LabelTac® Pro 2 Reference Guide

powered by Creative Safety Supply

phone 1-877-356-6584
web labeltac.com
email info@labeltac.com

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LabelTac® Printers are professional thermal transfer printing systems, designed for creating custom labels and signs, in-house, for a variety of applications including:

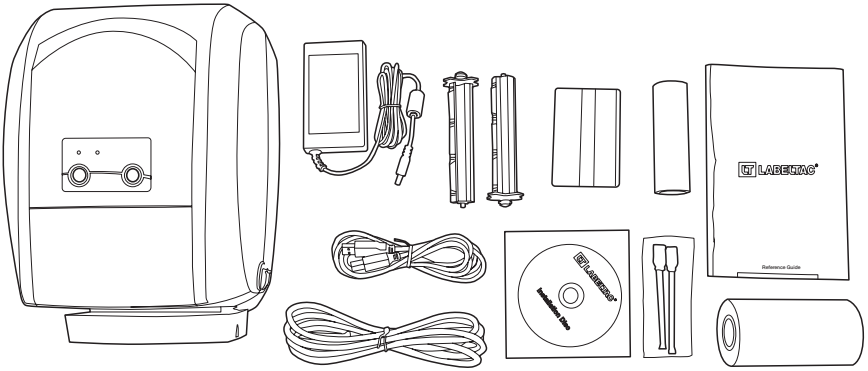
Pipe Marking, Safety, Arc Flash, OSHA, Racks/Warehouses, Tool Identification, Lean & 5S, Kaizen, Kanban, Hazmat, ANSI/ASME & more.

We're here to help!

Please give us a call or email if you need any help with installing or operating your LabelTac® Printer:

