

# Datatagger®

## Label Printing System for Windows

### Installation Instructions And User Guide

version 13.1 and above



Presented by  
I.D. Solutions Division  
Arch Crown, Inc. 2010

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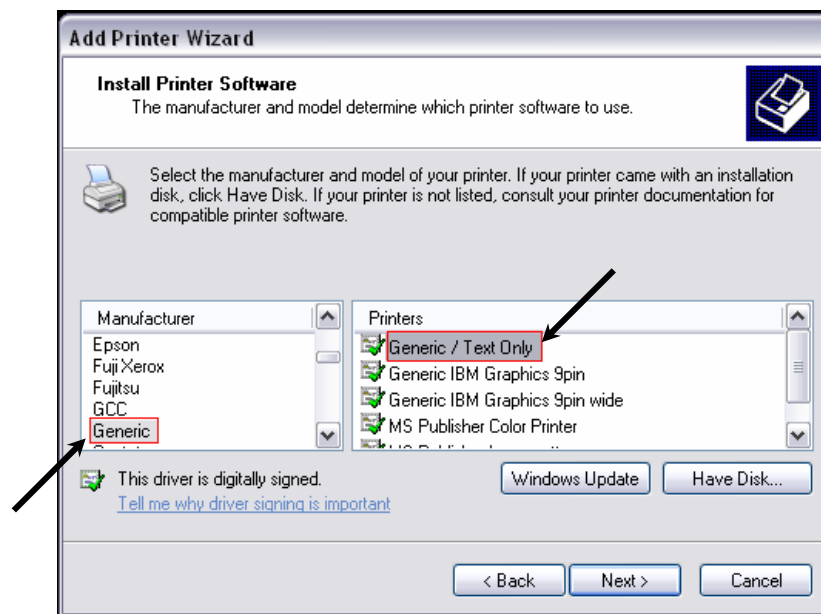
***NOTE:** Most installation problems can be solved by referring to the Troubleshooting Section of this Manual.*

**VERY IMPORTANT:** If you are connecting the printer using a **USB cable**, you must follow the instructions regarding **USB INSTALLATION** for your particular Operating System.

## Windows XP - USB INSTALLATION

These steps must be followed if you are connecting a Datamax Label Printer to your Windows XP computer using a USB cable. Before you begin ensure that the printer is securely connected to both your computer and a power outlet.

1. Connect the printer to your computer using the included USB Cable
2. Turn the printer ON
3. The computer will display the **New Hardware Found Wizard**
  - a. If prompted to search for an update, select **No, not at this time**, click **Next**
4. Select **Install from a list or specific location (Advanced)**, click **Next**
5. Select **Don't search. I will choose the driver to install**, click **Next**
6. If visible, deselect (no check mark) **Show Compatible Hardware**, this will show a complete list of printer manufacturers
7. From the list of Manufacturers(left column), select **Generic**, and from the list of Printers(right column), select **Generic/Text Only**, click **Next**



8. An **Update Driver Warning** window will then appear, click **Yes**
9. Choose **No** when asked if you would like to print a Test Page, click **Next**
10. Click **Finish**

Your printer is now installed and ready for use with the Datatagger® Label Printing System for Windows. Skip to the software installation instructions on page 9.

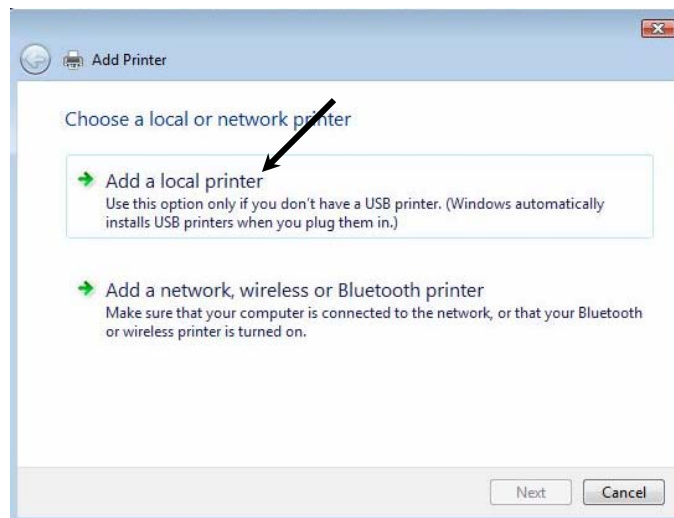
## Windows 7 and Vista - USB INSTALLATION

These steps must be followed if you are connecting a Datamax Label Printer to your Windows Vista computer using a USB cable. Before you begin ensure that the printer is securely connected to both your computer and a power outlet.

