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General Information

Q: What is Avery Design & Print Online?

A: Avery Design & Print Online allows you to design, personalize and print your favorite Avery products directly from the Web in a few easy steps. No Avery software download is necessary. It also features a new Design Canvas to personalize your projects and the ability to merge your data and addresses lists on Avery products.

Note: *Tab and divider products do not use the Design Canvas.*

Q: What software is required?

A: Adobe® Reader version 5.01 or higher and Adobe FlashPlayer 8 is required. Download the latest versions for free from the Adobe Web site: adobe.com/products/acrobat/readstep2.html

Q: How do I easily personalize Avery products using Avery Design & Print Online?

A: Select your Avery product, then select a design and personalize it by adding your own text and graphic. Avery Design & Print Online instantly copies the information you enter onto the entire sheet. If you want your product to have all different information, edit each section. When finished personalizing the designs, print directly from the Web to your printer.

Design and Graphic Questions

Q: Is it possible to put different text and graphics on each label or card when using Avery Design & Print Online?

A: Yes. The easy **Personalize Your Information** and **Personalize Using Design Canvas** pages allow you to edit the text and graphic in each section. Type your information in the first section and then scroll down or click another text box to edit the next section.

Q: How many lines of text can I insert in a label or card on Avery Design & Print Online?

A: The number of lines that can be inserted on a label or card will vary depending on the design and product selected. Some designs, such as small shipping labels, will show enough room for a single line of text. Other designs, such as greeting cards, will show multiple lines of text. Press **Enter** to separate multiple lines of text.

Q: On Avery Design & Print Online, the font size reduced when I typed my label text. How do I enlarge the font again?

A: Avery Design & Print Online will automatically reduce the size of the font and fit your text onto one line. To enlarge the font, separate the single line of text into multiple lines. To separate the text, click the cursor where a line break is desired and press the **Enter** key.

Q: I want to use my own graphic on my design. Can I import my graphic?

A: Yes. If you chose a design with a graphic, click **Import Your Own** or **From File** in the graphic area, select the JPG, GIF or PNG graphic from your hard drive or disc and click **OK**. Your graphic will instantly appear. The size of the graphic will automatically be scaled to fit the design you have selected.

Q: How can I create address labels with my same return address?

- A: The **Personalize Your Information** and **Personalize Using Design Canvas** pages will help you. The information you enter will be automatically copied to the next label. Type the return name and address into the first label. This information is copied to all other labels. Now enter the personal send-to names and addresses on each individual label.

Design Canvas

Q. What is the **Design Canvas**?

- A. All Avery card products, which include business cards, greeting cards, note cards and postcards, use a design canvas that enables you to move and size text and graphics. General features include working in the preview mode on the **Design Canvas**, graphic and text box rotation, instant **Auto Fill** and more.

Avery Design & Print Online now provides a full-page view **Design Canvas** for the selection, sizing, moving and editing of text and graphics. This is a fully functional editing canvas embedded right into your web browser. This offers much of the same functionality that desktop applications often provide.

Q. Where is the toolbar in the new **Design Canvas** view?

- A. The toolbar panel is to the left of the **Design Canvas** and displays all the features and options available for the product you select. New features include:
- Page-side navigation (**Front of Card** and **Back of Card**). These buttons may slightly vary by product.
 - **Undo** or **Redo** to reverse the last action.
 - The **Rotate clockwise** button or drag the rotation handle on right of the text or graphic box to rotate the box.
 - The **Send to Back** button to position a text or graphic box behind another text or graphic box.
 - The **Auto Fill** checkbox enables input to be automatically copied to the remaining similar items on the page. By removing the checkmark, you can make changes to individual items and the remaining items stay unchanged.
 - The **Show Page Info Overlay** checkbox shows the individual page number for each card. This information is not printed but used as a source of reference when designing your product.

Q. When you add an image to a design, what is the difference between **Clip Art Gallery** and **From File**?

- A. If you want to change the graphic, first select the existing image. You then have two ways to change the graphic in a pre-designed layout:
- The first would be to select an image from the **Clip Art Gallery** to replace the graphic in the existing design.
 - The second would be to insert an image saved in your personal file by selecting **From File**.

After you make your selection, the new graphic is automatically copied (**Auto Filled**) to all remaining similar cards on the page.

