

Avery[®] Frequently Asked Questions

Labels Information

Q1. My labels are not lining up when I print. Why is that?

Your paper size needs to be set on A4 in Microsoft Word. In Microsoft Word 2007, this is changed in **Page Layout**. In previous versions of Microsoft Word this setting is changed in **Page Setup**. You will also need to change it in your print properties.

Q2. Where can I find your labels in Microsoft Word?

By default, Microsoft Word uses the USA settings. This means that you will see Avery USA labels, which use letter-sized paper and different software codes, unless you select them for A4 and A5. 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.

Q3. Can I print a laser printer product with an inkjet printer or an inkjet product with a laser printer?

No, laser products should be printed through a laser printer, and inkjet products through an inkjet printer. By using a product with the incorrect printer you will compromise the printing results and risk serious damage to your printer.

Q4. Can I print a few labels and save the label sheet for future printing?

Avery recommends that you don't feed a sheet of labels through a laser or inkjet printer once labels have been removed. (Our guarantee of Jam Free performance extends only to a sheet of labels that has been through a laser printer a single time.) The heat and tight paper path of a laser printer and the friction in an inkjet printer can cause the label to jam or peel off inside the printer, resulting in printer damage.

For printing fewer labels, we recommend Avery Print or Write Labels. These labels come in a smaller sheet, with fewer labels per page.

Q5. What is the shelf life of your labels?

This can vary greatly depending on the environmental conditions they have been exposed to (e.g. heat, humidity etc). To achieve optimal results we recommend you use products that have been stored under normal conditions and have been on shelf no longer than approximately 2 years.

Life span of a label once applied is much different and again, depending on the environmental conditions and the specific label type, can be up to 10-15 years and above

Q6. The toner does not stick on the label. Why is that?

This is because the labels are feeding too fast through the printer and not heating the toner enough to adhere to the labels. Please check your printer driver settings. For labels and thick paper you should always use printer driver settings for labels, cardboard, thick material or similar. Heating up the printer a little before printing labels will also assist. This can be done by printing other documents before printing your labels.

Q7. What type of label adhesive is used for laser labels?

Different adhesives are used to enable different functionalities. Our labels have adhesives to achieve permanent application, removable application, durability and environmental friendliness. If you need technical specifications please contact our Consumer Service Centre on 1800 644 353.

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

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Q8. On what material can I use the Avery Fabric Name Badge Labels?

Avery Fabric Laser Name Badges should not be used on leather, suede, velvet and silk. These labels can be applied and then removed from most other fabrics.

Q9. Can I print to the edge on Avery labels?

Yes you certainly can. This is called full bleed printing. However, you should consider that for layouts where one label touches the adjacent label it might be easy for the text or image to print slightly below or above the label edge. In that case we would recommend for example avoid having text or images too close to the label edges.

Q10. Can I use a CD label on a DVD?

DVDs are much more sensitive than CDs as they store more data on them, and the data is stored much closer together. Imbalanced discs make them unreadable by your CD or DVD player. We recommend that you use a DVD-specific label for your DVDs as the labels are made using a film based material rather than paper, which helps prevent imbalance problems caused by varying moisture content (e.g. if the disc is left in a high heat, or high humidity environment).

Q11. I am using CD Stomper from Avery and my labels are printing on the wrong side of the page. Why is that?

Several years ago we upgraded the CD Stomper range and this included changing our templates. It is possible you have our old software. Please call our Consumer Service Centre between 9.00am and 5.00pm on 1800 644 353 or email consumerservice-au@ap.averydennison.com, and we will send you out a free copy of our most recent CD Stomper software. Alternatively, if you have a high speed internet connection, visit www.cdstomper.com.au to download the software immediately.

Q12. I am having problems trying to install the CD Stomper from Avery software. Can you help?

There are two common reasons for installation of this software to fail. The first is that the installation stalls specifically at the point where it tries to 'load fonts'. In this case please contact our Consumer Service Centre between 7:00am and 6:00pm AEST/AEDST on 1800 644 353 or email consumerservice-au@ap.averydennison.com, and they will email you a fix that will alleviate this problem. The second option is that the installation stalls randomly at any other point. The usual reason for this is that your anti-virus software is preventing the install. The best solution is to uninstall your anti-virus software, install your CD Stomper software, and then re-install your anti-virus software. For any other problems please contact our Consumer Service Centre for technical support.

Q13. What's the difference between a colour laser label and a laser label?

Colour laser labels have been developed specifically for use in a colour laser printer. The label material, backing sheet and adhesive have been developed to ensure safe passage of the label through the multiple fixing stations of a colour laser printer (red, blue, yellow and black). Standard laser labels are designed for use in black and white laser printers.

Q14. I can't find your General Use (DL) Labels in Microsoft Word. How can I print on them?

Our General Use (DL) Labels can be printed using any Avery software. If you like using Microsoft Word, try the Avery Wizard. This software will take you through labelling or mail merge step-by-step.

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Q15. What product should I use when labelling the jams I make and give away to my family?

We recommend using our Durable Heavy Duty Labels whenever you need labels that are more durable than normal paper labels. These labels have a stronger adhesive, so can be used for labelling things that will be refrigerated or frozen – beer, or jam, or pesto – whatever you fancy!

Q16. You have so many different products. How do I find the one that is right for my need?

1. First you need to know what you want to do with the label. Select the type of Avery label required by its application. Each label pack is colour coded to identify the product use: Mailing Labels (Magenta stripe), Filing Labels (orange stripe), Media Labels (green stripe) and Identification labels (yellow stripe).
2. Select either laser or inkjet labels, depending on the printer to be used. This technology information is clearly printed in large font as the key information on the pack labels.
3. Use the pack label to select the size and number of labels you require.
4. If you have used Avery products before, the product and software codes might help you to get the same product again. The software and reorder codes are clearly listed on the pack labels for the next label order or print job. The software code also ensures fast and easy finding of templates in Microsoft Word or other software programmes.

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