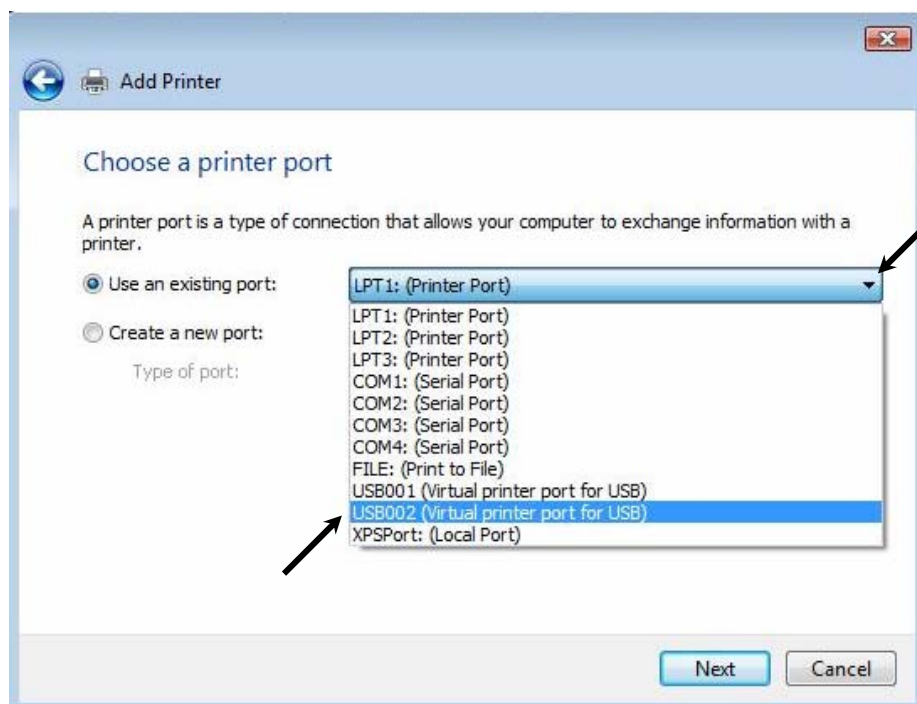
1. Connect your printer to the computer using the supplied USB cable
2. Turn the printer ON
3. The computer will display the **Found New Hardware Wizard**
4. Click **Locate and install driver software (recommended)**



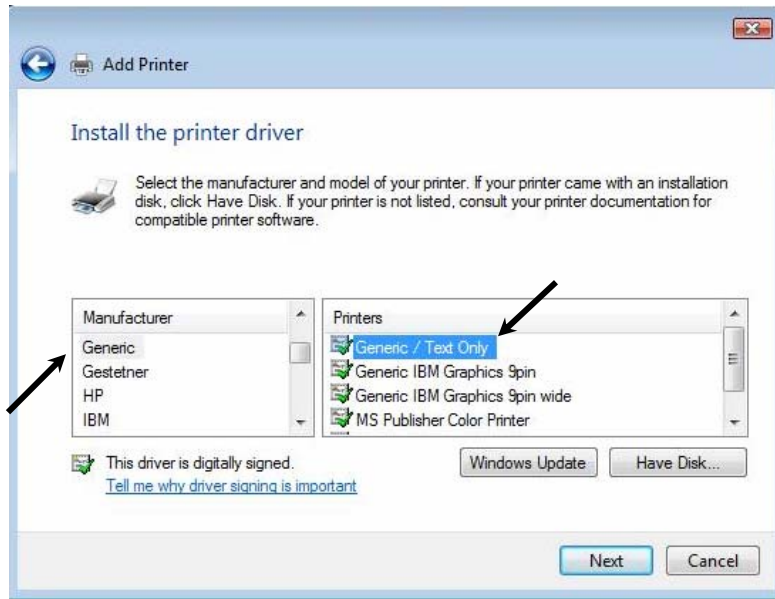
5. You will see a small message in the lower right-hand corner of your screen displaying "**Installing device driver software**" or similar.
6. You should see a message "**USB Printing support installed**"
7. When you see the message "**no device driver found**", Click the **Close** button.
8. Click the **Windows Start Button** and select **Control Panel**
9. Double-click **Printers**
10. Click **Add a Printer** and the Add Printer Wizard will appear
11. Click **Add a Local printer**



