flash drive are required to update fonts.

The G20i can only support 1 font type for each font size when creating messages using the wireless USB keyboard or Android device. The font files are saved in the G20i’s internal memory.

When creating a message using a PC, all Windows TrueType fonts can be selected.

To update the fonts stored in the G20i:

1. Convert the new fonts to a .hex format on a PC.
2. Copy the .hex font files to a USB flash disk.
3. Name the font files using the file names in the table below:

<table>
<thead>
<tr>
<th>File Name</th>
<th>Font Size</th>
</tr>
</thead>
<tbody>
<tr>
<td>FONT1.hex</td>
<td>12.7mm</td>
</tr>
<tr>
<td>FONT2.hex</td>
<td>5.93mm</td>
</tr>
<tr>
<td>FONT3.hex</td>
<td>3.89mm</td>
</tr>
<tr>
<td>FONT4.hex</td>
<td>2.54mm</td>
</tr>
<tr>
<td>FONT5.hex</td>
<td>1.69mm</td>
</tr>
</tbody>
</table>

4. Remove the USB flash disk from the PC.
5. Insert the USB flash disk into the G20i’s USB flash port.
6. From the printer’s main menu, use the wireless USB keyboard to move the cursor down to highlight Settings.
7. Press the Enter button.
8. Move the cursor to highlight Update Font.
9. Press the Enter button.
10. Move the cursor to highlight the desired font size, or highlight All.
11. Press the Enter button.
12. Remove the USB flash disk when updating is complete.
PART 4 : FAULT FINDING

CONTENTS

<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>TROUBLESHOOTING</td>
<td>4-3</td>
</tr>
<tr>
<td>Hardware Error Messages</td>
<td>4-3</td>
</tr>
<tr>
<td>Firmware Error Messages</td>
<td>4-3</td>
</tr>
<tr>
<td>Software Error Messages</td>
<td>4-3</td>
</tr>
<tr>
<td>PRINT QUALITY FAULTS</td>
<td>4-4</td>
</tr>
</tbody>
</table>
**TROUBLESHOOTING**

**Hardware Error Messages**

Use the table below to diagnose and solve hardware faults.

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Reason</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Display no cartridge</td>
<td>No connection between the circuit board on the ink cartridge and the printer.</td>
<td>Remove the ink cartridge and insert it into the printer again. Clean the ink cartridge contacts (page 5-6).</td>
</tr>
<tr>
<td>Not print</td>
<td>The internal product sensor is dirty.</td>
<td>Clean the internal product sensor.</td>
</tr>
</tbody>
</table>

**Firmware Error Messages**

Use the table below to diagnose and solve firmware faults.

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Reason</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Failure updating language and others</td>
<td>Miss-press F12 key.</td>
<td>Press the F12 key.</td>
</tr>
<tr>
<td>The printing result is not correct</td>
<td>A previous unknown setting has confused the printer.</td>
<td>Reset the G20i to factory default.</td>
</tr>
</tbody>
</table>

**Software Error Messages**

Use the table below to diagnose and solve software faults.

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Reason</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Delay printing is not correct</td>
<td>A software programme such as an anti-virus programme has interfered with the data signal between the PC and printer.</td>
<td>Disable or remove the software programme which is causing interference.</td>
</tr>
</tbody>
</table>
# PRINT QUALITY FAULTS

Use the table below to diagnose and solve print quality faults.

<table>
<thead>
<tr>
<th>Problem</th>
<th>Example</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Print face too far away from the substrate.</td>
<td>Lower the print head until print quality is acceptable.</td>
<td></td>
</tr>
<tr>
<td>Print face touching the substrate.</td>
<td>Raise the print head until the print quality is acceptable.</td>
<td></td>
</tr>
<tr>
<td>Print face at an angle.</td>
<td>Ensure the rows of print nozzles are parallel with the leading edge of the substrate.</td>
<td></td>
</tr>
<tr>
<td>Print nozzles parallel with movement of substrate.</td>
<td>Ensure the print nozzles are perpendicular to the product movement.</td>
<td></td>
</tr>
<tr>
<td>Print face nozzles have become blocked.</td>
<td>Wipe print face or perform a purge. If the nozzles do not unblock replace the ink cartridge.</td>
<td></td>
</tr>
<tr>
<td>Print becomes blurred over the top or bottom of the text.</td>
<td>Print nozzles are perpendicular to product movement, however the print face is not parallel to the substrate.</td>
<td></td>
</tr>
<tr>
<td>Encoder is slipping, or internal speed setting is wrong.</td>
<td>Check the encoder installation. Check the speed setting.</td>
<td></td>
</tr>
<tr>
<td>Print too faint.</td>
<td>Increase the print resolution or print density.</td>
<td></td>
</tr>
<tr>
<td>Print too dark/too much ink on substrate or ink consumption too high.</td>
<td>Decrease the print resolution or print density.</td>
<td></td>
</tr>
</tbody>
</table>
# PART 5 : MAINTENANCE

## CONTENTS

<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>INK CARTRIDGE MAINTENANCE</td>
<td>5-3</td>
</tr>
<tr>
<td>Ink Cartridge Storage</td>
<td>5-3</td>
</tr>
<tr>
<td>Ink Cartridge Cleaning</td>
<td>5-4</td>
</tr>
<tr>
<td>Why Ink Cartridges Require Cleaning</td>
<td>5-4</td>
</tr>
<tr>
<td>Clean the Ink Cartridge Print Head</td>
<td>5-5</td>
</tr>
<tr>
<td>Clean the Ink Cartridge Contacts</td>
<td>5-6</td>
</tr>
<tr>
<td>Manual Nozzle Purge</td>
<td>5-7</td>
</tr>
<tr>
<td>Automatic Nozzle Purge</td>
<td>5-8</td>
</tr>
<tr>
<td>Automatic Nozzle Switching</td>
<td>5-9</td>
</tr>
<tr>
<td>UPDATE FIRMWARE</td>
<td>5-11</td>
</tr>
<tr>
<td>UPDATE LANGUAGES</td>
<td>5-12</td>
</tr>
<tr>
<td>RESET TO FACTORY DEFAULT SETTINGS</td>
<td>5-13</td>
</tr>
</tbody>
</table>
INK CARTRIDGE MAINTENANCE

Ink Cartridge Storage

Interruptions to the printing cycle can affect the print quality. After prolonged periods of inactivity ink will begin to evaporate and cure on the nozzle plate and in the nozzle chamber. This blocks the chamber and can either restrict the firing of the ink drops or cause them to deviate from their correct course.

