TABQuik®.com.au Frequently Asked Questions

Q: What is TABQuik?
A: TABQuik.com.au is TAB's newest web-based, on-demand label printing solution.

Q: Will there be training available for me?
A: We have provided an easy-to-follow reference guide which outlines the easy steps to use TABQuik. You can also schedule a remote training session by emailing the TABQuik Support Team at labelsupport@tab.com; training is an additional cost.

Q: What is required to use TABQuik?
A: Hardware requirements are:

- Color printer with the ability to print labels.
- PC with internet access

B: Software requirements are:

- Chrome/Edge browsers **(latest versions)**
- Windows10

Q: Does TABQuik have to be accessed from the same computer?
A: No. TABQuik is web-based and can be accessed from <u>any</u> computer meeting the system requirements. However, program specific settings, such as alignment and preserved data, are saved on a per-machine basis.

Q: Can other users access my data?
A: No. Your data is compiled on the server and deleted from the server as soon as you hit the print button.

Q: Will my data be secure with TABQuik?
A: Yes! The site is https://TABQuik.com.au and the data is deleted as soon as you click print except from your data grid which is controlled from your local pc.

Q: What data options are available in TABQuik?
A: TABQuik.com.au allows for data to be manually entered in a data grid or imported using CSV comma delimited Microsoft Excel Spreadsheet.

Q: What about my firewall or other stringent network security?
A: https://TABQuik.com.au was designed for use in most environments.
B: Your firewall or IT group will be able to assist with any security issues.
C: One good test is to log into your account while not connected to your network. If you connect off network, it is most likely a firewall or policy issue on your work network.

Q: Are multiple TABQuik accounts required for multiple company locations?
A: No, TABQuik allows for multiple users per company account.

Q: Can I match my existing label's color-scheme?

A: TABQuik offers a robust color matching tool which enables you to customize your colors to any existing color scheme.

Q: How do I design my own labels?

A: All label designs, including revisions, will be completely handled by the TABQuik Support Team; no training is necessary. *Charges may be applicable depending on the type of request.*

Q: Is there a trial available for TABQuik.com.au?

A: A trial is available via the TABQuik.com.au website directly. The trial will provide all the functionality of TABQuik.com.au but will place a watermark on any printed labels. To access the trial, click the "**Try It!**" link on the homepage.

Q: Once I sign-up for TABQuik.com.au, how long will it take until I can begin using it?

A: We will process your order within 48-hours.
B: There is a dependency on the creation and complexity of your label design.

Q: What if labels are jamming in my printer?

A: Choose a printer that specifically states it prints labels. This is crucial because the label specific printers have options in the drivers for printing labels. This means that the printer is automatically adjusting the curing time, heat, etc. to print your labels properly. A printer that does not have a dedicated label printing capability/mode may not print as expected.
B: Make sure you are using the correct labels for your printer. (Use laser labels for a laser printer, and inkjet labels for an inkjet printer) Mismatching the label type can cause issues due to the label weight, flexibility, etc..
C: Does the problem happen on other printers? You can test your printing to another printer, even if it is black and white to help diagnose the problem.
D: Does the printer need some maintenance? (Roller replacement, cleaning, consumable replacements)

Q: Print smearing or not printing all colors

A: Go to your printer properties and select **paper type**. Select **label** and try doing a test print again.
B: Does the problem happen on other printers? You can test your printing to another printer, even if it is black and white to help diagnose the problem.
C: Choose a printer that specifically states it prints labels. This is crucial because the label specific printers have options in the drivers for printing labels. This means that the printer is automatically adjusting the curing time, heat, etc. to print your labels properly. A printer that does not have a dedicated label printing capability/mode may not print as expected.
D: Is your toner or ink low?

Q: What are the Printer recommendations to print labels?

We do not give a specific recommendation but items that will assist choosing the correct printer for your needs.

A: Choose a printer that fits the number of labels that you will print.(right size the printer quantity). In the printer specifications, this is typically listed as a monthly duty cycle (in pages).

B: Choose a printer that specifically states that it prints labels. This is crucial because the label specific printers have options in the drivers for printing labels. This means that the printer is automatically adjusting the curing time, heat, etc. to print your labels properly. A printer that does not have a dedicated label printing capability/mode may not print as expected.

C: Make sure you are using the correct labels for your printer.   (Use laser labels for a laser printer, and inkjet labels for an inkjet printer) Mismatching the label type can cause issues due to the label weight, flexibility, etc..

D: We do see quite a few issues with Ricoh printers, and see the fewest amount of problems with HP printers.

E: If your operating system is Windows 10 or newer, please use a universal postscript driver.