phone **1-877-356-6584**
web **labeltac.com**
email **info@labeltac.com**

What's in the box

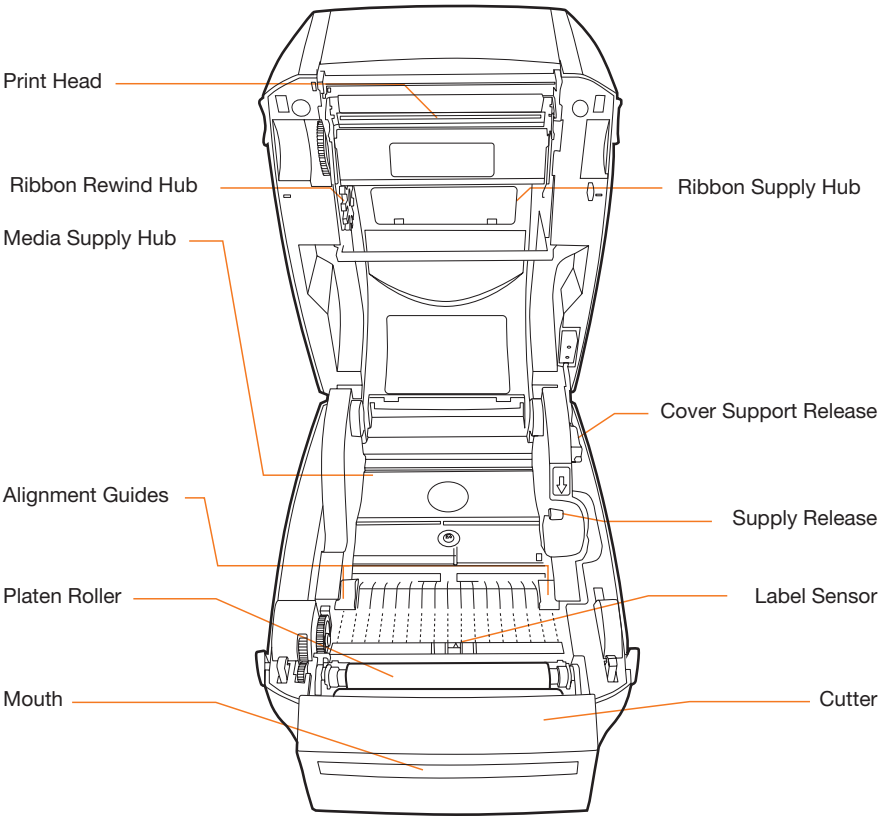


Included

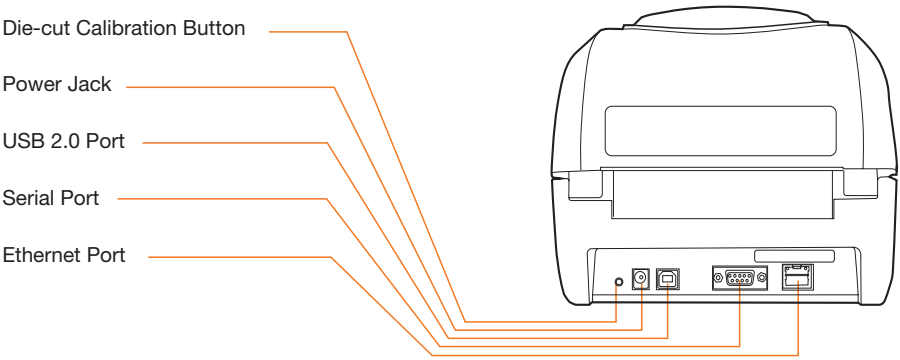
- LabelTac® Pro 2 Printer
- USB Cable
- Power Cable
- AC Adapter
- Ribbon Hubs (2)
- Label Squeegee
- Install CD
- Reference Guide & Lit
- 1 Black Print Ribbon*
- Empty Ribbon Hub Core*
- 2 Cleaning Swabs

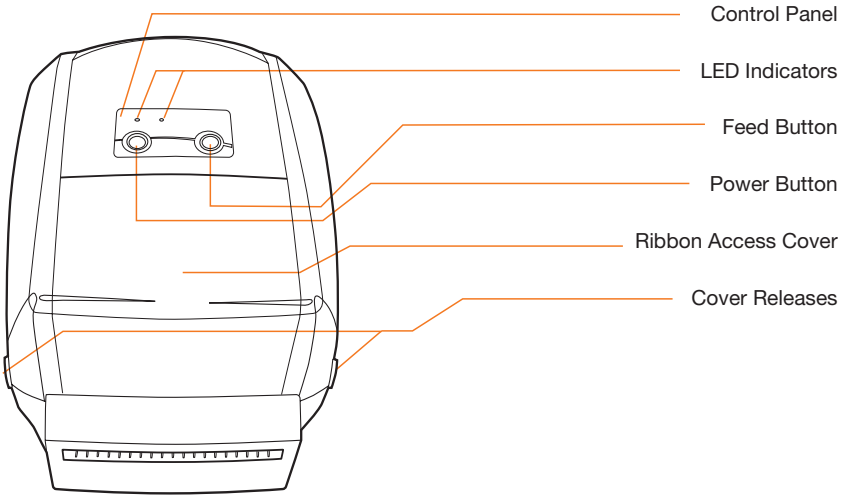
* Print ribbon and empty core ship pre-installed for convenience

Your Printer



Your Printer (cont'd)





Before you continue...

IMPORTANT

BEFORE INSTALLING DRIVERS...

Please connect your LabelTac® Printer to both your computer and to power, and make sure the printer is turned on.

See pages 7-9 for connection instructions.

