

# DuraLabel<sup>®</sup> PRO/PRO 300

USER GUIDE



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

## Supplies

DuraLabel supplies and DuraLabel® PRO printers have been optimized for compatibility and print quality. Use only DuraLabel supplies from Graphic Products with your DuraLabel PRO/PRO 300 printer.

---

**NOTE:** The DuraLabel PRO/PRO 300 User Guide includes information for both the DuraLabel PRO and DuraLabel PRO 300 printers. Reference to “DuraLabel PRO” implies either the DuraLabel PRO or DuraLabel PRO 300 printer.

---

## Copyright Information

No part of this guide, including the products and software described in it, may be reproduced, transmitted, transcribed, stored in a retrieval system, or translated into any language in any form or by any means, except as documentation kept by the purchaser for backup purposes, without the express written permission of Graphic Products, Inc.

Products and corporate names appearing in this guide may or may not be registered trademarks or copyrights of their respective companies, and are used only for identification or explanation and to the owners' benefit, without intent to infringe.

Specifications and other content contained in this guide are furnished for informational use only and are subject to change at any time without notice, and should not be construed as a commitment by Graphic Products. Graphic Products assumes no responsibility or liability for any errors or inaccuracies that may appear in this guide.



Home of **DuraLabel** 

# Introduction

**Congratulations on the purchase of your DuraLabel® PRO/PRO 300 Printer.**

You'll be printing pipe markers, arc flash, NFPA Diamond, GHS, right-to-know, barcodes, and custom labels in no time with your new DuraLabel Printer.

Call us at **800.788.5572** with any questions you may have about your DuraLabel PRO/PRO 300 printer. We're here to help with all your labeling needs!



# Contents

- 1. Warranties ..... 4**
  - 1.1 5-Year DuraLabel Printer Warranty ..... 4
    - 1.1.1 Repairs ..... 4
    - 1.1.2 Batteries ..... 4
    - 1.1.3 Warranty Details ..... 4
  - 1.2 5-Year DuraLabel Premium Vinyl Warranty ..... 5
- 2. Loading the Printer ..... 6**
  - 2.1 Printer Parts ..... 6
  - 2.2 Printer Ribbon Parts ..... 7
  - 2.3 Loading Ribbon ..... 8
    - 2.3.1 Loading 4.3" ribbon supply ..... 8
    - 2.3.2 Loading 2.5" ribbon supply ..... 11
  - 2.4 Loading Vinyl Supply ..... 12
  - 2.5 Installing Tape Guides ..... 14
- 3. Connecting the Printer ..... 17**
  - 3.1 Inserting the Installation CD ..... 17
  - 3.2 Using a USB Cable ..... 17
  - 3.3 Using a Parallel Cable ..... 20
  - 3.4 Upgrading a Driver ..... 22
- 4. Configuring Printer Drivers ..... 23**
  - 4.1 Continuous Vinyl Printing Instructions ..... 23
  - 4.2 Die-Cut Label Printing Instructions ..... 24
    - 4.2.1 Label Supply Calibration ..... 24
    - 4.2.2 Driver Settings ..... 25
  - 4.3 B Mark Label Printing Instructions ..... 25
    - 4.3.1 Label Supply Calibration ..... 25
    - 4.3.2 Driver Settings ..... 25
  - 4.4 Cutting Labels in Intervals ..... 26
  - 4.5 Adjusting Print Speed ..... 26
  - 4.6 Adjusting Darkness ..... 26
- 5. Installing Labeling Software ..... 27**
  - 5.1 DuraSuite Labeling Software ..... 27
  - 5.2 LabelForge Labeling Software ..... 27
- 6. Label Creation ..... 28**
  - 6.1 Label Creation with Your Word Processor ..... 28
    - 6.1.1 Using Templates ..... 28
    - 6.1.2 Setting up a Microsoft Word Document ..... 29
- 7. Label Design ..... 30**
  - 7.1 Text Boxes ..... 30
    - 7.1.1 Changing Text Box Size ..... 30
    - 7.1.2 Positioning Text Boxes ..... 31
  - 7.2 Graphics ..... 32
  - 7.3 Merging Information, Sequencing Labels ..... 33
    - 7.3.1 Creating an Excel Spreadsheet ..... 33

<b>8. Cleaning and General Maintenance</b>	<b>38</b>
8.1 Print Head	39
8.2 Cutter	39
8.2.1 Cleaning Cutter from the Inside	39
8.3 Platen Roller	41
<b>9. Troubleshooting</b>	<b>42</b>
9.1 LED is Solid Red	42
9.2 Printing Suddenly Stops and LED Blinks Red	42
9.3 LED Quickly Blinks Red	42
9.4 Printing Stops While Printing Die-cut Labels and LED Blinks Red	43
9.5 LED Blinks Green after Label is Printed	43
9.6 After Printing a Label, Printer Dispenses Extra Supply and LED Blinks Red	43
9.7 Printing is not Aligned Correctly	43
9.8 Printing is Streaked	44
9.9 LED Blinks Amber and Red	44
9.10 Printer Cuts Labels Off-Center or into Next Label	45
<b>10. Specifications</b>	<b>46</b>
10.1 Printer	46
10.2 Indicators and Buttons	46
10.3 Communication Interface	46
10.4 Power Requirements	46
10.5 Environment	46
10.6 Label Supply	47
10.7 Ribbon Supply	47
10.8 Printer Body	47

# 1. Warranties

## 1.1 5-Year DuraLabel Printer Warranty



Graphic Products' DuraLabel printers are warrantied to be free from defects in materials and workmanship for a period of five (5) years from the date of purchase. Within this period, Graphic Products, Inc. will, at its sole option, repair or replace any components which fail in normal use. Such repairs or replacement will be made at no charge to the purchaser for parts or labor, provided that the purchaser shall be responsible for any transportation cost. This warranty does not cover loss, damages from accident, or equipment or parts which have been misused, altered, neglected, carelessly handled, used for purpose other than those for which the printer was manufactured, or damages resulting from unauthorized service.

### 1.1.1 REPAIRS

Repairs are warrantied for 90 days. If the original warranty is still in effect, repaired units will remain under their original warranty or for 90 days from the date of service, whichever is longer.

### 1.1.2 BATTERIES

The optional battery packs for the DuraLabel Toro and Lobo portable systems are warrantied for three years from the date of purchase.

The battery for the DuraLabel 2000 PLUS system is warrantied for one year from the date of purchase.

### 1.1.3 WARRANTY DETAILS

The warranties and remedies contained herein are exclusive and in lieu of all other warranties whether express, implied, or statutory, including any liability arising under any warranty of merchantability or fitness for a particular purpose, statutory or otherwise. This warranty gives the purchaser specific legal rights, which may vary from state to state.

In no event shall Graphic Products be liable for any incidental, special, indirect, or consequential damages, whether resulting from the use, misuse, or inability to use the product for any reason including defect. Some states do not allow the exclusion of incidental or consequential damages, so the above limitation may not apply in all areas.

Graphic Products retains the exclusive right within all warranty periods to repair, replace, or offer a full refund of the purchase price at its sole discretion. Such remedy shall be the purchaser's sole and exclusive remedy for any breach of warranty.

General maintenance and cleaning of the DuraLabel printer is the purchaser's responsibility and is not covered by the warranty. Expendable items or parts such as label supply and ribbon are not covered by this warranty.

---

**NOTE:** Specific preparation may be required before shipping. Please contact your Graphic Products representative to ensure correct return procedure: please call 800.788.5572 for details. Graphic Products, Inc. shall not be responsible for any loss or damages incurred during shipping.

---

## **1.2 5-Year DuraLabel Premium Vinyl Warranty**

DuraLabel supplies are tested for durability under various conditions, including UV exposure, moisture, heating and cooling cycles, abrasion, and chemical exposures. Graphic Products warranties labels made from its Premium vinyl supplies for a period of five (5) years.

Within five years of purchase and after proper application, Graphic Products will replace labels made with DuraLabel Premium Vinyl which become unreadable or fail to maintain adhesion with the labeled surface. In such instance, Graphic Products, Inc. will provide a one-time replacement roll of the same supply.

# 2. 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 in the DuraLabel PRO/PRO 300 printer.

An instructional video demonstrating how to load DuraLabel Ribbon and Supplies can be viewed at [DuraLabel.com/duralabel-videos](http://DuraLabel.com/duralabel-videos).

