DuraLabel®
PRO/PRO 300

NOTICE

Hard Hats
Required in
this area!

Safety Code #17E

⚠
TO CLOSE
COVER
LIFT AND
CLOSE
GENTLY
**DO NOT
FORCE COVER
DOWN!**

800.788.5572
DuraLabel.com

Minimum System Requirements

Operating System: Windows 2000 SP4, XP SP2, Vista, 7, 8

Memory: 128MB RAM

Hard Drive: 100MB

Additional Requirements: IT administrator privileges

Contents

NOTE: This DuraLabel PRO/PRO 300 QuickStart Guide includes information for both the DuraLabel PRO and DuraLabel PRO 300 Printers. References in this Guide to "DuraLabel PRO" apply to both the DuraLabel PRO and DuraLabel PRO 300 Printers.

1. Introduction

Congratulations on the purchase of your DuraLabel® PRO/PRO 300 Printer. This QuickStart Guide explains how to set up your printer, load supplies and print labels. It's designed to get you printing as quickly as possible. For further assistance and detailed information, please see the DuraLabel PRO/PRO 300 User Guide.

Call us at 800.788.5572 if you have any questions about your new DuraLabel PRO/PRO 300 Printer. We're here to help!

REMINDER: Periodic cleaning is required for your printer's operation, as adhesive and dust will build up during use. Clean the print head, platen roller, and cutter blades with a provided cleaning swab, or with isopropyl alcohol and a soft cloth, after every 2-3 rolls of supply. See your printer's User Guide for details, or watch instructional videos at *GraphicProducts.com/support*.

2. Equipment Checklist

The following items are included in your DuraLabel PRO/PRO 300 package:

- ☐ DuraLabel PRO or DuraLabel PRO 300 Printer
- ☐ DuraLabel PRO/PRO 300 User Guide
- ☐ DuraLabel PRO/PRO 300 QuickStart Guide
- ☐ DuraSuite QuickStart Guide
- ☐ LabelForge QuickStart Guide
- ☐ AC Adapter
- ☐ Power Cord
- ☐ USB Cable
- ☐ Label Supply Spindle
- ☐ (2) Fixing Tabs
- ☐ (2) Ribbon Spindles

If anything is missing, please call your Graphic Products representative at 800.788.5572.

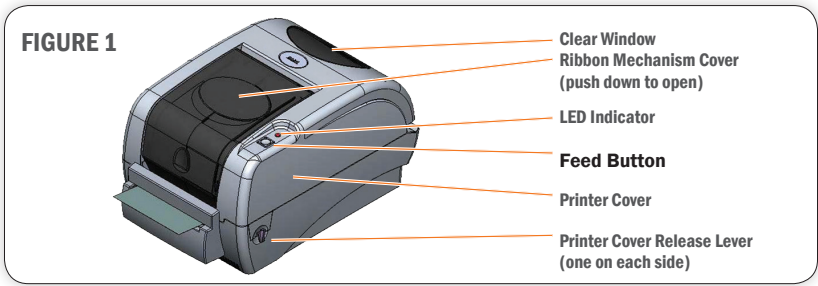**DuraLabel PRO 300 Thermal Transfer Printer**

3. Loading the Printer

DuraLabel ribbon and vinyl supplies have been optimized for compatibility and print quality. Only authorized DuraLabel supplies from Graphic Products will print correctly with the DuraLabel PRO Printer.
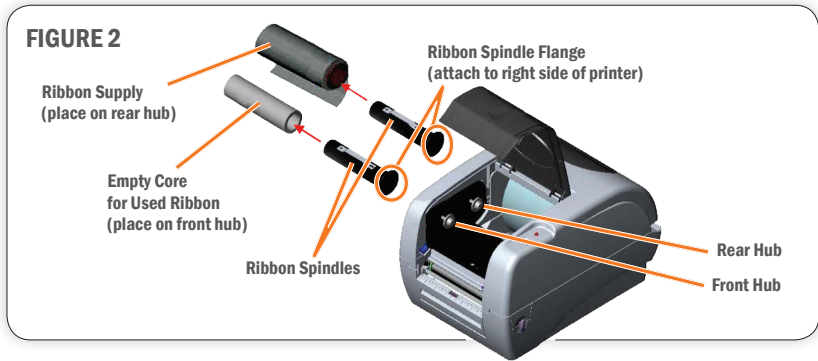
3.1 Loading Ribbon

