

Avery® Personal Label Printer With Automatic Peel Feature Frequently Asked Questions

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General Information

Q: What is the Avery Personal Label Printer with Automatic Peel Feature?

A: The Avery Personal Label Printer is a compact, direct thermal printer that prints labels as needed right at your desk. The automatic peel feature, one of two peel modes, dispenses labels without the backing sheet so they are ready to use immediately.

Q: What is this printer used for?

A: The Personal Label Printer provides fast, easy, convenient label printing right at your desk. The printer is a compact, convenient desktop printer that can print dozens of labels or just one label as needed. The desktop printer reduces the project time associated with waiting and loading network printers. The Personal Label Printer helps you complete everyday office tasks like mailing, filing, shipping, and identification, as well as bar coding, name badges and asset tagging.

Q: How does the printer connect to my personal computer?

A: The printer connects to your PC using a USB cable which is included with the product.

Q: How do the labels come out of the printer?

A: The Personal Label Printer provides two peel modes for labels to come out of the printer. The standard mode dispenses labels with the backing sheet attached, one at a time or in batches. The peel mode dispenses labels without the backing sheet, so they're ready to use immediately.

Q: What labels can I use?

A: The Personal Label Printer works exclusively with Avery thermal label rolls and is not compatible with other label brands. These labels provide consistent high-quality printing.

Q: What labels are available?

A: There are four sizes of Avery labels available for the Personal Label Printer. Most of the labels are the same sizes as popular Avery laser and ink jet labels.

- Product 9170™ is 1" x 2-5/8" (same size as Avery 5160® and 8160™) and is great for mailing, bar coding and object identification.
- Product 9177™ is 1/2" x 1-3/4" (same size as Avery 5167™ and 8167™) and is great for return address, object identification, pricing labels and asset tagging.
- Product 9176™ is 11/16" x 3-7/16" (same size as Avery 5366™ and 8366™) and is great for filing, shelving and object identification.
- Product 9173™ is 2 1/8" x 3-1/2" and is great for name badges and shipping packages.

Q: What is direct thermal printing?

A: The Personal Label Printer, direct thermal printer, uses heat to print black and white impressions onto your labels. The printer applies text and images by burning very small black dots onto specially coated thermal labels. This printer eliminates the need for laser and ink jet cartridges.

Q: What software do I use?

A: The Personal Label Printer provides several easy-to-use software solutions for formatting labels including:

- The new Avery® Assistant™ which contains pre-designed templates, bar coding capability and address verification. This easy, wizard software operates within Microsoft® Word and integrates with Microsoft® Word, Excel, Outlook® and Access.
- Microsoft Word Templates use pre-formatted Word documents to create labels quickly and easily.
- Avery® DesignPro® is a stand alone software program that provides flexible formatting of your personal labels.

Q: What do I need to use the Personal Label Printer?

A: The system requirements for the Personal Label Printer include:

PC System Requirements:

- Microsoft® Windows® 98/ME, 2000 or XP Operating systems
- PC with Pentium® processor or equivalent
- 30MB of free space on your hard disk
- 128MB of RAM
- 8x speed CD-ROM drive
- USB connection

MAC System Requirements:

- Macintosh OS X
- 1x300 MHz processor
- 32 MB of RAM
- 20 MB of disk space
- USB Connection

Q: Will the Personal Label Printer work with MAC?

A: Yes, but first make sure that you have the latest version of the Personal Label Printer print drivers for the Mac. Go to avery.com/labelprinter for the current download. Follow the steps in the **Quick Start User Guide** to install the printer drivers. Your computer should walk you through the steps to automatically install your Personal Label Printer. You must have Microsoft Word for the Mac in order to use the Microsoft Word Mac templates.

Q: Can I use mail merge?

A: Both Avery Assistant and Avery DesignPro support mail merge. You can create an address list or use an existing address list in Microsoft Word, Excel, Outlook and Access. Avery also provides address verification software that checks your address online to ensure that your address is correct.

Q: How much does the Personal Label Printer cost?

