

Intaglio™ FAQs



**What Exactly
IS Intaglio?**

A Intaglio is Colorflex's combination label DESIGN and label PRINTING software in one. The Intaglio Suite consists of Intaglio ZIP, Intaglio Print and Intaglio Design Pro. This is in contrast to iNTERPrint today, which is primarily a label PRINT module.

**Can Intaglio make
designs for InterPrint
Users?**

A Intaglio is a completely new version of software, positioned to take the Colorflex product offering well into the future. Intaglio is not an upgrade to iNTERPrint, and therefore, Intaglio software and/or Intaglio designs are not interchangeable with iNTERPrint™ software or label designs created to work with iNTERPrint software.

**Can I use my current
InterPrint design
with Intaglio?**

A Per question two above, Intaglio and iNTERPrint are not interchangeable. Current iNTERPrint label designs will need to be recreated using the Intaglio design module at appropriate fees.

**Can my end-user create
designs with Intaglio?**

A Yes. To fully employ the powerful features and options contained within the Intaglio software, training is strongly advised. While Intaglio comes with a "Quick Start" guide and on-line help, greatest success is enjoyed by those users who have been properly trained. Once you have been trained to use Intaglio, we recommend you train your end-users accordingly. One option is via our Web Conferencing classes. Each Web class – which will take approximately 3-3-1/2 hours is available by scheduling in advance for an on-line, interactive session. Another option is to schedule an on-site session at either you or your end-user's location. Intaglio training for your end-users is available at appropriate fees.

Intaglio training can be scheduled through Lawrence Montoya – Colorflex Technical Sales and Support at (800) 522-3528 x3516, or through your Colorflex Regional Manager.

**Can an Intaglio design
be used for factory
printed labels?**

A You can design labels using Intaglio for your own in-house use and for on-demand end-user use. You can also submit designs created by Intaglio to Colorflex for factory produced labels (4", 8", etc.) and Convert-A-Tabs.

For more specific information on what we will require to ensure accuracy in fulfilling your factory label requests during this period, please contact: Ms. Wilma Brewer, Colorflex Client Support Manager at (800) 522-3528 x3508.

Please be assured, you may continue to work with our label design team for your factory produced labels in the fashion you always have.

**How can I get trained
to use Intaglio?**

A For our resellers to fully employ the powerful features and options contained within the Intaglio software, training is mandatory. While Intaglio comes with a "Quick Start" guide and a Help menu in the software, greatest success will be enjoyed by those users who have been properly trained. There are a few options in which to participate in Intaglio training. One such option is via our Web Conferencing classes. Each Web class – which will take approximately 3-3-1/2 hours is available by scheduling in advance for an online interactive session. Another option is to schedule an on-site session at your location. (Refer to your Colorflex Price List for onsite services). A third option is to participate in Intaglio training at Colorflex Corporate Headquarters in Colorado. These will be scheduled the third week in June 2002. Intaglio training is available at fees appropriate to the training venue.

Please contact Lawrence Montoya – Colorflex Technical Sales and Support at (800) 522-3528 x3516, or your Colorflex Regional Manager for more details.

**Can I design labels and
print in-house for
my customers?**

A Yes. Once you are trained, you are ready to use Intaglio!

Can I use any color printer?

A One advantage of Intaglio is its ability to work with many printers. You can determine, with your client, if a specific color printer is suitable for the application of on-demand label generation. Intaglio was written to be compatible with Microsoft Windows™ printer drivers, and is positioned to work with any/many Windows™ compatible color printer(s). Colorflex will continue to recommend and sell BUNDLED SYSTEMS which include those color printers that have passed our rigorous testing criteria. Further, many of the color printers that Colorflex sells have been optimized specifically for the application of on-demand label generation.

We strongly urge you to understand that not every color printer is suitable for a given application, which requires tight barcode integrity; consistent color output – label after label; as well as the ability to efficiently handle thick stock (which all adhesive label facestock is!) on a regular basis. In fact, some color printer manufacturer's recommend against the use of adhesive stocks in their printers (and in some cases, even nullify the printer's warranty.) However, we recognize that many of your end-users may already possess color printers and will wish to purchase the "SOFTWARE ONLY" version of Intaglio.

When to sell InterPrint vs. Intaglio?

A For a period of time, both iNTERPrint and Intaglio will be available – where you can choose which version best fits your client's needs. Like any software company, Colorflex would like to have everyone using the latest version of the software as soon as possible. There are, however, important considerations for determining which product to recommend now:

- If there is a desire for Colorflex to perform label creation, but you will want to perform revisions and modifications—recommend Intaglio.
- If your client has an older version Operating System (O/S) such as Win 3.1 or Win 95—recommend iNTERPrint.
- If your client has a current installation of iNTERPrint and wishes to add a seat or site—recommend iNTERPrint. (Remember...label designs and seats are not interchangeable between the two software packages.)
- If there is a desire for a "SOFTWARE ONLY" solution—where a previously owned color printer will be utilized, recommend Intaglio. (Please refer to Q/A 15 for specific considerations.)
- If there is a desire to output labels to a different printer than those that Colorflex supports and makes available as part of a bundled solution—recommend Intaglio.
- If there is a desire to revise and modify or even create your own label designs—recommend Intaglio a design incorporate logos / tiff files, or if a design requires auto sequencing.
- If label design uses a logo or tiff file, or if design requires auto sequencing, use InterPrint for now.

Note: Once we transition our internal factory production over to the Intaglio platform, we strongly recommend that Intaglio be recommended for all "NEW" installations.

How long will interPrint be supported?

A The sale of NEW iNTERPrint installations, as well as the sale of iNTERPrint Software Support will continue for the foreseeable future. While the actual "end-of-life" date of iNTERPrint has not yet been announced, we will advise you accordingly in a future news release.

Do I have to register and/or pay for the used or Intaglio for my own label design?

A No. Once you have purchased and been trained on the use of Intaglio, registration of design work is not required. Further, you can author as many Intaglio designs you desire. You can still receive design work from Colorflex (at appropriate fees), and even revise those designs yourself—at no charge.

What if I use Intaglio for my own label creations, but additional design work performed? Will Colorflex still offer label and sample design services?

A Yes. Colorflex will continue offering label design work, as well as revision work for both iNTERPrint and Intaglio, at \$150.00 per design

**1-800-LABEL 2U
(522-3528)**