

# DuraLabel<sup>®</sup> 9000

## USER GUIDE



**800.788.5572**  
DuraLabel.com

# Minimum System Requirements

**Operating System:** Windows XP SP2 or later, Vista, Windows 7, Windows 8 or 8.1

**Memory:** 128MB RAM

**Hard Drive:** 100MB

**Additional Requirements:** IT Administrator Privileges

## Supplies

DuraLabel supplies and the DuraLabel® 9000 printer have been optimized for compatibility and print quality. Use only DuraLabel supplies from Graphic Products with your DuraLabel 9000 printer.

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Home of DuraLabel®

# Introduction

Congratulations on the purchase of your **DuraLabel 9000 thermal transfer printer**. This guide will have you printing professional-quality labels and signs in no time!

Call us at **800.788.5572** with any questions about your DuraLabel 9000 printer. We're here to help with all your label and sign-making needs.



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# 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.

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**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.

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## **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. Safety Instructions

Please review the following safety instructions before using the printer:

- Before plugging the power cord into your DuraLabel 9000, make sure the On/Off switch is set to Off.
- Only qualified service personnel should attempt to perform maintenance on the printer.
- When opening or closing the printer's lid, use the handle. Do not grip the edge of the lid, which could pinch your fingers.
- During normal operation, the DuraLabel 9000 produces noise. When using the printer for an extended time (two hours or more), Graphic Products recommends the use of hearing protection.

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**NOTE:** Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

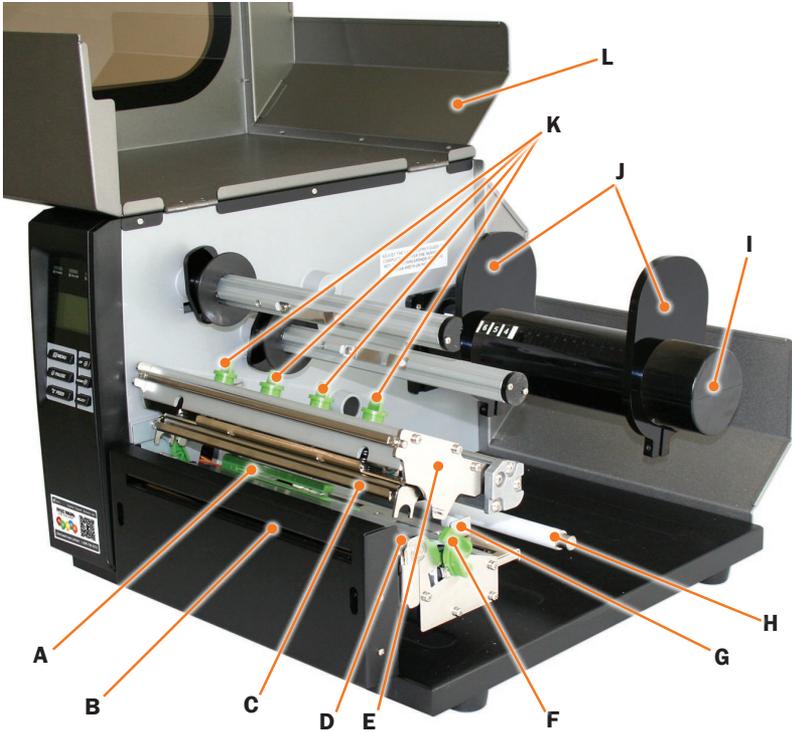
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# 3. Loading the Printer

DuraLabel ribbon and vinyl supplies have been optimized for compatibility and print quality. Only authorized DuraLabel supplies from Graphic Products will print correctly in the DuraLabel 9000 printer.

An instructional video demonstrating how to load DuraLabel ribbon and supplies is included on your installation CD.

## 3.1 Printer Parts



- A.** Media Sensor (green)
- B.** Printed Label Opening
- C.** Print Head
- D.** Platen Roller (black)
- E.** Print Head Mechanism
- F.** Print Head Release Lever (green)
- G.** Adjustable Media Guides (white)
- H.** Media Guide Bar (metal)
- I.** Supply Bar
- J.** Supply Guides
- K.** Adjustable Pressure Knobs (green)
- L.** Printer Cover

## 3.2 Supplies

The DuraLabel 9000 ribbon and other media have been optimized for compatibility and print quality. Only authorized supplies from Graphic Products will print correctly in the DuraLabel 9000.

## 3.3 Loading Vinyl Supply

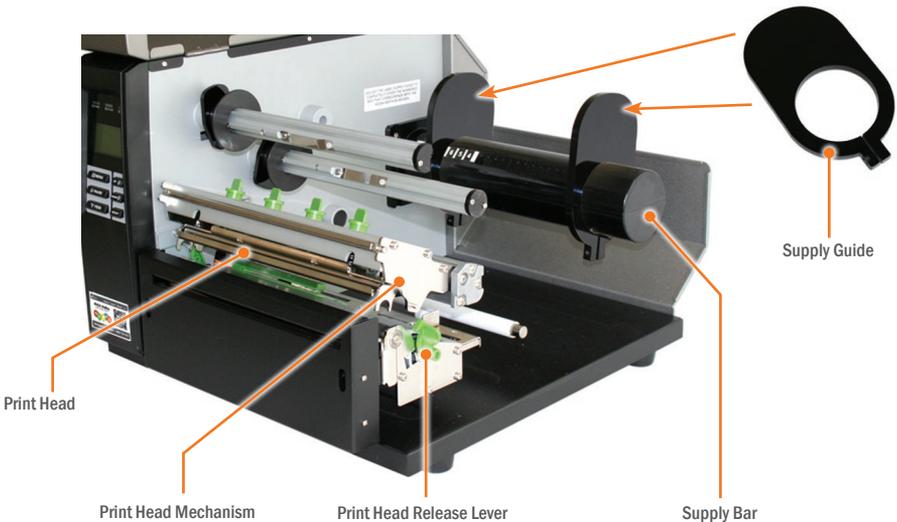
**IMPORTANT!** Always turn the printer OFF when loading supplies. Always wait at least 5 seconds before turning power back ON.

**NOTE:** Watch a demonstration of supply loading, viewable at [DuraLabel.com/duralabel-videos](http://DuraLabel.com/duralabel-videos).

- A. Open the printer cover by lifting up on the handle.
- B. Push the green print head release lever to pop up the print head mechanism.
- C. Remove and set aside the outside supply guide from the supply bar.



Handle on Printer Cover



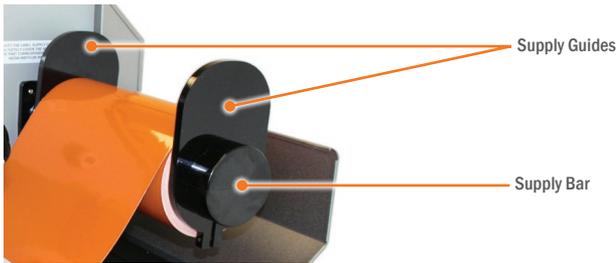
- D. Adjust the inside supply guide to cover the number corresponding to the size of label supply being loaded (see photo below).
- E. Place the label supply onto the supply bar.

