DuraLabel®
2000 PLUS

User's Guide

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1. INTRODUCTION

WELCOME

Congratulations on your new purchase of the DuraLabel 2000 PLUS Handheld Label Printer! We've included this User's Guide to help you get printing as soon as possible.

With this guide you will learn how to set up your handheld printer, load supplies, and create custom labels.

The DuraLabel 2000 PLUS is the best choice in handheld printing. Lightweight and simple to operate, the DuraLabel 2000 PLUS delivers superior thermal transfer printing performance while conveniently fitting in the palm of your hand. With the soft key menu system, navigating between menu options and adding custom text and graphic images to your labels is now easier than ever.

The DuraLabel 2000 PLUS allows you to print labels in the field without having to do any data entry on a PC, increasing your label production. The DuraLabel 2000 PLUS also saves up to 32 label designs for quick retrieval during future labeling tasks.

Refer to **http://www.duralabel.com/duralabel-2000/support.php** for an instructional video, label examples, and a User's Guide and QuickStart Guide in .pdf format.

Please contact us for all your labeling needs. From standardized labels to custom labels, we're ready to provide the labeling supplies you need. Call Graphic Products at **1-800-788-5572** today to get your labeling problems solved.

SAFETY PRECAUTIONS

- Read all instructions carefully.
- Do not immerse the *printer* or the battery charger in water or other liquids; you could receive an electrical shock.
- Do not expose to high temperatures or high humidity. Never leave on the dashboard or in the trunk of a car.
- Do not use in very dusty places and avoid direct exposure to sunlight and rain.
- Do not remove *hand strap*; it cannot be reinstalled without reassembly of unit.

- Do not attempt to repair the *printer* or the *battery charger*. There are no serviceable parts. If service or repair is needed, contact a qualified Graphic Products service representative.
- Do not touch the *print head*.
- Use only Graphic Products certified battery pack and charger.

DEVICE SPECIFICATIONS

Output Device	• 203 dpi Thermal Transfer Print Head
Power	• 7.2 VDC 2000mAh Ni-MH • 100-240VAC wall mounting pack for recharging
Display	• 2.62" x 1.31" (256 × 128 pixels) LCD shows 5 lines
Operating Temp	• +40° F to +122° F (+5° C to +50° C) non-condensating • Condensation can form on any electronic device if transferred from a cold to hot or hot to cold environment quickly. The device will not run until the condensation dissipates.
Storage Temp	• -34° F to +160° F (-30° C to +71° C)
Weight	• 2.7lbs. (1.22kg)

2. GETTING STARTED

UNPACKING & INSPECTION

The DuraLabel 2000 PLUS has been specially packaged to withstand damage that may occur during the shipping process. However, upon receiving the *printer,* carefully inspect the package and the device. In case of damage, contact the carrier directly to specify the nature and extent of the damage. Please retain the packaging materials in case the *printer* needs to be reshipped.

EQUIPMENT CHECKLIST

DuraLabel 2000 PLUS

Supply Spindle
(shipped inside printer)

Rechargeable Battery
and Battery Charger

QuickStart
Guide

User's
Guide

Cleaning
Cards (5)
and Pen

If any equipment is missing, please contact Graphic Products customer service at 1-800-788-5572.

3. The BATTERY

CHARGING THE BATTERY

> ⚠️ **IMPORTANT:**
> For optimal performance the *battery* must be charged before use.

LED STATUS	BATTERY
On	Charging
Blinking every 2 seconds	Fully Charged
Blinking every 1/2 second	Error

Battery

Power Jack

Battery Charge Indicator LED

INSERTING THE BATTERY

1. Pull up and out on the end of the rubber *battery compartment flap* on the bottom of the printer to open the *battery compartment*.

2. Slide the *battery* into the *printer* until it snaps into place.

3. Close the *battery compartment flap*.

Power Jack

Battery Charge Indicator LED

3. *The BATTERY*

REMOVING THE BATTERY

⚠️ **IMPORTANT:**
Always power down the *printer* before removing the *battery* to prevent damage to the LCD.

1. To remove the *battery,* first open the *battery compartment flap*.

Pull Tab

2. Pull gently on the *pull tab*.

▶**NOTE:** Do not remove the *pull tab*.

USING THE BATTERY

The DuraLabel 2000 PLUS has an intelligent battery voltage monitor. As the voltage drops, the firmware drives the battery harder to deliver the voltage needed to maintain high print quality—even as the battery becomes completely discharged. Printed labels maintain the same high quality right up until the battery is completely exhausted.

Printing large characters and/or large labels requires more power than small ones and will drain the *battery* faster.

Battery usage is monitored by the printer internally to maximize battery life. If the *printer* is on and not in use after approximately 15 minutes, the *printer* saves the current label design and powers off to preserve the *battery*. When the *printer* is turned on again, the *printer* will resume from the same screen as when it powered off.

Full Battery   Partial Battery   Empty Battery
Battery Life Indicator

▶**WARNING:** Risk of fire or explosion if the *battery* is replaced by an incorrect type.
Use only a Graphic Products approved battery.

4. LOADING PRINTER SUPPLIES

INSTALLING THE RIBBON CARTRIDGE

> ⚠ **IMPORTANT:**
> The printer should be off prior to installing the ribbon cartridge.

Ribbon Cartridge

Ribbon

Locking Tab

Printer Cover

Cover Release Lever
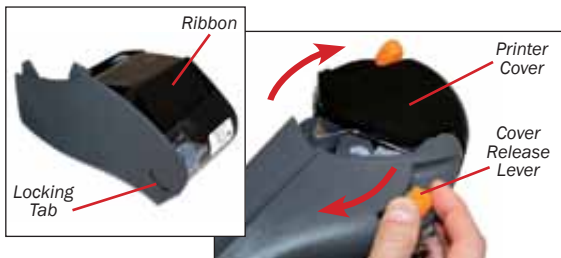
1. Open the *printer cover* by pulling the *cover release lever.*

LCD Screen

2. Orient the *ribbon cartridge* so the section of exposed ribbon faces up, toward the underside of the *LCD screen*. Rest the ribbon cartridge on the bottom edge of the opening.

3. Lift the *ribbon cartridge* slightly to avoid snagging the *ribbon* on the parts below. Gently slide the *ribbon cartridge* into the side of the *printer* until it snaps tightly and is flush with the side of the *printer*.

5. Lock the *ribbon cartridge* in place by sliding the *locking tab*.

6. Turn the printer on and press **FEED** to tighten the *ribbon*.

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4. LOADING PRINTER SUPPLIES

LOADING THE SUPPLY SPINDLE

Spindle Shaft

1. With the *printer cover* open, remove the *supply spindle* from the *printer.*

Left Spindle Cap

2. Grasping the three parts of the *supply spindle*, gently pull off the left *spindle cap*.

3. Slide the supply over the *spindle shaft* making sure it unwinds in the direction indicated by the arrows on each side of the *supply spindle.*

When using supply that is less than 2" in width, make sure to set the right *spindle cap* in the appropriate notch on the *supply spindle*.