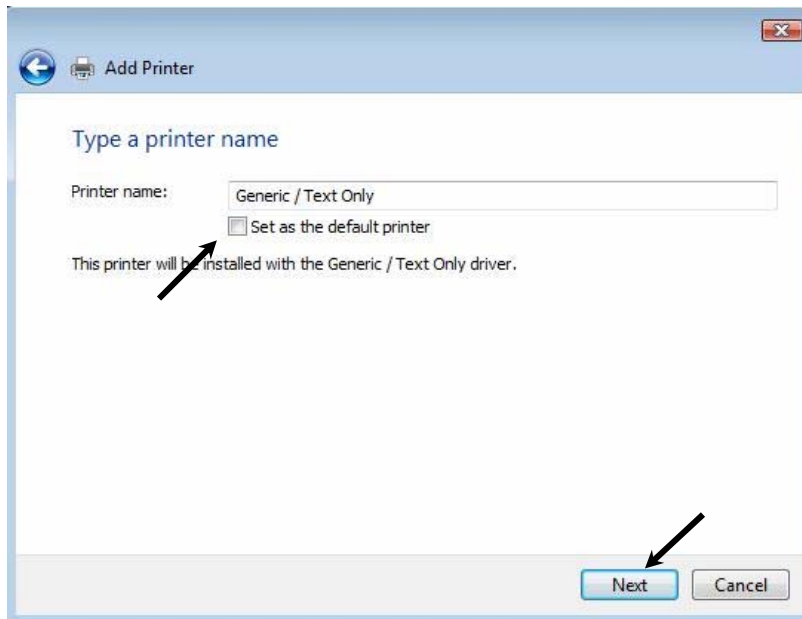
12. Click the **Use an existing port** drop-down arrow and select the **USB port** with the highest number, e.g. USB002 in the example below.



13. Click **Next**
14. Select **Generic** as the Manufacturer and **Generic/Text Only** as the Printer, click **Next**



15. Uncheck **Set as the default printer** and click **Next**



16. Click **Finish**

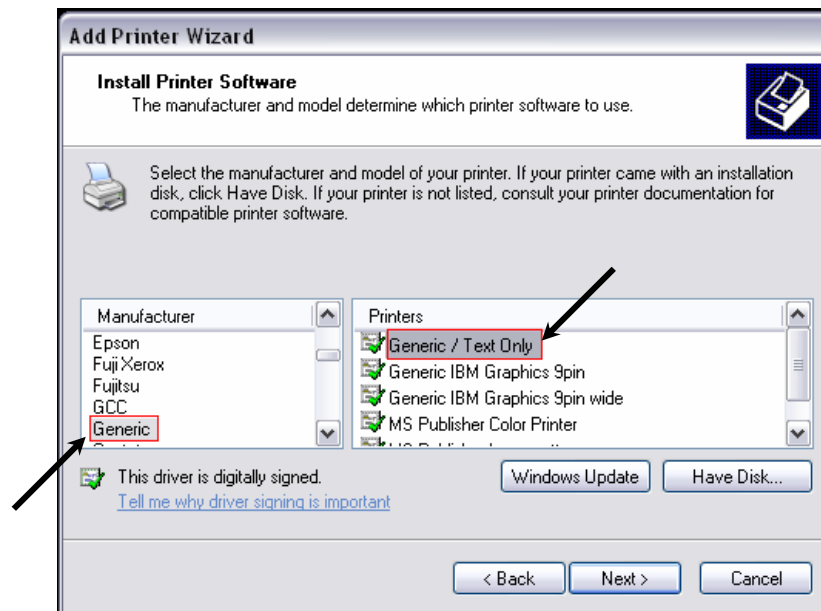
Your printer is now installed and ready for use with the Datatagger® Label Printing System for Windows.

If you are using Windows Vista or Windows 7, continue to the software installation instructions on page 9.

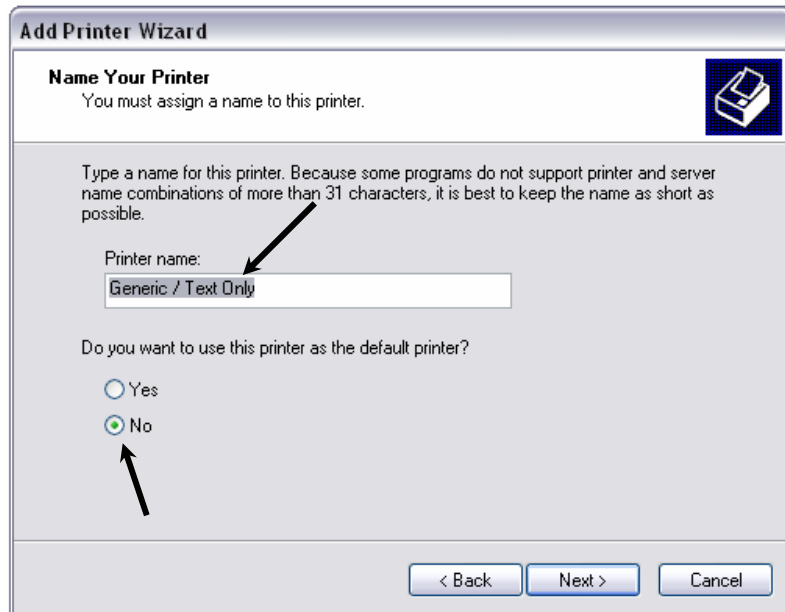
## Windows XP – PARALLEL / SERIAL INSTALLATION

Follow the steps below if you are installing your printer on a Windows XP machine. Before you begin ensure that the printer is securely connected to both your computer and a power outlet.