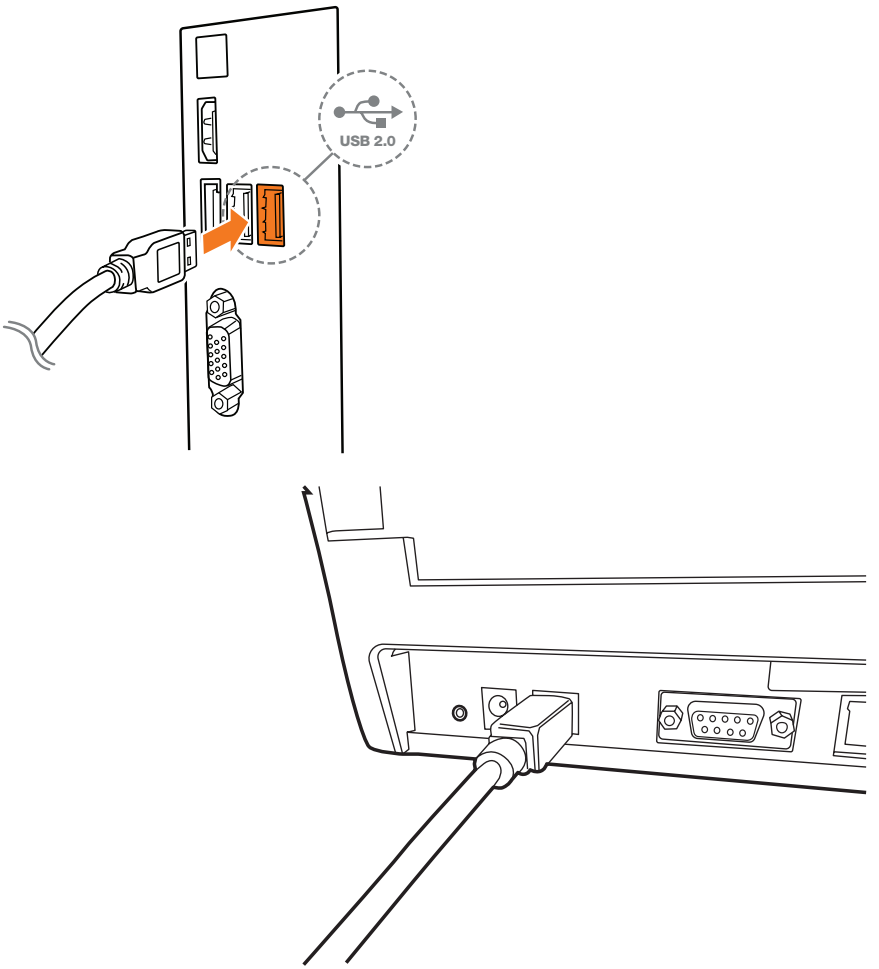
Let us install LabelTac® for you, for free!

We offer a quick 5-minute remote installation- Go ahead, let us do the work while you grab a cup of coffee! Call us at 1-877-356-6584. Mon-Fri, 6am-3:30pm (PST)

Connecting LabelTac®

Step 1: Connect to PC

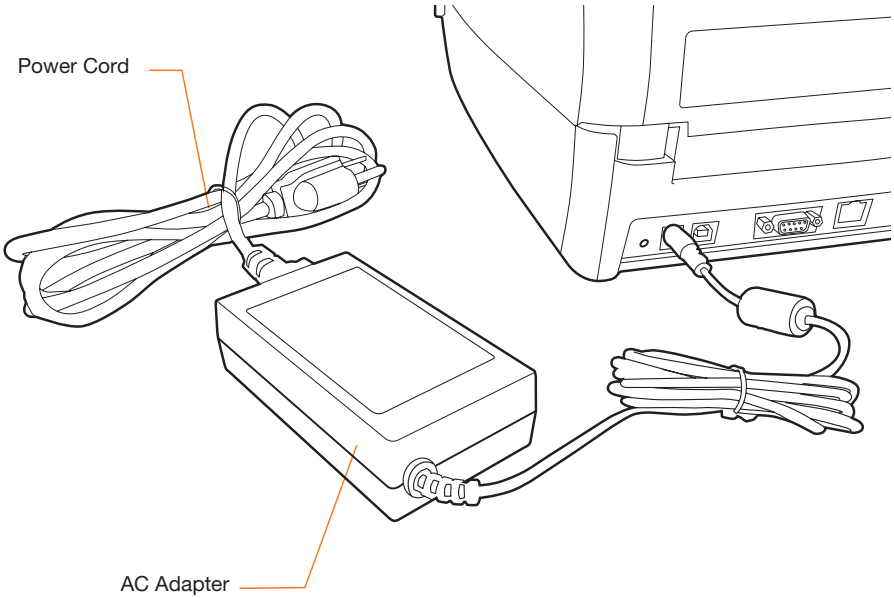
1. Connect one end of the USB cable to an available USB 2.0 port on the back of your computer.
2. Connect the other end of the cable to the USB port on your LabelTac® Pro 2 printer.



Connecting LabelTac®

Step 2: Connect to Power

1. Connect the AC adapter to the power port on the back of the LabelTac®.
2. Connect the power cable to the AC adapter and plug other end of the cable to a power outlet.