Right Spindle Cap Set for 1" Supply

Supply Spindle With 2" Supply

Loading 1" Supply Onto Supply Spindle

LOADING THE SUPPLY SPINDLE cont.

4. Replace the *left spindle cap* on the end of the *spindle shaft* by pressing the caps together until they touch the supply roll, making sure the *spindle hooks* are aligned.

4. LOADING PRINTER SUPPLIES

INSTALLING THE SUPPLY SPINDLE IN THE PRINTER

⚠️ **IMPORTANT:**
The printer should be off prior to installing the supply spindle.

Guide Plate

Gently push while closing

Slotted Round Bar

Platen Roller

Spindle Shaft End

Spindle Slot

2"
1"
½"
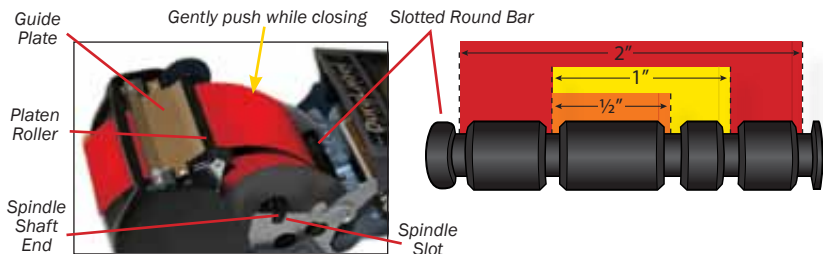
1. To secure the supply, place the *spindle hooks* in the corresponding slots on the *slotted round bar,* as seen in the diagram above.

Spindle Slot

2. Press the *spindle shaft ends* into the *spindle slots.* Be sure the supply spindle is fully seated.

3. Insert the end of the supply between the *platen roller* and the black strip of the *guide plate,* pushing it through the slot at the top of the *printer cover.*

Drive Gear - turn to manually advance supply

4. Carefully close the *printer cover* without pinching the supply inside, and lock it in place with the *cover release lever*.

Cover Release Lever

▶ **NOTE:** Once the *printer cover* is closed and the printer is turned on, the *printer* determines the width of the supply, and the supply is aligned for printing labels.

Your DuraLabel 2000 PLUS printer is now fully loaded and ready to power on. Press the power key ⏻ to get started!

5. The PRINTER INTERFACE

The printer interface image below highlights the main navigational tools needed to help you get started.

Status Bar

Label Layout Area

Soft Key Menu

Soft Keys

Escape Key

Menu Key

Power Key

Enter Key

Direction Pad

Print Preview Key

Function Key

Caps Lock Key

6. MAKING LABELS

To introduce the process of making labels, it is necessary to understand the different keys found on the printer's interface and the unique screens with which the user frequently interacts.

KEYS

The DuraLabel 2000 PLUS contains 63 keys used for easy menu navigation, label design, and printer operation.

Soft Keys

Status Bar

Soft Key Menu
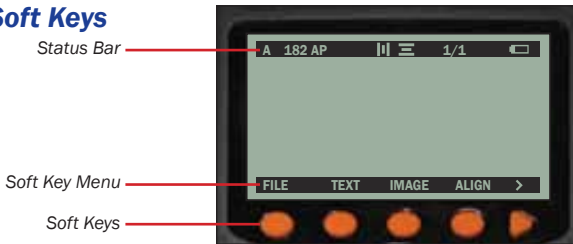
Soft Keys

Five soft keys are located just below the LCD screen. The function for each soft key appears on the soft key menu bar above each soft key. This allows the user to navigate between menu options when designing labels or adjusting printer settings.

Keypad

The *keypad* consists of all keys located below the soft keys. Keys on the *keypad* generally serve one basic function, unless the FUNC key is pressed prior to entering a letter or number on the *keypad*. Pressing the FUNC key activates the red key set on the *keypad*. The arrow on the far left side of the status bar indicates red key set is active (see page 14).

Escape

Menu Key

Power Key

Direction Pad

Function Key

6. MAKING LABELS

Pressing the power key ⏻ turns the *printer* on and off.

The direction pad ⊗ is used for screen navigation and cursor placement.

Pressing **MENU** on the key pad will return user to the soft key main menu from any screen. The soft key main menu looks like this:

| FILE | TEXT | IMAGE | ALIGN | > |

Pressing **ESC** on the key pad will return to the previous soft key menu.

SCREENS

The DuraLabel 2000 PLUS has three design screens to aid in designing labels: the *edit screen,* the *size screen*, and the *image screen*. Two other screens, used most commonly when a label design is complete, may also be utilized: the *preview screen*, and the *save screen*.

Edit Screen

Status Bar

Label Layout Area

Soft Key Menu

The edit screen consists of a status bar, a label layout area, and a soft key menu. Text and images are entered and modified on this screen. The edit screen displays the layout of the text and images in the label design. Pressing **PREVIEW** displays a representation of the label text and images scaled to actual print size.

▶**NOTE:** For further information on what is included on the edit screen, see the *Edit Screen Guide* on page 14.

Edit Screen Guide

See the explanation of the numbered items below the image.
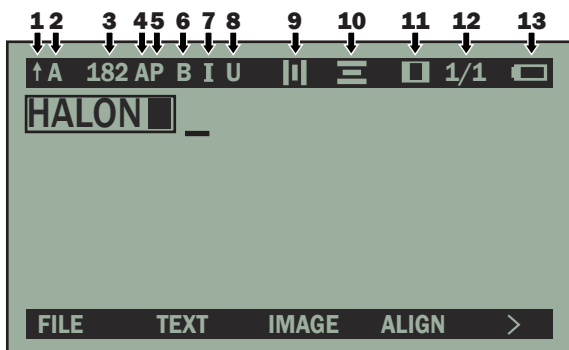
1. Red key definitions active.................................... [FUNC]

2. CAPS lock.. [CAPS]
  A (on) **a** (off)

3. Size... **TEXT** **SIZE**

4. Auto-size... **TEXT** **SIZE** **AUTO**

5. Unit.. **TEXT** **SIZE** **UNITS**
  P (point size) **%** (percent of label)
  " (height in inches) **M** (height in millimeters)

6. Bold .... **TEXT** **BOLD**

7. Italic .... **TEXT** **ITAL**

8. Underline... **TEXT** **UNDER**

9. Vertical alignment .... **ALIGN** **VERTICAL**
  |'| (top) |·| (center) |.| (bottom)

10. Horizontal alignment .... **ALIGN** **HORIZONTAL**
  Ξ (left) Ξ (center) Ξ (right)

11. Border .... **>** **BORDER**
  □ (thin) ■ (wide)

12. Line number over label line count

13. Battery life indicator

Full Battery   Partial Battery   Empty Battery

6. MAKING LABELS

Size Screen

Status Bar

Label Layout Area

Soft Key Menu

The size screen is accessed through the soft key main menu by pressing the **TEXT** soft key followed by the **SIZE** soft key. Like the edit screen, the size screen consists of a status bar, a label layout area, and a soft key menu.