1. Click Start → Control Panel
2. Once in the Control Panel, click **Printers and Other Hardware**
3. Click **Add a printer**
4. The **Welcome to the Add Printer Wizard** window appears, click **Next**
5. Select **local printer attached to this computer** and deselect (no check mark) **Automatically detect and install my plug and play printer**, click **Next**
6. Choose the port where your printer is connected, click **Next**
  - a. If the label printer is connected to the same port as a laser/ink jet printer, the port is LPT1
  - b. If the label printer was shipped with a custom grey 9-pin-to-9-pin cable, the port is COM1 or COM2, depending on the actual port being connected to on the back of the PC.
7. From the list of Manufacturers (left column), select **Generic**, and from the list of Printers (right column), select **Generic/Text Only**, click **Next**



8. **DO NOT** change the printer's name (should be Generic/Text Only) and **DO NOT** make this printer your default printer (answer no), click **Next**



9. Select **Do not share this printer**, click **Next**
10. Choose **No** when asked if you would like to print a Test Page, click **Next**
11. Click **Finish**
12. Once your computer is finished copying files, close the **Printers and Faxes** folder

Your printer is now installed and ready for use with the Datatagger® Label Printing System for Windows. Follow the software installation instructions on page 9.

## Datatagger Software Installation

Installation of the software is a simple, single CD process. Before beginning the installation, make sure you exit all programs on your computer.

1. Insert the **Datatagger for Windows Installation Disk** into the CD-ROM tray on your computer
2. Open **My Computer**
3. Open your **CD-ROM** drive, it will say **Datatagger 13.0** on the name
4. Double-click **Setup**
5. When the **Datatagger for Windows Setup** window opens, click **OK**
6. Click the large button with the computer to begin the installation

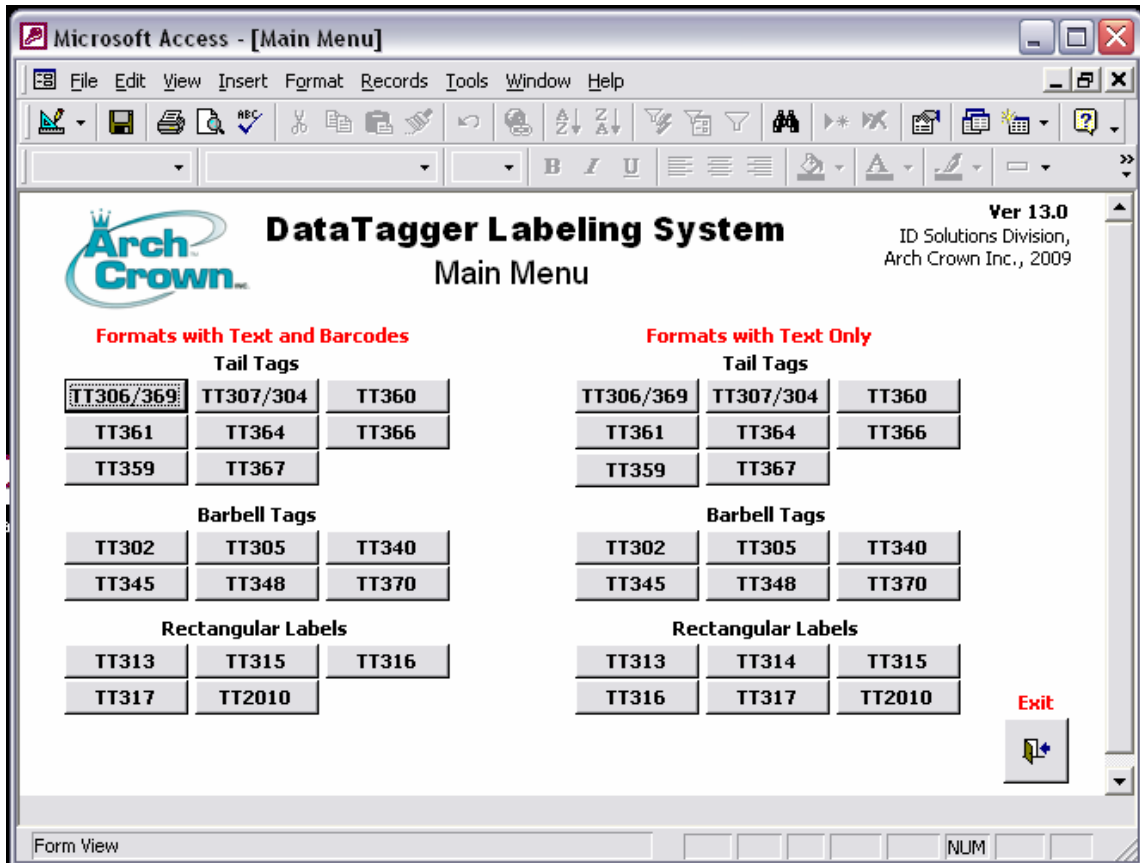


7. When asked to choose a Program Group, click **Continue**
8. Once the installation is complete, click **OK**

Your software is now installed and ready to use.

