

# Avery® LabelPro® 3.x Frequently Asked Questions

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Avery Software Support  
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## General Information

Q: I am trying to create a new design in Avery LabelPro but am unable to locate my product number. Is there a way to see a complete listing of the products?

A: When creating a new design, it is possible to view products by categories by selecting **Ink Jet**, **Laser** or **Dot Matrix**. However, to view the entire list of available products, select **List by Product Code**.

Q: Why am I unable to locate the dot matrix labels when selecting a new project in Avery LabelPro?

A: During the installation of Avery LabelPro, you are given an option of installing labels for dot matrix printers. If you choose the default settings during installation, the dot matrix labels will not be installed. Locate the **Avery Product Setup** from your Microsoft® Windows **Start** button. (**Start > Programs > Avery LabelPro** (or look in **Avery Products**)). Run this setup to install additional label types.

Q: After opening Avery LabelPro, why am I unable to locate my saved data file even though I know I am looking in the right directory?

A: If opening a data file, be sure to select **Data > Open Existing List** to locate and open the saved file. Data files are not available by selecting **File > Open**. Avery LabelPro creates two different files – design files and data files. Design files have a **.lpd** extension and are opened by selecting **File > Open** from the menu. Data files have a **.avd** and can only be opened by selecting **Data > Open Existing List**.

Q: How do I delete files in Avery LabelPro?

A: Follow these steps to delete files in Avery LabelPro:

1. Locate the folder that contains your Avery LabelPro files. The default location is in the **My Documents** folder.
2. Avery LabelPro files are identified by two different file extensions, **\*.lpd** for the design files and **\*.avd** for data files created using the **List Manager** feature.
3. Select the file you wish to delete by clicking on it once to highlight the file. Then, select **File > Delete** from the menu.

## Design Questions

Q: How do I change the font style and size in Avery LabelPro?

A: Follow these steps to change the style and size of a font:

1. Input your data or text on the label.
2. Highlight the fields, data or text to be edited.
3. Select **Format > Font** from the menu.
4. The **Text Properties** dialog box will appear. With the **Font** tab selected, change the font style and size.

Q: How do I add the Copyright ©, Registered ® or Trademark ™ symbol to an Avery LabelPro design?

A: This symbol can be added by typing it in ASCII text, as follows:

1. Activate the **NumLock** feature on your keyboard.
2. Press and hold the **Alt** key on the keyboard:
  - o For a Copyright © symbol - type 0169 using the number keypad.
  - o For a Registered ® symbol - type 0174 using the number keypad.
  - o For a Trademark ™ symbol - type 0153 using the number keypad.

*Note: The number MUST be typed on the number keypad. If it is typed on the normal keyboard, it will not work.*

3. Release the **Alt** key. The symbol should appear on the label as soon as the **Alt** key is released.

## Bar Code Questions

Q: How do I create barcodes in Avery LabelPro?

A: Follow these steps to create barcodes in Avery LabelPro:

1. Select the label design you wish to use.
2. Once the label is on the screen, select **Insert > BarCode** from the menu. The cursor will change to the barcode icon.
3. Click the location on your label where you want the barcode to be placed and draw the bar code box using the mouse.
4. Once you have drawn the box and released the mouse, a **Barcode Properties** dialog box will appear.
5. At the **Barcode** tab, choose which barcode you want to use. Next, select the **Data** tab and insert the numbers for your barcode. Click **OK**.

Q: I've added a POSTNET barcode to my label in Avery LabelPro. It shows up on screen but is not showing in the **Print Preview** and is not printing. What's wrong?

A: There are a few things to check if you are having trouble viewing and/or printing POSTNET barcodes:

1. You may have chosen a label that is too small. **USPS regulations require that labels with a POSTNET code must be a minimum of 3½" wide.** If the label is not 3 ½" in width, Avery LabelPro will display the POSTNET code on the screen, but it will not print. If you change your label to one that is wider than 3½", the POSTNET code will both display and print correctly.
2. Make sure you have entered a full address including the street number and zip code. Avery LabelPro will display the POSTNET barcode as a *sample* on the label even though you have not entered a valid address. However, when you choose **Print Preview** or **Print**, the information is not complete and the real barcode will not display or print because all address information is needed. Without this information the barcode cannot actually be created.
3. If you are using a 5 digit zip code, check your barcode **Properties** and make sure the **Ignore 5 Digit Zip Codes** option is not checked.
4. To do this, select the text box that contains the barcode using the **Select cursor**. Right-click on the text box and select **Properties**. At the **Text Properties** dialog box, select the **Postnet** tab. Uncheck **Ignore 5 Digit Zip Codes**.

## Database and Mail Merge Questions

Q: I want to export my Avery LabelPro for Windows data file into a database program for further editing. How do I do this?

A: At this time, Avery LabelPro does not have an export feature. However, Avery LabelPro data files (\*.avd) are in dBASE format. First, make a copy of your Avery LabelPro (\*.avd) file. Rename this file by changing the extension to **.dbf** (the dBASE file extension). Once the file is renamed, you should be able to open it in your database program.