**NOTE:** Label supply should roll over the top and toward the front of the printer.

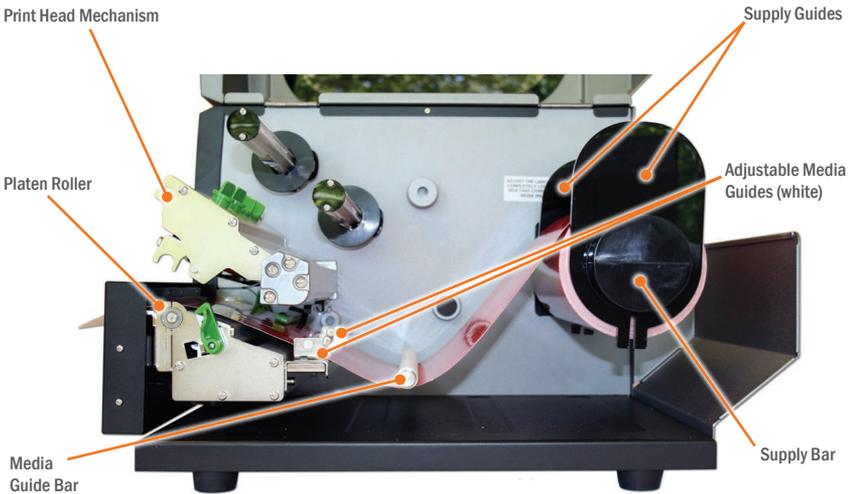


The inside supply guide is set for 6" label supply.

- F. Fit the outside supply guide onto the label bar, against the label supply but with enough room for the label supply to rotate with ease.



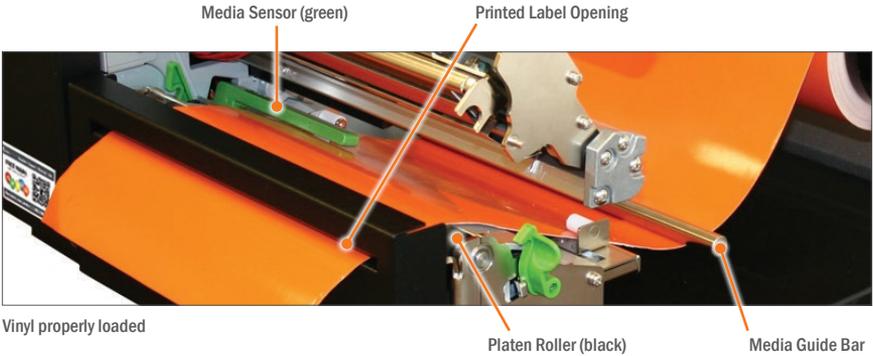
Loaded supply and outside supply guide placed on supply bar



Loaded vinyl supply moving right to left.

## LOADING THE PRINTER

- G. Pull the leading edge of the label supply and thread it under the media guide bar and through the adjustable media guides.
- H. Pull the label supply over the black platen roller and through the printed label opening.

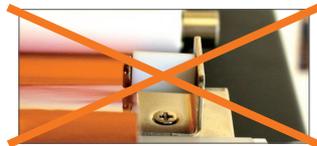


**NOTE:** Make sure the label supply threads under the green media sensor, located under the print head.

- I. Move the adjustable media guides to fit the width of the label supply, securing the label supply in place.

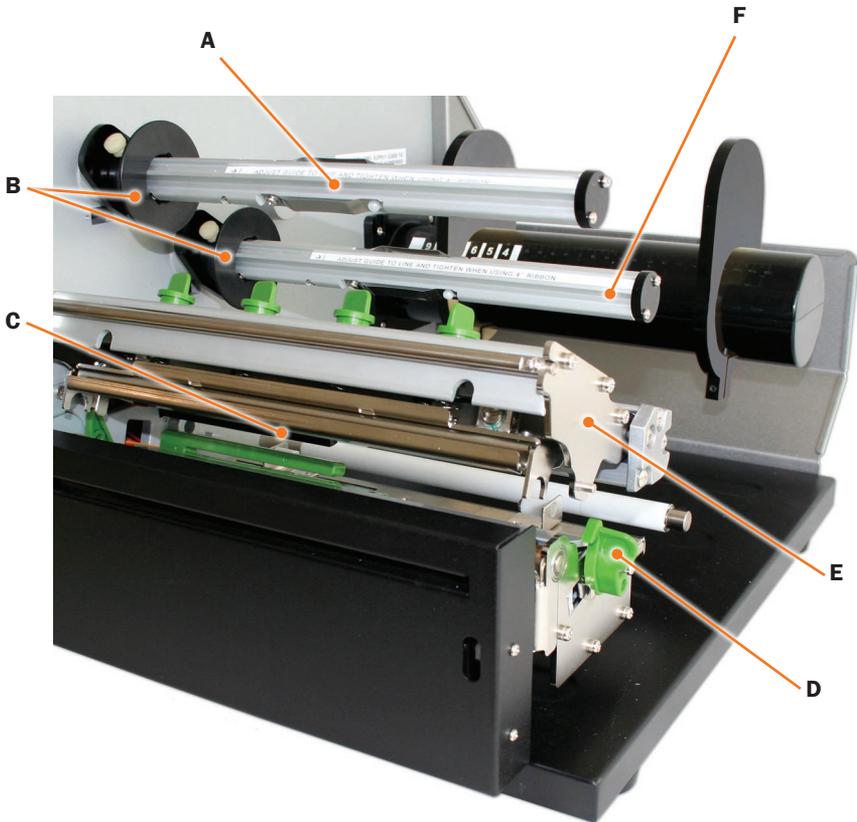


Guide fitted correctly



Guide not fitted correctly

### 3.4 Printer Ribbon Parts



- A.** Ribbon Rewind Spindle (front)
- B.** Ribbon Guides
- C.** Ribbon Sensor (black)
- D.** Print Head Release Lever (green)
- E.** Print Head Mechanism
- F.** Ribbon Spindle (back)

## 3.5 Loading Ribbon

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

- A. Set ribbon spindle guides based on loaded ribbon size.
  - a. For 2.33" ribbon, move each ribbon guide to the line indicated on the ribbon spindle and tighten the screw on the top of each ribbon guide.
  - b. For 8.66" ribbon, move the ribbon guides against the inside printer wall.
- B. Slide an empty supply core onto the front ribbon rewind spindle.



Guides for 4.33" ribbon



Guides for 8.66" ribbon

**NOTE:** Make sure the empty supply core is flush against the ribbon guide.

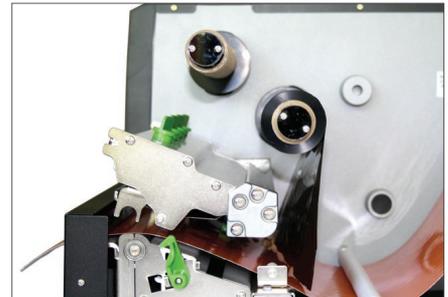
- C. Slide a ribbon supply roll onto the ribbon spindle, flush against ribbon guide, with the leading edge hanging down toward the back of printer.