In the example above, the size is 182 points, the default for 2" supply. The label layout area has two sections: one for the text and one for the image.

While on the size screen, users modify the size of a specific string of characters or images and can adjust the unit of measurement for the label design. Pressing the **AUTO** soft key on the soft key menu allows the user to enable and disable the auto-size setting for a specific string of characters or images (to learn about the auto-size feature, see *TEXT/IMAGE AUTO-SIZE* on page 17). Pressing **UNITS** allows the user to change the unit of measurement for the label design to one of the following: POINT, PERCENT, INCHES, or MM.

To return to the edit screen from the size screen, press **MENU**.

▶ **NOTE:** For information on label design using the size screen, see *CELLS* on page 18.

Image Screen
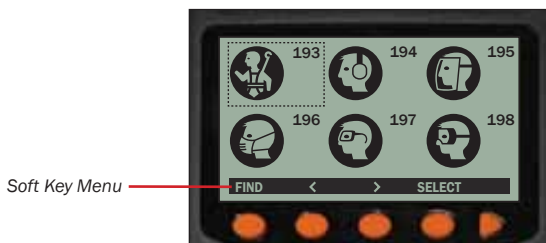
The image screen is accessed through the main menu by pressing the **IMAGE** soft key. The image screen displays graphic images found in the DuraLabel 2000 PLUS Image Library. Browse the Image Library using the direction pad or by pressing the options as seen in the soft key menu.

▶**NOTE:** For information on inserting images, see ***APPLYING GRAPHIC IMAGES TO LABELS*** on page 22.

Preview Screen

The preview screen is accessed by pressing **PREVIEW** on the key pad. The preview screen displays a representation of how a label will appear when printed, showing text and images scaled to actual size. Scroll through label parts using the direction pad.

▶**NOTE:** For information on previewing label designs, see ***PREVIEWING & PRINTING LABELS*** on page 26.

6. MAKING LABELS

Save Screen

Soft Key Menu

The save screen is accessed through the main menu by pressing the **FILE** soft key. The save screen lists the label designs stored on the printer. The soft keys allow the user to save the current label design, open previously saved label designs, and delete label designs.

TEXT/IMAGE AUTO-SIZE

Auto-size automatically adjusts the size of the text and images to fill the entire label area (whether the label consists of one line or many lines). Auto-size enabled is the printer's default setting.

Individual text characters, groups of text characters, and images may have auto-size enabled or disabled, even if they are located within the same line. Auto-size is denoted by an "A" immediately to the right of the number indicating the current text or image size in the status bar on the edit screen and the size screen (see pages 13 and 14).

Auto-size Enabled

The "A" also appears on the size screen in the label layout area (see size screen image on page 15).

▶**NOTE:** Do not get this "A" confused with the "A" that represents CAPS lock on, which is on the far left side of the status bar.

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A one line label with auto-size enabled would appear like this:

SHOWER

A two line label with auto-size enabled appears like this:

SHOWER

Auto-size can be disabled by manually changing the size on the size screen.

CELLS

A cell represents text or images that have similar attributes to one another on the same line. A label design may consist of one or many cells.

New cells are created when text attributes within a line are changed. Each image is represented by a single cell. Cells are seen on two screens: the edit screen and the size screen. The following examples illustrate how cells work:

Cells As Seen On the Edit Screen

JOHN SMITH, *Receiving Dept.*
📞**555-555-5555** ext. **122**

Finished printed label on 1" supply

JOHN SMITH, *Receiving Dept.*
📞**555-555-5555** ext. **122**

Auto-size Point

Auto-size Point

Size 22 Point

Label design showing cells

Size 15 Point

Size 22 Point

Italics, Size 24 Point

The first line consists of two cells. The characters of the first cell "JOHN SMITH," share the same attributes: bold, and auto-size. The characters of the second cell, "Receiving Dept." are italicized and set to size 24 Point.

6. MAKING LABELS

As previously noted, new cells are created when attributes are changed within a line. As seen in this label example, attributes of the words "JOHN SMITH," differ from the attributes of the words "Receiving Dept."

In the label design process, the italics feature was selected while the cursor lay under the letter "R" in "Receiving." This creates a second cell on the first line beginning with the letter "R." Italics now applies to all characters after "R" on the first line until italics is toggled off. In this example, however, no other modifications are made thereafter, so the first line consists of only two cells.
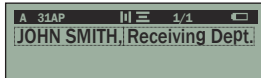
When the cursor is moved throughout the first line on the label design, the status bar reflects the current attributes of each unique cell.

The second line consists of four cells on the edit screen. The first cell consists of the telephone image with auto-size enabled. The second cell begins at the first "5" in the phone number because auto-size has been disabled and a text size was manually entered on the size screen. The third cell begins at the "e" of "ext." because the text size was reduced, and the fourth cell begins at the number "1" because the text size of "122" was enlarged again.
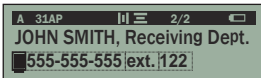
When the cursor is moved throughout the second line on the label design, the status bar reflects the current attributes of each unique cell.

-19-
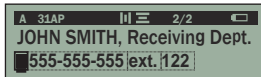
Cells As Seen On the Size Screen

Navigate from the edit screen to the size screen .... TEXT SIZE

JOHN SMITH, *Receiving Dept.*

📞 **555-555-5555** ext. **122**

Auto-size (31A)

Auto-size (31A)

Size 22 Point

Size 15 Point

Size 22 Point

Italics, Size 24 Point
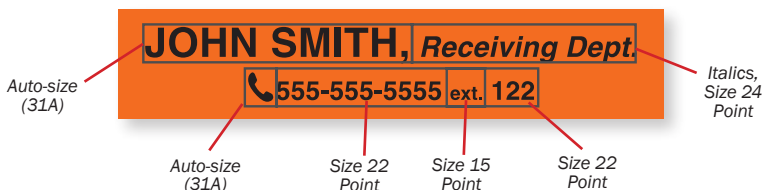
The label design as seen on the size screen appears like this:

A 31AP	‖ ≡	1/2	🔋
31A		31A	
31A	22		1

➡️

A 24 P	I ‖ ≡	1/2	🔋
31A		24	
	22	15	22

When the cursor is moved between cells in a label design, as shown above, the status bar reflects the attributes of each cell on the line.

