

Avery Ask Toolbar Internet Explorer Frequently Asked Questions

OVERVIEW

What is the Avery Ask Toolbar?

The Avery Ask Toolbar is a free browser add-on that allows you quick access to Avery.com and makes it easy to search the Web using the Ask.com search engine directly from Internet Explorer or Firefox browsers.

Will the Avery Ask Toolbar work with my Web browser and operating system?

The Avery Ask Toolbar will work with Internet Explorer versions 6 and higher. The Avery Ask Toolbar supports 32 bit versions of Windows XP and Vista. Firefox versions 2 and 3 on XP and Vista. Mac OS is currently NOT supported.

How do I uninstall the Avery Ask Toolbar?

You can easily uninstall the Avery Ask Toolbar using the instructions below for Windows XP:

1. Close all open Web browsers
2. From the "Start" menu in Windows, select "Control Panel"
3. Select "Add/Remove Programs"
4. Select the program with the Ask logo and the text "Avery Ask Toolbar" (or our partner's brand for a custom Toolbar)
5. Click "Change/Remove"

You can easily uninstall the Avery Ask Toolbar using the instructions below for Windows Vista:

1. Close all open Web browsers
2. From the "Start" menu in Windows, select "Control Panel"
3. Under the "Programs" icon, select "Uninstall a program"
4. Select the program with the Ask logo and the text "Avery Ask Toolbar" (or our partner's brand for a custom Toolbar)
5. Click "Uninstall" and then "Continue" to remove the Avery Ask Toolbar

If you reopen your Web browser and still see the Avery Ask Toolbar, you may need to restart your computer for the uninstall process to be completed.

What are the system requirements for installing the Avery Ask Toolbar?

Installing the Avery Ask Toolbar requires roughly 2 MB of free disk space on your drive. If you are currently able to run a supported Web browser on your computer, you should have no problem running our Avery Ask Toolbar. In addition to free space on your hard drive, you will need a supported Web browser and operating system, a computer with 256MB of RAM, a mouse or similar pointing device and Internet access.

Does the Avery Ask Toolbar track where I go on the Internet?

No! We do not engage in click stream tracking or keystroke logging. We value your right to privacy and are passionate about winning and keeping your trust as a valued user. Please review Ask.com's privacy policy here for more information.

Is your Avery Ask Toolbar "spyware"?

NO! We are completely "spyware"-free and "adware"-free. Our Avery Ask Toolbar was specifically designed to provide a great user experience free of spyware, adware, data collection or other similar activities. In order to achieve that goal:

The Avery Ask Toolbar software DOES NOT monitor the websites visited by the end user, collect or in any manner report any information about what sites an end user visits (or any click stream activity), nor does it monitor or scrape information when you are on other sites.

The Avery Ask Toolbar software DOES NOT serve or facilitate contextual advertising or pop-up ads. Many applications are identified as spyware because they monitor end-user Internet usage and serve contextual pop-ups. Our Avery Ask Toolbar does not engage in any such practices.

We do NOT require you to provide any personal information. No email address, registration or other information is required to use the product. Unlike many other products, we do not attempt to collect data upon startup as a requirement of use.

AVERY ASK TOOLBAR FEATURES**How do I restrict my search to Ask search categories like Images, News, Weather, etc?**

First, type your search term into the Avery Ask Toolbar search box. Then, initiate your search by selecting the desired search category from the drop down menu inside the search box. You will arrive at the Ask search results page with pictures displayed that are related to the search term you entered.

How do I delete my search history?

To clear your search history from the drop-down text box in the Avery Ask Toolbar, click on the "Options" icon to open the drop-down menu. Select the "Clear History" option. This will clear all the previous searches from the search drop-down box.

Can I hide the Avery Ask Toolbar from my browser?

In Internet Explorer, you can hide the Avery Ask Toolbar by doing the following:

1. Go to the "View" menu at the top of your browser.
2. Select "Toolbars"
3. Click "Avery Ask Toolbar" to hide; click again to unhide.

How do I move my Avery Ask Toolbar?

To move your Avery Ask Toolbar, simply click on the separator bar on the far left and drag the Avery Ask Toolbar to the desired location. Please note that on Internet Explorer 6.0 the Avery Ask Toolbars are locked by default. In this case the separator icon will not appear, and the Avery Ask Toolbars will be immobile, until you right click on the Avery Ask Toolbars and uncheck "Lock the Avery Ask Toolbars".

How do I resize the search box?

To resize the search box, point your mouse on the grab line to the right of the search box. When the cursor changes to a double-headed arrow, hold down the mouse button and drag to the left or right.

How do I change my home page in Internet Explorer?

Internet Explorer allows you to change your browser home page at any time. In the Internet Explorer browser address bar, select "Tools" and then "Internet Options" from the drop down menu. Type your desired home page in the "Home Page" section in the top of the window.

TROUBLESHOOTING**I installed the Avery Ask Toolbar, but it does not appear. Why?**

The Avery Ask Toolbar may be hidden. In Internet Explorer, do the following to unhide the Avery Ask Toolbar:

1. Go to the "View" menu at the top of your browser
2. Select "Toolbars"
3. Click "Avery Ask Toolbar" to unhide the Avery Ask Toolbar

If at some point you uninstalled the Avery Ask Toolbar, and you are using a Microsoft browser, you may experience difficulty seeing it right away if you attempt to re-install it. The easiest way to make the Toolbar reappear is to close and restart your Web browser.

My browser says that I do not have the system requirements to install the Avery Ask Toolbar.

In order to use the Avery Ask Toolbar, your operating system must be a 32 bit version of Windows XP or Windows Vista.

My browser says "user certificate invalid" when I attempt to download the Avery Ask Toolbar.

You need to update your Internet Explorer browser to a more recent version.

Internet Explorer says "current security setting prohibit running" when downloading the Avery Ask Toolbar.

Internet Explorer 6.0:

1. Go to the "Tools" menu at the top of your browser
2. Select "Internet Options"
3. Go to the "Security" tab and click the "Custom Level" button, then choose "Medium Safety" under "Software channel permissions" and click "OK"



Avery Software Support
(888) 835-8379

I've tried several times to install the Avery Ask Toolbar, but it still fails. What should I do?

Have you checked to see if your problem is addressed by any of the others listed on this FAQ? If your installation problem is not addressed by this FAQ, please [contact us](#).

How do I report a problem?

To report a problem with your Avery Ask Toolbar, please call our Software Support at 888-835-8379. Be sure to include your Operating system (e.g., Windows XP) and browser version (e.g., Internet Explorer 7) to help us better serve you.

How can I send feedback about the Avery Ask Toolbar?

We would love to hear your feedback. Please [contact us](#).



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

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