Each type of ink, aqueous and ethanol based, have different De-Cap times:

For aqueous inks with short periods of inactivity, typically breaks in the printing cycle for less than 2 hours, no measures are required and the cartridge can remain in the print head.

For ethanol inks the De-Cap time can vary depending on the ink being used; typically they will require capping for between 10 to 60 minutes of inactivity during the printing cycle. For a perfect first print, wipe the nozzle face with a dry, lint-free tissue before starting operations again and/or print a couple of test messages. Purge settings can also be written into the operations, which would lessen the need for wiping.

For both types of ink, for periods of inactivity longer than stated above, the cartridge should be removed and the cap placed on the nozzles to stop the ink from drying. When starting operations for the first time after an extended break, wipe the nozzle face and print a couple of test prints before resuming.

Room temperature has an influence on the behaviour of the fluid dynamics of the ink - cartridges should always be operated within the temperature ranges as specified on the MSDS.
Ink Cartridge Cleaning

Dirty working environments can contaminate the print heads and print cartridges, affecting the quality of printed messages.

Why Ink Cartridges Require Cleaning

- Cured ink on the nozzle plate blocks or restricts firing. Ethanol and aqueous varieties both have different De-Cap times; however, during periods of inactivity without capping cartridges all varieties of ink may begin to cure on the nozzle plate.

- Environmental contaminations from of the production line (e.g. substrate fibres, dust, and ink spray) build up on the print heads and print cartridges. The result can block nozzles and block electrical contacts between the print head and cartridge.

- Abrasion on the nozzle face from particular substrates can damage nozzles and block them during the production run.

It is important to ensure that the print heads and cartridges are kept as clean as possible - free from substrate fibres, ink residue, and any other contamination that can build up during production.

Therefore it is recommended practice to clean an ink cartridge before fitting it to a print head and starting production. This ensures any dry ink residue is removed from the nozzle face before printing.
Clean the Ink Cartridge Print Head

WARNING: Eye protection must be worn.

CAUTIONS: (1) To avoid damaging the print head, do not apply excessive force.
(2) Do not shake or squeeze the ink cartridge.
(3) To avoid clogging the print head nozzles, use a lint free cloth and de-ionized water.

To clean the ink cartridge:
(1) Moisten a lint free cloth with de-ionized water.
(2) Gently wipe the ink cartridge across the lint free cloth.
(3) Continue to wipe the ink cartridge across the lint free cloth until 2 solid dark lines of ink appear.

Note: Use a fresh piece of cloth each time the ink cartridge is wiped.
Clean the Ink Cartridge Contacts

In some instances rows of nozzles in the print head can stop firing, see the image below.

In such situations, the electrical contacts sending signals to the ink cartridge may have been impeded by contamination.

To clean the contacts:

1. Remove the cartridge from the print head.
2. Clean the gold contact foil by gently wiping a lint free cloth across the contacts.
3. Gently clean the contacts in the printer with the lint free cloth.
Manual Nozzle Purge

If the nozzles in the print head become blocked, and cleaning the print head does not clear the blockage a purge can be carried out. A purge will force ink out of the nozzles and should clear them. If this does not clear the nozzle, the ink cartridge will need to be replaced.

*Note: The printer can also be set to automatically purge the ink cartridge nozzles during periods of inactivity. See “Automatic Nozzle Purge” on page 5-8.*

Using the Wireless USB Keyboard

**WARNING:** Eye protection must be worn.

To purge the ink cartridge using a wireless USB keyboard:

1. From the printer’s main menu, move the cursor down to highlight Operation.
2. Press the *Enter* button.
3. Move the cursor down to highlight *Purge*.
4. Press the *Enter* button.

Using a PC

**WARNING:** Eye protection must be worn.

To purge the ink cartridge using a PC:

1. Open the Domino G20i software.
2. Open the *Tool* menu.
3. Click on *Purge*.

Using an Android Device

**WARNING:** Eye protection must be worn.

To purge the ink cartridge using an Android device:

1. Open the Domino Printer G20i application on the Android device.
2. Select *Purge*.
3. Select *purge now!"
Automatic Nozzle Purge
To prevent ink from drying in the print head nozzles during periods of inactivity; the printer can be set to automatically purge the nozzles at regular intervals.

Set up Automatic Nozzle Purge using the Wireless USB Keyboard
To set up an automatic nozzle purge using the wireless USB keyboard:

1) From the main menu, highlight Settings.
2) Press the Enter button.
3) Highlight Purge.
4) Press the Enter button.
5) Highlight Status.
6) Press the Enter button.
7) Highlight Enable.
8) Press the Enter button.
9) Highlight Time.
10) Enter a suitable time value (the time between nozzle purges).
11) Press the Enter button.
12) Press ESC to return to the main menu.

Set up Automatic Nozzle Purge using the PC
To set up an automatic nozzle purge using the PC:

1) Open the Domino G20i software.
2) Open the Printer Control menu.
3) In the Print-Head sub menu, change the Purge Status to On.
4) Change the Purge Time (the time between nozzle purges) to a suitable value.

Set up Automatic Nozzle Purge using an Android device
To set up an automatic nozzle purge using an Android device:

1) Open the Domino Printer G20i application on the Android device.
2) Select printer settings.
3) Select purge.
4) Tick the Enable Purge tick box.
5) Enter a suitable Delay time (Seconds) (the time between nozzle purges) value.
6) Return to the application’s home screen.
Automatic Nozzle Switching

The print head has 2 banks of nozzles. To increase the nozzle life, rather than use both or 1 nozzle bank for every print, the G20i can alternate nozzle banks for each print.

