

Avery[®] Frequently Asked Questions

General Product Information

Q1. Why won't my product print correctly?

The most common reason your labels, or cards etc won't print correctly is because your paper is not set on A4. In your Microsoft Windows settings, your paper size needs to be set on A4. If you are connected to multiple printers, then make sure you check the settings of the printer you are trying to use. Then, when printing from any piece of software, you will need to ensure that the software itself is set to print to A4. The method for setting this will differ from software to software. In Microsoft Word, for example, change this in **Page Layout** (Office 2007) or **Page Setup** (previous editions of Office).

Q2. How do I change the Microsoft Windows print settings to A4?

Click on **Start**, then select **Settings**, and then **Printers and Faxes**. You'll see a list of any printers you are connected to. Then, click on a printer and right click your mouse. From the menu you will see, click on **Properties**. Each printer is different, but look for buttons like 'Preferences' or 'Printing Preferences'. You're looking for somewhere that you can ensure the paper size is A4.

Q3. What is a software code?

An Avery **software code** is a number (or letter and number) we use to help you match an Avery product you have purchased with a layout or template in your software. With the help of the software code you can select a layout that will print correctly on your label, or card, or divider etc. Examples of software codes are L7173, J8156 and L4711-5. You'll find software codes on your packet.

Q4. Why can't I find a software code in Microsoft Word?

Almost all of our products can be printed using Microsoft Word, but you'll need to select from the A4 and A5 products. By default, Microsoft Word will show the United States' products, which use letter sized paper. When you're in a mail merge or creating your labels, in Microsoft Word 2007, select **Avery A4/A5** from the list of **Label vendors**. In previous versions of Microsoft Word, select **Avery A4 and A5 sizes** in the **Label products** list. Then, scroll through the list of codes to find the software code you are looking for.

Q5. Where can I find information on Inspired products?

For details on Inspired craft products and stickers, please visit www.inspiredproducts.com.au. You'll also find lots of ideas for projects and activities.

For further assistance, please call Avery Consumer Service Centre on 1800 644 353 (Australia) or 0800 228 379 (New Zealand).