CHANGING TEXT/IMAGE SIZE MANUALLY

1. From main menu .... MENU

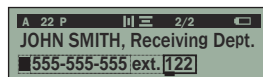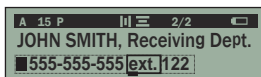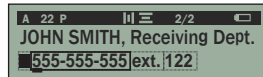**2.** Change the text/image size manually .... TEXT SIZE

3. Move the cursor to the cell where the change is desired . ⊗

▶**NOTE:** Changes will also appear on the edit screen.

4. To change unit of measurement.. POINT *or* PERCENT *or*

.... INCHES *or* MM

5. Enter the size of the text/image for each cell............... SIZE 20

▶**NOTE:** Changing the size manually disables auto-size ("**A**" is removed from status bar).

6a. Apply the text/image size change to the label design and remain on the size screen .... ENTER

or

6b. Apply the text/image size change to the label design and return to the edit screen .... MENU

6. MAKING LABELS

MODIFYING TEXT STYLE ATTRIBUTES

Bold, Italics, and Underline

1. From the main menu.. `MENU`

2. Move the cursor underneath the first character to be
modified... ⊗

3. Modify the text style attributes.. `TEXT`

4a. Enable or disable the bold style.................................... `BOLD`

4b. Enable or disable the italics style .... `ITALICS`

4c. Enable or disable the underline style .... `UNDER`

▶**NOTE:** An enabled text style attribute is denoted by a "▢" to the style name's right on the soft key menu, and depending on the text style(s) enabled, a "B," "I," or "U" appears on the status bar.

Bold text style enabled
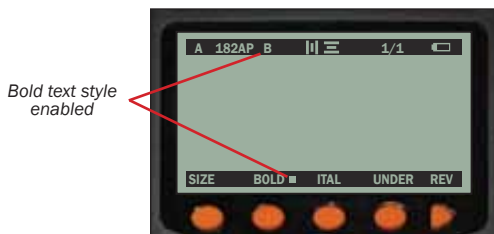
▶**NOTE:** Once enabled, the text style attribute applies to the modified text character and subsequent characters until the text style is changed again.

Uppercase and Lowercase

Pressing `CAPS` toggles text between uppercase and lowercase letters. A capital "**A**" appears on the far left side of the status bar, indicating CAPS lock is on, and characters typed on the *keypad* appear uppercase. CAPS lock on is the printer default. A lowercase "**a**" indicates CAPS lock is off, and characters typed on the *keypad* appear lowercase.
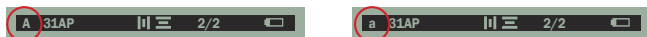
Status bar showing CAPS lock indicator on left side.

Line Justification

The align feature applies the selected horizontal or vertical alignment to the label. The default horizontal alignment is center. The default vertical alignment is center.

Modify the line justification for a label:

1. From the main menu.................... `MENU`

2. Select the alignment .... `ALIGN`

3. Modify the horizontal alignment... `HORIZONTAL` `LEFT` *or* `CENTER` *or* `RIGHT`

4. Select the vertical alignment........ `VERTICAL` `TOP` *or* `CENTER` *or* `BOTTOM`

APPLYING GRAPHIC IMAGES TO LABELS

Images found in the Image Library (pgs 23-24) are preinstalled on the DuraLabel 2000 PLUS.

1. From the main menu.................... `MENU`

2. On the edit screen, place the cursor in the desired location in the label layout area .... ⊗

3. Do one of the following:

   a) Insert an image .... `IMAGE` ⊗ `ENTER`

   b) Insert an image .... `IMAGE` `<` `>` `SELECT`

   c) Insert an image .... `IMAGE` `FIND` **001-250** `SELECT`

▶ **NOTE:** On the edit screen, a graphic image will appear as a black place holder (■).

6. MAKING LABELS

THE IMAGE LIBRARY

1	2	3	4	5	6	7	8	9	10

11	12	13	14	15	16	17	18	19	20

21	22	23	24	25	26	27	28	29	30
							FLOW	RETURN	

31	32	33	34	35	36	37	38	39	40

41	42	43	44	45	46	47	48	49	50

51	52	53	54	55	56	57	58	59	60

61	62	63	64	65	66	67	68	69	70

71	72	73	74	75	76	77	78	79	80

81	82	83	84	85	86	87	88	89	90

91	92	93	94	95	96	97	98	99	100

101	102	103	104	105	106	107	108	109	110
					STOP	STOP			

111	112	113	114	115	116	117	118	119	120

121	122	123	124	125	126	127	128	129	130
								N	C

131	132	133	134	135	136	137	138	139	140
141	142	143	144	145	146	147	148	149	150
151	152	153	154	155	156	157	158	159	160
161	162	163	164	165	166	167	168	169	170
171	172	173	174	175	176	177	178	179	180
181	182	183	184	185	186	187	188	189	190
191	192	193	194	195	196	197	198	199	200
201	202	203	204	205	206	207	208	209	210
211	212	213	214	215	216	217	218	219	220
					40°C 100°F				
221	222	223	224	225	226	227	228	229	230
	UP								
231	232	233	234	235	236	237	238	239	240
241	242	243	244	245	246	247	248	249	250

6. MAKING LABELS

CREATING BARCODES

Barcodes may be printed on labels using Code 39 symbology. Barcodes can be created above, below, or on either side of text during the label design process.

1. From the main menu .... `MENU`

2. On the edit screen, position the cursor where you want the barcode to appear.

3. Create barcode cell .... `>` `BAR`

4. With the cursor positioned within the barcode cell on the right side, type the desired barcode characters.

▶**NOTE:** Moving the cursor to the left side within the barcode cell and typing with the keypad positions characters outside of the barcode (i.e., characters appear separate from and to the left of the barcode). Text entered from this position does not translate into printed barcode characters.

The following character sets are allowable in Code 39 symbology:

Numerals (0-9)	Uppercase letters (A-Z)
Special characters (. / + - $)	Blank spaces

▶**NOTE:** Entering characters other than those in the allowable character sets will print but will not be read by a barcode scanner.

ADDING A BORDER

Place a border around the entire contents of a label.

WATCH YOUR STEP

1. From the main menu .... `MENU`

2. Add a border .... `>` `BAR` `THIN` *or* `WIDE`

▶**NOTE:** A thin border is approximately 0.5 mm wide. A wide border is approximately 1 mm wide.

PREVIEWING & PRINTING LABELS

Pressing **PREVIEW** from any screen displays a representation of the label design as it appears when printed. The preview screen shows text and images to actual size. Use the arrows on the direction pad to view other parts of the label design.

Press **PRINT** to print your label or **MENU** to go back and edit your label design. When the label is finished printing, pull down on the red *cutter lever* to cut the label. The label roll is set, and the *printer* is ready to print the next label. To cancel the print job at any time, press **ESC**.

▶**NOTE:** If the printer's auto-feed setting is off (see page 31), it is necessary to first press **FEED** to feed the remaining printed portion of the label from the printer prior to cutting the label.