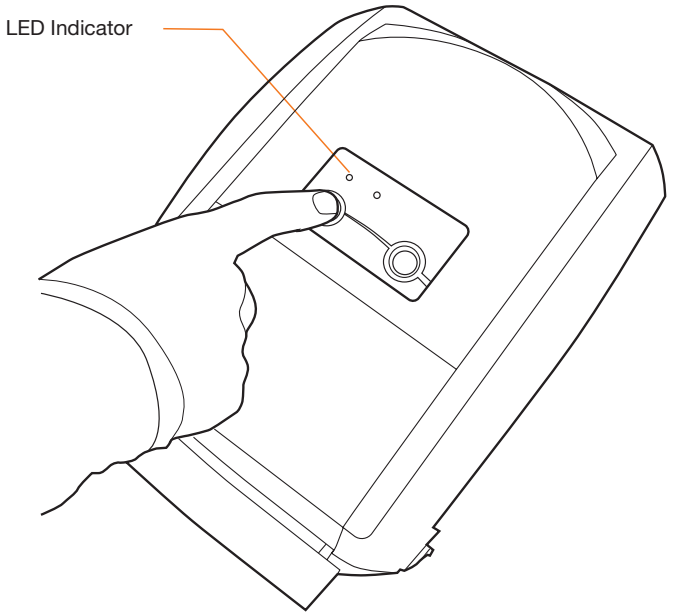


Connecting LabelTac® (cont'd)

Step 3: Turn on your printer

1 The power button is on the control panel, located on the top of the LabelTac®.

Press the button to turn on the printer. The LED indicator on the top of the printer will turn green, signaling that the LabelTac® is powered on and ready.



2 To turn your LabelTac® off, press and hold the power button. When the LED goes out, the power is off.

Installing LabelTac® drivers

Note: You must have Admin Rights for your account in Windows to be able to install LabelTac drivers. (Unsure? Give us a call at 1-877-356-6584)

1. Insert LabelTac® Install CD. The install menu should auto-load. If it doesn't, open the CD and run setup.exe manually.
2. Select 'Install LabelTac Drivers'. (If a pop-up appears about making changes to your computer, select 'Yes' and continue)
3. Click 'Install printer drivers', and then click 'Next'.
4. Select 'Install a driver for a Plug and Play printer' (this should be already selected by default) and click 'Next'.
5. In the Printer name field, change the name to LabelTac® PRO2. Leave everything else as-is, and click 'Next'.
6. Click 'Finish' to start the installation. (If a pop-up appears about driver software publishers, select 'Install this driver software anyways' and continue) Click 'Close' when complete.

Need a hand with installation?

Our representatives are available Mon-Fri, 6am-3:30pm (PST) to assist in a variety of ways with installing your printer. Call us toll free at 1-877-356-6584.

Installing templates and symbols

1 From the LabelTac® Install CD menu, select ‘Install Templates & Symbols’.

2 Choose the folder you would like to install the templates and symbols, and then click ‘Install’. (We recommend installing to your desktop for easy access when creating signs and labels)

Click ‘Close’ when complete.

LabelTac® Printers include hundreds of templates and symbols to help you make professional signs and labels quickly and easily.

Once installed, you will see two folders named ‘Templates’ and ‘Symbols’.

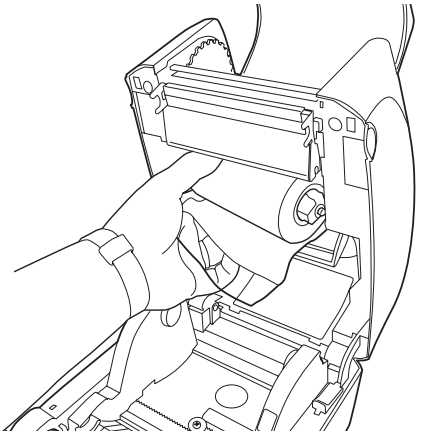
The Templates folder contains customizable industrial templates in MS Word and OpenOffice formats, and is divided into subfolders based on application as well as by size/width.

The Symbols folder contains useful symbols often found on industrial labels in a resizable PNG format. The folder is also divided into subfolders by application, and all also appear together in an ‘(ALL SYMBOLS)’ folder.