IMPORTANT! Always turn the power OFF when loading supplies. Always wait at least 5 seconds before turning power back ON.
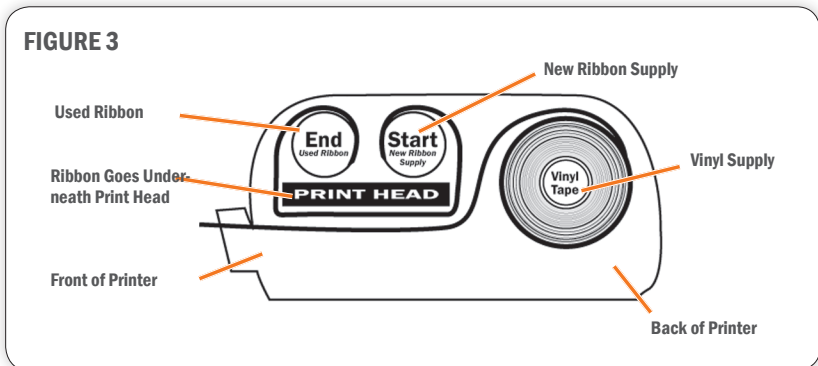
The following instructions refer to loading 4.3" ribbon. See "Loading 2.5" ribbon supply" in Section 2.3, Loading Ribbon, of the DuraLabel PRO/PRO 300 User Guide for instructions on loading 2.5" ribbon.

FIGURE 1

- Clear Window
- Ribbon Mechanism Cover (push down to open)
- LED Indicator
- **Feed Button**
- Printer Cover
- Printer Cover Release Lever (one on each side)

A.   Open the Ribbon Mechanism Cover by pressing down and in to unlatch it, then lift it up and back to open.

B.   With spindle flange on right side, load ribbon onto an empty ribbon supply spindle, with the ribbon leader extended over the top and toward the back. Slide the ribbon onto the spindle until it touches the spindle flange (Fig.2).

C.   Apply the paper core to the other empty ribbon rewind spindle.

D.   Place the ribbon supply spindle on the rear hub, with the ribbon leader dropped down. Insert the left side of the spindle first, fitting it onto the left hub, then fitting the right (flanged) side onto the right hub.

E.   Place the ribbon rewind spindle (with paper core) onto the front hub by inserting the left side of the spindle first, fitting it onto the front spring-loaded hub. Then fit the right (flanged) side of the spindle onto the right hub.
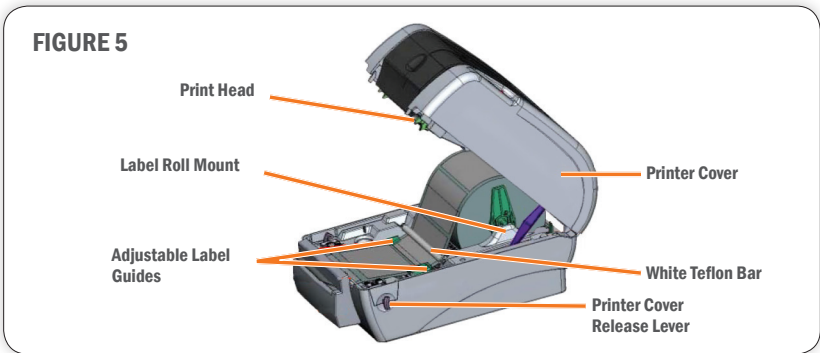
FIGURE 2

Ribbon Supply
(place on rear hub)

Ribbon Spindle Flange
(attach to right side of printer)

Empty Core
for Used Ribbon
(place on front hub)

Ribbon Spindles

Rear Hub

Front Hub

F. Open the Printer Cover by pulling the release levers on the sides of the printer toward you.

G. Grab the ribbon leader that is hanging down, pulling it toward you and underneath the ribbon mechanism and print head, up to the front hub and ribbon rewind spindle.