Set up Automatic Nozzle Switching using the Wireless USB Keyboard

To set up this feature using the wireless USB keyboard:

1. From the main menu, highlight Settings.
2. Press the Enter button.
3. Highlight Print Side.
4. Press the Enter button.
5. Highlight Select.
6. Press the Enter button.
7. Highlight Auto.
8. Press the Enter button.
9. Highlight Value.
10. Enter the number of times 1 nozzle bank will print before switching to the second nozzle bank.
11. Press the Enter button.
12. Press ESC to return to the main menu.

Set up Automatic Nozzle Switching using the PC

Note: This feature cannot be set up using a PC when printing at 600 DPI. Both nozzle banks are required for 600 DPI printing.

To set up this feature using the PC:

1. Open the Domino G20i software.
2. Open the Printer Control menu.
3. In the Print-Head sub menu, change the Switch Nozzle Auto setting to On.
4. Change the Times value, to the number of times 1 nozzle bank will print before switching to the second nozzle bank.
Set up Automatic Nozzle Switching using an Android device

To set up this feature using an Android device:

1. Open the Domino Printer G20i application on the Android device.
2. Select *printer settings*.
3. Select *print side*.
5. Enter the number of times 1 nozzle bank will print before switching to the second nozzle bank in the *Auto change value* text box.
6. Select *OK*. 
UPDATE FIRMWARE

CAUTION: Do not turn off the printer or disconnect the power supply whilst the printer firmware is being updated.

Notes: (1) A blank USB flash drive with a capacity less than 4GB is required for this procedure.

(2) A USB wireless keyboard will be required to control the printer for this procedure.

(3) All data and settings saved in the printer will be lost after the firmware is updated.

To updated the printer’s firmware:

(1) Download the firmware files to a PC.

(2) Insert the USB flash drive into the PC’s USB port.

(3) Copy the new firmware file onto the USB flash drive.

(4) Disconnect the USB flash drive from the PC.

(5) Disconnect all of the inputs and outputs on the G20i except for the power supply and USB wireless keyboard.

(6) Remove the ink cartridge from the G20i.

(7) Insert the USB flash disk into the G20i’s USB flash port.

(8) From the printer’s main menu, use the wireless USB keyboard to move the cursor to highlight Settings.

(9) Press the Enter button.

(10) Move the cursor to highlight About.

(11) Press the Enter button.

(12) Move the cursor to highlight Update firmware.

(13) Press the Enter button.

(14) Move the cursor to highlight Yes.

(15) Press the Enter button.

(16) The update process will take up to 10 minutes to complete.

(17) After the update is complete, press ESC to return to the printer’s main menu.

(18) Press the F12 button.

(19) If the G20i’s language files need to be updated, leave the USB flash drive in the G20i and follow the Update Languages procedure on page 5-12. If the language files do not need to be updated, the USB flash drive can now be disconnected from the G20i.
UPDATE LANGUAGES

Note: A USB wireless keyboard will be required to control the printer for this procedure.

To update the languages on the printer:

(1) Update the printer’s firmware. See “Update Firmware” on page 5-11.
(2) From the printer’s main menu, move the cursor to highlight Settings.
(3) Press the Enter button.
(4) Move the cursor to highlight Language.
(5) Press the Enter button.
(6) Move the cursor to highlight the required language.
(7) Press the Enter button.
(8) Press the ESC button to return to the main menu.
(9) Press the F12 button.
RESET TO FACTORY DEFAULT SETTINGS

Note: A wireless USB keyboard is required for this procedure.

To reset the G20i back to the factory default settings:

1. From the main menu, highlight Settings.
2. Press the Enter button.
3. Move the cursor to highlight Default.
4. Press the Enter button.
5. Move the cursor to highlight Yes.
6. Press the Enter button.
# PART 6: INSTALLATION

## CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>INSTALLATION</td>
<td>6-3</td>
</tr>
<tr>
<td>Unpacking</td>
<td>6-3</td>
</tr>
<tr>
<td>Pack Contents</td>
<td>6-3</td>
</tr>
<tr>
<td>Mounting the G20i to a Conveyor</td>
<td>6-8</td>
</tr>
<tr>
<td>Grounding the G20i</td>
<td>6-11</td>
</tr>
<tr>
<td>Power Supply Connection</td>
<td>6-12</td>
</tr>
<tr>
<td>Wireless USB Keyboard Connection</td>
<td>6-13</td>
</tr>
<tr>
<td>Ink Cartridge Installation</td>
<td>6-14</td>
</tr>
<tr>
<td>PC Connection and Software Installation</td>
<td>6-16</td>
</tr>
<tr>
<td>Disable Driver Signature Enforcement</td>
<td>6-18</td>
</tr>
<tr>
<td>Manual Driver Installation</td>
<td>6-19</td>
</tr>
<tr>
<td>Android Device Connection</td>
<td>6-20</td>
</tr>
<tr>
<td>INPUT CONNECTIONS</td>
<td>6-21</td>
</tr>
<tr>
<td>NPN Input Signal Connection</td>
<td>6-21</td>
</tr>
<tr>
<td>External Product Sensors</td>
<td>6-22</td>
</tr>
<tr>
<td>NPN Product Sensor Connection</td>
<td>6-22</td>
</tr>
<tr>
<td>PNP Product Sensor Connection</td>
<td>6-23</td>
</tr>
<tr>
<td>Push-pull Product Sensor Connection</td>
<td>6-24</td>
</tr>
<tr>
<td>OUTPUT CONNECTIONS</td>
<td>6-25</td>
</tr>
<tr>
<td>NPN Output Signal Connection</td>
<td>6-25</td>
</tr>
<tr>
<td>Alarm Beacon Connection</td>
<td>6-26</td>
</tr>
<tr>
<td>Shaft Encoder Connection</td>
<td>6-27</td>
</tr>
<tr>
<td>Shaft Encoder Wheel Diameter</td>
<td>6-28</td>
</tr>
<tr>
<td>SHAFT ENCODER SET-UP</td>
<td>6-29</td>
</tr>
<tr>
<td>Using the Wireless USB Keyboard</td>
<td>6-29</td>
</tr>
<tr>
<td>Using a PC</td>
<td>6-29</td>
</tr>
<tr>
<td>INTERNAL PRODUCT SENSOR</td>
<td>6-30</td>
</tr>
<tr>
<td>Internal Product Sensor Calibration</td>
<td>6-31</td>
</tr>
<tr>
<td>PRINTER SETTINGS</td>
<td>6-33</td>
</tr>
<tr>
<td>Set The System Clock</td>
<td>6-33</td>
</tr>
<tr>
<td>Using the Wireless USB Keyboard</td>
<td>6-33</td>
</tr>
<tr>
<td>Using a PC</td>
<td>6-33</td>
</tr>
<tr>
<td>Using an Android Device</td>
<td>6-33</td>
</tr>
<tr>
<td>Set the Unit of Measurement</td>
<td>6-34</td>
</tr>
<tr>
<td>Using the Wireless USB Keyboard</td>
<td>6-34</td>
</tr>
<tr>
<td>Using a PC</td>
<td>6-34</td>
</tr>
</tbody>
</table>
Using an Android Device ............................................................ 6-34
Set the Print Direction ................................................................. 6-35
Using the Wireless USB Keyboard ............................................. 6-35
Using a PC .................................................................................. 6-35
Using an Android Device............................................................. 6-36
Set the Print Density ................................................................. 6-37
Using the Wireless USB Keyboard ............................................. 6-37
Using a PC .................................................................................. 6-37
Using an Android Device ............................................................. 6-37
Set the Print Resolution (DPI) ....................................................... 6-38
Using the Wireless USB Keyboard ............................................. 6-38
Using a PC .................................................................................. 6-38
Using an Android Device ............................................................. 6-39
Set the Print Speed ................................................................. 6-40
Using the Wireless USB Keyboard ............................................. 6-40
Using a PC .................................................................................. 6-40
Using an Android Device ............................................................. 6-41
Set the Product Sensor Type ....................................................... 6-42
Using the Wireless USB Keyboard ............................................. 6-42
Using a PC .................................................................................. 6-42
Using an Android Device ............................................................. 6-43
Set the Print Delay ................................................................. 6-44
Using the Wireless USB Keyboard ............................................. 6-44
Using a PC .................................................................................. 6-44
Using an Android Device ............................................................. 6-45
Set the Print Mode ................................................................. 6-46
Using the Wireless USB Keyboard ............................................. 6-46
Using a PC .................................................................................. 6-46
Using an Android Device ............................................................. 6-49
Set Password Protection ............................................................ 6-50
# INSTALLATION

## Unpacking

Remove the G20i and accessories from the packaging.

Check the contents of the package against the pack contents list, report any discrepancies to the supplier immediately.

### Pack Contents

<table>
<thead>
<tr>
<th>Quantity</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td><a href="#">G20i Thermal Inkjet Printer</a></td>
</tr>
<tr>
<td>1</td>
<td><a href="#">Base Clamp</a></td>
</tr>
<tr>
<td>2</td>
<td><a href="#">Clamps</a></td>
</tr>
</tbody>
</table>

![G20i Thermal Inkjet Printer](#)  
*G20i Thermal Inkjet Printer*

![Base Clamp](#)  
*Base Clamp*

![Clamps](#)  
*Clamps*
<table>
<thead>
<tr>
<th>Quantity</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Anti Shock Clamp</td>
</tr>
<tr>
<td>1</td>
<td>19 x 300mm Round Bar</td>
</tr>
<tr>
<td>1</td>
<td>19 x 200mm Round Bar</td>
</tr>
<tr>
<td>5</td>
<td>Hex Cap Screw 8 x 20mm</td>
</tr>
<tr>
<td>Quantity</td>
<td>Description</td>
</tr>
<tr>
<td>----------</td>
<td>----------------------------------</td>
</tr>
<tr>
<td>2</td>
<td>Hex Cap Screw 8 x 15mm</td>
</tr>
<tr>
<td>3</td>
<td>Hex Cap Screw 4 x 10mm</td>
</tr>
<tr>
<td>1</td>
<td>Wireless USB Keyboard</td>
</tr>
<tr>
<td>1</td>
<td>USB A-B Cable</td>
</tr>
</tbody>
</table>
## INSTALLATION

<table>
<thead>
<tr>
<th>Quantity</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Power Adapter</td>
</tr>
<tr>
<td>1</td>
<td>Ground Cable with M3x5 Screw</td>
</tr>
<tr>
<td>1</td>
<td>Screwdriver</td>
</tr>
</tbody>
</table>
## INSTALLATION

<table>
<thead>
<tr>
<th>Quantity</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td><img src="image1" alt="6mm Hex Key" /> 6mm Hex Key</td>
</tr>
<tr>
<td>1</td>
<td><img src="image2" alt="3mm Hex Key" /> 3mm Hex Key</td>
</tr>
</tbody>
</table>
Mounting the G20i to a Conveyor

Tools Required:
- 3mm hex key
- 6mm hex key

To mount the G20i to a conveyor:

1. Mount the Anti Shock Clamp to the side of the G20i.

2. Mount the Base Clamp and 19 x 200mm Round Bar to the side of the conveyor.
(3) Slide the 2 Clamps onto the 19 x 300mm Round Bar.

(4) Mount the 19 x 300mm Round Bar with Clamps onto the 19 x 200mm Round bar.
(5) Mount the G20i and Anti Shock Clamp onto the 19 x 300mm Round Bar.

(6) Adjust position of the printer so that it is 3mm further forwards than the conveyor guide rail.

(7) Tighten all of the screws.
Grounding the G20i

To ground the G20i:

(1) Attach the ground cable to the ground point, on the underside of the anti shock clamp using the M3x5 screw.