Q: How do I create a database in Avery LabelPro?

A: Follow these steps to create a database in Avery LabelPro:

1. Select **Data > Create New List** from the menu.
2. The **Save List As** dialog box will appear. Name your file in the **File name** field and choose the location where you want to save your file. Click **Save**.
3. The **List Manager** dialog box will appear. Enter your information within the appropriate fields.

Q: How do I merge an address list created in Microsoft Word or another word processor into Avery LabelPro?

A: To use an address list created in Microsoft Word or another word processor into Avery LabelPro, you will need to convert the data file to a format recognized by Avery LabelPro:

1. Open the address list in Microsoft Word or another word processor.
2. Select **File > Save As**. Rename the data file and save it in the **Comma Delimited (.txt)** file format.

The address list is now in a format that Avery LabelPro will recognize. Open Avery LabelPro and select this file for your mail merge project.

Q: How do I print different information on each label in Avery LabelPro?

A: Follow these steps to create different information on each label:

1. First, you will need to create a database. To create a database in Avery LabelPro select **Data > Create New List** from the menu.

2. A **Save List As** dialog box will appear. Name your database in the **File Name** field and save it to the desired location on your hard drive.
3. A **List Manager** box will appear next. The **List Manager** displays **Fields 1** through **15**.
4. You will input your data in the **Fields**. For example, if you are creating address labels the fields may be as follows:

**Field1 = first name**  
**Field2 = last name**  
**Field3 = street address**  
**Field4 = city**  
**Field5 = state**  
**Field6 = Zip code**

*Note: If you want to edit the field names to help you identify which field is for what data, select the **Edit Field Names** button.*

5. Once the information has been entered for one record (one person's information, for example), select **New Record** to add the next record continuing until all your data has been entered. You have now created your database.
6. Once the database is created you can use the merge feature to create labels with different information.

Q: Why isn't all the information from my list printing onto my labels in Avery LabelPro?

A: If your entire list is not printing onto your labels in Avery LabelPro you will need to go to the **List Manager** and make sure all records are marked for printing. To do this, open your list in Avery LabelPro by selecting **Data > Open Existing List**. Verify that each record in your list has the **Mark For Printing** box checked.

## Printing Questions

Q: Why does the message **Text is taller than text object's frame** appear when I choose **Print Preview** or **Print** in Avery LabelPro?

A: This message indicates that the text you have entered into the label design will not fit due to the font size/style you have selected. The Avery LabelPro automatic **shrink to fit** feature reduces the font size to fit the information within the chosen label size and displays this message. To prevent the message from appearing each time **shrink to fit** is applied, select **File > Print**, and uncheck **Report Shrinking**.

Q: When I try to calibrate my Deskjet or Officejet printer in Avery LabelPro, the bottom line does not show up on the Calibration Sheet.

A: This problem is due to the printer's required margin setting and is not caused by Avery LabelPro. It occurs because Deskjet and Officejet printers have an unusually wide unprintable area built into the hardware. There may be as much as a 3/4" unprintable area setting for the bottom of the page. The bottom line of the calibration sheet is hitting this unprintable area, so nothing appears on the paper. The best way to calibrate Deskjet and Officejet printers is as follows:

1. Go ahead and set the calibration for the top and middle lines, as usual.
2. Test print one page of labels onto plain paper to check the alignment. If the test print aligns correctly, leave the calibration for the bottom line as it is.
3. If the bottom alignment still needs tweaking, locate the calibration number for the top line, add "2" to it and use this new number for your bottom calibration -- i.e. if your top line is set for 8, add 2:  $8 + 2 = 10$ . Insert 10 as the calibration number for the bottom line.
4. Test once again by printing a page of labels onto plain paper.
5. Keep adjusting until the labels print out correctly aligned.

## Troubleshooting Questions

Q: Why do I get a **Win32s** error message when using Avery LabelPro?

A: The reason you are receiving this kind of error message is because the Win32s system files needed to run Avery LabelPro 3.0 For Microsoft Windows<sup>®</sup> 3.x were not installed correctly. You will need to uninstall Avery LabelPro and then reinstall it.

Q: Why do I receive the error message **MSVCRT40.DLL – This version is intended for use with Win32s only** when I start Avery LabelPro?

A: The MSVCRT40.DLL installed by Avery LabelPro for Microsoft Windows 3.x is a different version than what is required for Microsoft Windows 95. When you upgrade from Microsoft Windows 3.x to Microsoft Windows 95 this file does not get updated. You can fix the problem by renaming the MSVCRT40.DLL and reinstalling Avery LabelPro for Windows 95.

1. Locate the MSVCRT40.DLL file in your Windows\System directory.
2. Rename the file to MSVCRT40.OLD.
3. Reinstall Avery LabelPro for Windows 95.

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

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