Empty supply core applied to front ribbon rewind spindle



Ribbon supply being placed on ribbon spindle



Loaded ribbon supply on ribbon spindle

- D.** Pull the leading edge of the ribbon supply toward the back of the printer to provide enough ribbon to go through the printer.

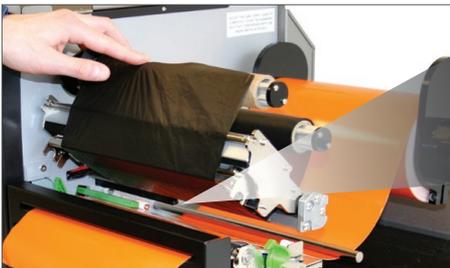


Ribbon supply being pulled toward back of printer

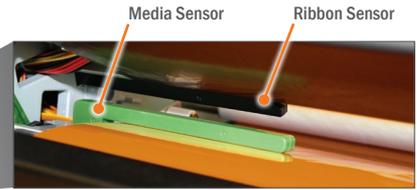


Ribbon supply pulled to back of printer

- E.** Pull it down and thread it underneath the print head mechanism and above the ribbon sensor (black bar above green media sensor).



Ribbon being threaded underneath the print head mechanism and above the ribbon sensor.



- F.** Tape the end of the ribbon supply to the front of the empty supply core.
- G.** Roll the ribbon rewind spindle clockwise a few times toward the back of the printer to tighten the ribbon and remove flaws and fingerprints.



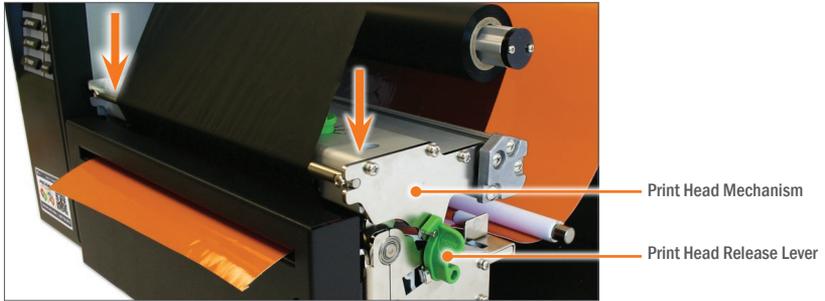
Ribbon being taped to front of supply core



Ribbon supply tightened

## LOADING THE PRINTER

- H. Press down to close, with a hand on each side of the print head mechanism.



Closed print head mechanism

.....  
**NOTE:** Make sure the print head release lever latches closed.  
.....

- I. Close the printer cover.  
J. Turn the printer ON.

# 4. Connecting the Printer

Connect the power supply from the DuraLabel 9000 printer to an electrical outlet. Connect the USB or parallel cable from the DuraLabel 9000 to your PC and power ON the printer.

## 4.1 Inserting the Installation CD

Before inserting the installation CD, refer to the instructions for the type of cable you're using. When using a USB cable, follow instructions in **Section 4.2, Using a USB Cable**. When using a parallel cable, follow instructions in **Section 4.3, Using a Parallel Cable**.

**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**.

## 4.2 Using a USB Cable

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

The following instructions are only for those using a USB cable. Skip to **Section 4.3, Using a Parallel Cable**, if installing manually.

- A. Insert the DuraLabel 9000 Installation CD in your computer's disk drive. A **DuraLabel 9000 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.



DuraLabel 9000 Startup Screen

- B. Click on **Driver Wizard**, then click **Next** in the Driver Wizard window that appears.
- C. Click **I Agree** on the **Windows Printer Driver License Agreement** window that appears.



DuraLabel Driver Setup Wizard



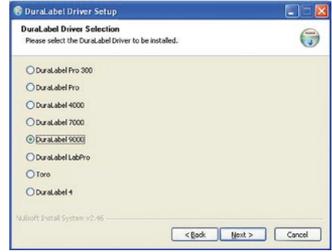
Windows Printer Driver License Agreement

## CONNECTING THE PRINTER

- D. Select **DuraLabel 9000** 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.
- 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 4.4, Upgrading a Driver**, for instructions on uninstalling a driver.

- G. A Plug and Play Detection window appears. Highlight **Graphic Products DuraLabel 9000** and click **Next**.
- H. Enter printer name in the **Printer name** field in the **Specify Printer Name** window that opens; set it as the default printer by checking the box below the Printer name field. 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.



Selecting a DuraLabel Driver



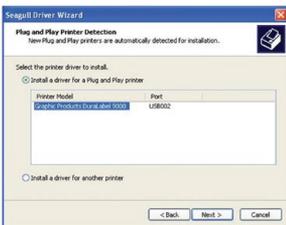
Driver Install Location Window



Installing Window



Install Printer Driver Window



Install Driver for a Plug and Play Printer.



Specify Printer Name and Default and Sharing Status.



Completing the Seagull Driver Wizard

- 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.



Driver Wizard Completed Successfully Window



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

## 4.3 Using a Parallel Cable

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

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

- A.** Insert the DuraLabel 9000 Installation CD in your computer's disk drive. A **DuraLabel 9000 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 display the DL icon.



DuraLabel 9000 Startup Screen

- B.** Click on **Driver Wizard**, then click **Next** on the **Driver Setup Wizard** window that appears.
- C.** Click **I Agree** on the **Windows Printer Driver License Agreement** window that appears.



DuraLabel Driver Setup Wizard

## CONNECTING THE PRINTER

- D. Select **DuraLabel 9000** and click **Next** on the **DuraLabel Driver Selection** window that appears.



Windows Printer Driver License Agreement

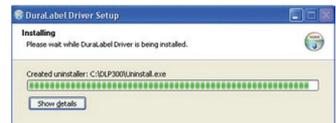


Selecting a DuraLabel Driver

- E. Choose the install location and click **Install** on the **Choose Install Location** window that appears. An **Installing** window shows installation progress.
- F. Select **Install printer drivers** on the **Driver Wizard** window that appears and click **Next**.
- G. Select **Graphic Products DuraLabel 9000** 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**.



Driver Install Location Window



Installation Progress Window



Install Printer Driver Window



Specify Printer Model for Driver Installation



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

- 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.



Printer Name, Default and Sharing Status



Completing the Seagull Driver Wizard



Driver Wizard Completed Successfully Window



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

## 4.4 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 9000 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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## 5. Configuring Printer Drivers

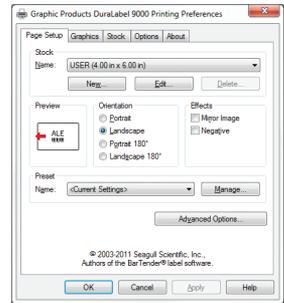
**IMPORTANT!** Perform the driver configuration before opening the document you plan to print or close any documents you currently have open before making these changes.

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

\***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 9000** 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 9000 printer 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.