(2) Attach the other end of the ground cable to suitable grounding point.
Power Supply Connection

**CAUTION:** Only use the power adapter provided.

(1) Plug the power adapter into the 12 VDC socket.

(2) Plug the power adapter into a wall outlet, or other power source.
Wireless USB Keyboard Connection

(1) Insert the USB keyboard receiver into the printer’s USB keyboard slot.

(2) Insert 2 x AAA batteries into the keyboards battery compartment.

(3) Turn on the keyboard.
Ink Cartridge Installation

To install an ink cartridge into the G20i:

(1) Open the latch on the rear of the printer.

(2) Remove the cap from the ink cartridge.
INSTALLATION

(3) Insert the ink cartridge into the printer.

![Insert Ink Cartridge]

(4) Close the latch on the rear of the printer.

![Close Ink Cartridge Latch]
PC Connection and Software Installation

Notes: (1) The wireless USB Keyboard is required to set up the printer to PC connection.
(2) If installing the software onto a computer operating Windows 8 or 10 64 bit, driver signature enforcement must be disabled before installing the driver. See “Disable Driver Signature Enforcement” on page 6-18.

To connect the G20i to a PC:

(1) Save the Domino G20i software and driver files to a location on the PC.
(2) Connect the PC to the USB PC slot on the G20i using the USB A-B Cable.
(3) Turn the G20i on.

(4) Using the wireless USB keyboard, from the printer’s main menu, move the cursor down to highlight Operation.

(5) Press the Enter button.

(6) Move the cursor to highlight Connect PC.

(7) Press the Enter button.

(8) The PC should now detect the connection to the G20i and attempt to install the driver software, follow the on screen instructions.

(9) If the PC does not automatically install the driver, the driver must be installed manually. See “Manual Driver Installation” on page 6-19.

(10) Start the Domino G20i Setup programme on the PC and follow the on screen instructions.
Disable Driver Signature Enforcement

If the PC to which the G20i is being connected uses the Windows 8 or 10 64 bit operating system, driver signature enforcement must be disabled.

Windows 8

To disable driver signature enforcement in Windows 8:

1. Hold down the Windows button on the PC’s keyboard and press the C button.
2. Click on Settings.
3. Click on Change PC settings.
4. Click on General.
5. Under Advanced start-up, click on Restart now.
6. After restarting, click on Troubleshoot.
7. Click on Advanced options.
8. Click on Start-up Settings.
9. Click on Restart.
10. After restarting, press the F7 button on the PC’s keyboard to disable driver signature enforcement.
11. The computer will now restart; after restarting, the driver can be installed.

Windows 10

To disable driver signature enforcement in Windows 10:

1. Click on the Windows Start icon.
2. Click on Power.
3. Hold down the Shift button on the PC’s keyboard and click on Restart.
4. After restarting, click on Troubleshoot.
5. Click on Advanced options.
6. Click on Startup Settings.
7. Click on Restart.
8. After restarting, press the F7 button on the PC’s keyboard to disable driver signature enforcement.
9. The computer will now restart; after restarting, the driver can be installed.
Manual Driver Installation

To manually install the G20i driver:

1. Select the Windows start icon on the PC.
2. Right-click Computer and select Manage.
3. Select Device Manager in the left side bar.
4. Right-click on Thermal Inkjet Coder and select Update Driver Software.
5. Select Browse my computer for driver software.
6. Select the driver software location.
7. Select Next.
8. Follow the on screen instructions to install the driver.
Android Device Connection

Note: The wireless USB Keyboard is required to set up the Android device connection.

To set up the Android device connection:

1. Using the wireless USB keyboard, from the printer’s main menu, move the cursor down to highlight Settings.
2. Press the Enter button.
3. Move the cursor to highlight Bluetooth.
4. Press the Enter button.
5. Ensure that Active is set to Enable.
6. Move the cursor to highlight Name.
7. Type in a name which will be used to identify the printer.
8. Move the cursor to highlight Pin.
9. Type in a pin number which will be used to access the printer.
10. Press the Enter button.
11. Press ESC to return to the main menu.
12. Download the Domino Printer G20i application from the Google Play store onto the Android device.
13. Turn on Bluetooth on the Android device.
14. Open the Domino Printer G20i application on the Android device.
15. Select Printers.
17. When the printer is found, its name will appear in the Available Devices list.
18. Select the printer.
19. Select Connect.
20. Enter the printer’s pin number.
21. Select OK.
22. Return to the Domino Printer G20i application’s Home menu.
23. The printer is now ready to use.
INPUT CONNECTIONS

NPN Input Signal Connection

**CAUTION:** Turn off the G20i and disconnect the power before making any wiring connections.

An NPN input signal can be connected to the Extended Port to trigger functions such as counter reset.

![NPN Input Signal Wiring Diagram](image)
External Product Sensors

The G20i supports NPN, PNP and Push-Pull sensor types. When connected, the sensor will send a print trigger signal to the G20i when the leading edge of a product passes the sensor.

When using an external product sensor, the product sensor type (page 6-42), print delay (page 6-44) and print mode (page 6-46) must be set.

NPN Product Sensor Connection

CAUTION: Turn off the G20i and disconnect the power before making any wiring connections.

NPN Sensor to Printer Wiring Diagram
(Powered from the printer)

5V Power Supply

NPN Sensor to Printer Wiring Diagram
(Powered from an external power supply)
PNP Product Sensor Connection

CAUTION: Turn off the G20i and disconnect the power before making any wiring connections.

PNP Sensor to Printer Wiring Diagram
(Powered from the printer)

5V Power Supply

PNP Sensor to Printer Wiring Diagram
(Powered from an external power supply)
Push-pull Product Sensor Connection

**CAUTION:** Turn off the G20i and disconnect the power before making any wiring connections.

Push-Pull Sensor to Printer Wiring Diagram
(Powered from the printer)

Push-Pull Sensor to Printer Wiring Diagram
(Powered from an external power supply)
OUTPUT CONNECTIONS

NPN Output Signal Connection

CAUTION: Turn off the G20i and disconnect the power before making any wiring connections.

