

## How to Reset a Barcode Printer

If you send a large print job to your barcode printer (such as the Zebra 2844 or the Zebra 2824) and the printer runs out of labels halfway through, it's possible that the printer will become jammed. While the printer may still print, it may lose some of the formatting (for example, not print the barcode) or it may no longer recognize different label types. This is because the prior print job's instructions got stuck in the printer and are interfering with new print jobs.

To reset the printer, follow these three steps:

- 1) Try turning the printer off and then running a self-test. Restart your computer. If the printer is still not working properly, repeat this 2 or 3 times.
- 2) Send a large print job (30 or so labels) to the printer and let it print. What you are trying to do is "purge" the printer of old instructions that may have become stuck in the printer. After the print job, try doing the self-test and restarting the computer.

If these two steps don't work, then try this:

- 3) Go to Station Configure>Label Printer and change the Print Items Label Driver to the following:

**/Drivers/Eltron/EltronNonContinuousLabels.class**

Then turn the printer off and exit XpertMart. Turn the printer on and relaunch XpertMart. Go to the Items Catalog and print a single label. The printer will **not** print a label, but the EltronNonContinuousLabels.class driver sends an instruction to the printer resetting it to its factory settings.

Once you are done, go back to Station Configure>Label Printer and change the Print Items Label Driver back to your driver of choice. You will need to close XpertMart and relaunch to resume printing.