Printing Preferences dialog box with Page Setup tab selected

### 5.1 Continuous Vinyl Printing Instructions

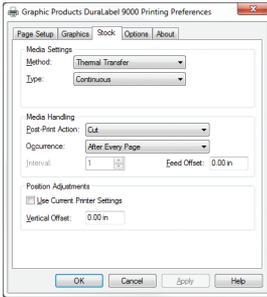
Your printer driver has been preset to common settings to reduce the steps needed to set them manually. You can change your settings by following these steps:

- A. Select the **Stock** tab, 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**.

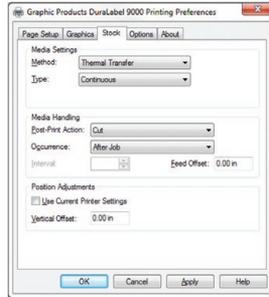
## CONFIGURING PRINTER DRIVERS

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**.



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



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

## 5.2 Die-Cut Label Printing Instructions

### 5.2.1 LABEL SUPPLY CALIBRATION

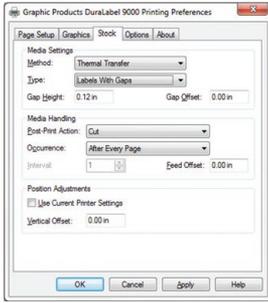
Label supply must be calibrated to print die-cut labels. Using the menu on the left side of the front of your printer, follow these steps:

- A.** Press the **Menu** button.
- B.** Select **Setup**.
- C.** Select **Sensor**.
- D.** Select **Calibration**.
- E.** Select **Gap Mode**.
- F.** Select **Automatic**.
- G.** The printer **will begin to feed supply as it calibrates**.
- H.** Follow directions in **Section 5.2.2, Driver Settings**.

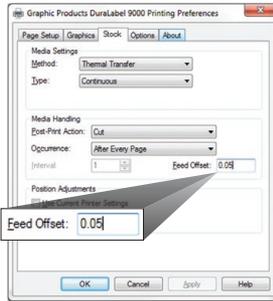
### 5.2.2 DRIVER SETTINGS

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

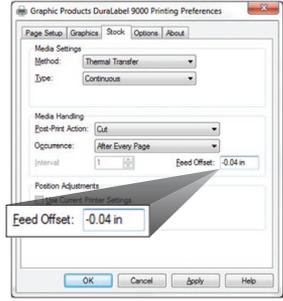
- A.** For die-cut labels, select **Labels With Gaps** from the **Type** drop-down menu.
- B.** Set **Gap Height** to **0.12 inches** and **Gap Offset** to **0 inches** (default).
- C.** Click **Apply**, then **OK**.



Printing Preferences dialog box, with Type set to "Labels With Gaps" on the Stock tab



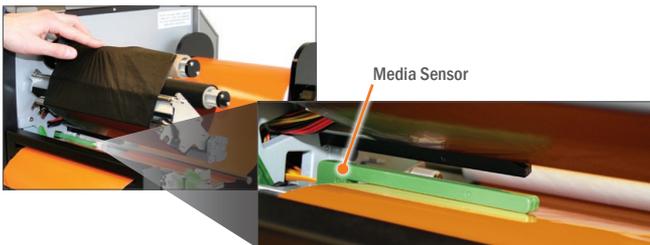
If the printer does not cut correctly, adjust Feed Offset up or down.



**NOTE:** Ensure the printer cuts directly in the center of the gap by adjusting Feed Offset on the Printing Preferences dialog box Stock tab. The 0 default setting works best for most label supply.

### 5.2.3 MEDIA SENSOR ADJUSTMENT FOR DIE-CUT LABELS WITH HEADERS

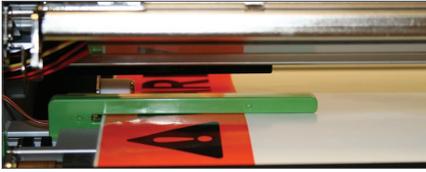
For optimum printing on die-cut labels, the media sensor needs to be adjusted either to the right or left.



DuraLabel 9000 adjustable media sensor

## CONFIGURING PRINTER DRIVERS

For die-cuts with a pre-printed header at the top—such as arc flash or NFPA labels—the media sensor should be adjusted so the end is centered over the blank printable area of the label. Slide the media sensor until its end is located over the blank white printable area.



Correct: End of media sensor centered over printable area (white section of label)



Incorrect: End of media sensor not centered over printable area

### 5.2.4 MEDIA SENSOR ADJUSTMENT FOR RTK COLOR BAR DIE-CUT LABELS

For RTK color bar die-cuts with a blank printable area at the top, the media sensor should be adjusted so it's centered over the label's printable area. Slide the media sensor until its end is located over the blank white printable area.



Correct: End of media sensor centered over RTK color bar label printable area

## 5.3 B Mark Label Printing Instructions

### 5.3.1 LABEL SUPPLY CALIBRATION

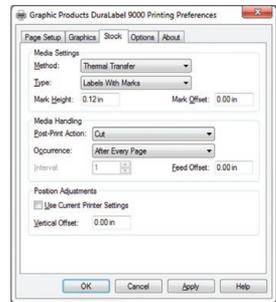
Label supply must be calibrated to print B Mark labels. Using the menu on the left side of the front of your printer, follow these steps:

- A. Press the **Menu** button.
- B. Select **Setup**.
- C. Select **Sensor**.
- D. Select **Calibration**.
- E. Select **B Mark Mode**.
- F. Select **Automatic**.
- G. The printer **will begin to feed supply as it calibrates**.
- H. Follow directions in **Section 5.3.2, Driver Settings**.

### 5.3.2 DRIVER SETTINGS

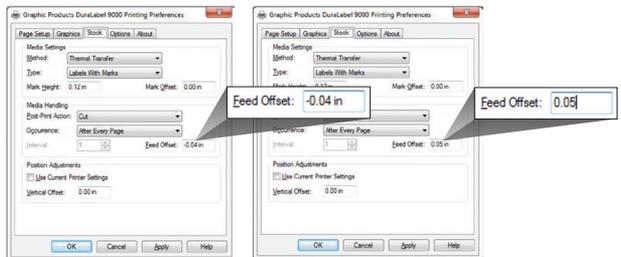
Your printer driver has been preset to reduce the number of steps to be completed manually. You can change your settings by following these steps:

- A. 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**.



Printing Preferences dialog box, with Type set to "Labels With Marks" on the Stock tab

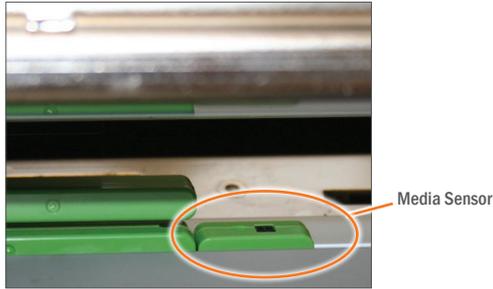
**NOTE:** Ensure the printer cuts correctly on B Mark labels by adjusting Feed Offset on the Printing Preferences dialog box Stock tab. The 0 default setting works best for most label supply.



If the printer does not cut a B Mark label accurately, adjust Feed Offset up or down.

### 5.3.3 ADJUSTING THE B MARK MEDIA SENSOR

To ensure the media sensor is correctly positioned, check the position of the mark on the back of the B Mark supply, then, if necessary, adjust the media sensor to ensure it is positioned under the supply mark.



