



Frequently Asked Questions

Q: What is ColorFileLabels.com?

A: ColorFileLabels.com is Reynolds' new Web-based, easy-to-use, on-demand label printing solution.

Q: How does ColorFileLabels.com differ from the current version?

A: ColorFileLabels.com incorporates the same great label designs, a more robust print engine and substantially more functionality than the current version, all with the convenience of the Internet. With ColorFileLabels.com, there is no software to install so you never have to worry about maintenance or upgrades — you always have the most up-to-date version.

Q: Do I need to buy any additional hardware or change my infrastructure in any way to use ColorFileLabels.com?

A: No. This is a Web-hosted solution, which means that it resides on your current equipment and can be accessed, with the proper password authorization, by you from any Internet connection.

Q: What operating systems will ColorFileLabels.com run on?

A: **ColorFile Labels on Demand** will run on Windows® 98, 98SE, ME, 2000, XP and NT workstation 4.0.

Q: What are the minimum system requirements to use ColorFileLabels.com?

A: ColorFileLabels.com requires Internet Explorer 5.5 or greater.

Q: Is special knowledge needed to use ColorFileLabels.com?

A: No. ColorFileLabels.com has an intuitive, user-friendly interface. In fact, "ease of use" is a hallmark of ColorFile Labels on Demand.

Q: How long does it take to get ColorFileLabels.com up and running?

A: As soon as your account information is received and processed, you can print labels the same day. Accounts requiring a customized label design will take longer to activate.

Q: Do I have to use ColorFileLabels.com from the same location or a specific PC every time I use it?

A: No. ColorFileLabels.com is Web-based. With the proper password authorization, you can create and print labels from anywhere you have Internet access, a color printer and label stock.

Q: Do I have to worry about bandwidth?

A: No. ColorFileLabels.com generates very little network traffic. You must sign on and download your label design. Other than that, all activity occurs on your own computer.

Q: *Does ColorFileLabels.com have reporting features?*

A: Yes. ColorFileLabels.com allows you to run reports on labels printed, label inventory and much more.

Q: *My data is confidential. Can others access it?*

A: No. Although ColorFileLabels.com is a Web-based product, all of your data resides safely on your computer and is never sent across the Internet.

Q: *I need to print many labels. Do I have to re-enter my data?*

A: With ColorFileLabels.com, you can input or import your data, whichever is convenient for you.

Q: *What kind of support is included with ColorFileLabels.com?*

A: ColorFileLabels.com is designed to be a simple solution using standard browser functionality. Initial set up support is covered under the account fee. Other support options include a support contract, dealer support and our online FAQ.

Q: *I currently have the current version. Can I switch to ColorFileLabels.com?*

A: Yes. Account fees apply. You or your Reynolds Document Consultant can upload your labels to your account.

Q: *Can I adjust the alignment on my printer?*

A: ColorFileLabels.com has a Printer Alignment Tool where you can adjust alignment so your labels print perfectly on your label stock.

Q: *What if I have a firewall/stringent network security?*

A: ColorFileLabels.com was designed for use in most environments. However, your system must handle these settings: allow a VeriSign™ ActiveX control, have JavaScript™ enabled, and have cookies enabled. If your network security does not allow these settings, then ColorFile Labels on Demand Desktop, Reynolds's stand-alone easy to use, label print software is for you.

Q: *I have multiple locations. Must I have multiple ColorFileLabels.com accounts?*

A: Because you are set up as the System Administrator who can add and delete users as necessary; you manage your account in the manner that best suits your operation. If you prefer that separate locations use one account, you can set it up that way.

Q: *Why do the colors on my printed label look different from the colors on my pre-existing labels?*

A: You can use virtually any color printer with ColorFileLabels.com. However, the colors on the labels from the sample library are configured for the printers Reynolds recommends and sells. Because every printer interprets colors differently, you may see slight differences between a label you print from the sample library and a label you are already using. Contact us today for the most current list of approved printers.

Q: How do I match colors I am already using?

A: You can download a Color Palette from the ColorFileLabels.com website (located under Support), print the palette on your printer, select your colors, then contact your authorized Reynolds sales representative to make changes to your label design.

Q: Why are the colors on my screen different from my printed label?

A: Your monitor and your printer produce color in different ways. The range of colors a monitor can produce is far wider than what your printer can produce. There are colors which can be seen on a monitor that cannot be printed.

Q: How do I get started?

A: For a complete demonstration of ColorFileLabels.com, contact your Reynolds Document Consultant or go to: www.ColorFileLabels.com/experience

For more information about ColorFileLabels.com, contact your Reynolds Document Consultant, or contact:

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