The printer can generate an NPN output signal from the Extended Port after each print.

NPN Output Signal Wiring Diagram
Alarm Beacon Connection

CAUTION: Turn off the G20i and disconnect the power before making any wiring connections.

An alarm beacon can be connected to allow operators to monitor the printer’s status from a distance.

<table>
<thead>
<tr>
<th>Beacon Signal</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Red</td>
<td>There is a fault, printer has stopped.</td>
</tr>
<tr>
<td>Amber</td>
<td>The printer requires attention.</td>
</tr>
<tr>
<td>Green</td>
<td>The printer is printing or is ready to print.</td>
</tr>
</tbody>
</table>

Power: 12V

Alarm Beacon to Printer Wiring Diagram
Shaft Encoder Connection

**CAUTION:** Turn off the G20i and disconnect the power before making any wiring connections.

A shaft encoder can be connected to the G20i to measure the production line speed. A shaft encoder is recommended if the speed of the production line varies during printing.

*Note:* The G20i only supports fixed wheel shaft encoders, to calculate the required wheel diameter see page 6-28.

<table>
<thead>
<tr>
<th>Shaft Encoder Technical Specification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pulses Per Revolution:</td>
</tr>
<tr>
<td>Outputs:</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Power:</td>
</tr>
</tbody>
</table>

Shaft Encoder to Printer Wiring Diagram
Shaft Encoder Wheel Diameter

To calculate the required encoder wheel diameter (D), the required print resolution (R) must also be known.

Perform the following calculation:

\[ 3600 \div (\pi \times R) = D \]

For example, if the required printer resolution is 600DPI, the calculation for the encoder wheel diameter is:

\[ 3600 \div (\pi \times 600) = 1.90985 \text{ inches or 48.5 mm.} \]
SHAFT ENCODER SET-UP

To use a shaft encoder, it must be set-up in the G20i’s settings.

Using the Wireless USB Keyboard

To set-up the shaft encoder using the wireless USB keyboard:

1. From the main menu, highlight Settings.
2. Press the Enter button.
3. Move the cursor to highlight Speed.
4. Press the Enter button.
5. Move the cursor to highlight Select.
6. Press the Enter button.
7. Move the cursor to highlight Encoder.
8. Press the Enter button.
9. Move the cursor to highlight Value.
10. Press the Enter button.
11. Move the cursor to highlight Real.
12. Press the Enter button.

Using a PC

To set-up the shaft encoder using a PC:

1. Open the Domino G20i software.
2. Open the Printer Control menu.
3. Change the Encoder setting to On.
INTERNAL PRODUCT SENSOR

The G20i is equipped with an internal product sensor to trigger message printing.

The internal product sensor will generate a print trigger signal when the leading edge of a product passes the product sensor.

To use the internal product sensor, the product sensor type (page 6-42), print delay (page 6-44) and print mode (page 6-46) must be set.

To calibrate the internal product sensor, see “Internal Product Sensor Calibration” on page 6-31.
Internal Product Sensor Calibration

To calibrate the internal product sensor:

1. Place a product or box in front of the G20i so that it covers the product sensor.

2. The Sensor LED should illuminate to indicate that a product has been detected.
(3) If the Sensor LED did not illuminate, use a small screwdriver to turn the adjustment screw clockwise, until the Sensor LED illuminates.

(4) Remove the product or box from in front of the internal product sensor.

(5) The Sensor LED should now turn off. If the sensor LED does not turn off, turn the adjustment screw anti clockwise until the LED does turn off.
PRINTER SETTINGS

It is recommended to set the printer settings after the G20i has been installed.

Printing must be stopped whilst the printer settings are changed. See “Stop Printing” on page 3-14.

Set The System Clock

The system clock must be set to ensure that time and date fields are printed correctly.

The procedures below, describe how to set the system clock.

Using the Wireless USB Keyboard

To set the system clock using the wireless USB keyboard:

1. From the main menu, highlight Settings.
2. Press the Enter button.
3. Move the cursor to highlight System clock.
4. Press the Enter button.
5. Move the cursor to highlight Date.
6. Use the ▼ and ► arrow buttons on the keyboard to change the date value.
7. Press the Enter button to apply the date value.
8. Move the cursor to highlight Time.
9. Use the ▼ and ► arrow buttons on the keyboard to change the time value.
10. Press the Enter button to apply the time value.
11. Press the ESC button to return to the main menu.

Using a PC

Note: This feature is not available.

Using an Android Device

To set the system clock using an Android device:

1. Open the Domino Printer G20i application on the Android device.
2. Select printer settings.
3. Select system clock.
4. The system date and time can now be changed.
5. Select set.
Set the Unit of Measurement

The procedures below, describe how to set the measurement unit type that will be used in the printer.

Using the Wireless USB Keyboard

To set the measurement units using the wireless USB keyboard:

1. From the main menu, highlight Settings.
2. Press the Enter button.
3. Move the cursor to highlight Unit.
4. Press the Enter button.
5. Move the cursor to highlight either inches or mm.
6. Press the Enter button.
7. Press ESC to return to the main menu.

Using a PC

To set the measurement units using a PC:

1. Open the Domino G20i software.
2. Open the Printer Control menu.
3. Select the Unit drop-down menu.
4. Select either Millimeters or Inches.

Using an Android Device

To set the measurement units using an Android device:

1. Open the G20i application on the Android device.
2. Select printer settings.
3. Select unit.
4. Select either Millimeter (mm) or Inches.
5. Select OK.
Set the Print Direction

The procedures below, describe how to select which direction the product will pass across the print head, and which way up the message will be printed.

Using the Wireless USB Keyboard

To set the print direction using the wireless USB keyboard:

1. From the main menu, highlight Settings.
2. Press the Enter button.
3. Move the cursor to highlight Direction.
4. Press the Enter button.
5. Move the cursor to highlight a print direction:

   ABC
   CBA
   ABC

(6) Press the Enter button.
(7) Press ESC to return to the main menu.