## 2.1 Printer Parts

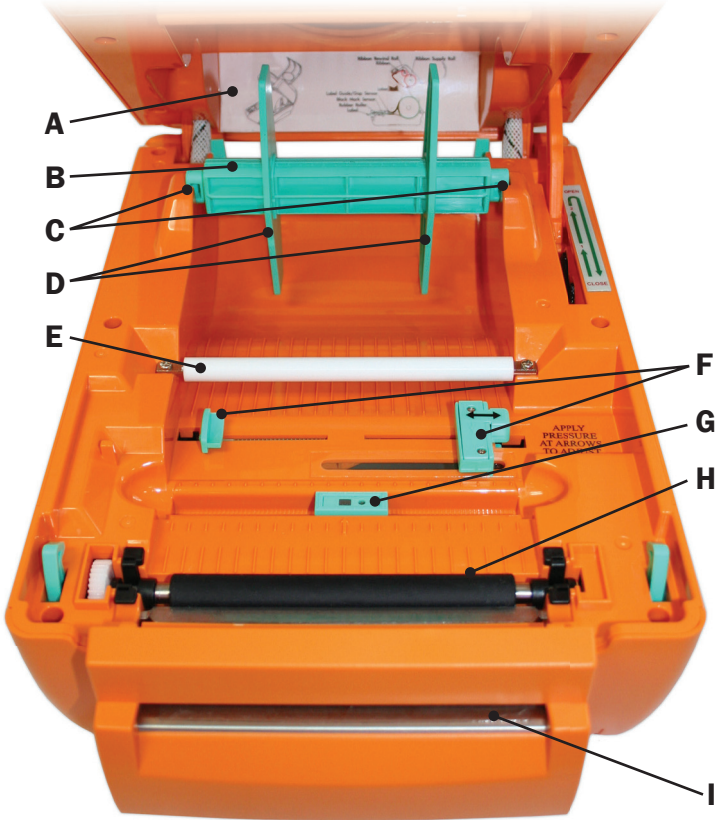


Figure 1 Inside of printer, with ribbon mechanism open in upright position

- A. Supply loading diagram
- B. Label supply roll
- C. Label roll mounts
- D. Fixing tabs
- E. Teflon bar (white)
- F. Adjustable label guides (turquoise)
- G. Media sensor/B Mark sensor (turquoise)
- H. Platen roller (black)
- I. Printed label opening



## 2.2 Printer Ribbon Parts

Rear Spring-Loaded Hub  
for Ribbon Supply Spindle

Rear Hub for Flange Side of  
Ribbon Supply Spindle

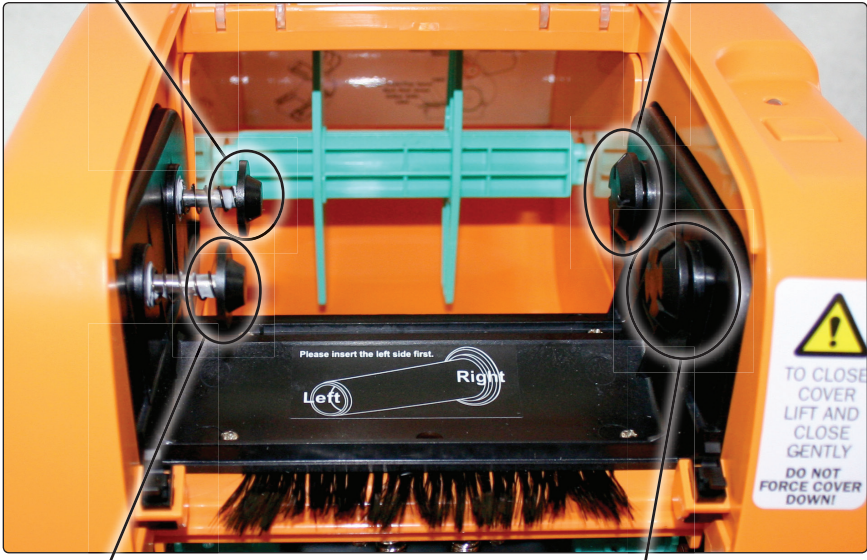


Figure 1

Front Spring-Loaded Hub  
for Ribbon Rewind Spindle  
(with paper core)

Front Hub for Flange Side of  
Ribbon Rewind Spindle

**NOTE:** Spindle flanges should be inserted on right side when facing printer. See diagram under the ribbon supply.

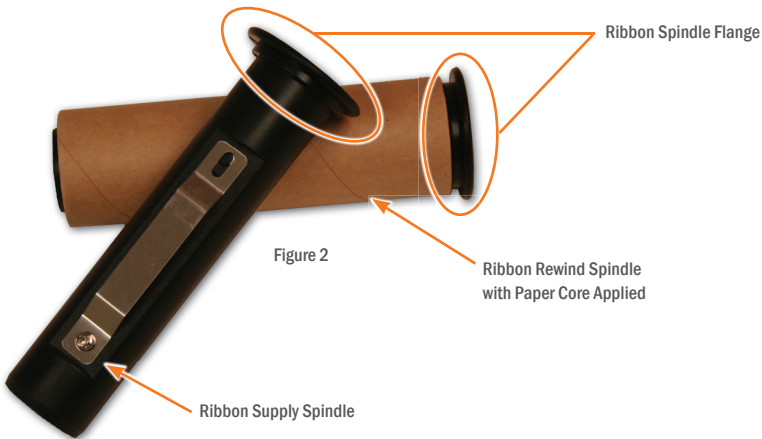


Figure 2

Ribbon Spindle Flange

Ribbon Rewind Spindle  
with Paper Core Applied

Ribbon Supply Spindle

## 2.3 Loading Ribbon

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

Open the ribbon mechanism cover by pressing down and in to unlatch it, then lift it up and back to open.



Figure 1 Press down and in to unlatch.



Figure 2 Lift up and back to open.

**NOTE:** To load 4.3" ribbon, follow the instructions in section 2.3.1. To load 2.5" ribbon, follow instructions in section 2.3.2.

### 2.3.1 LOADING 4.3" RIBBON SUPPLY

- A. 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.
- B. Slide the ribbon onto the spindle until it touches the spindle flange.

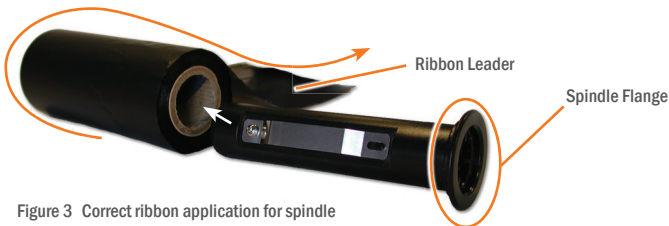


Figure 3 Correct ribbon application for spindle

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



Figure 7 Ribbon supply (4.3") spindle being inserted at rear hubs



Figure 8 Ribbon supply (4.3") spindle inserted at rear hubs

- E.** Place the ribbon rewind spindle (with paper core) on the front hubs 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 9 Ribbon rewind spindle with paper core (4.3") being applied to the front spring-loaded hub

Figure 10  
Ribbon supply  
(2.5") spindles  
loaded and aligned  
with each other

- F.** Open the printer cover by pulling the release levers on the sides of the printer toward you.



Figure 11 Printer release lever being pulled forward

## LOADING THE PRINTER

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



Figure 12 Ribbon supply (4.3") being pulled down



Figure 13 Ribbon supply (4.3") being pulled up to the ribbon rewind spindle

---

**NOTE:** The ribbon should rotate with ease as you unroll it.

---

- I. Tape the entire width of the end of the ribbon leader to the ribbon rewind spindle's paper core, placing one piece of tape horizontally.
- J. Roll the ribbon rewind spindle (top side of spindle moving away from you) to secure the ribbon supply and eliminate wrinkles, fingerprints or flaws. Your ribbon supply should now be loaded.



Figure 14 Ribbon supply (4.3") taped to ribbon rewind spindle

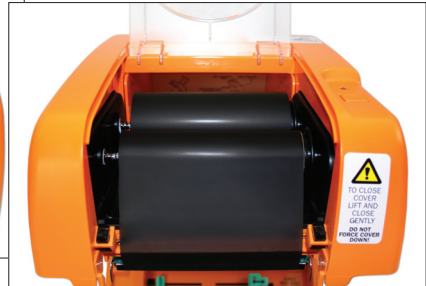


Figure 15 Ribbon supply (4.3") rolled tight

---

**NOTE:** The ribbon-loading process is the same for all ribbon sizes in steps D – J. Figures 7, 8, 9, 12, 13, 14 and 15 illustrate 4.3" ribbon supply.

---

### 2.3.2 LOADING 2.5" RIBBON SUPPLY

- A.** With spindle flange on the right side, load ribbon onto the ribbon supply spindle, with the ribbon leader extended over the top and toward the back.



Figure 4 Correct ribbon application for spindle

- B.** Align the ribbon supply in the center of the ribbon spindle using the measurement marks.



Figure 5 Ribbon supply (2.5") centered on ribbon supply spindle

- C.** Apply the paper core to the ribbon rewind spindle, centering it using the measurement marks.



Figure 6 Paper core (2.5") centered on ribbon rewind spindle

**Now refer to Steps D - J under "Loading 4.3" ribbon supply."**

## 2.4 Loading Vinyl Supply

**IMPORTANT!** Always turn the printer 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.

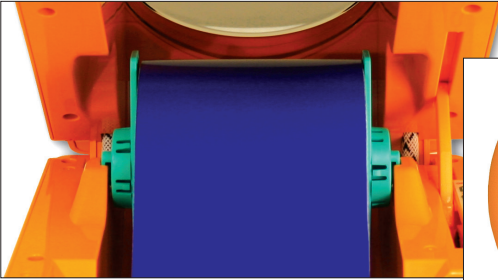


Figure 1 Loaded label supply spindle set in label roll mount slots

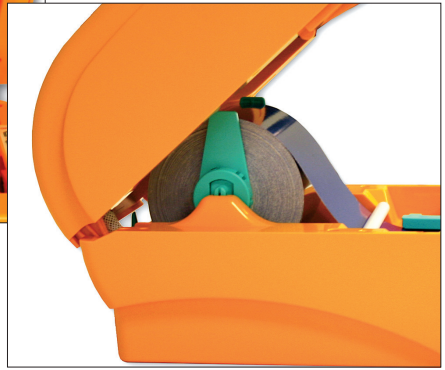


Figure 2 Label supply loaded in the correct direction

- C. Lead the label supply underneath the white Teflon bar, over the platen roller and through the printed label opening, leaving at least 1/2" of supply extended out to help prevent loading errors.
- D. Move the adjustable label guides to hold the label supply in place.