Loading print ribbon

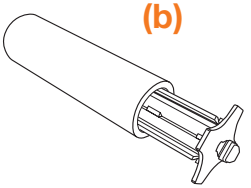
1. Open your printer's cover by pulling both green cover release tabs straight towards you. The cover support will engage to hold the cover open. Open the ribbon access cover by lifting the black panel.
2. If you're using a new ribbon, remove the outer plastic bag from the ribbon, and unstick the white ribbon "leader" or "tail" from the roll.
3. With the ribbon leader hanging from behind/under the roll, insert the ribbon onto a ribbon spool so the square cog is on the left side, then insert the spool left side first onto the ribbon supply hub (rear hub) and snap it into place. **(a)**
4. Insert the empty cardboard core onto the other ribbon spool, and insert the spool onto the ribbon take-up spool (front hub). **(b)**
5. Pull the ribbon leader down, and then up and over the print head. Stick the ribbon to the core with tape or the leader adhesive. **(c)**
6. Rewind the ribbon take-up spool by rotating the winding gear to the left of your ribbon hub.
7. Close the ribbon access cover, disengage the cover support by pulling the button towards the front of the printer, and gently close the top cover.

Loading print ribbon (cont'd)

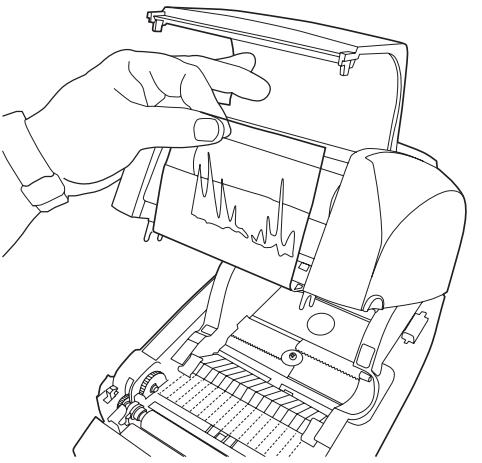


(a)

(b)



(c)



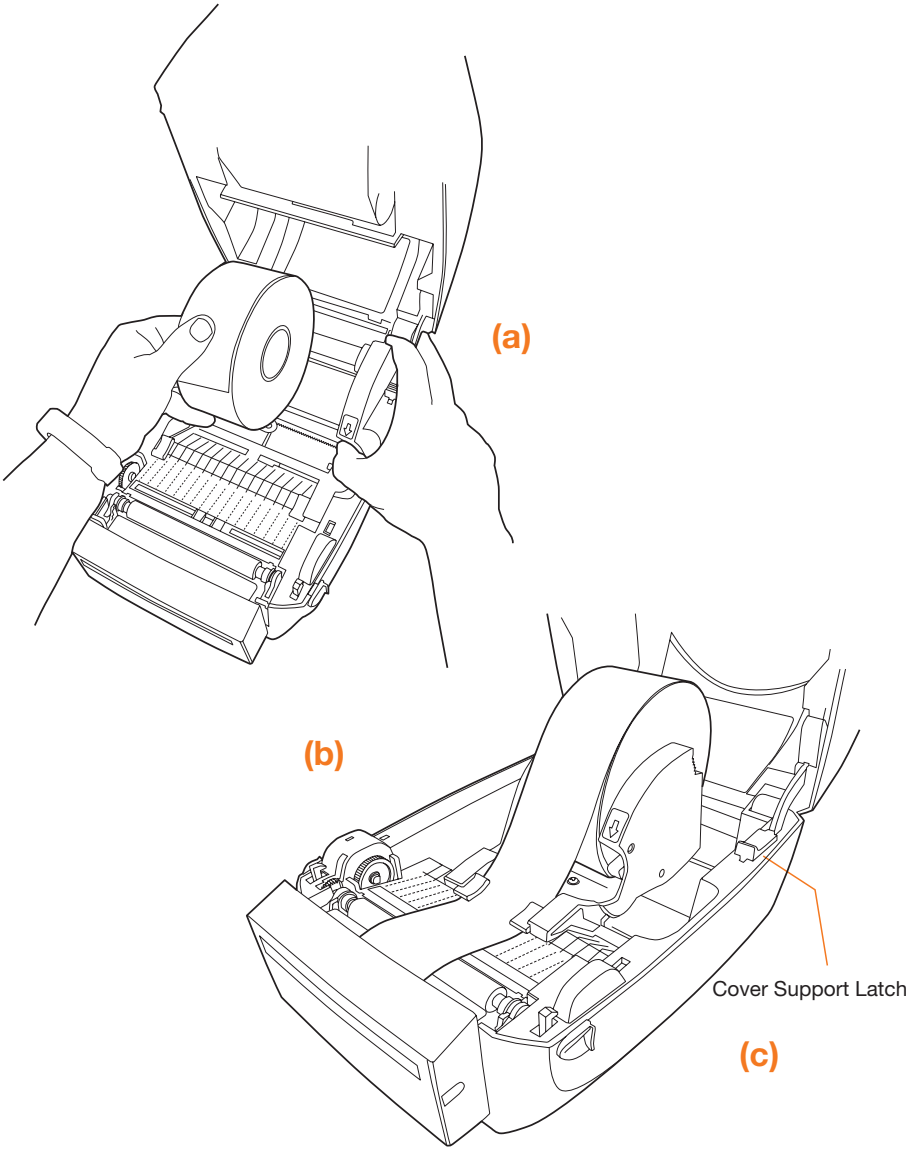
If installed correctly, the dull side of the ribbon should be exposed and facing you.