A: Our customers are responsible for setting the retail price for our products. The cost of the Personal Label Printer is \$149.99 (MSRP) and \$13.75 (MSRP) per package for the label supplies.

Q: Where can I buy the Personal Label Printer and labels?

A: The Personal Label Printer will be sold in most of the traditional distributors where other Avery products are sold, including office products retailers and dealers.

Setting Up My Personal Label Printer

Q: How do I connect it to my PC?

A: A standard USB cable is provided in the original packaging. Plug one end of the USB cable in the back of the printer and the other end into an available USB Port on your computer.

Q: How do I turn it on?

A: Make sure the USB cable is connecting the printer to your PC and the printer is plugged in. An on/off power switch is located on the back of the printer.

Q: How do I install the printer?

A: For the printer to work, you will need to install the printer drivers found on your Personal Label Printer software CD. Insert the CD into your computer and follow the steps in the **Quick Start User Guide** to install the printer drivers. Your computer should walk you through the steps to automatically install your Personal Label Printer.

Q: Why should I register my Personal Label Printer?

A: Registering your Avery Personal Label Printer entitles you to customer and technical support, as well as update notifications via e-mail.

Q: Can I share my Personal Label Printer on a network?

A: Your Personal Label Printer will support network printing on a Microsoft Windows PC. When installing the printer drivers, you can assign your Personal Label Printer as a network printer.

Using My Personal Label Printer and Avery Labels

Q: How do I load the labels?

A: Take the label roll and slide it onto the long portion of the spool. Take the other side of the assembly and slide it down to fit snugly against the label roll. Slide the spool into the guides on the inside of the top door. If the spool does not easily slide into the door, turn the spool over and try again. The spool can only be inserted one direction. Make sure that the labels feed over the top of the spool, not from underneath.

Q: What if the top door of the printer will not close?

A: Check to make sure that the label guide is in the down position. Make sure the label spool is properly loaded in the top door.

Q: Can I use any labels?

A: The Avery Personal Label Printer works exclusively with Avery thermal label roll products and is not compatible with other labels. The Personal Label Printer works exclusively with Avery labels: 9170™, 9173™, 9176™, 9177™, 2960™, 2961™ and 2962™. Check the label roll packaging for label compatibility.

Q: How do I clear a label jam in my Personal Label Printer?

A: Use the cleaning card to clear out any jammed labels from your printer.

Q: What if I click the **Print** button and nothing happens?

A: Check one of the following to address your situation:

- Make sure that the printer drivers for the Personal Label Printer are current. Go to avery.com/labelprinter for printer driver updates.
- If you have disconnected and reconnected your printer, the printer driver may be referencing the wrong USB port. To correct this, turn your printer off, delete the **Avery PLP 9100 (Start button > Settings > Printers and Faxes)**. Select the printer and click **Delete this printer** from the **Printer Tasks**) from your printer list, turn the printer back on and reinstall the printer.
- If the green light is flashing and the peel lever is in the down position, you will need to press the **Advance** button (on the front of the unit) to feed one label at a time. After each label prints, push the **Advance** button until the **Advance** button stops flashing green and the label emerges.

Q: What if the printer sounds like it is printing, but nothing is coming out?

A: Make sure the label roll is properly inserted through the print head opening.

Q: What if I clicked the **Print** button, but my labels are printing on the wrong printer?

A: In the **Print** dialog box under **Printer**, select the **Avery PLP 9100** printer from your choice of printers.

Q: How do I peel labels using the Personal Label Printer?

A: In order for labels to be peeled off the backing sheet, a section of the backing sheet must be tucked under the peeler roller on the front of the printer.

- Remove any excess labels and backing sheet from the front of the printer.
- Lift the peel lever to the top most position.
- Click the **Advance** button to feed one label.
- Now, lower the peel lever with the peeler roller tugging the backing sheet down underneath it.

Q: When I turn on my printer, why does a blank label feed?

A: When first turned on, your Personal Label Printer will feed a single label to ensure that the labels are properly aligned for printing.

Q: What if more than one label is feeding through the printer?

