LABELS ANYWHERE FAQ

Active X

Q: Do I have to download anything special to print labels?

A: The system requires you to download **ActiveX** component the first time you attempt to print labels.

Q: What is ActiveX?

A: **ActiveX** is Microsoft's technology for signing plug-ins that adds additional software to your computer when a web page is accessed.

Q: What if I have trouble downloading the ActiveX software from LabelsAnywhere website?

A: If you do encounter problems downloading this then you must verify the rights to download the **ActiveX** components.
Please follow these steps:
- Open Internet Explorer Window
- Click on Tools
- Click on internet options
- Click on Security
- Click on Custom level

When on Security settings make sure that:

"**Run ActiveX controls and plug-ins**" is set at: **ENABLE**.

"**Download signed ActiveX controls**" is set at: **PROMPT**.

"**Script ActiveX controls marked safe for scripting**" is set at: **ENABLE**.

This then should allow you to download **ActiveX** plug-in.

Adding a label to my account

Q: How do I add a label from the Sample Label Library to my account?

A: In order to add a label from the **Sample Label library** to your account, you must have an active account and been issued an account login and password. Once your account has been activated, follow these steps:

1. From the homepage, select the **Print Labels** category near the login.
2. This will take you to the **Print Wizard**. Choose **Sample Labels** from the drop down label library categories.

3. Browse the library and find the **label design** that meets your needs.
4. Select the **Add to My Account** option.
5. This will take you to the **Label Designs** page. The label is now listed with your designs.

In future when you come into the Print Wizard, you will choose **My Labels** from the drop down label library categories. Any labels you have added from the Sample Labels will show and can be selected.

Q: I do not see a label design in the Sample Label library that will work for me. How can I get a custom label design?

A: **Contact Compact** to have a label designed to suit your specific needs.

Printing Labels

Q: Why do I have to reset the printing preferences on the printer every time I print from LabelsAnyWhere.com.au?

A: Printing preferences are only maintained if it is the **default printer**.

STEPS FOR PRINTING LABELS FROM A LASER OR INKJET PRINTER

1. If you are using multiple printers, please make sure you are using the correct printer for alignment set-up of labels.
2. On **Paper Source** please select the required tray or manual feed (bypass).
3. If labels are fed through the top of the printer please make sure that the orientation is set at **portrait (labels facing up).** If fed through a tray or side bypass feed then please select **landscape (labels facing down).**

PLEASE NOTE: This may be different depending on printers.

4. Make sure paper size is set at **8.5" x 11 " or Letter size**.
5. Also make sure **Media** is set at **heavyweight *(99-169g1m2).***

PLEASE MAKE SURE WHEN PRINTING LABELS ON INKJET PRINTER ONLY USE **MATT FACESTOCK LABELS ONLY**.

Q: What if the labels don't print out correctly?

A: If you do encounter this problem it generally means you need to check your printer driver. Labels Anywhere will only print to a printer that has a **Post Script (PS) Printer Driver** Installed. It will not work if you have a **PCL** Printer Driver installed. You should be able to go to the website of the brand of your printer and download the **Post Script (PS)** Driver to suit.

Q: What is the Reprint feature and when would I use it?

A: The **Reprint** feature allows you to reprint labels that have been previously submitted for printing **without decrementing the label inventory counter**. The last print run for each label design/job is always saved on your computer allowing you to reprint the last set of labels sent in case of problems while

printing, such as: lost printer connection, face stock jamming, inadequate ink in printer, etc. To use this option, simply select the desired label design from your label library then select the **Reprint** option from the Data Grid page. The data you last entered for the label design will appear in the data grid. When in **Reprint** mode, the data is not editable.

Click **Print All**. If you decide not to proceed with the reprint, click **Cancel Reprint** and you will return to the data grid where you can input or import new data.

Note: The data saved by the **Reprint** feature is specific to the label design, computer and user who printed the labels originally. In other words, you must be on the same computer with the same login and the same label design selected in order to reprint.