DELETING CURRENT LABELS

1. Delete a current label and clear the edit screen............................**FUNC** **DEL**

▶**NOTE:** **FUNC** activates the red key definitions (see page 12), in this case ... **DEL ALL**.

2. When the message "Delete label?" appears ....**DELETE**

▶**NOTE:** To leave the current screen without deleting the current label design, press **MENU**.

SAVING LABELS

A label design remains on the edit screen until it is saved or deleted, even if the printer is turned off and back on. When replacing a label design with a new design, the printer prompts the user to name the label design to be saved.

1. Return to the main menu..**MENU**

2. Go to the save screen...**FILE**

3. Save the label ....**NEW** **SAVE**

4. Type the label name ....HALON

6. MAKING LABELS
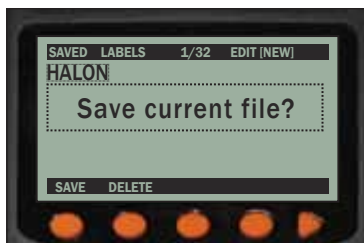
5. Accept the file name.. ENTER

The label is now saved, and the user is returned to the default edit screen to begin a new label.

▶NOTE: Up to 32 labels can be stored in the printer at one time.

DELETING SAVED LABELS

1. From the main menu... MENU

2. Go to save screen.. FILE

3. Select the label to be deleted .... ⊗

4a. Delete the label .... DELETE

or

4b. Delete all saved labels... DEL ALL

5. Return to the main menu .... MENU

OPENING SAVED LABELS

1. From the main menu .... MENU

2. Go to the save screen .... FILE

3. Select the label to open ....

4. Open the label .... OPEN

7. PRINTER SYSTEM SETTINGS

OPTIMIZING PERFORMANCE & QUALITY

The DuraLabel 2000 PLUS allows users to adjust system settings for optimal printer performance and print quality. System settings including display screen contrast, print head temperature, motor speed, auto-feed, test printing and system reset are accessed from the soft key main menu:

1. From the main menu .... MENU >

2. Go to the system settings .... SYSTEM

DISP (Display)

On this screen, the user may decrease or increase the contrast level of the LCD screen—making it brighter or darker—by pressing the < and > soft keys.
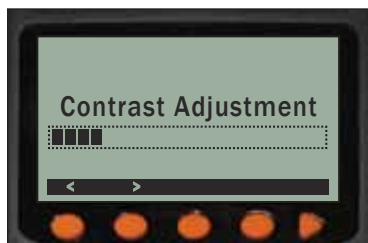
PRINT

This soft key directs users to another series of soft key options related to printing:

Print head heat settings, motor speed settings, and auto-feed settings are adjusted here.

Heat

Print head heat may be decreased or increased by pressing the **DEC** and **INC** soft keys or by using the direction pad.

This setting is useful when printed characters appear spotty, blurred, uneven, too dense or faint. Increasing heat causes printed characters to appear darker and denser. Too much heat, however, can cause an undesirable pattern to appear or may even burn through the ribbon. Adjust the temperature to achieve optimal print quality.

Heat too low

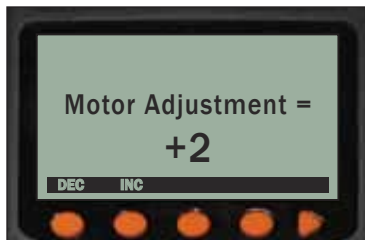*Higher heat produces a crisp, clean label*

7. PRINTER SYSTEM SETTINGS

Printing on a lower heat setting uses less battery power and allows the printer to print labels at a faster rate.

Motor

Motor speed (how fast or slowly the motor feeds the label past the print head) may be decreased or increased by pressing the DEC and INC soft keys or by using the direction pad.

Feed

When auto-feed is on, the label is automatically advanced past the cutter position after printing is completed. When auto-feed is off, the user must press FEED to advance the label after printing is completed.

Disabling auto-feed is useful when designing labels that merge or split lines (see label example on page 36).

The auto-feed setting may be enabled or disabled with the FEED soft key.

▶NOTE: "■" denotes that auto-feed is enabled

TEST

This soft key directs users to another series of soft key options related to testing printer performance.

Feed

The printer's feed feature may be tested by pressing the **FORWARD** and **BI-DIR** (bi-directional) soft keys. Loaded supply feeds from the printer.

Test

This soft key tests print head heat settings by printing heat test results onto the supply. The user may verify which setting yields the best print results and apply that heat setting to a label print job. See *Heat* on page 30.

Heat test results label

7. PRINTER SYSTEM SETTINGS

Print Ver

This soft key prints printer version information and current motor and heat settings onto supply.

RESET

This soft key "reboots" the printer and restores the printer's default settings. This option is particularly useful if the printer begins functioning out-of-character and the printer needs to be restored to its original settings. This screen appears during the system reset process:

▶ **NOTE:** Saved labels are not erased during reset.

HARD RESET

A hard reset may be performed to return the printer to a known state if it is functioning "out of character." To perform a hard reset,

1. Press and hold the power key .... ⓞ

2. While holding down the power button, press down the ESC key........ **ESC**

3. Continue to hold the ESC key but release the power button.............. ⓞ

4. Release the ESC key .... **ESC**

Example Label Directions #1: PIPE MARKER

HALON →
FIRE SYSTEM 7A

Finished Label

Red 2" Premium Vinyl Tape and White Ribbon Cartridge

This label's features and settings:

Two lines of text, one image

Unit of measurement: **POINT**

Auto-size: **enabled** (1st line)

Label text style: **BOLD** (1st line)

Auto-feed: **enabled**

CAPS Lock: **ON**

---

1. From the main menu .... `MENU`

2. Enable bold setting .... `TEXT` `BOLD`

▶**NOTE:** When enabled, a small box appears to the right of the menu option.

3. Type the label text .... HALON

4. Return to the main menu .... `MENU`

5. Insert an image .... `IMAGE` ⊗ `ENTER`

▶**NOTE:** The image appears on the edit screen as a black place-holder.

8. EXAMPLE LABELS

6. Advance to the next line.. ENTER

7. Disable the bold setting .... TEXT BOLD

8. Change the text size to 30 pt .... SIZE 30

▶**NOTE:** The auto-size indicator "A" disappears when the size is manually entered.

9. Return to the edit screen... MENU

10. Type the label text... FIRE SYSTEM 7A

11. Preview the label.. PREVIEW ⊗

12. Print the label .... PRINT

▶**NOTE:** After printing, cut the label by pulling the red *cutter lever* down.

Cutter Lever

Example Label Directions #2: OSHA SAFETY LABEL

Finished Label

Yellow 2" Premium Vinyl Tape and Black Ribbon Cartridge

This label's features and settings:

Three lines of text, one image　　　　　　*Auto-feed: **disabled***

*Unit of measurement: **POINT***　　　　　　*CAPS Lock: **ON***

*Auto-size: **disabled (first label design)***

*Label alignment: **HORIZONTAL - LEFT** and **VERTICAL - CENTER***.