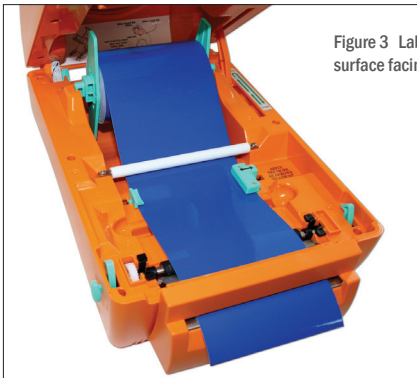


Figure 3 Label supply loaded correctly, with printable surface facing up and liner facing down

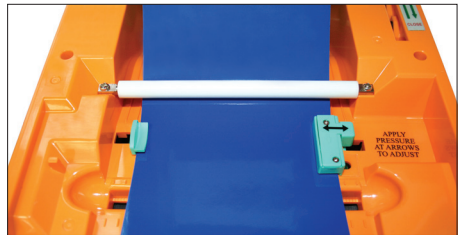


Figure 4 Label supply held in place by adjustable label guides

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



Figure 5 Lift printer cover all the way up, then press down until it latches shut.



Figure 6 Printer cover closed, with ribbon mechanism cover open

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



Figure 7 Press down and in to close.



Figure 8 Loaded DuraLabel PRO 300 printer, ready to print

## 2.5 Installing Tape Guides

Tape guides are required for 1/2" label supply and shrink tube sizes 1/2" and smaller. Larger vinyl and shrink tube supply are held in place by the adjustable label guides.

- A. Load shrink tube or 1/2" label supply and thread it through the cutter.

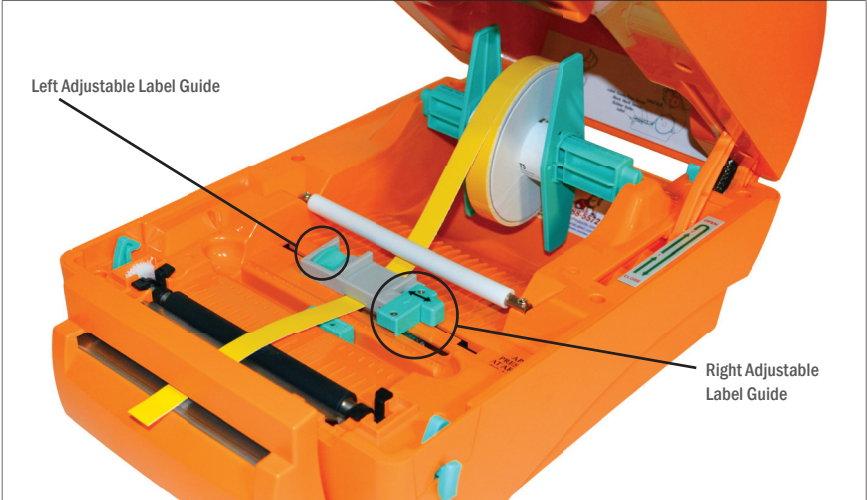


Figure 1 Loaded shrink tube supply

- B. Find the tape guide to match the size of label or shrink tube supply loaded in your printer.

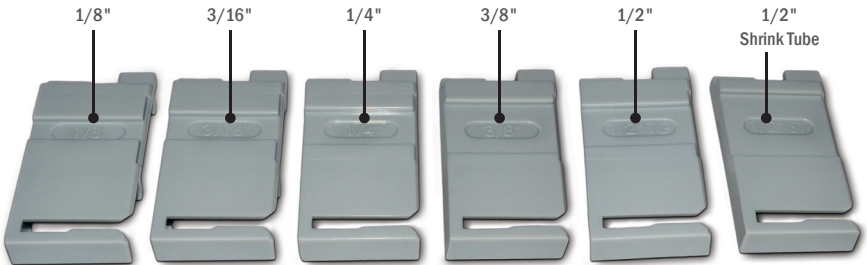


Figure 2

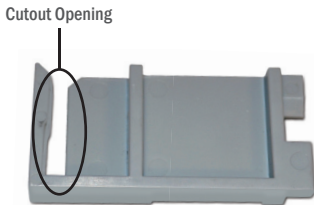


Figure 3 Tape guide, with cutout opening facing up, toward supply spindle

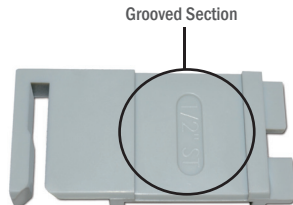


Figure 4 Tape guide showing grooved section (Tape guide is shown upside down.)



- C. While facing the front of the printer, hold the tape guide with the grooved side facing down and the cutout opening facing up.

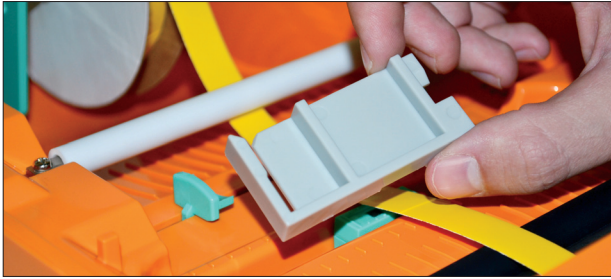


Figure 5 Position tape guide with grooved section facing down

- D. Slip the cutout opening into the left adjustable label guide, opening slightly. Do not press all the way into place.



Figure 6 Tape guide being fitted into the left adjustable label guide

---

**NOTE:** You may need to move the supply slightly to allow it to move freely in the grooved section of the tape guide.

---

- E. Align the label supply under the tape guide, fitting it in the grooved section and then pressing the tape guide into place.



Figure 7 Align supply in the grooved section for easy movement.



Figure 8 Move label supply to fit in this grooved section.

## LOADING THE PRINTER

- F. Move the adjustable label guides toward each other until the tape guide touches the right adjustable label guide and the label guides cannot move any further.



Figure 9 Adjustable label guides pressed together

- G. The label supply should now be aligned over the media sensor. If it isn't, slide the media sensor to center it beneath the supply.



Figure 10 Supply aligned under tape guide and over media sensor

- H. Close the printer cover and you're ready to print.

# 3. Connecting the Printer

Connect the power supply from the DuraLabel PRO/PRO 300 printer to an electrical outlet. Next, connect the USB or parallel cable from the DuraLabel PRO to your PC, then power ON your printer.

## 3.1 Inserting the Installation CD

Before inserting the installation CD, please refer to the specific instructions for the type of cable you're using. When using a USB cable, follow instructions in **Section 3.2, Using a USB Cable**. When using a parallel cable, follow instructions in **Section 3.3, Using a Parallel Cable**.

**NOTE:** When printing RTK, arc flash and other die-cut or B Mark labels, you must set up the print driver and printer. Refer to **Section 4.2, Die-Cut Label Printing Instructions**, or **Section 4.3, B Mark Label Printing Instructions**.

## 3.2 Using a USB Cable

**NOTE:** You may need IT administrator privileges to install a driver.

**NOTE:** The following instructions are only for those using a USB cable. Skip to **Section 3.3, Using a Parallel Cable**, if installing manually.

- 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.



Figure 1 DuraLabel PRO 300 startup screen

- 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.

## CONNECTING THE PRINTER



FIGURE 2 DuraLabel Driver Setup Wizard

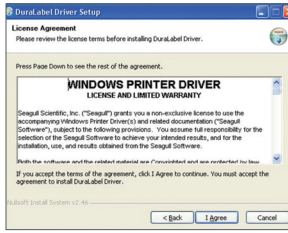


FIGURE 3 Windows Printer Driver License Agreement

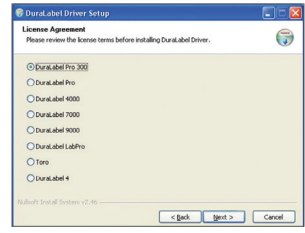


FIGURE 4 Selecting a DuraLabel Driver

- D. Select **DuraLabel PRO** or **DuraLabel PRO 300** and click **Next** on the **DuraLabel Driver Selection** window that appears.
- E. Choose the install location and click **Install** on the **Choose Install Location** window that appears. An **Installing** window shows installation progress.

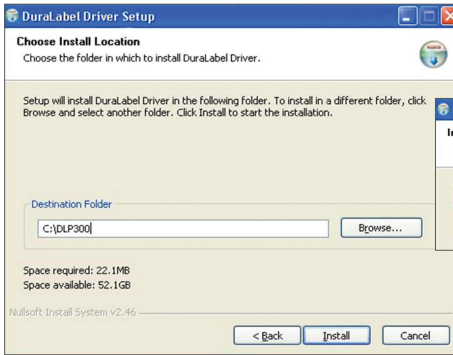


FIGURE 5 Driver Install Location Window

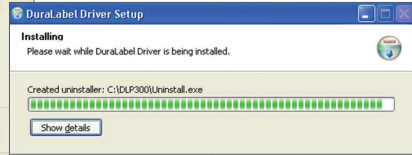


FIGURE 6 Installing Window

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

\*NOTE: You will receive a notice if a previous driver is found that should be removed. Please refer to Section 3.4, Upgrading a Driver, for instructions on uninstalling a driver.