H. ape the entire width of the end of the ribbon leader to the ribbon rewind spindle's paper core, placing one piece of tape horizontally.

I. Roll the ribbon rewind spindle (top side of spindle moving away from you) to secure the ribbon supply. Your ribbon supply should now be loaded.

FIGURE 3

New Ribbon Supply

Used Ribbon

Ribbon Goes Underneath Print Head

Front of Printer

End
Used Ribbon

Start
New Ribbon Supply

PRINT HEAD

Vinyl Tape

Vinyl Supply

Back of Printer

3.2 Loading Vinyl Supply

IMPORTANT! Always turn the power OFF when loading supplies. Always wait at least 5 seconds before turning power back ON.

A. Load the vinyl supply onto the label supply spindle, centering and securing it with the fixing tabs located on each end.

B. Place loaded label supply spindle into the label roll mount slots, with the label supply extending over the top of the roll and toward the front of the printer.

FIGURE 4

Fixing Tab
Vinyl Supply
Printing Side Up
Label Supply Spindle

FIGURE 5

Print Head
Label Roll Mount
Adjustable Label Guides
Printer Cover
White Teflon Bar
Printer Cover Release Lever
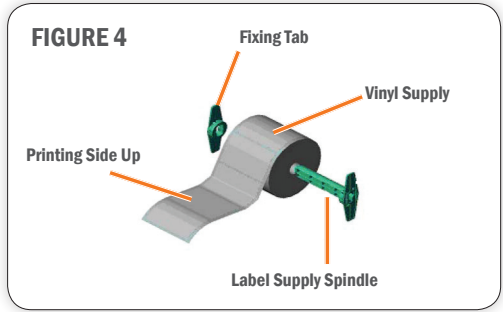
C. Guide label supply under the white Teflon bar, over the platen roller and through the printed label opening.

D. Move the label guides to hold the label supply in place.

E. Close the printer cover by lifting up, then pressing down until it latches shut.

F. Close the ribbon mechanism cover by pressing down and in until it latches shut. Your printer is now loaded and ready to print.

NOTE: Tape guides are required for ½" label supply and shrink tube sizes ½" and smaller. See Section 2.5, Installing Tape Guides, in the DuraLabel PRO/PRO 300 User Guide for details.

4. Connecting the Printer

A. Connect the power supply.

B. Connect the DuraLabel PRO to your PC using a USB or parallel cable.

C. Turn ON the DuraLabel PRO.

D. If using a USB cable, follow instructions in Section 4.2, Using a USB Cable.

E. If using a parallel cable, follow instructions in Section 4.3, Using a Parallel Cable.

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NOTE: When printing RTK, arc flash and other die-cut or B Mark labels, you must set up the printer driver and printer. Refer to Section 4.2, Die-Cut Label Printing Instructions, or Section 4.3, B Mark Label Printing Instructions, in your DuraLabel PRO/PRO 300 User Guide.

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4.1 Upgrading a Driver

If you're upgrading from a previously installed driver, follow these steps to uninstall the previous driver.

A. Insert the installation CD.

B. Press the Uninstall Driver button on the installation screen.

C. Click Remove printer drivers, then click Next.

D. Click Use advanced printer driver removal options, then click Next.

E. Check all existing DuraLabel printers, then click Next.

F. Check all existing DuraLabel drivers, then click Next.

G. Check all existing DuraLabel components, then click Next.

H. Check the files associated with the deleted items you wish to remove, then click Next.

I. Review the list provided, then click Finish.

J. Click Restart.

The new DuraLabel PRO printer driver may now be installed.

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NOTE: If upgrading from an older driver, you may need to restart your computer during installation of the new driver.