This label is created using two separate label designs. Creating the label with two designs allows the user to merge or split lines. In this example, three lines of text are merged into one line containing an image. The auto-feed setting must be disabled for the image to print directly next to the text portion of the label.

FIRST LABEL DESIGN
Disable Auto-Feed

1. From the main menu .... MENU **>**

2. Go to the system settings .... SYSTEM

8. EXAMPLE LABELS

3. Go to the print settings..`PRINT`

4. If auto-feed is enabled, press ....`FEED`

▶**NOTE**: "∎" denotes
that auto-feed is enabled

5. Return to the main menu...`MENU`

Left Justify Text

5. Select the alignment ....`ALIGN`

6. Modify horizontal alignment ....`HORIZONTAL` `LEFT`

Enable Bold Style

7. Enable the bold style ....`TEXT` `BOLD`

▶**NOTE**: "∎" denotes the
text style is enabled

8. Type the label text.. SAFETY

9. Advance to the next line...`ENTER`

10. Type the label text..GLASSES

11. Advance to the next line ....**ENTER**

Enable Bold Style

12. Enable the underline style...**UNDER**

13. Type the label text .... REQUIRED

14. Print the label ....**PRINT**

The entire "SAFETY GLASSES REQUIRED" portion of the label will print. **Do not press** **FEED** . The label is now in position to print the second label design (safety glasses image) right next to the "SAFETY GLASSES REQUIRED" portion of the label. Proceed to the steps below for the second label design.

SECOND LABEL DESIGN

To create the second label design, begin by saving or deleting the current "SAFETY GLASSES REQUIRED" label design.

Save or Delete Current Label

1. Go to the save screen...**FILE**

2a. Save the current label ....**NEW** **SAVE**

Type the desired label name ....SAFETY GLASSES

Save the current label...**SAVE**

A new edit screen appears.

or

2b. Delete the current label ....**NEW** **DELETE**

A new edit screen appears.   -38-

8. EXAMPLE LABELS

With a new edit screen, the second label design—consisting of the safety glasses image—can now be created.
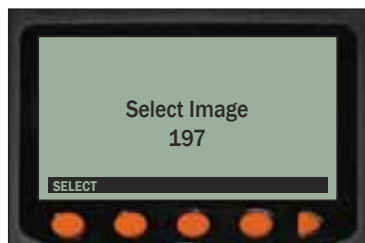
Insert Image

3a. Insert the image ....**IMAGE** ⊗ *or* **< >** **ENTER**

or

3b. Insert the image ....**IMAGE FIND**

Refer to the Image Library (pages 23 & 24).

Select the image number .... 197 **ENTER** *or* **SELECT**

▶**NOTE**: The image appears on the edit screen as a black placeholder box.

4. Print the label...**PRINT**

5. Feed the label .... **FEED**

Example Label Directions #3: WIRE WRAP

E-11845
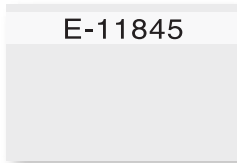
Finished Label

White 2" Self-Laminating Wire Wrap with ½" Printable Area and Black Ribbon Cartridge

---

This label's features and settings:

One line of text   Auto-feed: **enabled**

Unit of measurement: **INCHES**   CAPS Lock: **ON**

Auto-size: **disabled**

Label alignment: **HORIZONTAL - CENTER, VERTICAL - TOP**.

Enable Auto-Feed

1. From the main menu .... MENU >

2. Go to the system settings.. SYSTEM

3. Go to the print settings... PRINT

4. If auto-feed is disabled, press....................................... FEED

▶**NOTE**: "■" denotes that auto-feed is enabled

8. EXAMPLE LABELS

Set Vertical Alignment

4. From the main menu .... MENU

5. Align the label vertically at the top .... ALIGN VERTICAL TOP

Change Unit of Measurement to Inches

6. Go to the size screen... TEXT SIZE

7. Change the unit of measurement to inches.................. UNITS INCHES

Modify Text Size

8. Type the text size into the cell... 50

9. Register the text size modification................................. ENTER

▶NOTE: The text size now fits the printable area of the self-laminating wire wrap supply and automatically removes the auto-size setting for this line.

10. From the main menu.. MENU

11. Type the label text E-11845
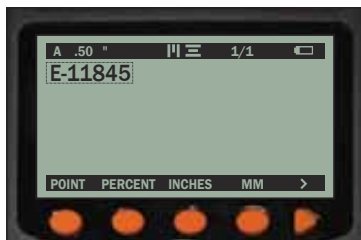
12. Print the wire wrap .... PRINT

Example Label Directions #4: BARCODE

Finished Label

*White ½" Premium Vinyl Tape
and Black Ribbon Cartridge*

This label's features and settings:

One line of barcode, one line of text   Auto-feed: **ON**

Unit of measurement: **POINT**   CAPS Lock: **ON**

Auto-size: **enabled** (first line) and **disabled** (second line

Label alignment: **HORIZONTAL - CENTER, VERTICAL - TOP**.

Set Vertical Alignment

1. From the main menu .... **MENU**

2. Align the label vertically at the top .... **ALIGN** **VERTICAL** **TOP**

Insert Barcode

3. Insert the barcode .... **BAR**

The barcode symbol appears on the edit screen:

4. Type the barcode data SRE091753

Enter Label Text

5. From the main menu .... **MENU**

6. Advance to the next line .... **ENTER**

7. Change the text size to 10 point .... **TEXT** **SIZE** 10

8. Register the text modification .... **ENTER**

▶**NOTE:** The auto-size indicator "A" is removed for the second line when the text is manually entered.

9. Return to the main menu .... **MENU**

10. Type the label text... SRE091753
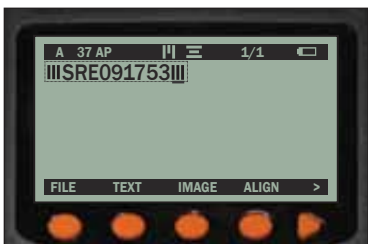
11. Print the barcode label .... **PRINT**

9. CLEANING & MAINTENANCE

⚠️ **IMPORTANT:**
Always turn OFF printer before cleaning or performing other maintenance.

The DuraLabel 2000 PLUS requires no lubrication and only minimal maintenance. Basic cleaning of the exterior, the *print head* and the *platen roller* will prolong the life of the *printer* and aid in producing crisp, clear labels with every print. Instructions on proper cleaning and maintenance of the *printer* can be viewed online:

http://www.duralabel.com/duralabel-2000/duralabel-2000-cleaning.php

CLEANING EXTERIOR SURFACES

Use a damp cloth moistened with water and mild detergent solution, or use commercial cleaner designed for electronic equipment, and wipe off any dust, dirt or other visible markings.