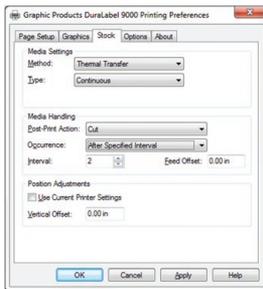
Align the media sensor (circled) under your supply, ensuring it is in sight of the B Mark for proper alignment.

## 5.4 Cutting Labels in Intervals

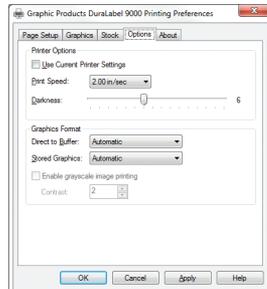
To cut labels in intervals, set "Occurrence" to **After Specified Interval**. Set the interval to the number of labels needed, then click **Apply** to save your settings.

## 5.5 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.



Printing Preferences dialog box, with Occurrence set to "After Specified Interval" on the Stock tab



Printing Preferences dialog box, with Options tab chosen

## 5.6 Adjusting Darkness

Change darkness settings from the **Options** tab, dragging the slider on the **Darkness** bar (see Figure 14). 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	Standard Black	White	Red	Blue	Green	Orange	Die-Cut Labels
Darkness	5-8	5-8	5-8	5-8	5-8	5-8	9-12

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 9000 for printing with some ribbons and specialty supply. Higher speeds generally require higher darkness. If a ribbon wrinkles, lower the darkness. Increase darkness to ensure all ink is being transferred from the ink ribbon.

.....

# 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 9000 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 9000 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.



DuraLabel 9000 Startup screen

# 7. 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 9000 is designed to work with any currently supported Windows software and should work with the software installed on your computer. Both Microsoft Word 2003 and 2010\* were used to describe 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.

## 7.1 Label Creation with Your Word Processor

DuraLabel 9000 printers operate off a standard Windows driver that allows access to a wide variety of software packages.

### 7.1.1 USING TEMPLATES

---

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

---

The DuraLabel 9000 provides a variety of templates you can install from the installation CD startup screen. Click on **Templates & Symbols** and follow the instructions. When installation is complete, templates and symbols will be accessible from a folder titled **My Documents\DL9000 Templates & Symbols**.

To use a template, open Microsoft Word, select **Open** and browse the **DL9000 Templates & Symbols** folder. Any template you choose has been set up to print correctly on the DuraLabel 9000 printer with minimal augmentation.

### 7.1.2 SETTING UP A MICROSOFT WORD DOCUMENT

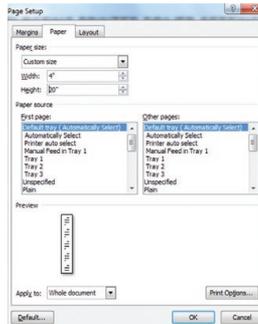
When opening a document, change size and margins to match your label's size. (Word processors default to 8.5" x 11".) Click on the **File** menu, then **Page Setup**. Click the **Margins** tab on the **Page Setup** dialog box that appears. **Set all Margins to 0** to print on the entire supply.

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.



Page Setup dialog box, with Margins tab selected



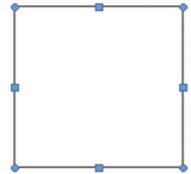
Page Setup dialog box, with Paper tab selected

# 8. Label Design

## 8.1 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 whatever 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, then draw a square on the blank page where you would like the text box to appear.



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.

---

**NOTE:** Right-clicking on a text box allows you to edit some of its properties.

---

### 8.1.1 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.

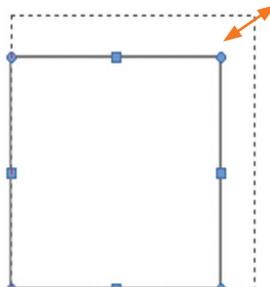


Text box lengths and widths can be changed by dragging a handlebar until the text box is the size you want.

---

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

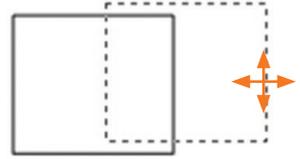
---



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**.

### 8.1.2 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.



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**, then select **No Outline** from the options that appear.

*\*Describes Word 2007 or Word 2010 procedure*

The text box disappears.



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

Text box with its border removed

**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.

## 8.2 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.

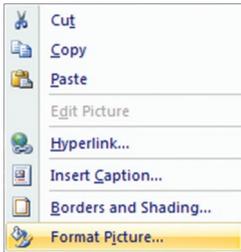
**NOTE:** Graphic Products provides you with industrial safety symbols in the **DL9000 Templates and Symbols** folder on your **DuraLabel 9000 CD**. Run the CD, then click on **Templates & Symbols** on the **DuraLabel 9000 Startup Screen** that opens. You can store the Templates and Symbols folder in any convenient location on your computer.

Access Templates and Symbols by clicking the Templates & Symbols button on your DuraLabel 9000 Startup Screen.

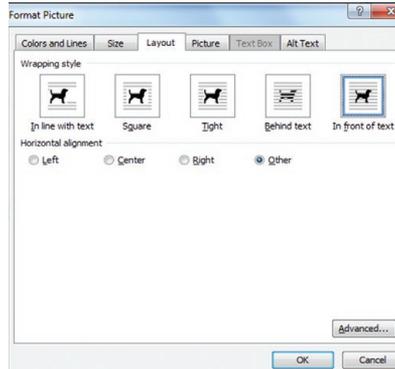


**HINT!** When determining a symbol’s size, make it large enough to be recognized from a reasonable distance and check regulatory requirements to ensure compliance.

**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.



Context drop-down menu, with Format Picture selected



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

### 8.3 Merging Information, Sequencing Labels

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

#### 8.3.1 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).

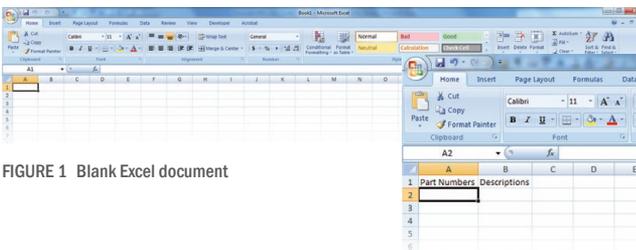


FIGURE 1 Blank Excel document

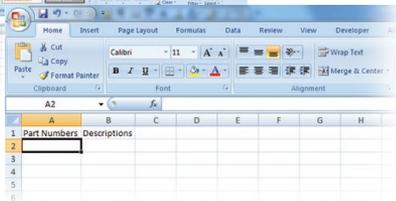
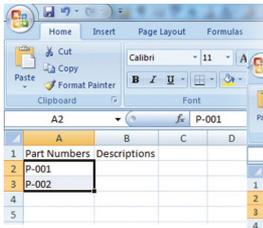
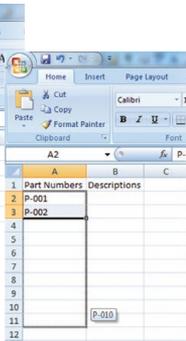


FIGURE 2 Excel document with headers

- 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).