Using a PC

To set the print direction using a PC:

1. Open the Domino G20i software.
2. Open the Printer Control menu.
3. Select the Direction drop-down menu.
4. Select either Left to Right or Right to Left.
5. To print the message upside down, tick the Rotate View tick box.
Using an Android Device

To set the print direction using an Android device:

1. Open the G20i application on the Android device.
2. Select printer settings.
3. Select print direction.
4. Select a print direction:
   
   ABC
   CBA
   BCA
   CAB

5. Select Cancel to return to the printer settings menu.
Set the Print Density
The procedures below, describe how to set the print density. A higher density setting will create a darker message, but will increase ink consumption and decrease the maximum print speed.

Using the Wireless USB Keyboard
To set the print density using the wireless USB keyboard:

1. From the main menu, highlight Settings.
2. Press the Enter button.
3. Move the cursor to highlight Density.
4. Press the Enter button.
5. Move the cursor to highlight a density level from 1 to 5.
6. Press the Enter button.
7. Press ESC to return to the main menu.

Using a PC
To set the print density using a PC:

1. Open the Domino G20i software.
2. Open the Printer Control menu.
3. Select a Density level from 1 to 5.

Using an Android Device
To set the print density using an Android device:

1. Open the G20i application on the Android device.
2. Select printer settings.
3. Select density.
4. Use the slider to select a density level from 1 to 5.
5. Select Set.
Set the Print Resolution (DPI)

The procedures below describe how to set the print resolution (DPI). Increasing the print resolution will increase print quality but will decrease the maximum print speed.

Using the Wireless USB Keyboard

To set the print resolution using the wireless USB keyboard:

1. From the main menu, highlight Settings.
2. Press the Enter button.
3. Move the cursor to highlight Resolution.
4. Press the Enter button.
5. Move the cursor to highlight the required resolution:
   - 300x300 DPI
   - 300x150 DPI
   - 300x100 DPI
6. Press the Enter button.
7. Press ESC to return to the main menu.

Using a PC

To set the print resolution using a PC:

1. Open the Domino G20i software.
2. Open the Printer Control menu.
3. Select the Resolution DPI drop-down menu.
4. Select the required resolution:
   - 600x600
   - 600x300
   - 600x150
   - 600x100
   - 300x300
   - 300x150
   - 300x100
Using an Android Device

To set the print resolution using an Android device:

1. Open the G20i application on the Android device.
2. Select printer settings.
3. Select resolution.
4. Select the required resolution:
   - 300x300 dpi
   - 300x150 dpi
   - 300x100 dpi
5. Select OK.
Set the Print Speed

The procedures below, describe how to manually set the print speed.

If the printer is not using a shaft encoder to measure print speed, the print speed must be manually set.

*Note: It is recommended to use a shaft encoder to measure print speed if the production line speed varies.*

The minimum speed which can be set is 0.1m/min.

The maximum speed which can be set is 228m/min, but this is dependant on the print density and print resolution settings, shown in the table below.

<table>
<thead>
<tr>
<th>Resolution</th>
<th>Density</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>45</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>300x300</td>
<td>76m/min</td>
<td>38m/min</td>
<td>25m/min</td>
<td>19m/min</td>
<td>15m/min</td>
<td></td>
</tr>
<tr>
<td>300x150</td>
<td>152m/min</td>
<td>76m/min</td>
<td>50m/min</td>
<td>38m/min</td>
<td>30m/min</td>
<td></td>
</tr>
<tr>
<td>300x100</td>
<td>228m/min</td>
<td>152m/min</td>
<td>101m/min</td>
<td>76m/min</td>
<td>60m/min</td>
<td></td>
</tr>
</tbody>
</table>

Using the Wireless USB Keyboard

To set the print speed using the wireless USB keyboard:

1. From the main menu, highlight Settings.
2. Press the Enter button.
3. Move the cursor to highlight Speed.
4. Press the Enter button.
5. Type in the speed of the production line conveyor (m/min).
6. Press the Enter button.
7. Press ESC to return to the main menu.

Using a PC

To set the print speed using a PC:

1. Open the Domino G20i software.
2. Open the Printer Control menu.
3. In the Speed text box, type the speed of the production line conveyor (m/min).
Using an Android Device

To set the print speed using an Android device:

(1) Open the G20i application on the Android device.
(2) Select printer settings.
(3) Select print speed.
(4) Use the slider to select the speed of the production line conveyor (m/min).
(5) Select OK.
Set the Product Sensor Type

The procedures below, describe how to select either the internal or an external product sensor in the G20i’s settings.

**Using the Wireless USB Keyboard**

To set the product sensor type using the wireless USB keyboard:

1. From the main menu, highlight *Settings*.
2. Press the *Enter* button.
3. Move the cursor to highlight *Sensor*.
4. Press the *Enter* button.
5. Move the cursor to highlight either:
   - *Internal* - To use an internal product sensor; or,
   - *External* - To use an external product sensor.
6. Press the *Enter* button.

**Using a PC**

To set the product sensor type using a PC:

1. Open the Domino G20i software.
2. Open the *Printer Control* menu.
3. Change the Printing Mode to *Sensor*.
4. Change the Sensor Mode Type to either:
   - *Internal* - To use an internal product sensor; or,
   - *External* - To use an external product sensor.
Using an Android Device
To set the product sensor type using an Android device:

1. Open the Domino Printer G20i application on the Android device.
2. Select *printer settings*.
3. Select *sensor*.
4. Select either:
   - *Internal sensor* - To use an internal product sensor; or,
   - *External sensor* - To use an external product sensor.
5. Select *Set*. 
Set the Print Delay

The procedures below, describe how to set the print delay values.
The print delay values, set the distance between when a print trigger signal is received by the G20i and the point when a message is printed.
The print delay values also set the distance between printed messages.