CLEANING THE PRINT HEAD

1. Turn off the *printer*.

2. Open the *printer cover* by pulling down on the *cover release lever.*

3. Remove the *supply spindle* and *ribbon cartridge* to expose the *print head*. Do not touch the *print head* with fingers or other objects.

4a. Using a cleaning pen, lightly place the tip of the pen onto the *print head,* and rub back and forth several times to pull up any ribbon and ink particles. Repeat this process if necessary.

4b. Using a cleaning card, insert one end of the card between the *platen roller* and the *black strip* of the *guideplate*, pushing it through the slot at the top of the *printer cover.* Place the other end of the card over the *slotted round bar* and down into the compartment space so that the card lies between the *slotted round bar* and the *print head*. Close the printer cover, turn the *printer* on, and press `FEED` .

4c. If no cleaning pen is available, the *print head* may be cleaned using a cotton swab wetted with isopropyl alcohol in the same manner as described in step **4a**.

5. Allow the alcohol to dry, then replace the *ribbon cartridge* and the loaded *supply spindle*. Repeat as needed, or after every four or five rolls of supply.

Label Slot — Metal Guide Plate and Platen Roller

Print Head — Print Head (heat element is thin black line)
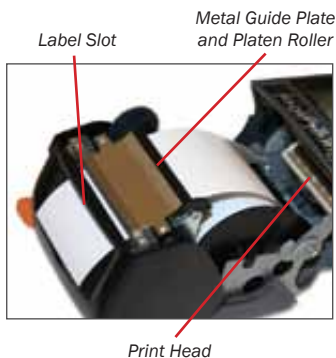
CLEANING THE PLATEN ROLLER

1. Turn off the *printer*.

2. Open the *printer cover* by pulling down on the *cover release lever*.

3. Remove *supply spindle* and *ribbon cartridge* to prevent cleaning solutions from running on them. Be careful not to touch the *print head* with fingers or other objects.

4. Using a cotton swab wetted with isopropyl alcohol, place the tip of the swab onto the *platen roller,* and rub back and forth several times. Rotate the *platen roller wheel* to expose other areas on the *platen roller*, and repeat the cleaning process.

5. Allow the alcohol to dry, then replace the *ribbon cartridge* and loaded *supply spindle*. Repeat as needed, or after every four or five rolls of supply.

Platen Roller Wheel

10. COMPLIANCE & WARRANTY

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 FCC Rules. These limits are designed to provide reasonable protection against harmful interference during installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions,
may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. 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:

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

Modifications made to the *printer* that are not approved by Graphic Products, Inc. could be in violation of FCC regulations and void the user's authority to operate the equipment.

WARRANTY

Graphic Products, Inc., warrants to the customer that under normal use and service the printer (with the exception of the *print head*) purchased, hereunder shall be free from defects in material and workmanship for a period of one year, from the date of shipment by Graphic Products, Inc. Expendable items or parts such as labels and ribbons are not covered by this warranty. This warranty does not cover equipment or parts that have been misused, altered, neglected, carelessly handled, or used for purposes other than those for which the printer was manufactured. The warranty also does not cover loss, damages resulting from accident, or damages resulting from unauthorized service.

THERMAL PRINT HEAD

The warranty of the *thermal print head* is limited to one year from the date of shipment to buyer. The warranty does not cover *thermal print heads* which have been misused, altered, neglected, handled carelessly, or damaged due to improper cleaning or unauthorized repairs.

WARRANTY SERVICE PROCEDURES

If defects should occur during the warranty period, the defective unit shall be returned, freight and insurance prepaid, in the original shipping container to Graphic Products, Inc. Include a contact name, action desired, and a description of the problem and examples when possible. Graphic Products, Inc. shall not be responsible for any loss or damages incurred during shipping. Any warranty repairs to be performed by Graphic Products, Inc., shall be subject to said company's confirmation that the product meets warranty guidelines in the event of a defect covered by its warranty.

GENERAL WARRANTY PROVISIONS

Graphic Products, Inc., makes no warranty as to the design, capability, capacity, or suitability of any of its hardware, supplies or software. Software is licensed on an "as is" basis without warranty. Except and to the extent expressly provided in this warranty and in lieu of all other warranties, expressed or implied, including, but not limited to any warranties of merchantability or fitness for a particular product, purchaser shall be solely responsible for the selection, use, efficiency and suitability of Graphic Products' products.

LIMITATION OF LIABILITY

In no event shall Graphic Products, Inc., be liable to purchaser for any indirect, special, or consequential damages or lost profits arising out of or relating to Graphic Products' products, or of the performance or a breach thereof, even if Graphic Products, Inc., has been advised of the possibility thereof. Graphic Products' liability, if any, to the purchaser or to the customers of purchaser hereunder shall in no event exceed the total amounts paid to Graphic Products hereunder by the purchaser for a defective product.

10. COMPLIANCE & WARRANTY

In no event shall Graphic Products, Inc., be liable to purchaser for any damages resulting from or related to any failure or delay of Graphic Products in the delivery or installation of the computer hardware, supplies, or software in the performance of any services. The remedies set forth here are the sole and exclusive remedies available to any person for any damages of any kind and nature including incidental, consequential, or special, whether arising from warranty (including implied warranties), contract, negligence, tort or otherwise. In the event that any implied warranties (including but not limited to the implied warranties of merchantability and fitness for a particular purpose) are found to exist, such warranties are limited in duration to their respective warranty periods.

11. TROUBLESHOOTING TIPS

SYMPTOMS & SOLUTIONS

Hard Reset - A hard reset may be performed to return the printer to a known state if it is functioning "out of character." To perform a hard reset, first pull out and reinsert the battery and then follow the steps below.

1. Press and hold the power key .... 🔴

2. While holding down the power button, press down the ESC key............... **ESC**

3. Continue to hold the ESC key but release the power button..................... 🔴

4. Release the ESC key .... **ESC**

Display Stays Blank/Black When the Printer is Turned ON

- Make sure the *printer* is operating within temperature specifications listed in this manual (page 2).
- If the *printer* has been recently transferred from one temperature environment to another, there may be slight condensation on the circuit board. This will dissipate in approximately 10 minutes. Allow the *printer* to equalize with current room temperature before operating.
- Make sure the *battery* is fully charged and properly installed.
- Perform a hard reset as described above.

Printer Attempts to Print, But Supply Does Not Feed Out of Printer

- Ensure the supply has been loaded properly and is not jammed inside the *printer*.
- Make sure a *ribbon cartridge* is loaded into the *printer* and that the *ribbon cartridge* is not empty.
- Make sure the *supply spindle* is not too tight (the supply should easily feed).
- Clean the *platen roller* as described in the manual.
- Make sure the *battery* is fully charged. A depleted battery might still run the LCD but might not have enough power to print labels.