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



FIGURE 7 Install Printer Driver Window

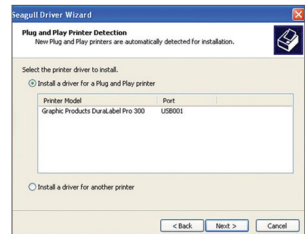
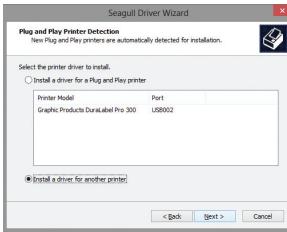
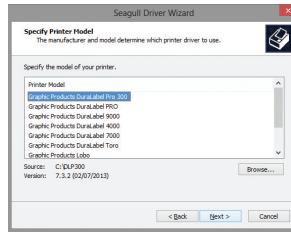


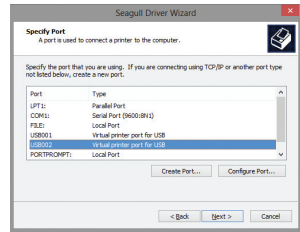
FIGURE 8 Install Driver for a Plug and Play Printer



For Windows 8 systems, select **Install a driver for another printer**



Select printer model



Select the appropriate port

**NOTE:** Windows 8 users, do not select the listed printer. Instead, check **Install a driver for another printer** and click next. Select **Graphic Products DuraLabel Pro** or **DuraLabel Pro 300** and click next. Select the appropriate port and click next.

- H. Enter **Printer Name** and set it as the default printer, if you choose, by checking the adjoining box in the **Specify Printer Name** window that opens. Choose a sharing option, then click **Next**.
- I. Review 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 information is correct.
- 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.

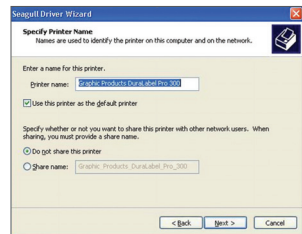


FIGURE 9 Specify Printer Name, Default and Sharing Status



FIGURE 10 Completing the Seagull Driver Wizard

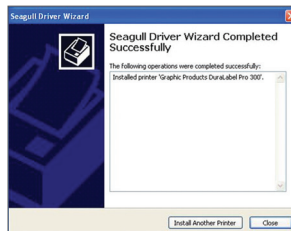


FIGURE 11 Driver Wizard Completed Successfully Window

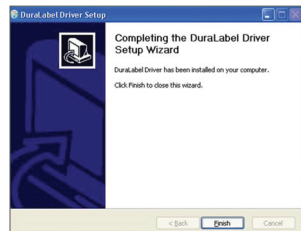


FIGURE 12 Click Finish on the Completing the DuraLabel Driver Setup Wizard window. The driver installation is now complete.

### 3.3 Using a Parallel Cable

**NOTE:** You may need IT administrator privileges to install a driver.

The following instructions are only for those using a parallel cable:

- 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.



FIGURE 1 DuraLabel PRO 300 Startup Screen

- 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. An **Installing** window shows installation progress.



FIGURE 2 DuraLabel Driver Setup Wizard

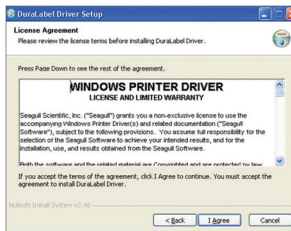


FIGURE 3 Windows Printer Driver License Agreement

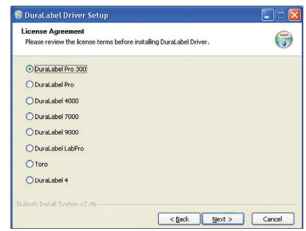


FIGURE 4 Selecting a DuraLabel Driver

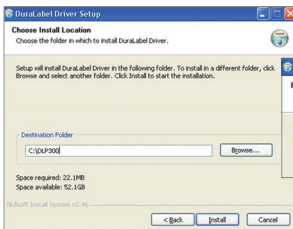


FIGURE 5 Driver Install Location Window

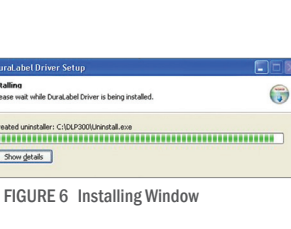


FIGURE 6 Installing Window

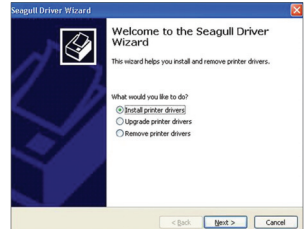


FIGURE 7 Install Printer Driver Window

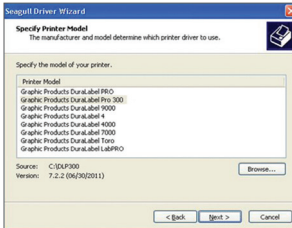


FIGURE 8 Specify Printer Model for Driver Installation.

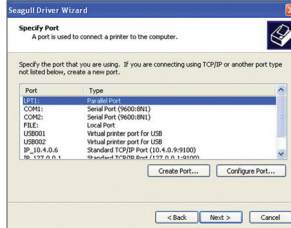


FIGURE 9 Select LPT1 port when using a parallel cable to install a driver.

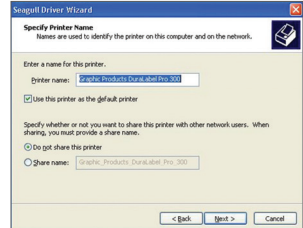


FIGURE 10 Printer Name, Default and Sharing Status

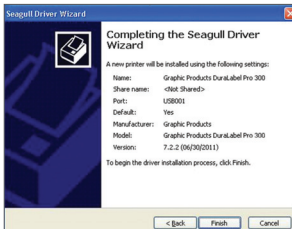


FIGURE 11 Completing the Seagull Driver Wizard

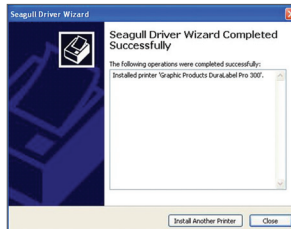


FIGURE 12 Driver Wizard Completed Successfully Window



FIGURE 13 Click Finish on the Completing the DuraLabel Driver Setup Wizard window.

- 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. Select **Printer Name**, set the printer as **default**, and choose **printer sharing options** on the **Specify Printer Name** window that opens, then click **Next**.
- J. Review information on the **Completing the Seagull Driver Wizard** window that opens and click **Finish** if the information is correct. If it isn't correct, revise the selections made in previous steps 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.

### 3.4 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.

---

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

---



## 4. Configuring Printer Drivers

**IMPORTANT!** Perform the driver configuration before opening the document you plan to print.

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

\***NOTE:** If you do not find Devices and Printers in your Start menu, you can access it in your Control Panel.

- 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 that matches your label size.

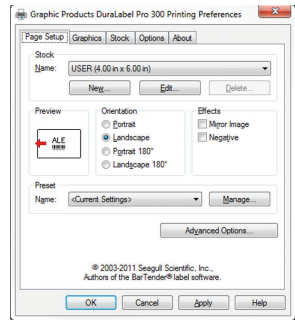


FIGURE 1 Printing Preferences dialog box with Page Setup tab selected

**NOTE:** Your DuraLabel PRO/PRO 300 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.

### 4.1 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. To configure the driver, set the cutter, select the **Stock** tab, then select **Continuous** from the **Type** drop-down menu under “Media Settings.”
- B. To cut after each label, select **Cut** from the **Post-Print Action** drop-down menu and select **After Every Page** from the **Occurrence** drop-down menu.
- C. To cut after each job, select **Cut** from the **Post-Print Action** drop-down menu and select **After Job** from the **Occurrence** drop-down menu.
- D. Click **Apply**, then **OK**.

## CONFIGURING PRINTER DRIVERS

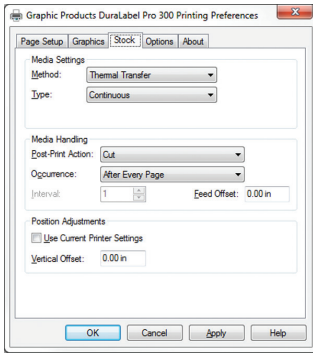


FIGURE 2 Printing Preferences dialog box, with Type set to “Continuous” and Occurrence set to “After Every Page” on the Stock tab

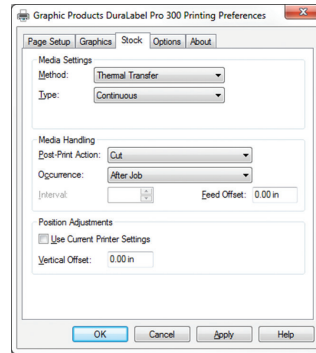


FIGURE 3 Set the Printing Preference Occurrence menu to “After Job” to print multiple labels on a single length of supply.