A full print ribbon loading video is available at www.labeltac.com/support.

Loading tape supply

1. Open your printer's cover by pulling both green cover release tabs straight towards you. The cover support will engage to hold the cover open.
2. Press and hold the green latch on the media supply hub and adjust it so your vinyl supply will easily fit between the arms. Place your vinyl supply on the media supply hub's caps and adjust the hub so your vinyl sits securely. This will automatically center your label supply. **(a)**
3. Feed the supply forward, in between the black alignment guides and out through the mouth of the printer. **(b)**
4. Disengage the cover support by sliding the latch towards you and gently close the top cover. **(c)**

Loading tape supply (cont'd)



A full tape supply loading video is available online at www.labeltac.com/support.

How to make labels

How LabelTac® works

LabelTac® Printers are designed to work with PCs running Microsoft Windows XP or later.

The printer interfaces into your system like a normal printer, allowing virtually any program to print to it, including:

- Microsoft Word (preferred)
- LabelSuite
- Apache OpenOffice
- Seagull Bartender
- Adobe Creative Suite
- Google Docs

Getting started

Creating labels and signs with LabelTac® is easy-

1 Start with one of our pre-made templates (see page 11 for information on installing templates) and customize to fit your needs & application...

OR

2 Start from scratch in any word or image processing program.

We find Microsoft Word to be the easiest program to design labels and signs in *(the majority of the templates that we include with your LabelTac® are in Word format)*, but if you don't have access to Word on your computer, we include LabelSuite software on the install CD.

If you would like to use LabelSuite, we recommend visiting our LabelSuite support page at labeltac.com/support.

How to make labels (cont'd)

Setting up your document (label size)

The size of the label or sign that will print is determined by the page size in your word/image processing program.

For example- if you want to print a 4"x6" sign, simply set your page size in the program's settings to 4" height and to 6" width.

Be sure to load appropriate width material for your job- for the above example, you would want to load 4" wide material.

Designing your label

Once you've set your document to the size you want to print your label, you can start placing whatever you want into the label- text, images/logos, borders- and what you see on your screen is what will print on your label.

The LabelTac® Pro 2 is a monochrome thermal transfer printer, so when you print your label, the areas of your label that are black (or dark) on-screen will print to the ribbon, while the areas that are white (or light) will not print, allowing the color of the tape you use to remain visible.

For example- if you have yellow vinyl material loaded, and a blue print ribbon- the elements on screen that are black will print to the blue ribbon, and the elements that are white will not print- resulting in a blue on yellow final label.

Designing your label in black and white or grayscale will produce the best results.

How to make labels

Adding: Text

The ideal way to add text in labels designed in word processing programs is through the use of “text boxes”. Text boxes are easily resizable and are able to be moved independently of other elements in your label.

Adding: Images & logos

You can add images and logos to your labels by “inserting” them (typically done through your program’s menu bar: Insert > Image > From File) or by copying and pasting them in.

We find that using PNG images produces the highest quality results, though most image file types are supported.

Adding: Borders

Text boxes can also be used to create borders. In the text box options you can usually add a “stroke” or border to the text box and adjust the thickness, style, etc.