## Using the Software

To start the Program, click **Start** → **Programs** → **Datagger for Windows** → **Datagger** to bring up the Main Menu.



The Main Menu displays the different Label Formats available to print. The formats are listed with the Label Part Number, e.g. TT306 to facilitate label selection.

To select a particular label format, click the appropriate button on the Main Menu to display the format screen.

## The Label Format Screen

The Format Screen provides all of the tools needed to enter, edit, save and print labels.

The screenshot shows a software window titled "- [TT306]". The menu bar includes File, Edit, Insert, Records, Window, and Help. The main title is "TT306 - Tail Tag - 8 Lines". Below the title, there is a "Stock Number" field containing "TT306" and a "Lookup" dropdown menu. A "Label Stock Part No." callout points to the "Stock Number" field. A "Label Information Lookup List" callout points to the "Lookup" dropdown. A "Large Print Option (where available)" callout points to a blue "Large Print Option" button. The main area contains eight input fields labeled "Line 1" through "Line 8", a "Print Qty" field, and a "PRINT" button. At the bottom, there are buttons for "Import Excel Data", "Add Item", "Delete Item", "Print Summary Tags", "Item Summary Report", and a "Main Menu" icon. The status bar at the bottom shows "Record: 1 of 1" and "Form View".

## Screen Features

The upper left hand corner of the screen displays the format name

The label stock part number is displayed right below the format name

The upper right hand corner of the screen contains the label information look-up list

The main part of the screen contains the fields for the particular label format selected, along with system function buttons such as Add and Delete Item, Print, Item Summary Report and Exit.

## Entering Label Information

Before any labels can be printed, the label information must be entered into the system. It is not necessary to enter every item into the system at one time, only those items for which labels need to be printed. Once information for an item has been entered, it is automatically saved and can be printed immediately, or recalled for printing, editing or deleting later if necessary.

### To enter label information:

1. From the Main Menu, select the label format desired
2. Enter the information to be printed in the fields displayed. Hitting ENTER or TAB on the keyboard moves the cursor to the next field.
3. When entering the information for the label, it is not necessary to enter a print qty unless the label is to be printed right away. **NOTE:** The print quantity is not saved with the rest of the label information.
4. When finished entering the information for a label, the information can either be printed immediately or saved for printing at a later time. To **Save** the information, click the **Add Item** button. For more information on **Printing** the label, go to page 21.

The screenshot shows a software window titled "- [TT306]". The menu bar includes File, Edit, Insert, Records, Window, and Help. The main title is "TT306 - Tail Tag - w/Barcode". Below the title, there is a "Stock Number" field containing "TT306" and a "Lookup" dropdown menu. The main area contains several input fields: "Item Number" (required), "Description 1", "Description 2", "Description 3", and "Description 4". There is also a "Print Qty" field and a "PRINT" button. A "Large Print Option" button is located in the top right. At the bottom, there are buttons for "Import Excel Data", "Add Item", "Delete Item", "Print Summary Tags", and "Item Summary Report". A "Main Menu" button with a home icon is also present. The status bar at the bottom shows "Record: 1 of 1" and "Form View".

**NOTE on Data Entry:** On label formats with a barcode, the item number is the field that will print as both a barcode and text. On these formats, the item number also serves as the lookup number – the value used to recall label information at printing time. On non-barcode formats, the lookup value is entered in the lookup field on the left of the label entry screen, above fields 1-4. This value is used to recall the label's information and will not print on the label, unless it is also entered in one of the other lines on the screen.

## Printing Labels

Once label information has been entered, it can be printed immediately, or recalled later and printed on demand.

### To Print Immediately:

1. After entering the label information, click in the **Print Qty** Field
2. Enter the number of labels to print
3. Click the **PRINT** button
4. To print additional labels, click the **PRINT** button again

### To Print from Previously Saved Information:

1. From the Main Menu, select the label format desired, and the Format Screen will display
2. Click the small drop-down arrow in the **Lookup Box** located in the upper right corner of the Screen to display a list of the lookup/item number values entered
3. With the mouse, or using the up and down arrow keys on the keyboard, select the label that you wish to print
4. When selected, the values entered will automatically fill in the fields on the screen
5. Click inside the **Print Qty** field, and enter the number of labels you wish to print
6. Click the **PRINT** button with the mouse to print the labels selected
7. To print additional labels, enter the **Print Qty** and click the **PRINT** button again
8. To print a different set of labels, repeat steps 2-6
9. To return to the **Main Menu**, click the **Exit Door** in the lower right corner of the screen