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4.2 Using a USB Cable

IMPORTANT! You may need IT administrator privileges to perform this installation.

If a Found New Hardware announcement appears, select No, not at this time.

A. Insert the DuraLabel PRO or DuraLabel PRO 300 Installation CD in your computer's disk drive. A DuraLabel PRO/PRO 300 startup screen appears.

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NOTE: If the CD does not run automatically, go to Start > Computer and double-click on your CD/DVD drive, which should show the DL icon.

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B. Click on Driver Wizard, then click Next in the Driver Wizard setup window that appears.

C. Click I Agree on the Windows Printer Driver License Agreement window that appears.

D. Select DuraLabel PRO or DuraLabel PRO 300 and click Next on the DuraLabel Driver Setup window that appears.

E. Choose the install location and click Install on the Choose Install Location window that appears.

F. Select Install printer drivers on the Driver Wizard window that appears and click Next.

G. A Plug and Play Detection window appears*. Highlight Graphic Products DuraLabel PRO or DuraLabel PRO 300 and click Next.

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*NOTE: Windows 8 users, check Install a driver for another printer, continue to the next screen and select Graphic Products DuraLabel Pro or DuraLabel Pro 300. At the next screen choose the appropriate port.

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H. Enter Printer Name and set it as the default printer by checking the adjoining box in the Specify Printer Name window that opens. Choose a sharing option, then click Next.

I. Review the information on the Completing the Seagull Driver Wizard window that appears. Click Finish if the information is correct. If it isn't, correct previous selections and click Finish when the window's information is accurate.

J.   A Driver Wizard Completed Successfully window appears, confirming the printer driver installation was completed successfully. Now click Close.

K.   The previous window closes and a Completing the DuraLabel Driver Setup Wizard window appears. Click Finish to complete the new driver installation.

4.3 Using a Parallel Cable

NOTE: Skip this step if using a USB cable.

IMPORTANT! You may need IT administrator privileges to perform this installation.

A.   Insert the DuraLabel PRO or DuraLabel PRO 300 Installation CD in your computer's disk drive. A DuraLabel PRO/PRO 300 startup screen appears.

NOTE: If the CD does not run automatically, go to Start > Computer and double-click on your CD/DVD drive, which should show the DL icon.

B.   Click on Driver Wizard, then click Next on the new Driver Wizard window.

C.   Click I Agree on the Windows Printer Driver License Agreement window that appears.

D.   Select DuraLabel PRO or DuraLabel PRO 300 and click Next on the DuraLabel Driver Setup window that appears.

E.   Choose the install location and click Install on the Choose Install Location window that appears.

F.   Select Install printer drivers on the Driver Wizard window that appears and click Next.

G.   Select Graphic Products DuraLabel PRO or DuraLabel PRO 300 on the Specify Printer Model window that appears and click Next.

H.   Select the LPT1 port on the Specify Port window that appears and click Next.

I.   Enter Printer Name and set it as the default printer by checking the adjoining box in the Specify Printer Name window that opens. Choose a sharing option, then click Next.

J. Review the information on the Completing the Seagull Driver Wizard window that appears. Click Finish if the information is correct. If it isn't, revise previous selections and click Finish when the window's information is accurate.

K. A Driver Wizard Completed Successfully window appears, confirming the printer driver installation was completed successfully. Click Close.

L. The previous window closes and a Completing the DuraLabel Driver Setup Wizard window appears. Click Finish to complete the new driver installation.

5. Configuring Printer Drivers

IMPORTANT! Perform the driver configuration before opening the document you plan to print or close any documents you currently have open before making these changes.

A. Click Start > Devices and Printers. A Devices, Printers and Faxes window appears.

B. Right-click the Graphic Products DuraLabel PRO/PRO 300 icon and select Printing preferences. A Printing Preferences dialog box appears.

C. Click the Page Setup tab and select Landscape or Portrait, depending on your label's orientation.

D. If your label size is not shown in the Stock Name drop-down menu, click Edit and set the size to match your label size.

