

# Avery<sup>®</sup> Wizard 2.1 for Microsoft<sup>®</sup> Word for Windows<sup>®</sup> Frequently Asked Questions

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## General Information

### Q: What is Avery Wizard 2.1?

A: Avery Wizard 2.1 is a step-by-step application that works within Microsoft Word. It makes printing a few, or many labels easier than ever before. Avery Wizard offers the following features:

- Makes mail merge easier than ever before.
- Prints text in the right place on the Avery product and keeps text from printing off the top, bottom and side of labels.
- Offers an easy way to create reusable lists.
- Suggests the correct font and alignment for each product.
- Helps you create a sheet of entirely different labels or a sheet of identical labels.
- Merges Microsoft Access, dBASE, csv (comma separated values), tab delimited, Microsoft Excel, FoxPro<sup>®</sup> and other data formats supported by Microsoft Word.
- Supports up to 475 of the most commonly used Avery laser and ink jet products; mailing and shipping labels; diskette labels; name badges and name tags; Index Maker<sup>®</sup> dividers, file folder labels and Ready Index<sup>®</sup> dividers. (Not all products available in all parts of the world.)

### Q: Does Avery Wizard 2.1 replace the **Envelopes and Labels** feature of Microsoft Word?

A: No, Avery Wizard features are an addition to what is currently within Microsoft Word. You can still use the **Envelopes and Labels** feature as before or you can use Avery Wizard to create labels or print on other Avery products.

### Q: How does Avery Wizard 2.1 differ from the Microsoft Word **Envelopes and Labels** feature?

A: Avery Wizard makes formatting labels, cards and dividers simple and fast. Avery Wizard reduces the mail merge process from ten steps to five steps and provides step-by-step on-screen instructions. Avery Wizard offers an easy way to create a reusable list, suggests the right font and alignment for each product, and prints text in the right place each time. Avery Wizard also includes more Avery product templates than Microsoft Word.

### Q: What do I need to know when downloading and installing Avery Wizard 2.1?

A: Downloading Avery Wizard from the Avery Web site ([avery.com/wizard](http://avery.com/wizard)) is easy. Just follow the on-screen instructions. Before installing any application, remember to close all applications, and turn off any anti-virus software and screen savers. Uninstalling any previous versions of Avery Wizard is also recommended. For detailed download instructions, click the following link for Technical Bulletin [AV7011 - Downloading and Installing Avery Wizard for Microsoft Word 2002/XP, 2000, and 97 for Windows](#). It is also available by fax or email by calling Avery Technical Support at (888) 835-8379. OR download the Technical Bulletin from the **Software Support** section of our Web site.

### Q: Is there a way to update Avery Wizard 2.1 to include products not currently supported?

A: The easiest way to update Avery Wizard is to download the latest version from our Web site at: [avery.com/wizard](http://avery.com/wizard). Please note that Avery Wizard is an add-in to Microsoft Word and some Avery products cannot be supported because they require features or functions not currently available in Microsoft Word. If your product is not included in Avery Wizard, we recommend using Avery DesignPro<sup>®</sup> software.

## Network Installation Questions

### Q: Do I need a site license to install Avery Wizard 2.1 on a network?

A: A site license is required if you plan to install Avery Wizard on 50 computers or more. Contact our Consumer Service Center at 1-800-GO-AVERY (800-462-8379) to find out more about the Avery Wizard Site License program. An Avery Sales Representative will work with your company to provide training and

installation information. If installing Avery Wizard on less than 50 computers, you can purchase Avery Wizard from an office supply dealer or download the software for free from our Web site. If you need assistance locating a dealer that offers Avery Wizard, contact our Consumer Service Center.

Q: Are there advantages to signing up for the Avery Wizard 2.1 Site License Program?

A: Yes, there are advantages to the Avery Wizard Site License program. Your company will receive training, installation instructions and the Avery Wizard Network Version CD. The Avery Wizard Network Version CD provides an **Express Install** option that can expedite installation on multiple computers.

Q: Which versions of Microsoft Word for Windows are supported by the Avery Wizard 2.1 Site License Program?

A: The Avery Wizard Network Version CD currently works with Microsoft Word 2002/XP, Microsoft Word 2000, and Microsoft Word 97.

Q: How is Avery Wizard 2.1 installed using a network and what is the difference between a network-installed application and a network application?

A: To run successfully, Avery Wizard must be installed onto each computer (workstation) in a network environment. To install Avery Wizard using a network, the contents of the Avery Wizard Network Version CD are copied onto a server. The user then accesses the server files from each workstation and installs the software onto each computer. Avery Wizard is a **network-installed application**, not a **network application**. Following is a description of these two different types of applications.

