

- Q. My labels are not lining up when I'm printing**
A. Check printer settings in MS Word as below

Print Settings in Microsoft Word

All Open files must be **closed** then open a blank word document.

Please ensure that all your settings are to Australian A4 (210mm x 297mm) size paper so that your labels will print within the template. Checking the following:

Check Page Set up

1. Click on **File** and go to **Page Set Up**
2. Click on **Paper Size**
3. Click on **A4** and then click **Default**
4. **Repeat the first three steps to check that the paper size has actually stayed on A4.**

Check Print Set up

1. Click on **File** and go to **Print**
2. Click on **Properties** (top right corner)
3. Click on **Paper** and ensure it is on A4 and click OK
4. **Repeat the first three steps to check that the paper size has actually stayed on A4.**

Check Printer Set Up

1. Click on **Start** and go to **Settings**
2. Click on **Printers**
3. Select the printer you are using and “double click” on it
4. Click on **Printer** and go to **Properties**
5. Find paper settings either under the “**paper**”, “**general**” or “**settings**” tab and set to A4 or you may need to go to “Document” “Defaults” to check paper/page setting.
6. **Repeat the first five steps to check that the paper size has actually stayed on A4.**

Check that measurement units are metric

1. Click on **Tools** and go to **Options**
2. Click on **General** and change “Measurement Units” at the bottom of that page to “centimetres”.

Check the version of English in Regional Settings is on English Australian

1. Click on **Start** then go to **Settings** and then click on **Control Panel**
2. Go to Regional Settings and ensure your version of English is “**Australian**”.