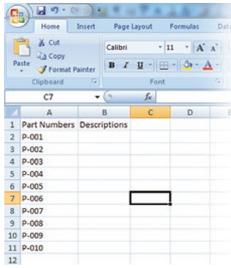


**FIGURE 3** Enter two rows of numbers ...

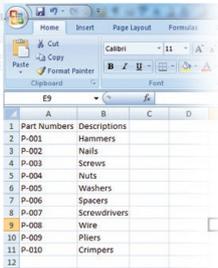


**FIGURE 4** ... then drag your cursor the number of cells equal to the total number of labels in your sequence.

- 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.

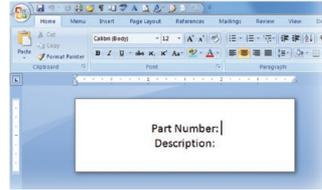


FIGURE 7 Word document ready to receive data from an Excel spreadsheet

F. Select the **Mailings** tab from the Word menu bar, then click on **Select Recipients** and **Use Existing List** (Fig. 8). A **Select Data Source** window appears (Fig. 9).

FIGURE 8 Choose “Select Recipients” and “Use Existing List” from the Mailings tab.

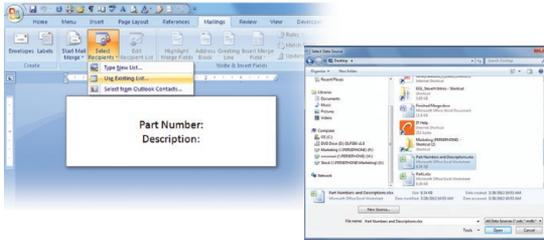


FIGURE 9 Navigate the Select Data Source window to access your Excel file.

G. Locate and select the **Excel spreadsheet** you just saved using the **Select Data Source** window (Fig. 9). A **Select Table** dialog box appears (Fig. 10).

H. Select 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 when you make your selection.

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).

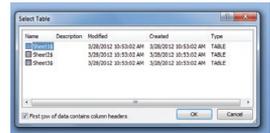


FIGURE 10 Select the Excel sheet number where your data is located from the Select Table dialog box.

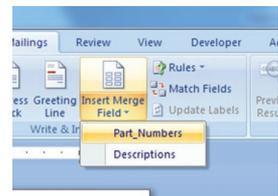


FIGURE 11 Bottom half of the Insert Merge Field button selected, with column header names displayed.

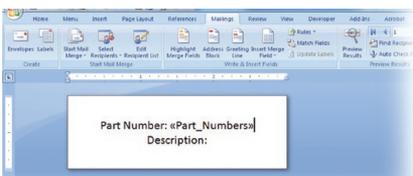


FIGURE 12 Word document ready to receive data from Excel Column A.

## LABEL DESIGN

- K. Select **Column B** header. A **Column B space-holder** (<<Descriptions>>) appears next to the Column B header (Fig. 13).
- L. Select **Preview Results** from the Word toolbar. A **View Merged Data** window should appear (Fig. 14).

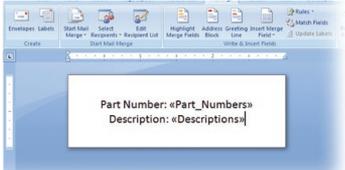


FIGURE 13 Word document ready to receive data from Excel Column B.

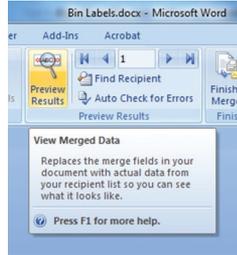


FIGURE 14 Click Preview Results to display View Merged Data window.

- M. With the **Go to Record** set at **1**, the **first label** in a sequence should now appear on the Word template (Fig. 15).



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

- N. Click on the **Next Record** arrow to display the next label in the sequence (Fig. 16).



FIGURE 16 Word template with Next Record arrow selected and second label in the sequence displayed.

- O. Now 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.

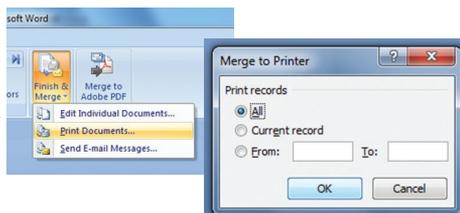


FIGURE 18 Select labels for printing from the Merge to Printer window.

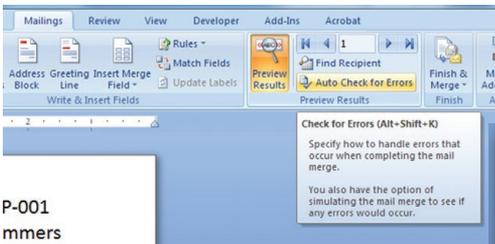
**Q.** Select a **DuraLabel Printer** from the **Print dialog box** that appears (Fig. 19).



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

**R.** If you would like 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).

**S.** A **Checking and Reporting Errors** window now appears. Leave the second option selected and click **OK** (Fig. 21). Your labels are displayed on a single document for your review (Fig. 22).



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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.

**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.

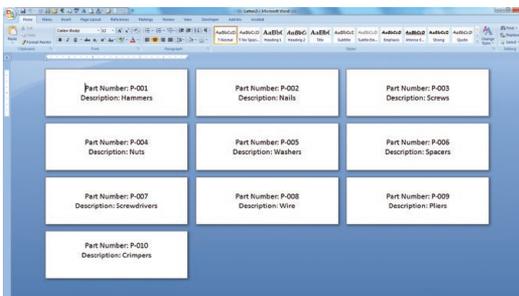


FIGURE 22 Your labels are displayed in sequence prior to printing.

# 9. Configuring Ethernet Card

The internal Ethernet card can be configured using the front display panel buttons and LCD on the DuraLabel 9000.

The **Menu** button on the front display panel will provide access to the printer menu. Use the **UP** and **DOWN** buttons to navigate through the menu. To enter data, use the **UP** button to increment the highlighted digit by 1. The **DOWN** button will shift one over and highlight the next digit. Pressing **SELECT** will accept the selection. Pressing **MENU** will take you to the previous screen.

## 9.1 Setting an Ethernet Port using the Diagnostic Tool

Use the following steps to set a port with the diagnostic tool:

- A. Open **My Computer**, then right-click on the **DuraLabel 9000 disk icon** and select **Open**.
- B. Double-click on the **DiagTool\_128.exe** to run the tool.
- C. Click on **Ethernet Setup** from the **Printer Function** buttons on the left side.
- D. On the **Ethernet Setup** window, select **DHCP** or set a specific **Static IP, Subnet Mask** and **Gateway**. Click **Set IP**. The printer will restart with the new settings.

## 9.2 Installing a Driver for the Ethernet Port

Follow these steps to install a driver for use with the Ethernet port:

- A. Insert the DuraLabel 9000 Installation CD in your computer's disk drive. A **DuraLabel 9000 startup screen** appears.
- B. Click on **Driver Wizard**, then click **Next** on the Driver Setup Wizard window that appears.
- C. Click **I Agree** on the **Windows Printer Driver License Agreement** window that appears.