These settings may be adjusted in **Printer Properties\*** when printing your labels.

---

**\*NOTE:** This will show as Preferences if accessing **File > Print** from DuraSuite Labeling Software.

---

## 4.2 Die-Cut Label Printing Instructions

### 4.2.1 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.**
- C. Follow directions in **Section 4.2.2, Driver Settings.**

### 4.2.2 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. For die-cut labels, 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**.

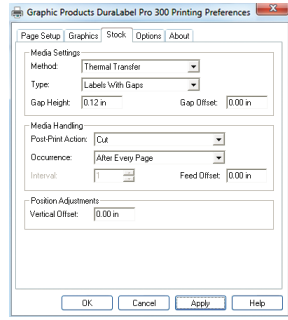


FIGURE 4 Printing Preferences dialog box, with Type set to “Labels With Gaps”

## 4.3 B Mark Label Printing Instructions

### 4.3.1 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, 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 green and amber**.
- C. Follow directions in **Section 4.3.2, Driver Settings**.

### 4.3.2 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. For B Mark labels, 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**.

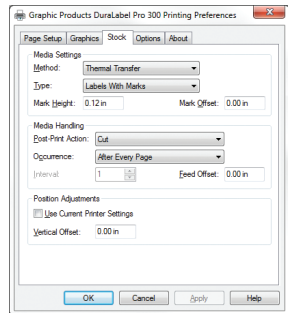


FIGURE 5 Printing Preferences dialog box, with Type set to “Labels With Marks”

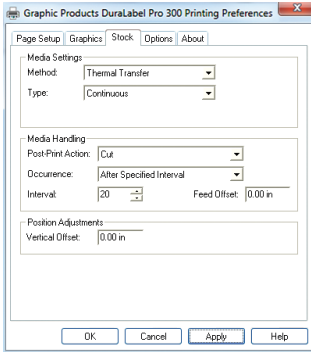


FIGURE 6 Printing Preferences dialog box, with Occurrence set to “After Specified Interval”

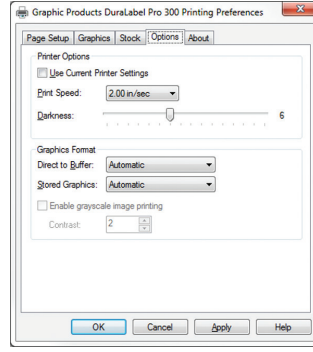


FIGURE 7 Printing Preferences dialog box, with Options tab selected

### 4.4 Cutting Labels in Intervals

To cut labels in intervals, set “Occurrence” to **After Specified Interval**. Set the interval to the number of labels needed, then click **Apply** to save your settings.

### 4.5 Adjusting Print Speed

Choose print speed from the **Options** tab, clicking on the arrow to the right of the **Print Speed** drop-down menu. A 2” per second setting is recommended.

### 4.6 Adjusting Darkness

Change darkness settings from the **Options** tab, dragging the slider on the **Darkness** bar (see Figure 7). Darkness can be adjusted in single increments from 0 – 15. Keep the **Graphics Format** settings on **Automatic**.

RECOMMENDED DARKNESS SETTINGS FOR RIBBON: (PRINT SPEED SET AT 2)									
Ribbon	Petroleum Resistant	Standard Black	White	Red	Blue	Green	Orange	Shrink Tube/RTK	Die-Cut Labels
<b>Darkness</b>	9-15	4-8	4-8	4-8	4-8	4-8	4-8	6-8	10-13

FIGURE 8 Adjust darkness settings to match your ribbon type and your printing needs.

When satisfied with all your settings, click **Apply**, then **OK**. Your driver is now set up and ready to create labels.

**NOTE:** You may need to change print settings to optimize the DuraLabel PRO/PRO 300 for printing with some ribbons and specialty supply. Higher speeds generally require higher densities. If a ribbon wrinkles, lower the darkness. Increase darkness to ensure all ink is being transferred from the ink ribbon.

# 5. Installing Labeling Software

## 5.1 Installing 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.

---

## 5.2 Installing 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.

---

# 6. Label Creation

This section describes how to create labels using Microsoft® Word. Variations may occur among different versions of Word, but basic principles are the same. The DuraLabel PRO/PRO 300 is designed to work with any currently supported Windows software and should work with the software installed on your computer. Microsoft Word 2003 and 2010 were used to describe many procedures in this Guide.

---

**NOTE:** Navigation may vary depending on your version of Word, but the tools will be the same.

---

The information in this section assumes your printer has been properly installed and is connected in the online mode.

## 6.1 Label Creation with Your Word Processor

DuraLabel PRO/PRO 300 printers operate off a standard Windows driver that allows access to a wide variety of software packages.

### 6.1.1 USING TEMPLATES

---

**IMPORTANT!** If you do not follow this step, you will need to create all labels from scratch.

---

The DuraLabel PRO/PRO 300 provides a variety of templates you can install from the installation CD start-up screen. Click on **Install Templates & Symbols** and follow the instructions. When installation is complete, templates and symbols will be accessible from a folder titled **My Documents\DLP Templates & Symbols**.

To use a template, open Microsoft Word, select **Open** and browse the **DLP Templates & Symbols** folder. Any template you choose has been set up to print correctly on the DuraLabel PRO/PRO 300 printer with minimal augmentation.

### 6.1.2 SETTING UP A MICROSOFT WORD DOCUMENT

When opening a document, change size and margins to match your label's size. (Word processors default to 8.5" x 11".) Click on the **File** menu, then **Page Setup**. Click the **Margins** tab on the **Page Setup** dialog box that appears. **Set all Margins to 0** to print on the entire supply.

Set **Orientation** to **Portrait** if label **width** is the same dimension as the **supply width** loaded in your printer. Set orientation to **Landscape** if label **height** is the same as the **supply width** loaded in your printer. Click **OK** when done.

Now select the **Paper** tab and set the **Paper size** to the size label you want to create. Either the Width or Height should match the width of supply loaded in your printer.

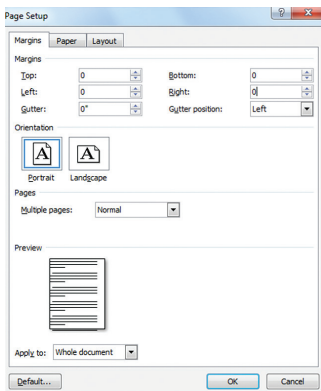


FIGURE 1 Page Setup dialog box, with Margins tab selected

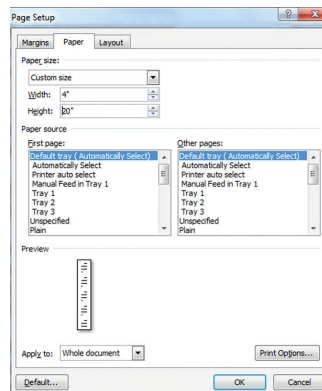



FIGURE 2 Page Setup dialog box, with Paper tab selected

# 7. Label Design

## 7.1 Text Boxes

Text boxes let you position text anywhere on a document. They can have borders and be filled with color, or have no borders and be transparent. They're ideal for grouping text and graphics. You can format text within the text box to the size and style you choose.

Add a text box by clicking **Insert** on the Word toolbar , then click **Text Box**. A menu appears displaying several text box templates. Click **Draw Text Box** at the bottom of the menu  **Draw Text Box**, then draw a square on the blank page where you would like the text box to appear.

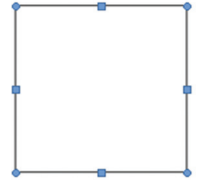


FIGURE 1 Text box with eight "handlebars"

A text box with eight small boxes (handlebars) along its border appears at the location you clicked. You can begin entering text immediately. The text box expands as you enter text.

### 7.1.1 CHANGING TEXT BOX SIZE

The "handlebars" let you change text box size. Click on a handlebar and drag it until the text box is the desired size. Dragging a middle-top or middle-side handlebar changes the width or height of the text box. Dragging a corner handlebar lets you change width and height simultaneously.

FIGURE 2 Text box lengths and widths can be changed by dragging a handlebar until the text box is the size you want.



**NOTE:** Pressing the Shift Key while dragging a corner handlebar changes a text box's width/height proportionately.

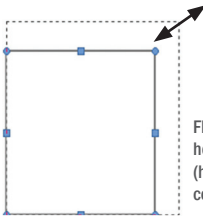


FIGURE 3 Text boxes can be resized proportionately by holding down the Shift Key while dragging a corner box (handlebar). This text box is being enlarged by dragging a corner handlebar while pressing the Shift Key.



### 7.1.2 POSITIONING TEXT BOXES

To position a text box on a label canvas, place the cursor anywhere along the text box's border, but **not** on a handlebar. Your cursor will become a 4-headed arrow. You can now drag the text box to another location.

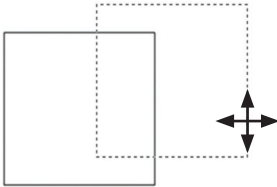



FIGURE 4 Placing your cursor along a text box border creates a 4-headed arrow. You can now move the text box by dragging it with your mouse.

If you don't want the text box border to print on your label, double-click on a corner of the text box. A **Format** tab opens on your computer's menu bar\*. Click **Shape Outline**  **Shape Outline** ▾, then select **No Outline** from the options that appear.