## Print Summary Tags

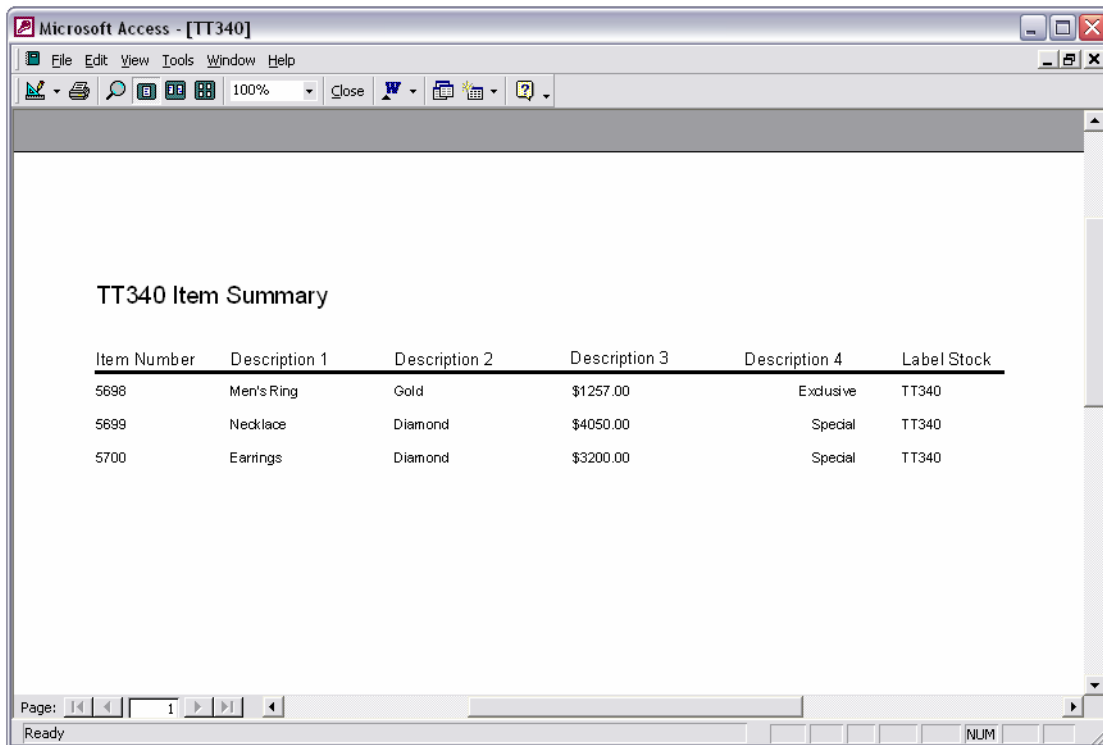
Datatagger for Windows contains a special feature that allows you to automatically print one of every label entered without having to select values from the Lookup Box.

1. From the **Main Menu**, select the label format desired, and the **Format Screen** will display.
2. Click the **Print Summary Tags** button – one of every label entered will automatically print.
3. To repeat the process, click the **Print Summary Tags** Button again
4. To return to the **Main Menu**, click the **Exit Door** button

## Item Summary Report

The Item Summary Report displays a report of all the label information entered for the selected label format. This report can be printed on a regular laser or ink-jet printer.

1. From the **Main Menu**, select the label format desired, and the **Format Screen** will display.
2. Click the **Item Summary Report** button to display the Item report on screen.



The screenshot shows a Microsoft Access window titled "Microsoft Access - [TT340]". The window displays a report titled "TT340 Item Summary". The report contains a table with the following data:

Item Number	Description 1	Description 2	Description 3	Description 4	Label Stock
5698	Men's Ring	Gold	\$1257.00	Exclusive	TT340
5699	Necklace	Diamond	\$4050.00	Special	TT340
5700	Earrings	Diamond	\$3200.00	Special	TT340

The window also shows a menu bar (File, Edit, View, Tools, Window, Help), a toolbar, and a status bar at the bottom with "Page: 1" and "Ready".

3. To print the report on a laser printer, click the **File Menu** at the top of the screen and select **Print**.
4. When finished, click the **File Menu** and select **Close** to return to the Label Format Screen.

## The Large Print Option (where available)

### To use the large print option:

1. From the Main Menu, select the label format desired
2. Click the **Large Print Option** button on the right side of the screen (refer to page 11 for button location)

**NOTE:** The large print option is currently available on select labels only. If you do not see a large print option button, that option is not yet available for your label style.

The screenshot shows a software window titled "- [TT306]" with a menu bar (File, Edit, Insert, Records, Window, Help). The main area is titled "TT306 - Tail Tag - 6 Lines" and includes a "Stock Number" field with "TT306" and a "Lookup" dropdown. A prominent button labeled "LARGE PRINT VERSION" is visible. Below it are fields for "Lookup (required)", "Print Qty", and six line items (Line 1 through Line 6). A "PRINT" button is located to the right of the line items. At the bottom, there are buttons for "Import Excel Data", "Add Item", "Delete Item", "Print Summary Tags", "Item Summary Report", and a "Main Menu" icon. The status bar at the bottom shows "Record: 1 of 1" and "Form View NUM".