DuraLabel 9000 Startup Screen



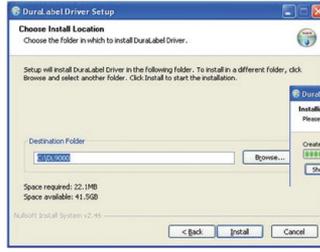
DuraLabel Driver Setup Wizard



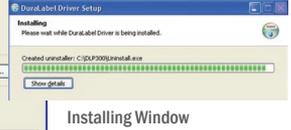
Windows Printer Driver License Agreement



Selecting a DuraLabel Driver



Driver Install Location Window



Installing Window

- D. Select **DuraLabel 9000** 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.
- F. Select **Install printer drivers** on the **Driver Wizard** window that appears and click **Next**.
- G. Select **Graphic Products DuraLabel 9000** on the **Specify Printer Model** window that appears and click **Next**.

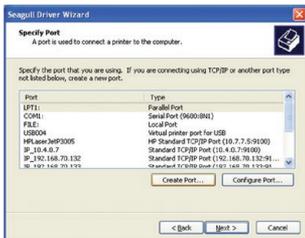


Install Printer Driver Window

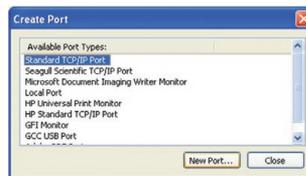


Specify Printer Model Window

- H. Click **Create Port** on the **Specify Port** window that appears. A **Create Port** selection box will now appear.
- I. Select **Standard TCP/IP Port** on the **Create Port** selection box and click **New Port**.



Specify Port Window



Create Port Selection Box



- Q. A **Driver Wizard Completed Successfully** window appears, confirming the printer driver installation was completed successfully. Click **Close**.
- R. The previous window closes and a **Completing the DuraLabel Driver Setup Wizard** window appears. Click **Finish** to complete the new driver installation.



Driver Wizard Completed Successfully Window



Completing the DuraLabel Driver Setup Wizard Window

### 9.3 Manually Configuring the IP Address

- A. Press the **MENU** button.
- B. Select **Main Menu**.
- C. Select **Setup**.
- D. Navigate to **Ethernet**, then press **SELECT**.
- E. Select **DHCP** or **Static IP**.

### 9.4 Setting a Static IP

- A. Highlight **Static IP** and press **SELECT**.
- B. Set the IP address using the **Up**, **Down**, **Menu** and **Select** buttons as described earlier.

# 10. 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.

## 10.1 Print Head

- A. Pop up the print head mechanism by pressing on the print head release lever, then remove any loaded supplies.
- B. Use a pair of scissors or a blade to separate any ribbon from the ribbon spindles.
- 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.



Print head exposed



Opening a cleaning 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. Clean the front and underside of the print head.



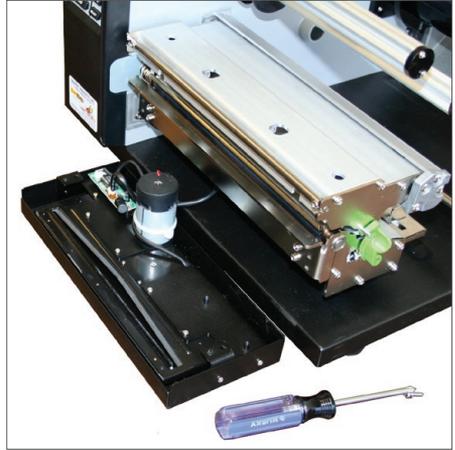
The entire outlined area should be cleaned.

## 10.2 Cutter

- A. Open the DuraLabel 9000 cover.
- B. Rewind any loaded supply away from the cutting mechanism.
- C. Using a magnetic screwdriver, remove the two recessed screws on the front of the cutting mechanism.
- D. Lift up the cutting mechanism slightly and pull it away from the printer body.
- E. 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.
- F. Run the swab back and forth several times across all sides of the cutting mechanism's cutting blades to remove any buildup of labeling adhesive.
- G. Attach the cutting mechanism to the front of the printer and tighten the screws.



Remove the recessed screws, shown inside the circles.



Detached cutter mechanism, exposing cutting blades



Cleaning blades inside cutter mechanism

## 10.3 Platen Roller

- A.** 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.
- B.** Run the swab back and forth across the platen roller several times to remove any buildup. Rotate the platen roller to clean all sides of the roller.
- C.** Give the platen roller a couple minutes to dry, then reload your ribbon and supply. Your DuraLabel 9000 is now cleaned and ready to use.



Cleaning Platen Roller

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**NOTE:** To maintain optimal performance, the DuraLabel 9000 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.

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# 11. Troubleshooting

The following solutions address some of the most common printing challenges. Please call Graphic Products for free customer support.

## 11.1 Speckles Appear Throughout Label

**Possible Cause:** Supply has not been stored properly and dirt has contaminated the supply.

**Solution:** Replace the label supply if the problem persists after the first few prints. Store supplies in a dust-free environment.



Dirty vinyl supply

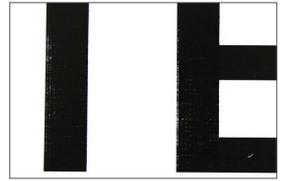
## 11.2 Fading of Text/Graphics Occurs During Printing

**Possible Cause:** The darkness is set too low.

**Solution:** Increase the darkness.

**Possible Cause:** The print speed is set too high.

**Solution:** Decrease the print speed (see Section 4.5, Adjusting Print Speed).



Incorrect print settings

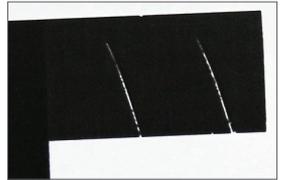
## 11.3 Hash Marks Appear Throughout Printing

**Possible Cause:** The darkness is set too high.

**Solution:** Decrease the darkness.

**Possible Cause:** The print speed is set too low.

**Solution:** Adjust the darkness setting. If this does not eliminate or satisfactorily reduce the hash marks, increase the print speed (see Section 4.5, Adjusting Print Speed).



Incorrect print settings

## 11.4 Solid Printed Line Appears Across Entire Label

**Possible Cause:** Print head is damaged.

**Solution:** Contact customer service at 800.788.5572.



Bad print head

## 11.5 Unprinted Horizontal Lines Appear

**Possible Cause:** If the horizontal lines run partially through the label, there may be foreign particles on the print head.

**Solution:** Clean the print head.

**Possible Cause:** If horizontal lines run through the entire label, the print head is defective.

**Solution:** Replace the print head.



Burnt-out pixel

## 11.6 LED Flashes Between Green “ON-LINE” and Red “ERROR”

**Possible Cause:** Printer doesn't recognize supply.

**Solution:** Follow these steps:

- A. Turn printer **OFF**.
- B. Turn printer back **ON** and try printing again.

**Possible Cause:** Supply roll may be defective.

**Solution:** Replace supply roll.

- A. If printer begins working, previous supply roll was defective.
- B. Call Graphic Products for return instructions and replacement.

