Overlay not displaying correctly
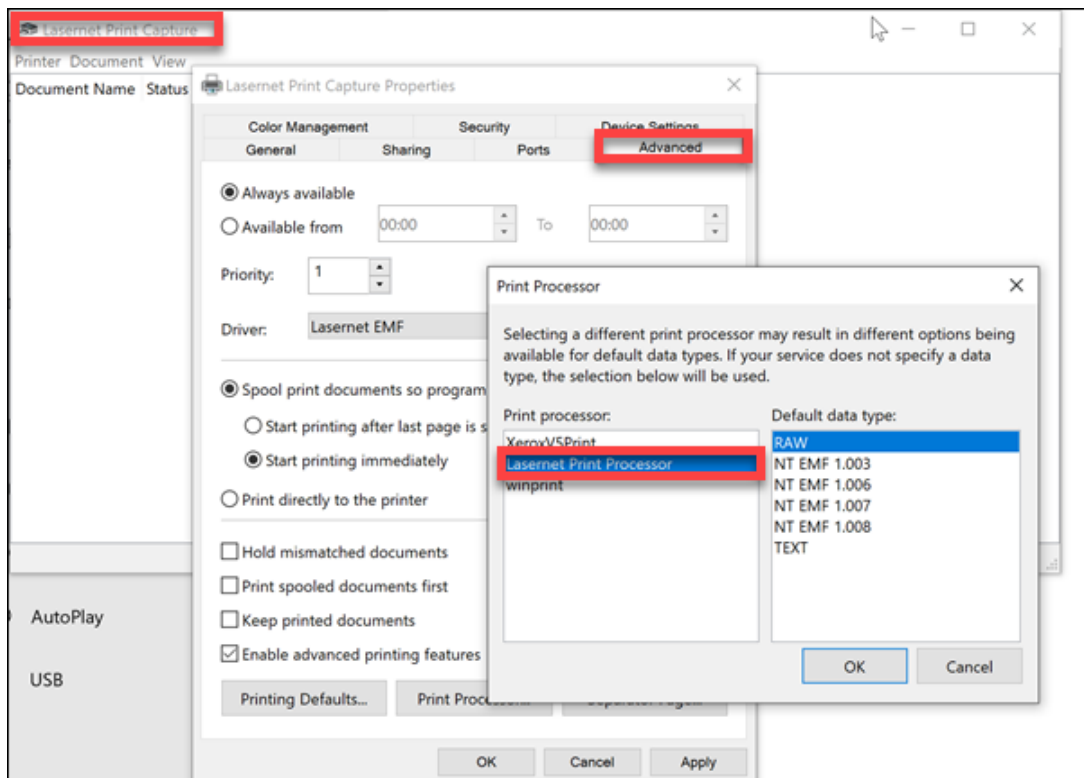
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This applies to users running an older version of Lasernet (before version 8) which is no longer supported.

When a user modifies an overlay, prints it and imports it using Microsoft Word 2019, the resulting display is half the size it should be. Users who are experiencing this issue, may use one of the solutions below to resolve it:

Solution one

Follow these steps to change the settings for your Lasernet Print Capture device:

1. Open **Lasernet Print Capture** properties and select the **Advanced** tab.

2. Click the **Print Processor** button and, if not already selected, select our recommended choice, the **Lasernet Print Processor** (LPP) option.

As an alternative, if LPP is already selected, use the **winprint** settings. If anything changes once you have printed your overlays, you may validate.

Solution two

If the previous solution did not work for you, keep your printer settings as default and follow these steps:

1. On your Microsoft Word document, navigate to the **Layout** tab and select the **Size** option from the ribbon.

2. Select **A4** instead of *Letter* as your paper format in Microsoft Word.

1. Adjust the ruler so that your two columns fit your A4 format, since the A4 format is longer (in Landspace wider) than the Letter format.

1. Reprint the document to the Lasernet Print Capture device and import the new

overlay in your form.

A4 is the preferred format for the Lasernet Printer Capture device and will calculate the position of your text in the overlay as expected in the forms.

Related Content

- [How Do I Import Overlays?](#)