Printing Labels

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 X (left/right) and Y (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 aligment steps below for each printer you wish to print labels on:

o 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.

o Click on the **test print** button for the selected printer

o 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

- o Make the offset adjustments accordingly:

  - The image is too far left - enter a positive X Offset
  - The image is too far right - enter a negative X Offset
  - The image is too far towards the top - enter a positive Y Offset
  - The image is too far towards the bottom - enter a negative Y Offset

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

Offset values should be entered as whole numbers which represent 1/1000" (e.g. an X 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.

- o **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.

- o **Q: Why do I have to reset the printing preferences on the printer every time I print?**

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

- o **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. The **Printer Alignment** feature allows you to accomplish this task easily by applying offsets for each printer in both the X (left/right) and Y (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 aligment steps below for each printer you wish to print labels on:

  0. 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.
  1. Click on the **test print** button for the selected printer
  2. 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, then press the [OK] button.

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