\*Describes Word 2007 or Word 2010 procedure

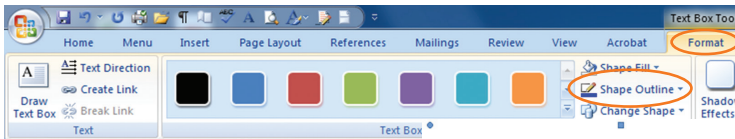


FIGURE 5 Click Shape Outline from the Format tab, then No Outline.

FIGURE 6 Text box with its border removed

The text box border disappears.

---

**NOTE:** If you choose not to use a text box for your text, you will still be able to print your label, although you will not be able to move your text or graphics freely. Consult your word processor's help file for more detailed information about using the text box tool.

---

## 7.2 Graphics

To insert a symbol on your Word document, select **Picture** from your **Insert** tab, browse for the symbol you want to add, select it, then click **Insert**.

The symbol now appears on your Word document. Move and resize symbols as necessary.

**NOTE:** Graphic Products provides you with industrial safety symbols in the DuraLabel PRO/PRO 300 Templates and Symbols folder on your DuraLabel PRO/PRO 300 CD. Run the CD, then click on **Install Templates & Symbols** on the DuraLabel PRO/PRO 300 Startup Screen that opens. You can store the Templates and Symbols folder in any convenient location on your computer.



FIGURE 1 Access Templates and Symbols by clicking the Install Templates & Symbols button on your DuraLabel PRO or DuraLabel PRO 300 Startup Screen.

**HINT!** When determining a symbol’s size, make it large enough to be recognized from a reasonable distance and check regulatory requirements to ensure compliance.

**To freely position** an image or symbol, right-click on it and select **Format Picture** from the context menu that appears. Select the **Layout** tab on the **Format Picture** dialog box that now appears and choose the **“In front of text”** text wrapping option.

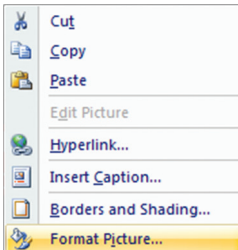


FIGURE 2 Context drop-down menu, with Format Picture selected

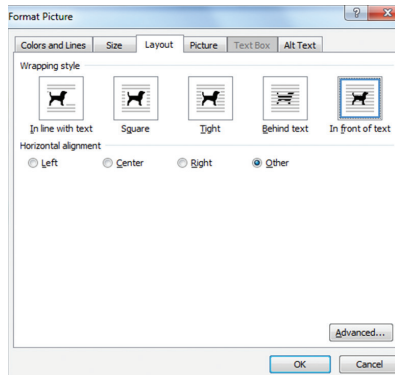


FIGURE 3 Position an image on a document by choosing “In front of text” from the Format Picture dialog box.

## 7.3 Merging Information, Sequencing Labels

Follow these steps to effectively create and efficiently organize labeling projects.

### 7.3.1 CREATING AN EXCEL SPREADSHEET

Successful labeling projects often involve merging Microsoft® Word and Excel documents to produce well-coordinated, sequentially organized groupings of labels.

Start by opening an Excel document, placing **column headers** in the first row (Fig. 1). For this example we use **Part Numbers** and **Descriptions** (Fig. 2).

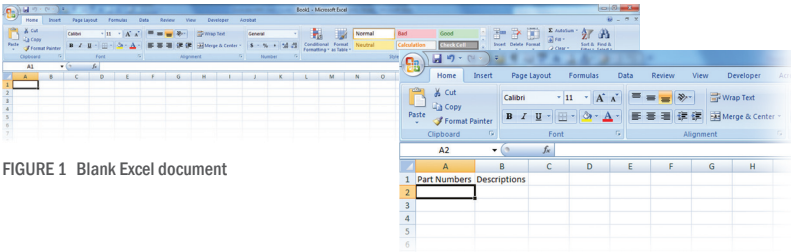


FIGURE 1 Blank Excel document

FIGURE 2 Excel document with headers

- A. Enter your first two sequential numbers in cells A2 and A3 (Fig. 3). Select cells **A2** and **A3** and place your cursor over the little box in the lower-right corner of the selection. Your cursor becomes a “+.” Now click and drag the selection down the **number of cells equal to the number of labels** in the sequence (Fig. 4).

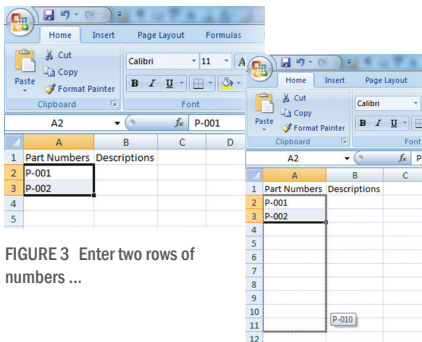


FIGURE 3 Enter two rows of numbers ...

FIGURE 4 ... then drag your cursor the number of cells equal to the total number of labels in your sequence.

- B. All the column's numbers will sequence the same as the sequence used in the first two rows (Fig. 5). This example reflects 10 labels, with a sequence of 1.
- C. Now enter the data for **Column B**, e.g., Descriptions, that relates to the data in corresponding rows of Column A (Fig. 6).

Figure 5 The spreadsheet reveals plans to print 10 labels, with Part Numbers sequenced by 1

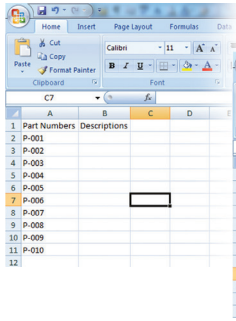
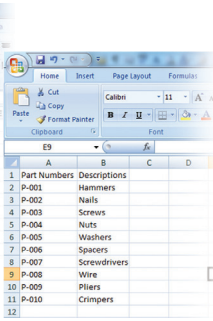


Figure 6 Enter data under Column B that relates to the data on the corresponding row of Column A.



- D. When all your data has been entered in the Excel spreadsheet, **name and save your document in a location where you can easily find it**. Consider placing it in a folder with other project documents. Close your Excel document after naming and saving it. *You'll come back to it shortly.*
- E. Now **open the Word template you want to import your Excel data into**. In Figure 7 the static text “Part Number:” and “Description:” are already typed in. Now place your cursor where you want to insert your data.
- F. Select the **Mailings** tab from the Word menu bar, then click on **Select Recipients** and **Use Existing List** (Fig. 8) from the drop-down menu. A **Select Data Source** window appears (Fig.9).

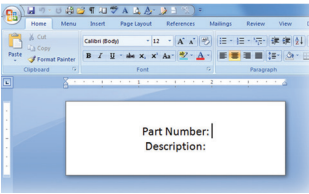


FIGURE 7 Word document ready to receive data from an Excel spreadsheet

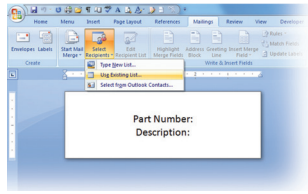


FIGURE 8 With the Mailings tab selected, click on “Select Recipients,” then “Use Existing List” from the drop-down menu that appears.

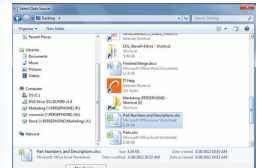


FIGURE 9 Navigate the Select Data Source window to access your Excel file.

- G. Locate and click the **Excel spreadsheet** you just saved using the **Select Data Source** window (Fig. 9). A **Select Table** dialog box appears (Fig. 10).
- H. Highlight and click on the **Excel Spreadsheet page** where your data is located, e.g., Sheet 1, on the **Select Table** dialog box. The Select Table dialog box closes after making your selection.

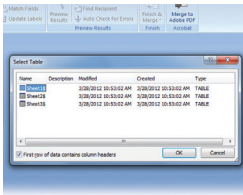


FIGURE 10 Select the Excel sheet number where your data is located from the Select Table dialog box.

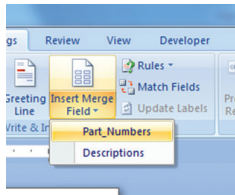


FIGURE 11 Press the bottom half of the Insert Merge Field button to display column header names.

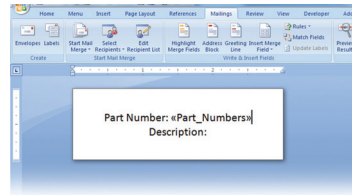


FIGURE 12 Word document ready to receive data from Excel Column A.

- I. Now click on the **bottom half** of the **Insert Merge Field** button on your Word toolbar (Fig. 11). The names of your column headers will be displayed.
- J. Select **Column A header**. A **Column A space-holder** (<<Part\_Numbers>>) appears next to the Column A header (Fig. 12).
- K. Select **Column B header**. A **Column B space-holder** (<<Descriptions>>) appears next to the Column B header (Fig. 13).

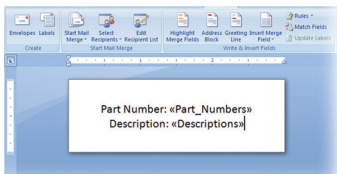


FIGURE 13 Word document ready to receive data from Excel Column B.

