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Avery[®] Templates for Microsoft[®] Office Word 2007 Troubleshooting Tips

Operating System File Association

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When you download a template for Microsoft Office Word 2007 and you do not get a .docm file but get a .zip file instead, follow these instructions to troubleshoot.

Operating System File Association

Windows Vista

1. Click the **Start** button, and then click **Default Programs**.
2. In the **Default Programs** window, click **Associate a file type or protocol with a program**.
3. In the **Set Associations** window, select the file type you want to open with a different program in the **Name** column, and then click **Change program**.
4. In the **Open With** dialog box, select the program you want to use, and then click **OK**.

Microsoft Windows XP

1. In **My Computer** or **Windows Explorer**, on the **Tools** menu, click **Folder Options**, and then click the **File Types** tab.
2. In the **Registered file types** list, click the file type you want to open with a different program, and then click **Change**.
3. In the **Open With** dialog box, select the program you want to use, and then click **OK**.
4. In the **Folder Options** dialog box, click **OK**.

Browser File Association

Note: Firefox users complete the following steps first before continuing with the next section. All other browser users continue to the next section.

Firefox

1. Select **Tools > Options** in the **Firefox** browser.
2. Click the **Content** button.
3. Under **File Types**, click the **Manage** button.
4. Locate the **.DOCM** extension under the **Extension** column and highlight it.
5. Click the **Remove Action** button.

Note: If the previous steps do not remedy the problem, continue with the following steps.

Microsoft Internet Explorer and Other Web Browsers

1. Open any folder on your computer. For example, click the **Start** button and then click **My Documents**.
2. Select **Tools > Folder Options**.
3. Select the **File Types** tab.
4. In the **Registered File Types** list, scroll down to the extension **.DOCM**.
5. If the extension is listed, click **Change**. In the **Open With** dialog box, select **Microsoft Office Word** and click **OK**.
6. If the extension is not listed, click **New**. Type **docm** and click **Advanced**. From the **Associated File Type** list, select **Microsoft Office Word Macro-Enabled Document**. Click **OK**.



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7. Click **OK** to close the **Folder Options** dialog box.
8. Start your web browser.
9. Clear the browse cache.

In **Internet Explorer**, select **Tools > Internet Options**. Click **Delete** and then click **Delete Files**.

In **Firefox**, select **Tools > Clear Private Data**. Uncheck everything except **Cache**, and then click **Clear Private Data Now**.

10. Return to the Avery web site and try downloading the template again.

If you need further assistance, please call Avery Software Support at 888-835-8379.

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