Mail Merge

Q. Can I do a mail merge in Avery Design & Print Online?

- A. Yes, you can do a mail merge in Avery Design & Print Online. Uploading addresses and other data, referred to as mail merge, enables you to (1) upload addresses and other text, (2) arrange merge field names on the Avery product, and (3) then have your uploaded addresses inserted into that layout to create an individual item for each address in your list.

Note: *The product categories with mail merge capability include Labels, Business Cards, Name Badges, Filing Labels, Binders, and Photo ID. Only single-sided products within these categories consisting of single-sized labels are supported in mail merge.*

Q. Can I use an Microsoft® Excel® worksheet?

- A. Your addresses can be saved in a Microsoft® Excel® compatible format and imported into Avery Design & Print Online. Click the **Browse** button to find your spreadsheet. Once selected, click the **Next** button to continue.
- For the PC, this includes Microsoft® Excel® compatible spreadsheets in Excel® 5.0/95, Excel® 97-2003 and Excel® 2007 compatible formats. For the Mac®, this includes Microsoft® Excel for Mac® 2004 and 2008 formats.
 - Each row in the spreadsheet represents one address. You have the option to include titles for each column in the first row (row 1).
 - Each column is a merge field, and represents a portion of the entire address. For example, your data may include separate columns for name, address, city, state, zip code and so on. Each of these would then be one merge field.
 - Microsoft® Excel® workbooks containing a single spreadsheet are the easiest to import. However, your workbooks can contain one or more spreadsheet(s).
 - Avery Design & Print Online will order all the spreadsheets in your workbook in alphabetical order. So regardless of the order of tabs in your workbook, the spreadsheet with the first name in alphabetical order will be selected for merge.

Q. My file could not be processed. How do I get it to work?

- A. You cannot merge an empty spreadsheet. Verify the workbook you want to use contains data. You then have three options:
1. Remove all the other spreadsheets from your workbook except the spreadsheet containing your addresses (or other information you want to merge).
 2. Rename the spreadsheet tabs so that the tab you need is first alphabetically. It does not need to be the first tab in the workbook; it only needs a tab name that would appear first if sorted in alphabetic order.
 3. Export your spreadsheet to text, and use the resulting text file for merge.

Q. What if my Microsoft® Excel® workbook contains a few rows (addresses) and columns (merge fields) I do not need?

- A. You will decide what to use when selecting addresses and arranging merge field names later in the merge process.

Q. Can I use an Microsoft® Access® database?

- A. Your address list can be saved in a Microsoft® Access® database and imported into Avery Design & Print Online. Click the **Browse** button to find your Access® database file. Once selected, click **Next** to continue.
- This includes Microsoft® Access® 2000, 2002-2003 and 2007 file formats.
 - Importing a Microsoft® Access® database is limited. Only tables can be imported, and only the first table in alphabetical order based on the table name. If your data is stored across multiple tables, only a portion of the data will be imported from the first table.
 - Your database will most likely contain multiple tables and queries (as well as forms, reports, macros and so on). If the data you want to use is a query (from multiple tables) you can export this data to Microsoft® Excel® or a delimited text format for use in Avery Design & Print Online.
 - For text format, export to a delimited file format using a tab, semicolon or comma only. Other delimiters will not be recognized.

Q. Can I use delimited text files to merge?

- A. Your addresses can be imported into Avery Design & Print Online from a delimited text file. File formats include both plain text (*.txt) and comma separated values (*.csv) files. Delimiters include comma delimited, semicolon delimited and tab delimited text.
- Delimited text files are a common export for many of today's popular desktop and web-based applications. You may be able to export a text file from the software where your addresses are stored, and then use them in Avery Design & Print Online. Refer to your software manual for further details.
 - In a text file, a row represents one address in the list. You have the option to include titles in the first row of text (row 1).
 - Delimiters are used to separate each row into blocks of text. Each block of text represents a specific piece of data found in each address in that list.
 - For example, your text may include a comma, colon or tab used to separate name, address, city, state, zip code and so on. Each of these would then represent one merge field.

Q. My file could not be processed. How do I get it to work?

- A. Your text file must contain at least two rows of data.