Q: What is the purpose of the Label Inventory counter?

A: The Label Inventory counter allows clients to keep track of their label face stock and reminds them when they are running low on face stock. The counter is incremented for your specific account with each purchase of authorized face stock and decremented with each new label print run.

Q: Why am I having problems scanning the barcodes on my labels?

A: Because different types of printers have different characteristics, they can produce slightly different results, particularly with very thins lines like the ones used to create barcodes. Be sure to select the correct **Printer Type** (either Laser or Inkjet) in the **Print Options** section of the **Print Wizard**.

Q: How do I get my printed labels to align correctly with the label face stock?

A: It is sometimes necessary to calibrate the printer to align with label face stock so that labels print within the label cavity on the face stock. Typically, you will need to perform a Printer Alignment for each printer you wish to print labels on. You may also want to check the alignment each time you open a new package of label face stock. The **Printer Alignment** feature allows you to accomplish this task easily by applying offsets for each printer in both the **HORIZONTAL** (left/right) and **VERTICAL** (top/bottom) directions. Once you have selected a label design and entered your data, select the **Printer Alignment** option and the **Printer Alignment** form will appear. Follow the alignment steps below for each printer you wish to print labels on:

- Place the desired label face stock into the selected printer. You can also use plain paper which is the exact size as the face stock and view the alignment by holding the printed sheet in front of an actual sheet of face stock. However, this is not as accurate as printing on actual face stock.
- Click on the **test print** button for the selected printer
- An image of the label face stock for the selected label design will be printed where gray boxes represent the area where the labels will be printed

Make the offset adjustments accordingly:

• The image is too far left - enter a positive **HORIZONTAL** Offset
• The image is too far right - enter a negative **HORIZONTAL** Offset
• The image is too far towards the top - enter a positive **VERTICAL** Offset
• The image is too far towards the bottom - enter a negative **VERTICAL** Offset

1. Repeat the steps above until you are satisfied with the alignment for the selected printer
2. When finished making the necessary adjustments, be sure to click on the **APPLY** button to save the new offset values

Offset values should be entered as whole numbers which represent 1/1000" (e.g. a **HORIZONTAL** Offset of - 500 would shift the image 0.5 inches to the left).

Note: Using the **Printer Alignment** option will **not** decrement your label inventory counter.

Q: Who can set the Inventory warning level and message?

A: All account administrators (the initial logon) will have permissions automatically to set the Inventory Management Control Level and warning message. Administrators may in turn provide that permission to other users.

Q: How do I calibrate my printer to align with my label stock?

A: It is sometimes necessary to calibrate the printer to align with label face stock so that labels print within the label cavity on the face stock. Typically, you will need to perform a Printer Alignment for each printer you wish to print labels on. You may also want to check the alignment each time you open a new package of label face stock.

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3. An image of the label face stock for the selected label design will be printed where gray boxes represent the area where the labels will be printed.

Use the Calibrate margins to shift the image on the printed page.

1. Press the [Up] or [Down] arrow button on the Control Panel until 'Troubleshooting' is selected on the Display Screen, then press the [OK] button.

2. Press the [Up] or [Down] arrow button until 'Print Quality Problems' is selected, and then press the [OK] button.

3. Press the [Up] or [Down] arrow button until 'Calibrate Margins' is selected, and then press the [OK] button.

4. Press the [Up] or [Down} arrow until 'Calibrate Margins Page' is selected, then press the [OK} button.

5. Press the [Up] or [Down] arrow button until the required paper tray is selected, then press the [OK] button.

6. Follow the instructions on the Calibrate Margins page to complete the calibration.

7. Use the printer alignment test sheet as a guide.

Tip

- 1A- will move the label to the Top
- 1A+ will move the label to the Bottom
- 1B- will move the label to the Left
- 1B+ will move the label to the Right

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