## 11.7 Printer is Printing Labels but not Cutting Them

**Possible Cause:** Your printer is looking for gaps but it's printing to a continuous roll

**Solution:** Follow these steps:

- A. Save the template you're using and close any labeling program.
- B. Open **Devices and Printers** in your **Start** menu.
- C. Right-click on the **Graphic Products DuraLabel 9000** icon and select **Printing Preferences**.
- D. Select the **Stock** tab.
- E. Set **Type** to **Continuous**.
- F. Click **OK**.
- G. Reopen your template and try printing again.

**Possible Cause:** You may be using pre-printed labels with gaps your printer doesn't see.

**Solution:** Follow these steps:

- A. Ensure the **Stock** tab is set to **Labels with Gaps**.
- B. Open the printer cover.
- C. Ensure label guides are closed around label supply.
- D. Check that **Media Sensor Bar** is positioned properly. Refer to **Section 4.2.3, Media Sensor Adjustment for Die-Cut Labels with Headers**.
- E. Calibrate label supply:
  - a. Press the **Menu** button.
  - b. Select **Setup**.
  - c. Select **Sensor**.
  - d. Select **Calibration**.
  - e. Select **Gap Mode**.
  - f. Select **Automatic**.
  - g. Follow directions in **Section 4.2.2, Driver Settings**.
- F. Close printer cover.
- G. Try printing again, with printer set to **Labels with Gaps**.

## 11.8 Receive a “No Ribbon” Error Message

**Possible Cause:** Ribbon is loaded incorrectly.

**Solution:** Refer to **Section 2.5, Loading Ribbon**, in this Guide.

## 11.9 Receive a “No Paper” or “Paper Jam” Error Message

**Possible Cause:** Vinyl is loaded incorrectly.

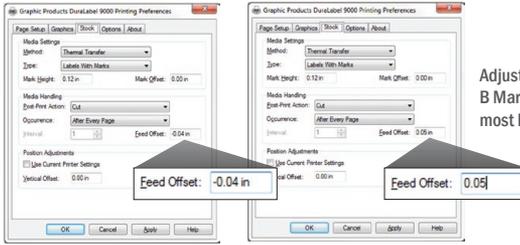
**Solution:** Follow these steps:

- A. Ensure vinyl is loaded correctly.
- B. Initialize printer, recalibrate, and try printing again.
- C. To initialize, press **Menu**, then select **Initialization**. When asked Yes or No press **Initialize** one more time to initialize the printer. Recalibrate per instructions in **Section 4.2.1 for die-cut** label supply, or **Section 4.3.1 for B Mark** label supply.
- D. Call Graphic Products if printing issue persists.

## 11.10 Printer Cuts Labels Off-Center or into the Next Label

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

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



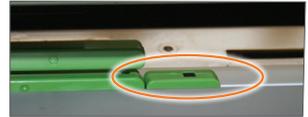
Adjust Feed Offset to a setting where printer cuts die-cut or B Mark labels correctly. The 0 default setting works best for most label supply.



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

**Possible Cause:** Media sensor is reading B Mark label content.

**Solution:** Move media sensor to edge of the supply, away from any printed content, but still positioned under the supply.



If your B Mark labels are printing off-center, align the media sensor under supply but away from any printed content.

## 11.11 Wrinkles Appear on Half of Label

**Possible Cause:** The ribbon wrinkles due to uneven print head pressure.

**Solution:** Set the adjustable pressure knobs. Increasing the pressure sometimes helps reduce unprinted specks, as well.



Ribbon wrinkled

## SETTING LEFT ADJUSTABLE PRESSURE KNOBS

For wrinkles on the right side of the printed label, set the two left adjustable pressure knobs.



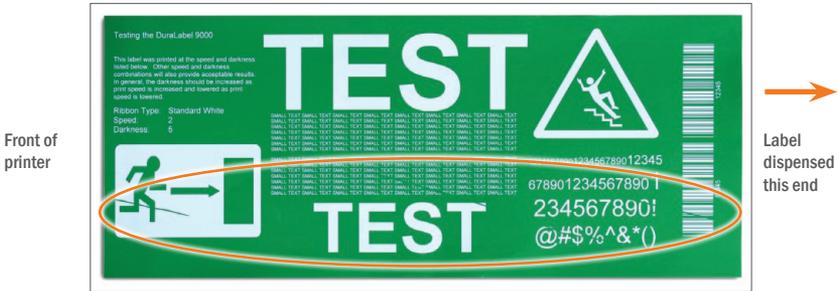
Ribbon wrinkled on right side

- A. Press down on the **far-left adjustable pressure knob** while turning it clockwise to the desired pressure setting.
- B. Press down on the **adjacent left adjustable pressure knob** while turning it clockwise to the same pressure setting as the far-left pressure knob.

**NOTE:** You may need to experiment to determine best setting, based on type of label or sign.

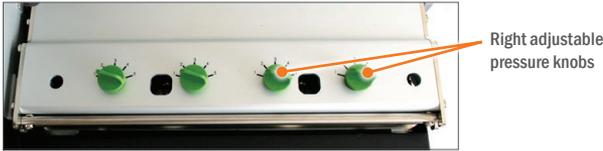
## SETTING RIGHT ADJUSTABLE PRESSURE KNOBS

For wrinkles on the **left side** of the printed label, set the **two right adjustable pressure knobs**.



Ribbon wrinkled on left side

- A. Press down on the **far-right adjustable pressure knob** while turning it clockwise to the desired pressure setting (see Fig. 4).
- B. Press down on the **adjacent right adjustable pressure knob** while turning it clockwise to the same pressure setting as the far-right pressure knob.



# 12. Specifications

## 12.1 Printer

**Type:** Thermal Transfer

**Print Speed:** Selectable, 2" or 3" per second

**Resolution:** 300 dpi

**Maximum Print Width:** 8.64"

**Maximum Print Length:** 100"

## 12.2 Indicators and Buttons

**Indicators:** POWER, ON-LINE, ERROR

**Buttons:** MENU, UP, PAUSE, DOWN, FEED, SELECT, POWER

## 12.3 Communication Interface

**Communications:** USB 2.0, RS-232C and Centronics

**Memory:** 8MB Flash memory, 32 MB SDRAM, SD Flash memory card slot

## 12.4 Power Requirements

**Input Voltage:** Switching power, 115 VAC/230VAC, 5A/3A, 50 – 60 HZ

**Worldwide Voltage Compatibility**

## 12.5 Environment

**Operating Temperature:** 41° F – 140° F (5° C – 40° C)

**Operation Humidity:** 20% – 85% non-condensing

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

**Storage Humidity:** 5% – 90% non-condensing

**Ventilation:** Free air movement

## 12.6 Label Supply

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

**Width:** 4" – 9"

**Gap Height:** 0.12"

**B Mark Height:** 0.12"

## SPECIFICATIONS

### 12.7 Ribbon Supply

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

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

### 12.8 Printer Body

**Dimensions:** 18.5"W x 21.65"D x 13"H

*For more specifications, please call 800.788.5572 to speak with a representative.*

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**800.788.5572 | DuraLabel.com**

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