Q. What if my delimited text file contains a few rows (addresses) and delimited blocks (merge fields) I do not need?

- A. You will decide what to use when selecting addresses and arranging merge field names later in the merge process.

Q. Can I edit my data in Avery Design & Print Online?

- A. You can edit the individual data information once it is uploaded and displayed during the merge process. This information is displayed in the **Mail Merge Recipients** screen. Any changes made at this time will not affect the original database or spreadsheet. No changes can be saved in this version of the data. All changes will appear in the final merge.

Q. Can I edit a previously saved merged project?

- A. If you open a previously saved project, you can re-arrange the field names in the Design Canvas and merge the project again. However, you can not edit your data. To edit the data you need to start over and not open a previously saved project.

Printing Questions

Q: How do I print a project on Avery Design & Print Online?

- A: To print a project on Avery Design & Print Online, you must first have Adobe Reader 5.01 or later installed on your computer. Download the latest version for free from the Adobe Web site: adobe.com/products/acrobat/readstep2.html OR visit avery.com/print and select the link to download Adobe Reader.

When ready to print, click **Next** until you reach the **Print Your Project** page. Review the printing and formatting tips included with your product first. Then read the easy online instructions on the **Print Your Project** page to guide you through each printing step.

If your design does not appear to fit within the lines of your product, see [I'm having problems with printing on Avery Design & Print Online.](#)

Q: What if I do not have Adobe Reader and I do not have time to download and install it right now? What can I do with the Avery Design & Print Online design I have created?

- A: If you do not have Adobe Reader installed, you will be prompted to save the file in a PDF (Adobe Portable Document Format) format. Follow the instructions below to print your project later.

Click the **Next** button until you reach the **Save Your Avery Project** page. Click the **Save Your Project** button (not available for Mac or older versions of Internet Explorer).

- The **File Download** dialog box appears.
- Click **Save**.
- In the **Save As** dialog box, name the file. Note where the file is being saved so you can find it in the future.
- Click **Save**.
- A non-editable version of your design is now saved to your local hard drive. After you have installed Adobe Reader, open the saved document and print.
- To save a document that you can make changes to later, see [Can I save my design and make changes later?](#)

Q: Can I save my design and make changes to it later?

- A: Yes, you can save your design, and re-open and edit it later in Avery Design & Print Online. Click the **Next** button until you reach the **Save Your Avery Project** page. Click the **Save Your Project** button (not available for Mac or older versions of Internet Explorer).

- The **File Download** dialog box appears.
- Click **Save**.
- In the **Save As** dialog box, name the file. Note where the file is being saved so you can find it in the future.
- Click **Save**.
- A reusable version of your design is now saved to your local hard drive. When returning to Avery Design & Print Online, click the **SAVED PROJECT** button on the **Start** page. You can now open your saved design and edit it in Avery Design & Print Online.

Q: I'm having problems with printing on Avery Design & Print Online. How can I get my project to print correctly?

A: If your project did not print within the label, card or sheet, follow the instructions below:

- Adobe Reader 5: **Page Scaling** should be set to **None**. The **Auto-Rotate and Center** and **Choose Paper Source by PDF page size** options should be unchecked.
- If your project still does not print within the lines, click the **Troubleshooting** button on the **Print Your Project** page. This will take you to the **Troubleshooting** page, where you can reposition the vertical and horizontal printing margins of your project. Before repositioning, print your project on plain paper first and compare it to your product to determine how much repositioning is needed.
- When you have entered in the proper margins, reprint on plain paper and compare it to your product sheet. You should not need to reposition again, since this information is saved on your computer and used each time you return to Avery Design & Print Online.

Q: I cannot find my product. Is there a different one I can use?

A: There are products that share a template, but may have different uses (e.g. laser versus ink jet printer). In this case a different product may support the one you are using. To see if your product is supported in Avery Design & Print Online (under a different product code), try the following:

- Your product sheet may have a **Use Template For** product code on it. This product may be supported in Avery Design & Print Online and can be used to create and print to your product.
- A description and size is included in nearly all products supported. On the **Select Your Avery Product** page, select the **Category** that matches your product. You may find a product with the same description and dimensions that matches your product. For example, binder cover and inserts are available for various spine sizes. One of these designs can be used depending on the spine size of your product.

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

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