Using the Wireless USB Keyboard

To set the print delay using the wireless USB keyboard:

1. From the main menu, highlight Settings.
2. Press the Enter button.
3. Move the cursor to highlight Delay.
4. Press the Enter button.
5. Change the Delay Before value to set the distance between when the print trigger is activated, and the point when the message will print. (5mm to 500mm)
6. Change the Delay After value to set the distance between when the message has finished printing, and when the next message will start printing. (50mm to 500mm)
7. Press the Enter button.

Using a PC

To set the print delay using a PC:

1. Open the Domino G20i software.
2. Open the Printer Control menu.
3. Under the Sensor tab, change the Delay Before value to set the distance between when the print trigger is activated, and the point when the message will print. (5mm to 500mm)
4. Under the Sensor tab, change the Delay After value to set the distance between when the message has finished printing, and when the next message will start printing. (50mm to 500mm)
Using an Android Device

To set the delay using an Android device:

(1) Open the Domino Printer G20i application on the Android device.
(2) Select printer settings.
(3) Select print delay.
(4) Change the *Delay before print* value to set the distance between when the print trigger is activated, and the point when the message will print. (5mm to 500mm)
(5) Change the *Delay After* value to set the distance between when the message has finished printing, and when the next message will start printing. (50mm to 500mm)
(6) Select Set.
Set the Print Mode

The procedures below, describe how to set the G20i’s print mode. The G20i has 2 print modes:

<table>
<thead>
<tr>
<th>Print Mode</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sensor Mode</td>
<td>The G20i will print 1 or more messages after each pulsed input signal is received from a product sensor.</td>
</tr>
<tr>
<td>Continue Mode</td>
<td>The G20i will be triggered to print messages from a continuous input signal from a product sensor. Printing will only stop when the input signal stops.</td>
</tr>
</tbody>
</table>

Using the Wireless USB Keyboard

Sensor Mode

To set the print mode as Sensor, using the wireless USB keyboard:

1. From the main menu, highlight Settings.
2. Press the Enter button.
3. Move the cursor to highlight Print Mode.
4. Press the Enter button.
5. The following settings can now be configured.

<table>
<thead>
<tr>
<th>Mode:</th>
<th>Select Sensor.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Repeat:</td>
<td>Enter the number of times a message should be repeated after each input signal. (0 - 100)</td>
</tr>
<tr>
<td>Delay:</td>
<td>Enter the distance between each printed message. (10 - 10,000)</td>
</tr>
</tbody>
</table>

6. Press the Enter button.
**Continue Mode**

To set the print mode as Continue, using the wireless USB keyboard:

1. From the main menu, highlight *Settings*.
2. Press the *Enter* button.
3. Move the cursor to highlight *Print Mode*.
4. Press the *Enter* button.
5. The following settings can now be configured.

<table>
<thead>
<tr>
<th>Mode:</th>
<th>Select Continue.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Delay:</td>
<td>Enter the distance between each printed message. (10 - 10,000)</td>
</tr>
<tr>
<td>Enable:</td>
<td>Select either:</td>
</tr>
<tr>
<td></td>
<td>Level - A sensor signal will be required to start printing.</td>
</tr>
<tr>
<td></td>
<td>Immediate - The G20i will start printing immediately after <em>Start</em> is selected from the <em>Message</em> menu.</td>
</tr>
</tbody>
</table>

6. Press the *Enter* button.
INSTALLATION

Using a PC

Sensor Mode

To set the print mode as Sensor using a PC:

1. Open the Domino G20i software.
2. Open the Printer Control menu.
3. Change the Printing Mode to Sensor.
4. The following settings can now be configured:

<table>
<thead>
<tr>
<th>Type:</th>
<th>Select either:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• External - if an external product sensor is used to trigger printing.</td>
</tr>
<tr>
<td></td>
<td>• Internal - if an internal product sensor is used to trigger printing.</td>
</tr>
</tbody>
</table>

| Delay:         | Change the Before value to set the distance between when the trigger signal is received and when the first message is printed. (10 - 10,000) |
|                | Change the After value to set the distance between messages. (10 - 10,000)     |

| Repeat Sensor: | Enter the number of times a printed message should be repeated. (0 - 99)       |
| Fixed Length:  | Enter the distance between repeated messages. (10 - 10,000)                    |

Continue Mode

To set the print mode as Continue using a PC:

1. Open the Domino G20i software.
2. Open the Printer Control menu.
3. Change the Printing Mode to Continue.
4. Change the Fixed Length value to the distance between each printed message. (10 - 10,000)
5. If the printed message is not to be repeated, tick the No repeat data tick box.
Using an Android Device

Sensor Mode
To set the print mode as Sensor using an Android device

1. Open the G20i application on the Android device.
2. Select printer settings.
3. Select print mode.
4. Tick the Use sensor mode tick box.
5. The following settings can now be configured:

<table>
<thead>
<tr>
<th>Setting</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Delay (mm):</td>
<td>Enter the distance between each printed message. (10 - 10,000)</td>
</tr>
<tr>
<td>Repeat time:</td>
<td>Enter the number of times the message should be repeated.</td>
</tr>
</tbody>
</table>

6. Select Set.

Continue Mode
To set the print mode as Continue using an Android device

1. Open the G20i application on the Android device.
2. Select printer settings.
3. Select print mode.
4. Un-tick the Use sensor mode tick box.
5. Set the Delay (mm) value to the distance between each printed message.
6. Select Set.
Set Password Protection

The G20i can be password protected to prevent an unauthorised user accessing the printer settings.

Notes: (1) By default the G20i’s password protection is disabled.
(2) The default password is: 1234567890.
(3) A password can be up to 10 alphanumeric characters in length.
(4) A wireless USB keyboard is required to set password protection.

To set the password protection:

(1) From the main menu, highlight Settings.
(2) Press the Enter button.
(3) Move the cursor to highlight Password.
(4) Press the Enter button.
(5) Move the cursor to highlight Active.
(6) Press the Enter button.
(7) Enter the old password.
(8) Press the Enter button.
(9) Enter the new password.
(10) Press the Enter button.
(11) Retype the new password
(12) Press the Enter button.
(13) Press ESC to return to the main menu.