**NOTE:** Refer to the previous page for instructions on entering label information.

## Using Excel Import Feature

With Datatagger for Windows 13.0 you can import your label data from a Microsoft Excel spreadsheet. However, there are several guidelines that **must** be followed in order to import the data properly:

Excel spreadsheets **must** have the exact number of columns as fields on the label format, including the Lookup/Item Number

**Ex:** TT306 with Barcode format has 1 Item Number field and 4 Description fields, for a total of 5 fields. So, your spreadsheet would need to have 5 columns.

The 1<sup>st</sup> column of your spreadsheet will always be the Lookup/Item Number field on your label and this column **must** contain all unique values.

The number of characters (including spaces) in each individual cell on your spreadsheet should not exceed the maximum field length for the label format you are using. **NOTE:** All extra characters will be cut off and will not be printed.

You **must** create the following directory on your computer: **C:\DatatagXL**

All Excel spreadsheets **must** be saved in the **C:\DatatagXL** directory

Your spreadsheet **must** be named for the label format where you wish to import that data.

**Ex:** If you are using the TT306 Text Only format, your spreadsheet must be named 306T.xls

**Ex:** If you are using the TT345 with Barcode format, your spreadsheet must be named 345B.xls

**NOTE:** Templates for the Microsoft Excel spreadsheets have been included on your Datatagger for Windows Installation Disk.

After you have met **all** of the guidelines mentioned on the previous page, follow the steps below to import your data.

1. From the **Main Menu**, select your label format
2. Click **Import Excel Data** to transfer the information from your spreadsheet into Datatagger

The screenshot shows a software window titled "- [TT306]". The menu bar includes File, Edit, Insert, Records, Window, and Help. The main area is titled "TT306 - Tail Tag - w/Barcode". It features a "Stock Number" field with the value "TT306" and a "Lookup" dropdown menu. Below these are several input fields: "Item Number" (marked as required), "Description 1", "Description 2", "Description 3", and "Description 4". There is also a "Print Qty" field and a "PRINT" button. A "Large Print Option" button is located in the top right corner. At the bottom of the main area, there are buttons for "Import Excel Data" (with an arrow pointing to it), "Add Item", "Delete Item", "Print Summary Tags", and "Item Summary Report". A "Main Menu" button with a plus icon is also present. The status bar at the bottom shows "Record: 1 of 1" and "Form View".

3. A window will appear telling you that Datatagger finished importing Excel data, click **OK**
4. You must now exit your label format, click the **Main Menu** button to do so
5. Once again, click the button for your label format.
6. You can now view and print each of your records by selecting the corresponding unique value from the **Lookup Drop-Down List**.

If you are having difficulty importing your data, make sure you have met **all** the guidelines previously mentioned then contact Arch Crown Technical Support at 800-526-8353, between 9 a.m. and 5 p.m., M-F, Eastern Standard Time.

## Troubleshooting and Technical Support

Most common problems can be solved before calling Technical Support by referring to this section.

**Q: My Printer was working great, but I unplugged the USB cable from the PC.**

**Now that I've plugged it back in, the Printer is not responding or printing tags.**

A: When installing the printer and software, the computer “binds” the printer to the specific USB port that it is plugged into. If it is ever necessary to unplug the USB cable from the PC (moving, cleaning, etc), it is VERY IMPORTANT to note the particular port and location, and plug the cable back into the same place. If the printer does not print after plugging the cable back in, try another USB port(s) on the PC until the printer resumes printing.

**Q: When I click Print, one label prints, then the printer skips a few labels, and then the rest of my labels come out fine.**

A: This is NORMAL. When the printer is first turned on, it must sense the height of the labels. This happens automatically the first time that you print after turning the power on, by feeding a few extra labels. This can be avoided by pressing the **FEED** button on top of the printer once the Paused light turns off.

**Q: When I click on the Print button, I get a message stating that “This document was previously formatting for the Printer Generic Text Only”, which is not available.**

**Or**

**When I click on the Print button, the yellow (Pause) light on top of the Printer blinks, but then nothing else happens.**

A: The Generic Driver required to print on the label printer is not installed. Refer back to the Printer Installation section at the beginning of this manual to install the correct driver. After installation of the driver, re-install the software.

**Q: When I click on the Print button, a page comes out of my regular printer, but nothing happens on the Label printer**

A: Make sure that the correct cable is connected to your label printer. If you selected LPT1 during the installation of the Printer, the Label Printer should be plugged into the same place where your desktop printer is typically connected.

**Q: The printer started to print a label, but now the red Fault light on top of the printer is on, and nothing prints.**

A: The Fault light means that there is a problem with the way that the labels and/or ribbon are loaded in the printer. Make sure the roll of labels is loaded in the printer all the way to the *left*, and that the ribbon is traveling through the correct path in the printer mechanism. For assistance loading labels and ribbon, review the instructions and photos at <http://archcrown.com/support/loadingdatamaxe-classprinter.htm>.