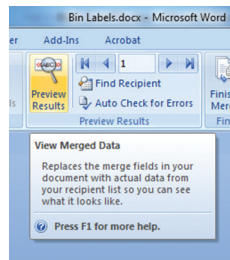


FIGURE 14 Click Preview Results to display View Merged Data window.

- L. Select **Preview Results** from the Word toolbar. A **View Merged Data** window should appear (Fig. 14).
- M. With the **Go to Record** set at **1** (Fig. 15), the **first label** in a sequence should now appear on the Word template.

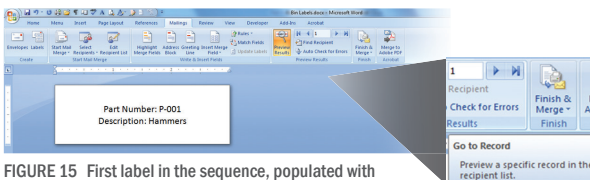


FIGURE 15 First label in the sequence, populated with content imported from an Excel spreadsheet.

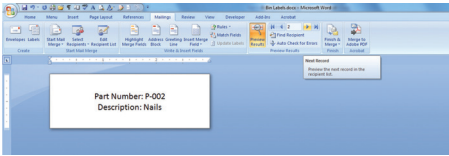


FIGURE 16 Click Next Record arrow to display the next label in the sequence.

- N. Click on the **Next Record** arrow to display the next label in the sequence (Fig. 16).
- O. Click the **Finish & Merge** button, then click **Print Documents** from the drop-down menu that appears (Fig 17).
- P. A **Merge to Printer** selection box appears, offering the option of printing **all labels**, the **current record**, or specifying a **range** (Fig. 18). Check the appropriate button.

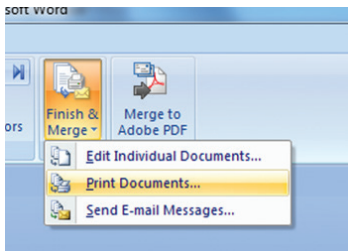


FIGURE 17 Click Print Documents from the Finish & Merge drop-down menu to start the process of printing sequenced labels.

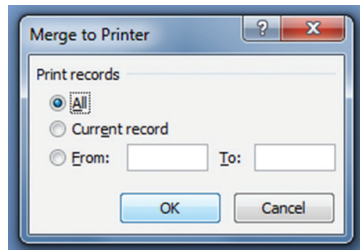


FIGURE 18 Select which labels you wish to print from the Merge to Printer window.

- Q. Now select a **DuraLabel Printer** from the **Print dialog** box that appears (Fig. 19).

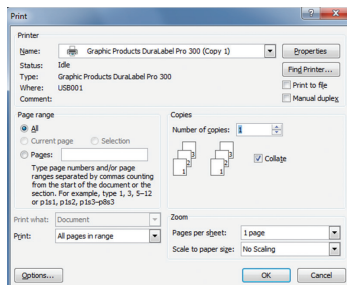
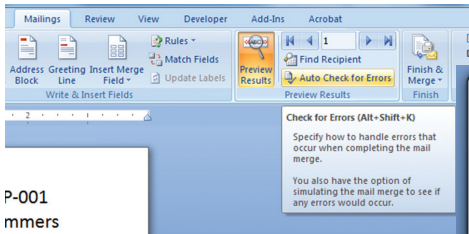


FIGURE 19 Select the DuraLabel Printer you want to print your sequenced labels with from the Print dialog box.

- R. If you want to save a separate completed merged document containing every page in a single file, select the **Auto Check for Errors** button under the “Mailings” tab (Fig. 20).



P-001  
mmers

FIGURE 20 Check for errors before printing your labels using the Auto Check for Errors tool.

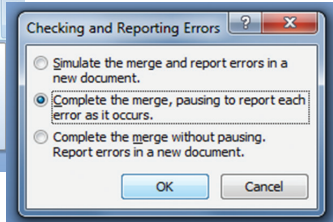


FIGURE 21 The Checking and Reporting Errors window lets you decide how and when you want to receive error messages.

- S. A **Checking and Reporting Errors** window now appears. Leave the second option selected and click **OK** (Fig. 21). Your labels are then displayed on a single document for your review (Fig. 22).
- T. View your labels in sequence on the Word display that appears. If they are ready to print, go to **File**, then click **Print**. Your labels print as they appeared.

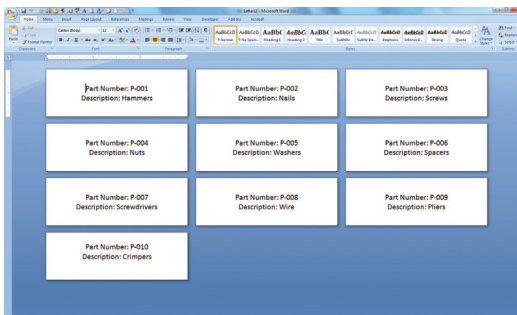


FIGURE 22 Your labels are displayed in sequence prior to printing.

# 8. Cleaning and General Maintenance

**IMPORTANT!** Always turn the printer OFF before cleaning, performing maintenance or loading supplies. Always wait at least 5 seconds before turning the power back ON.

Basic cleaning of print head, cutter and platen roller will prolong the printer's life and help produce crisp, clear labels and signs. Refer to **Section 2.1, Printer Parts**, for additional cleaning and maintenance information. You can also view a DuraLabel PRO/PRO 300 cleaning video by visiting [DuraLabel.com/duralabel-pro-300/dlp300-support.php](http://DuraLabel.com/duralabel-pro-300/dlp300-support.php).

## 8.1 Print Head



Figure 1 The print head includes the entire metal bar that sits under the printer cover.

- A. Open printer cover and remove any supplies.
- B. Remove the rewind spindle, placing it out of your way.
- C. Place a cleaning swab between your forefinger and thumb and squeeze until it snaps. Alcohol will be distributed to the cotton side of the swab.
- D. Run the swab back and forth across the print head several times to remove any built-up adhesive, ribbon residue or dust particles.
- E. E. Clean the front and underside of the print head.

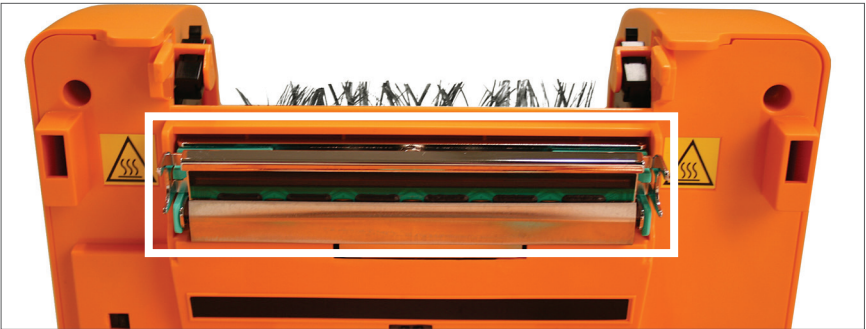


Figure 2 Clean the entire area outlined in white.



## 8.2 Cutter



Figure 3 Cutter mechanism (detachable face in front)

- A. Open the DuraLabel PRO/PRO 300 cover.
- B. Rewind any loaded supply away from the cutting mechanism.
- C. Place a cleaning swab between your forefinger and thumb and squeeze until it snaps. Alcohol will be distributed to the cotton side of the swab.
- D. Run the swab back and forth across the cutting mechanism several times to remove any buildup of labeling adhesive.



Figure 4 Printed label opening

### 8.2.1 CLEANING CUTTER FROM THE INSIDE

**NOTE:** To clean both sides of the cutting blades more efficiently, remove the cutter from the printer. An advanced cutter cleaning guide is available by contacting Technical Support.

- A. Using both hands, gently lift the cutting mechanism from the printer. Wires will still be connected, so avoid pulling the cutting mechanism too hard or too far from the printer.
- B. Place a cleaning swab between your forefinger and thumb and squeeze until it snaps. Alcohol will be distributed to the cotton side of the swab.

## CLEANING AND GENERAL MAINTENANCE

- C. Run the swab back and forth across the cutter several times to remove any buildup of labeling adhesive. Wait a few seconds for the alcohol to dry.
- D. Replace the cutting mechanism, inserting the tabs on the sides of the cutter, into the slots as shown below.

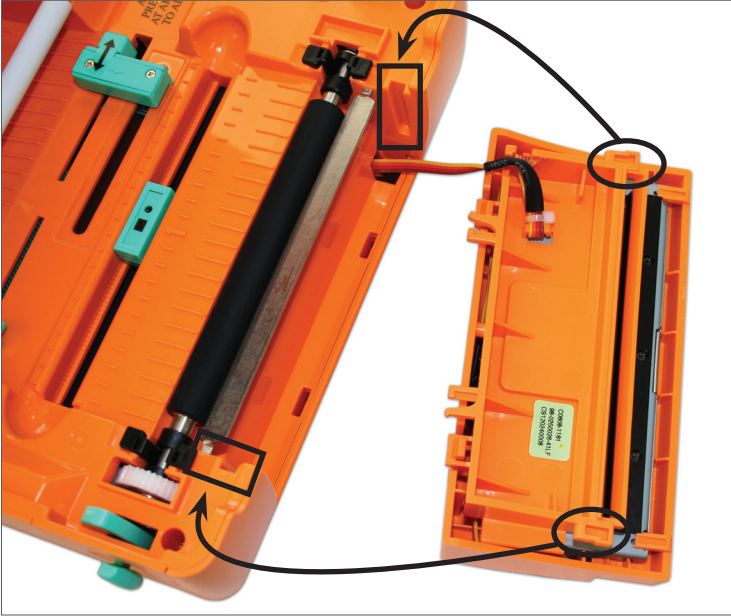


Figure 5 Replace cutter by fitting tabs into the slots provided.