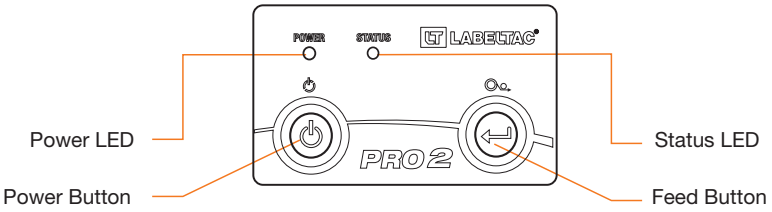
Adding: Industrial symbols

You can add industrial symbols (hazard pictograms, warning symbols, NFPA symbols, etc.) to your labels the same way as you would add other images. We include hundreds of free symbols in the LabelTac® ‘Symbols’ folder. (See page 11 for installation instructions for LabelTac® templates & symbols)

Adding: Arrows

Arrows for marking directions or for use with pipe marking labels can also be found in the LabelTac® ‘Symbols’ folder in the ‘Arrows’ sub-folder. You can also insert or paste your own arrows in most image formats into your label.

LED & button functions



The LabelTac® Pro 2 has 2 LED indicators on the control panel. If errors occur one or both LEDs will glow red and the printer will emit a series of beeps. Use the table below to determine causes and solutions for error alerts.

LED indicator Alerts

Power LED	Status LED	Beep	Description	Solution
Green (solid)		None	Standby	Power is on and the device is ready to use.
	Red (solid)	2 x 4 beeps	Print mechanism is not closed correctly.	Open print mechanism and close again.
Red (blinking)	Red (blinking)	None	High Temperature at the print head.	Allow printer to cool. The printer will switch to standby mode when the temperature is normal. Resume printing.

LED & button functions (cont'd)

LED indicator Alerts (cont'd)

Power LED	Status LED	Beep	Description	Solution
	Red (solid)	2 x 2 beeps	No supply is detected.	Label supply is out or not installed. Replace supply.
			Print feed error.	Check supply to see if supply is routed correctly. Supply may be wrapped around the roller. The sensor cannot
	Red (solid)	2 x 2 beeps	Printer prints "file system full" message.	Delete unnecessary data or install additional memory.
			Printer prints "File Name Not Found" message.	Use the "~X4" command to print all files. Check whether files exist and if they are named correctly.
			Printer prints "Duplicate Name" message.	Change the name of the file and try saving it again.

The power button turns the LabelTac® Pro 2 on and off. Push once to turn the printer on. Push and hold the power button to turn the printer off.

Use the feed button to advance the Label Supply. Push and hold the button to advance continuous supply. If die-cut labels supply is being used, the printer will advance one label each time the feed button is pressed.

The calibration button is used to calibrate the printer for die-cut labels (see page 23).

Troubleshooting

First steps

- Ensure LabelTac® is connected to both AC power and to your computer with USB, and that cables are pushed all the way in.
- Did you install the printer drivers before connecting the printer? This can sometimes cause a problem with your computer not being able to recognize the printer at first. Try uninstalling and re-installing the drivers, or call us at 1-877-356-6584.

LabelTac® printing preferences

LabelTac® printing preferences is accessed by navigating to...

Start Menu > Devices and Printers > LabelTac Pro 2 > Printing Preferences

(...or through your program's print dialog when printing*.)

From this menu you can control many things, including: print speed, "darkness" (print density), graphics rendering, etc.

* Changing settings this way only changes them for the current session. Once you close the document, your printer preferences will revert to their previous settings. If you navigate to printer preferences through Start Menu > Devices and Printers, the settings will be retained.

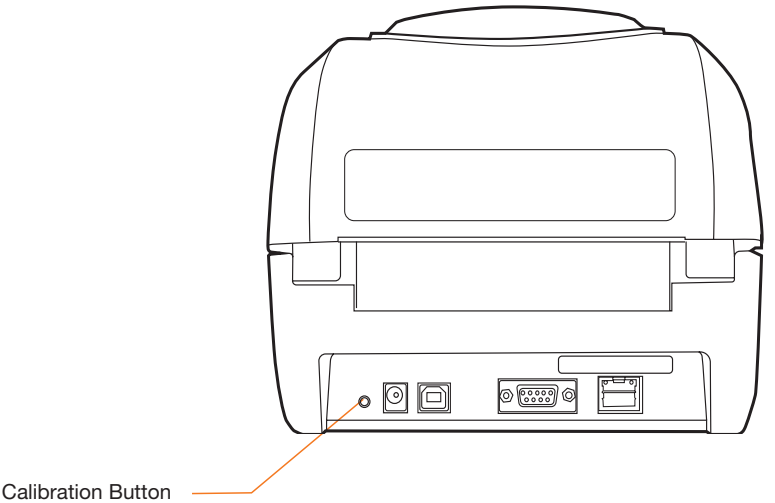
Troubleshooting (cont'd)