(continued on next page)

**Q: When the printer prints, the correct number of labels comes out the printer, the Fault light is not on, but the labels come out blank.**

A: The ribbon is loaded with the wrong side facing the labels. Only the inner surface of the black ribbon actually contains “ink”. The ribbon must be loaded so that this surface faces the labels. One way to test this is to stick a piece of Scotch tape to the surface of the ribbon that faces the labels, and then peel the tape off. If the tape comes away with black on it, then the ribbon is loaded correctly. If the tape comes away clean, then the wrong surface of the ribbon is facing the labels and the ribbon should be reversed.

**Q: The Printer prints, but nothing prints on the right side of the labels. Only the left side shows printing.**

A: This happens when the printhead (the mechanism that holds the ribbon spindles) is not locked all the way down prior to printing. Make sure that the large green lever on the right side of the printer is completely locked around the small black plastic tab in the printhead mechanism.

**Q: The Printer prints, but nothing prints on the left side of the labels. Only the right side shows printing.**

A: This happens when the roll of ribbon is not pushed all the way down on the ribbon spindle. Make sure that the ribbon is pressed all the way to the left until it will not go any farther, the left edge of the ribbon should line up with the left edge of your labels.

**Q: The printer only printed 4 of the last 5 labels that I asked for**

**Or**

**The printer always prints 1 less than I put in the Print Qty field**

A: The printer will print the exact number of labels requested, but the last label printed will often be under the cover of the printer, so it is not visible. Push the **FEED** button on top of the printer to expose the last label printed.

**Q: When I click on the Print button, I get an error message on the screen that says the “Action cannot be completed...”**

A: This usually happens when you enter a number in the Item Number field that you have previously entered for another item. Change the Item Number to a unique value and try to print again.

If you still have difficulty with the system after consulting the above, please call Arch Crown Technical Support at 800-526-8353, between 9 a.m. and 5 p.m., M-F, Eastern Standard Time.

## Appendix A: Maximum Field Lengths

### Formats with Barcode

Label	Barcode	Desc. 1	Desc. 2	Desc. 3	Desc. 4	Desc. 5	Desc. 6	Desc. 7	Desc. 8
TT 302	8	12	12	12	-	-	-	-	-
TT 305	8	12	12	12	-	-	-	-	-
TT 306	7	12	12	12	12	-	-	-	-
TT 307	11*	15	15	15	12	-	-	-	-
TT 313	11*	20	20	20	20	-	-	-	-
TT 315	8	15	15	-	-	-	-	-	-
TT 316	11*	12	12	12	12	-	-	-	-
TT 317	12	25	25	-	-	-	-	-	-
TT 340	6	12	12	12	12	-	-	-	-
TT 345	8	12	12	12	12	-	-	-	-
TT 348	10	20	20	20	20	20	-	-	-
TT 359	6	12	12	12	12	-	-	-	-
TT 360	6	12	12	12	12	-	-	-	-
TT 361	6	12	12	12	12	12	12	12	12
TT 364	11*	15	15	15	15	-	-	-	-
TT 366	6	12	12	12	-	-	-	-	-
TT 370	6	12	12	12	12	-	-	-	-
TT 2010	11*	30	30	30	30	-	-	-	-

\* Prints a UPC barcode, the field must contain exactly 11 digits

### Formats with Text Only

Label	Look-up	Line 1	Line 2	Line 3	Line 4	Line 5	Line 6	Line 7	Line 8	Line 9	Line 10	Line 11	Line 12
TT 302	12	12	12	12	12	12	12	12	12	-	-	-	-
TT 305	12	12	12	12	12	12	12	12	12	-	-	-	-
TT 306	12	12	12	12	12	12	12	12	12	-	-	-	-
TT 307	12	15	15	15	15	15	15	15	15	-	-	-	-
TT 313	12	20	20	20	20	20	20	20	20	-	-	-	-
TT 314	12	12	12	12	-	-	-	-	-	-	-	-	-
TT 315	12	15	15	15	15	-	-	-	-	-	-	-	-
TT 316	12	12	12	12	12	12	12	12	12	-	-	-	-
TT 317	12	25	25	25	25	25	-	-	-	-	-	-	-
TT 340	12	12	12	12	12	12	12	12	12	-	-	-	-
TT 345	12	12	12	12	12	12	12	12	12	-	-	-	-
TT 348	12	20	20	20	20	20	20	20	20	20	20	-	-
TT 359	12	12	12	12	12	12	12	12	12	-	-	-	-
TT 360	12	12	12	12	12	12	12	12	12	-	-	-	-
TT 361	12	12	12	12	12	12	12	15	15	15	12	12	12
TT 364	12	15	15	15	15	15	15	15	15	-	-	-	-
TT 366	12	12	12	12	12	12	12	-	-	-	-	-	-
TT 370	12	12	12	12	12	12	12	12	12	-	-	-	-
TT 2010	12	30	30	30	30	30	30	-	-	-	-	-	-