A **network-installed application**, such as Avery Wizard, can be installed from a server onto each workstation. The actual program must reside and be run on the workstation. Only the installation can be run from the server.

A **network application** can be installed once onto a server. The application on the server can then be accessed and run from each workstation. The application does not need to be installed on each workstation.

## Design Questions

Q: Can I create a sheet of identical labels using Avery Wizard 2.1?

A: Yes. To create a sheet of identical labels, select the **Create a whole sheet of identical labels** option. Enter the text for the labels once and format as desired. It's fast and easy.

Q: Can I create a sheet of different labels using Avery Wizard 2.1 and can I just print a few of the labels?

A: Yes. Avery Wizard makes it easy to print a sheet of entirely different labels without doing a merge. Select the **Type many different entries on a sheet** option. Enter the text for each label and format as desired. You can also print a partial sheet, starting anywhere on the sheet. However, feeding labels through a laser or ink jet printer more than once is not recommended. The Avery Dennison guarantee of performance extends only to a sheet of labels that has been fed through a printer a single time.

## Graphic Questions

Q: Can I use graphics, such as photos and clipart, with Avery Wizard 2.1?

A: Avery Wizard 2.1 does not currently provide the ability to add graphics. After you have created a Microsoft Word document using Avery Wizard, it is possible to add graphics using the Microsoft Word tools. However, there are limitations when adding graphics to table cells. Refer to the Microsoft Word **Help** file or manual for more details about working with graphics. We recommend using Avery DesignPro software if using graphics to design your Avery products.

## Database and Mail Merge Questions

Q: Does Avery Wizard 2.1 provide a mail merge feature?

A: Yes. Avery Wizard makes mail merge easier than ever by stepping you through the process. You can also use Avery Wizard to create a reusable list of addresses that you can then merge onto labels.

Q: What kinds of files can Avery Wizard 2.1 merge?

A: Avery Wizard can merge Microsoft Access, dBASE, csv (comma separated values), tab delimited, Microsoft Excel, FoxPro and other data formats supported by Microsoft Word.

Q: What kind of file does the **Create a reusable list** option create in Avery Wizard 2.1?

A: When you create a list with Avery Wizard, it creates a Microsoft Word data document. This is the kind of file that Microsoft Word itself creates when you use the Mail Merge Helper. A Microsoft Word data document contains a table. The first row contains the field names and each additional row is a record. For instance, in a list containing names and addresses the first row in the table might contain the field labels "Name, Street address, City, State, Zip." The remaining rows would contain the information on the individuals listed in the database.

## Bar Code Questions

Q: Does Avery Wizard 2.1 support POSTNET barcodes?

A: Yes, Avery Wizard can add USPS POSTNET (Postal Numeric Encoding Technique) barcodes.

The option selected to create the labels must be either:

- Create a reusable list, or
- Use an existing list or database.

The barcode option does not appear if you have selected **Type many different entries on a sheet** or **Create a whole sheet of identical labels**.

Also the label you select must be wide enough. For example, if you choose Avery Address Label 5160<sup>®</sup> the option for POSTNET barcode will not be presented because this label is not wide enough to accommodate the barcode. However, if you select Avery shipping label 5163<sup>™</sup>, the POSTNET option will be presented - simply check the box selecting the POSTNET barcode option.

## Troubleshooting Questions

Q: Why am I having problems with Avery Wizard 2.1 after installing Microsoft Windows 98?

A: You probably have a pre-Microsoft Windows 98 version of Avery Wizard (Avery Wizard v2.01 or earlier). If you launch Avery Wizard successfully but then it suddenly disappears "behind" Microsoft Word, you will need to upgrade to the most current Avery Wizard. The latest version of Avery Wizard can always be downloaded for free from the Avery Web site at: [avery.com/wizard](http://avery.com/wizard).

Q: Why do I get an "MSVCRT40.dll" error message when installing Avery Wizard 2.1?

A: This error message indicates a problem with the system files on your computer. You may have corrupt, missing, damaged or incorrect system files which prevent Avery Wizard from working properly.

Q: Why do I get "run time error 438" when trying to use Avery Wizard 2.1?

A: If you are using Avery Wizard version 1.x for Microsoft Word 95 (7.0) or Microsoft Word 97 and receive this error message, there is a conflict between Avery Wizard and your system files. To correct this problem, simply update to the newest version of Avery Wizard. Avery Wizard for Microsoft Word 97 can be downloaded for free from the Avery Web site at: [avery.com/wizard](http://avery.com/wizard). Contact Avery Technical Support if you need the latest version of Avery Wizard for Microsoft Word 95 (7.0).

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



Avery Software Support

(888) 835-8379

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