Common issues

Symptom	Causes/Suggested action
Speckling/spotting, rough edges, inconsistent print	Heat (speed/density) settings are too low. In Printing Preferences > Options, try lowering the print speed and/or raising the density. (We find a speed of 2 and density of 7 yields the best results in most cases)
Half-moon arches in print	Heat (speed/density) settings are too high. In Printing Preferences > Options, try raising the print speed and/or lowering the density.
Diagonal lines through print	Ribbon may have an alignment issue. Try re-installing the print ribbon. 1 Open ribbon access cover, cut ribbon from rewind hub and remove used print ribbon from cardboard rewind core. 2 Using a piece of scotch tape, re-attach print ribbon to the bare cardboard rewind core.
Continuous void through print	This can be a sign of an obstructed or dirty print head. Try cleaning print head with supplied alcohol swabs.
LED indicator blinking red	This can indicate: ribbon or supply is missing/ incorrectly loaded/depleted, cutter or paper is jammed, incorrect supply mode (continuous vs die-cut), or a communication/memory error.

When using die-cut labels...

1. Load the die-cut material in the LabelTac®, leaving a small amount of the first label leading out of the mouth of the printer.
2. In the Print Preferences menu of your computer, change the Media Type from ‘Continuous.’
3. Press and hold the calibration button for 1 second.
4. Your LabelTac® will calibrate for the size of the die-cut labels.



To switch back to using standard continuous vinyl, simply return to the ‘Printing Preferences’ window and change the Media Type back to ‘Continuous’.

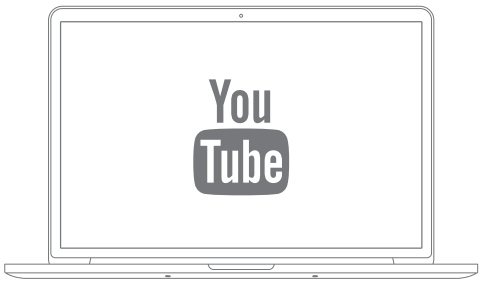
Cleaning your printer

Note: You should clean your LabelTac® printer after every 10 rolls of label supply

1. Open cover by pulling both green cover release tabs straight towards you.
2. Remove the ribbon.
3. Take one of the included cleaning swabs and squeeze the clear handle until it 'cracks' and alcohol is released into the scrubbing pad.
4. Scrub the printhead firmly from side to side, but not too hard, as vigorous scrubbing can damage the print head. (Removing surface debris will eliminate blank strips in your printing)
5. Clean the mouth of the printer, and the cutter assembly, alignment guides and the area around the alignment guides.
6. Clean the platen roller by wiping laterally, turning the roller slightly and wiping again. Repeat until 1 full rotation is made.

Additional cleaning swabs are available at **labeltac.com**

Visit **labeltac.com/support** or our YouTube channel at **youtube.com/labeltac** for helpful videos covering installation, supply loading, cleaning, how to create labels and more.



Warranty

We offer an industry-leading, LIFETIME full warranty to our LabelTac® customers. This is a lifetime warranty on parts, manufacturer defects and even the thermal print head. Our warranty is the label printer equivalent of a “bumper-to-bumper” warranty. If anything goes wrong, we’ve got your back!

For full warranty details, please visit **labeltac.com/labeltac-warranty/**

Contact us

1-877-356-6584
Monday - Friday, 6am - 3:30pm PST (International Support: +1-330-754-0160 (14:00 - 23:30 GMT))

labeltac.com/support
Live chat, how-to videos, frequently asked questions, driver and software downloads + more

info@labeltac.com
Send us an email- we’ll respond to you as quick as we can!