NOTE: Your DuraLabel PRO print drivers are preset to several print values. Please be aware that changing a preset value is not fully supported by all software programs. For best results, make changes to preset values from the Devices and Printers window.

5.1 Continuous Vinyl Printing Instructions

Your printer driver has been preset to common settings to reduce the steps needed to set them manually. You can change your settings by following these steps:

A. Select the Stock tab and set Type to Continuous. To cut after each label, select Cut from the Post-Print Action drop-down menu and After Every Page from the Occurrence drop-down menu, then click OK.

B. To cut after each job, select Cut from the Post-Print Action drop-down menu and select After Job from the Occurence drop-down menu.

C. Click Apply, then OK.

These settings may be adjusted in Printer Properties when printing your labels.
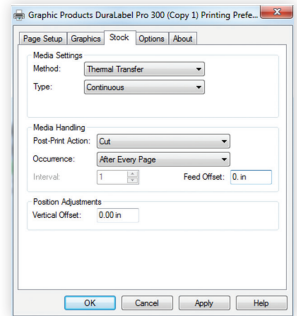
Printing Preferences dialog box, with Type set to "Continuous" and Occurrence set to "After Every Page" on the Stock tab

5.2 Die-cut Label Printing Instructions
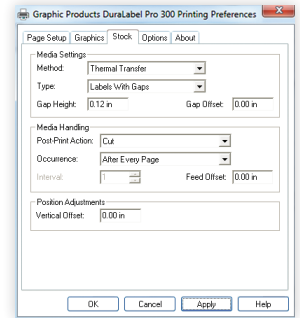
5.2.1 LABEL SUPPLY CALIBRATION

Label supply must be calibrated to print die-cut labels.

A. With the power OFF, hold the Feed button down while turning ON the printer. The LED will flash red 5 times, amber 5 times, green 5 times, alternating green and amber 5 times, alternating red and amber 5 times and then turn solid green.

B. Release the Feed button while the LED blinks red and amber.

5.2.2 DRIVER SETTINGS

Your printer driver has been preset to reduce the number of steps to be completed manually. You can change your settings by following these steps:

A. Select Labels With Gaps from the Type drop-down menu.

B. Set Gap Height to 0.12 inches and Gap Offset to 0 inches (default).

C. Click Apply, then OK.

Printing Preferences dialog box, with Type set to "Labels With Gaps"

5.3 B Mark Label Printing Instructions

5.3.1 LABEL SUPPLY CALIBRATION

Label supply must be calibrated to print B Mark labels.

A. With the power OFF, hold the Feed button down while turning ON the printer. The LED will flash red 5 times, amber 5 times, green 5 times, then begin to alternate between green and amber 5 times.

B. Release the Feed button while the LED blinks green and amber.

5.3.2 DRIVER SETTINGS

Your printer driver has been preset to reduce the number of steps to be completed manually. You can change your settings by following these steps:

A. Select Labels With Marks from the Type drop-down menu.

B. Set Mark Height to 0.12 inches and Mark Offset to 0 inches (default).

C. Click Apply, then OK.

6. Installing Labeling Software

6.1 DuraSuite Labeling Software

DuraSuite Labeling Software lets you create professional-quality pipe markers and arc flash, NFPA Diamond, RTK, GHS and custom labels, quickly and easily. To install, from the DuraLabel PRO/PRO 300 startup screen, click on DuraSuite Label Software and follow the directions that appear. Refer to the DuraSuite Labeling Software User Guide for additional information.

NOTE: You may need IT administrator privileges to perform this installation.

6.2 LabelForge Labeling Software

LabelForge Labeling Software lets you design your own custom labels and signs and includes barcode creation tools for 2D and linear barcoding.

To install, from the DuraLabel PRO/PRO 300 startup screen, click on LabelForge Label Software and follow the directions that appear. Refer to the LabelForge Labeling Software User Guide for additional information.

NOTE: You may need IT administrator privileges to perform this installation.

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