---

**NOTE:** Replace wires through the open slot from where they're connected, being careful not to pinch them.

---

## 8.3 Platen Roller

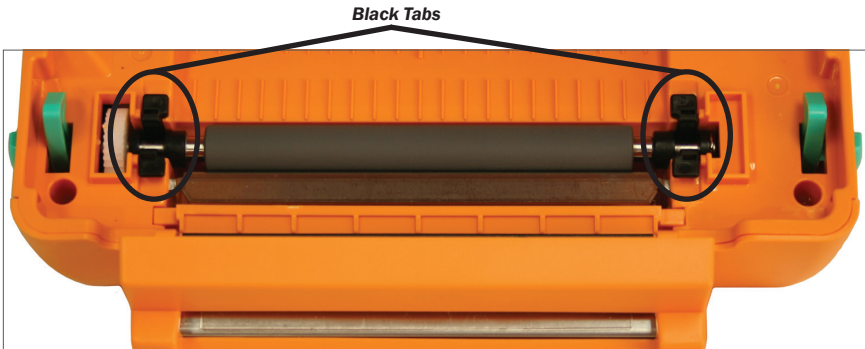


Figure 6 Platen roller

- A. Remove the platen roller by squeezing the black tabs on either side and lifting up.
- B. Place a cleaning swab between your forefinger and thumb and squeeze until it snaps. Alcohol will be distributed to the cotton side of the swab.
- C. Run the swab back and forth across the platen roller several times to remove any buildup.
- D. Replace platen roller.
- E. Let the platen roller dry for a few minutes, then reload ribbon and supply. Your DuraLabel PRO/PRO 300 is now ready to use.

To maintain optimal performance, the DuraLabel PRO/PRO 300 printer should be cleaned after every two rolls of supply. The print head, cutter mechanism and platen roller should be cleaned with alcohol swabs to remove buildup of adhesive, dust and other substances. Always turn the printer OFF before cleaning, performing maintenance or loading supplies.

---

**NOTE:** Visit [DuraLabel.com/duralabel-pro-300/dlp300-support.php](https://DuraLabel.com/duralabel-pro-300/dlp300-support.php) to view proper cleaning procedures.

---

## 9. Troubleshooting

The following solutions address some of the most common printing challenges. Please call Graphic Products if your problem is not discussed here.

### 9.1 LED is Solid Red

**Possible Cause:** Cover is not latched properly.

**Solution:** Turn printer off. Open cover all the way, then slowly close it. Press firmly on front corners to ensure both latches are secure.

### 9.2 Printing Suddenly Stops and LED Blinks Red

**Possible Cause:** Printer is out of ribbon or label supply.

**Solution:** Replenish ribbon or label supply.

**Possible Cause:** Ribbon spindles are loaded backward.

**Solution:** Ensure ribbon spindles are facing in the right direction. The spindle flanges should be on the right side of the printer. Refer to Section 2.3 for detailed ribbon-loading instructions.

**Possible Cause:** Media sensor error occurred.

**Solution:** Re-initialize the media and gap sensor:

- A. Turn power OFF and wait 5 seconds.
- B. Hold down the Feed button and turn the power ON.
- C. After the LED blinks red three times in a row, release the Feed button.
- D. If this doesn't work, cover the media sensor with a strip of supply that's less transparent so the sensor "sees" the media.

### 9.3 LED Quickly Blinks Red

**Possible Cause:** Power was cycled too quickly.

**Solution:**

- A. Turn power OFF.
- B. Verify you are using the correct power supply. "Power supply for DuraLabel PRO/PRO 300 ONLY" should be marked on the brick.
- C. Wait 5 seconds.
- D. Turn power ON.

## 9.4 Printing Stops while Printing Die-cut Labels and LED Blinks Red

**Possible Cause:** Gap sensor has not been initialized.

**Solution:**

- A. Turn power OFF and wait 5 seconds.
- B. Hold down Feed button while powering printer ON.
- C. The LED will blink red 5 times, amber 5 times, green 5 times, green/amber 5 times, then red/amber. Release the Feed button when the LED starts blinking red/amber. The printer will feed supply as it calibrates.

## 9.5 LED Blinks Green after Label is Printed

**Possible Cause:** Supply has been paused. Feed button was pressed during printing.

**Solution:** Press the Feed button again to resume printing.

## 9.6 After Printing a Label, Printer Dispenses Extra Supply and LED Blinks Red

**Possible Cause:** Printer is set to “Labels with Gaps,” while loaded supply is continuous feed.

**Solution:**

- A. Open the **Devices and Printers** folder.
- B. Right-click on **Graphic Products DuraLabel PRO/PRO 300**.
- C. Select **Printing Preferences**.
- D. Select the **Stock tab**.
- E. Under **Media Settings**, change **Type** to **Continuous**.
- F. Click **Apply**, then **OK**.

## 9.7 Printing is not Aligned Correctly

**Possible Cause:** Adjustable label guides are not securing supply properly.

**Solution:** Move guides toward each other to secure supply.

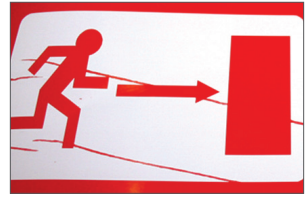
## 9.8 Printing is Streaked

**Possible Cause:** Ribbon was installed with too much slack or was not centered, creating a crease in the ribbon.

**Solution:** Remove ribbon from rewind spindle and remove spindle. Load empty tube onto rewind spindle and place it back onto printer.

**Possible Cause:** Printer requires service.

**Solution:** Contact Graphic Products.



Improperly installed ribbon can cause labels to streak.

## 9.9 LED Blinks Amber and Red

**Possible Cause:** Unrecognized supply error occurred.

**Solution:** Turn printer off, wait 5 seconds, then turn printer back on. Print several labels. If error persists, contact Tech Support at 800.788.5572.

**Possible Cause:** Specialty supply may be loaded improperly or may be missing the clear media cartridge.

**Solution:** Contact Graphic Products.

## 9.10 Printer Cuts Labels Off-Center or into Next Label

**Possible Cause:** The print driver is set to print continuous feed supply, while the printer is loaded with “labels with gaps” supply.

**Solution:**

- A. Open the **Devices and Printers** folder.
- B. Right-click on **Graphic Products DuraLabel PRO/PRO 300**.
- C. Select **Printing Preferences**.
- D. Select the **Stock** tab.
- E. Under **Media Settings**, change **Type** to **Labels with Gaps**.
- F. Click **Apply**, then **OK**.

**Possible Cause:** Feed Offset is not on correct setting.

**Solution:** Adjust Feed Offset to correct setting.

Adjust Feed Offset to a setting where printer cuts die-cut or B Mark labels correctly. The 0 default setting works best for most label supply.

Die-cut and B Mark labels cut correctly (l) ... and cut off-center (r)

# 10. Specifications

## 10.1 Printer

**Type:** Thermal Transfer

**Print Speed (DLP 300):** Selectable, 2" or 3" per second

**Print Speed (DLP):** Selectable, 2" – 5" per second

**Resolution (DLP 300):** 300 dpi

**Resolution (DLP):** 203 dpi

**Maximum Print Width:** 4"

**Maximum Print Length (DLP 300):** 56"

**Maximum Print Length (DLP):** 118"

**Ribbon Capacity:** 984'

## 10.2 Indicators and Buttons

**Indicators:** LED (Green, Amber, Red)

**Buttons:** Power and Feed

## 10.3 Communication Interface

**Communications:** USB v1.1, RS-232C (max. baud rate 19,200 bps) and Centronics

**Memory:** 2MB flash memory, 8MB DRAM

## 10.4 Power Requirements

**Input Voltage:** Switching power, 100 – 240 VAC, 50 – 60 Hz

**Output Voltage:** 24 VDC

**Circuit Protection:** 3.75A maximum

## 10.5 Environment

**Operating Temperature:** 41° F – 104° F (5° C – 40° C)

**Operation Humidity:** 25% – 85% non-condensing

**Storage Temperature:** -4° F – 122° F (-18° C – 50° C)

**Storage Humidity:** 10% – 90% non-condensing

**Ventilation:** Free air movement



## 10.6 Label Supply

**Type:** Continuous, B Mark and Die-Cut

**Width:** 0.5" – 4"

**Gap Height:** 0.12"

**B Mark Height:** 0.12"

## 10.7 Ribbon Supply

**Type:** Wax, Wax/Resin, Resin

**Capacity:** 984' with 1" core

## 10.8 Printer Body

**Dimensions:** 8.4"W x 12.4"D x 7.4"H

THIS PAGE IS INTENTIONALLY LEFT BLANK

THIS PAGE IS INTENTIONALLY LEFT BLANK



**800.788.5572 | DuraLabel.com**

© 2007, 2015 Graphic Products, Inc. All Rights Reserved