A: As you are facing the front of the printer, check to make sure that labels are feeding on the far right side, (your right as you are looking into the printer) against the guide inside of the printer. For more

information about loading labels, refer to the **Quick Start Use Guide**. Also, ensure the left hand spool piece has been inserted on the spool roll and is pressed snugly against the label roll.

Q: What if the printer will not feed a label?

A: Try pressing the **Advance** button (on the front of the unit). Make sure that the labels are rotating over the top of the spool from inside the top door. Make sure that the label roll is properly feeding through the print head opening.

Q: What if the labels are misaligned or not feeding correctly?

A: Check for jammed labels or a blockage of the label feeder. Make sure that the labels are feeding from the far right side of the front opening. Manually straighten the label roll by opening the top door, depressing the print head release lever and adjusting the labels against the label edge guide next to the print head release lever.

Q: What if the labels are feeding but not printing?

A: Make sure that the labels are not jammed or blocking the print head opening. Make sure that the labels are dry and free of dust build up or debris. Use the cleaning card to clean the print head. The label roll must feed over the top of the spool and be facing upward inside the printer

Q: What if the **Advance** button and printer lights are flashing green?

A: If the peel lever is down, the printer is ready to print. Press the **Advance** button to start printing. If the peel lever is up, the printer is running. Press the **Advance** button to pause printing.

Q: What if the printer light is solid or flashing amber?

A: An amber light indicates that labels are not loaded into the printer or the labels in the printer cannot be recognized. If Personal Label Printer labels are loaded into the printer, press the **Advance** button for the printer to identify the labels.

Q: What if the printer light is solid red?

A: The printer is paused. Press the **Advance** button to restart printing.

Q: What if the printer light is flashing red?

A: The printer is overheated. Let it cool down before continuing.

Q: What if my labels have begun to fade even before I print them?

A: Labels exposed to heat or direct sunlight for a long duration will begin to fade. Old labels will also begin to fade. In both cases, the quality of printing will be diminished.

Using My Personal Label Printer Software

Q: What are the system requirements for my Personal Label Printer software?

A: For your PC:

- Microsoft Windows 98/ME/2000/XP
- PC with Pentium processor or equivalent
- 30 MB Hard Drive Space
- 128 MB of RAM
- 8x speed CD-ROM Drive
- USB connection

Q: What software comes with the Personal Label Printer?

A: The software includes:

- Windows Printer Drivers for Personal Label Printer
- Avery Templates for Microsoft Office Word for Windows
- Avery Assistant for Personal Label Printer for Windows
- Avery DesignPro for Personal Label Printer for Windows

Q: Where to I go to get software updates?

A: Updates to software will be made available on the web site at: avery.com/labelprinter. Enhancements to the software may have been added since you purchased your Avery Personal Label Printer.

Q: Does my Personal Label Printer support Mail Merge?

A: Both Avery Assistant and Avery DesignPro support mail merge. You can create an address list, use an existing Microsoft Office Address List or connect to a variety of other data sources. Refer to the **Quick Start User Guide** for more information.

Q: Does my Personal Label Printer support bar codes?

A: Both Avery Assistant and Avery DesignPro support a wide variety of barcodes including Codabar, Code 128, Code 2/5, Code 39, EAN, POSTNET, UPC and more. Refer to the **Quick Start User Guide** for more information.

Q: Can I print my Microsoft Outlook contacts?

A: The Avery Assistant for Personal Label Printer can be launched from Microsoft Outlook 97/2000/XP. Simply select the contact you wish to merge onto your labels and then launch the Assistant.

Q: Can I import data from Microsoft Word, Excel and Access?

A: The Avery Assistant for Personal Label Printer can be launched from Microsoft Word, Excel or Access 97/2000/XP. If data is selected before launching the Assistant the selected data will be available for mail merge within the Assistant. Simply select the data you wish to merge before launching the Assistant.

Q: How do I find out more about the Personal Label Printer?

A: More information about the Personal Label Printer and labels can be found on the Avery web site at: avery.com/labelprinter

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



Avery Software Support
(888) 835-8379

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