The Printer Cover Will Not Close

- Ensure the *cover release lever* is in the locked position.
- Make sure the loaded supply is going under the *metal guide plate*.

Printing Appears Uneven in Density and is Spotty or Blurred

- Charge the battery
- Clean the *print head* as described in the manual.
- Increase the heat settings.

11. TROUBLESHOOTING TIPS

Printed Characters Are Not Formed Properly
• Clean the *platen roller*.
• Charge the *battery*.
• Clean the *print head* or adjust print density or motor speed.
• Make sure dust and foreign objects are not on the *platen roller*.

Printer Does Not Recognize Supply
• Make sure only Graphic Products' supply is loaded in the *printer*.
• Make sure the supply has a barcode on the back of the liner.

Diagonal Lines Appear in Text Due to Ribbon Wrinkle
1. Open the printer cover to see the ribbon. Press **FEED** until wrinkles disappear.
2. Remove the *ribbon cartridge*. Tap on the gray portion of the *ribbon cartridge* while the black portion rests on the table.
3. Or, install a new cartridge.

Error Says Lithium Battery is Low - Contact Graphic Products for replacement options.

There is a Missing Line in the Printout in the Same Location on Every Label
• Clean *print head*
• If line continues this indicates the *print head* pixels have been damaged in this area. The DuraLabel 2000 PLUS prints in landscape mode, so the missing line shows up throughout the entire label. Contact Graphic Products.

Printer Makes a Grinding Noise When Attempting to Print - The *printer* makes noise during normal operation. If the noise is out of character the clutch might need readjustment at the factory or might need to be replaced.

Faint Lines Appear On the Display - This primarily results in stress to the LCD and is caused by removing the *battery* while the power is still ON. Always remove the *battery* when the power is OFF. Lines should disappear within a few days.

ERROR MESSAGES	MEANING
Storage is full	The printer has reached the limit of possible saved labels. To create space, delete unused labels as explained in "Deleting Current Labels" section of this guide.
Value too large	No more room exists to add the desired character to the label.
Not compatible with current stock	The unit knows which supply is currently loaded in the printer. If you try to retrieve a saved label that was saved using a different supply size, this error will alert you so that you cannot retrieve that label until the proper size supply is loaded in the printer.
Label design was not stored	The label design was not stored due to the memory being full or due to a canceled save.
Please close the cover	You must close the printer cover before printing.
Out of memory	You have reached the maximum number of lines to a label.
Load label stock	The supply is not loaded in the printer, or the printer cannot read the barcode on the back of the supply.

12. SOFT KEY MENU SYSTEM

This tree-diagram shows the flow of menu choices within the soft key menu system and includes a brief description of each choice.

The **ESC** key returns the user to the previous menu or screen.

Soft Key ①

FILE – go to the save screen
 NEW – begin new label design; return to default edit screen and soft key main menu
  SAVE – save current label and return to the edit screen and soft key main menu
   SAVE – save file name as entered and return to edit screen and soft key main menu
 DELETE – delete current label and return to the edit screen and soft key main menu
 OPEN – open selected, previously saved label for further editing or printing
 DELETE – delete selected label
  DELETE – delete selected label and return to edit screen and soft key main menu
 DEL ALL – delete all previously saved labels on the save screen
  DELETE – confirm deletion of all previously saved labels on the save screen

Soft Key ②

TEXT – change text style attributes
 SIZE – change text size
  AUTO – enable/disable auto-size setting
  UNITS – select unit of measurement (POINT, PERCENT, INCHES, MM) for each cell
   POINT – format label using Point
   PERCENT – format label using Percent
   INCHES – format label using Inches
   MM – format label using Millimeters
 BOLD – toggle between bold and plain text style
 ITAL – toggle between italics and plain text style
 UNDER – toggle between underlined and plain text style
 REV – reverse text/image and background color

Soft Key ③

IMAGE – select an image to include on label
 FIND – enter the number associated with an image within the image library
  SELECT – jump to the selected image on the image screen
 < – return to previous page of images on the image screen
 > – advance to next page of images on the image screen
 SELECT – select highlighted image and return to edit screen and soft key main menu

Soft Key ④

ALIGN – change alignment of label
    HORIZONTAL – align text/image(s) horizontally on label
        LEFT – align text/image(s) on left side of label
        CENTER – align text/image(s) in center of label
        RIGHT – align text/image(s) on right side of label
    VERTICAL – align text/image(s) vertically on label
        TOP – align text/image(s) at top of label
        CENTER – align text/image(s) in center of label
        BOTTOM – align text/image(s) at bottom of label

Soft Key ⑤

> – scroll to next soft key menu option (the BAR and SYSTEM soft keys)
    BAR – create new cell on edit screen to input barcode data
    BORDER – place border around text/image(s)
        THIN – place thin border around text/image(s)
        THICK – place thick border around text/image(s)
    SYSTEM – enter system settings menu
        DISP – view the current contrast setting for the LCD screen
            < - increase the contrast of the LCD
            > - decrease the contrast of the LCD
        PRINT – adjust print settings
            HEAT – adjust the heat of the print head
                DEC – decrease the heat of the print head
                INC – increase the heat of the print head
            MOTOR – adjust advancement speed of label
                DEC – decrease motor speed
                INC – increase motor speed
            FEED – adjust printer's auto-feed setting
        TEST – verify printer is performing correctly
            FEED – used for diagnostic purposes only
                FORWARD – feeds supply forward
                BI-DIR - feeds supply forward and then backward
                TEST - print a test label showing print head heat results
                PRINT VER – print a copy of printer info (serial, version, and
                        motor and heat settings) onto loaded supply
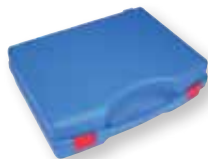   **RESET** – restore printer default settings

13. ACCESSORIES & SUPPLIES

To get the most out of your DuraLabel 2000 PLUS Handheld Label Printer, optional accessories may be ordered upon request. Call Graphic Products at *1-800-788-5572* for details or visit *www.DuraLabel.com*

DL2000 PLUS Soft Case	*DL2000 PLUS Hard Case*
Supply Spindle	*Rechargeable Battery*
Cleaning Cards and Pen	*Battery Charger*
Ribbon Cartridge - in white, red, blue, yellow, green, and black.	*Premium Vinyl Tape - ½", 1" and 2" rolls in white, red, blue, yellow, green, orange, black, and clear.*
Two-Color Premium Vinyl Tape - 1" and 2" rolls, white, with pre-printed red, yellow and orange stripes.	*Self-Laminating Wire Wraps - 2" x ½" and 1" x ¼" rolls in white, red, blue, yellow, green, orange, and magenta.*

NOTES

GRAPHIC PRODUCTS

Version 2.6.3