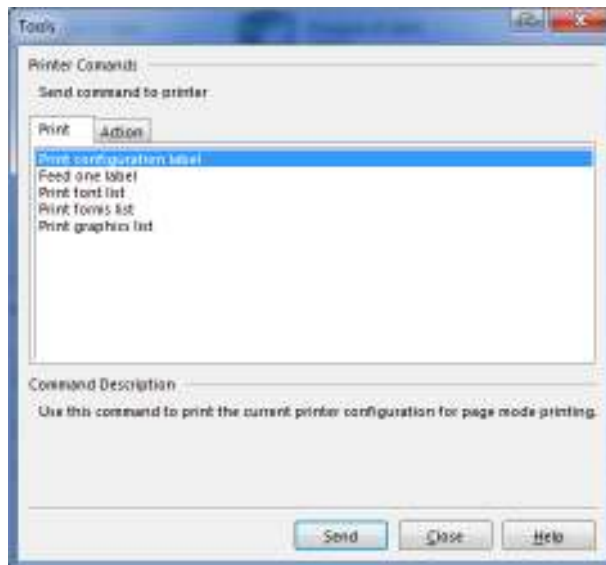


Here is how you would reset a Zebra Printer to work how we want it to.

1. Download and install the Zebra program located here:
 - a. <http://procaresupport.com/Resources/Knowledge-Base/Hardware/Zebra-Printer.aspx>
2. Just accept all of the defaults when you are installing it.
3. If you get the message about older drivers, just click on Finish.
4. When you are done, you will have a screen that looks like this:

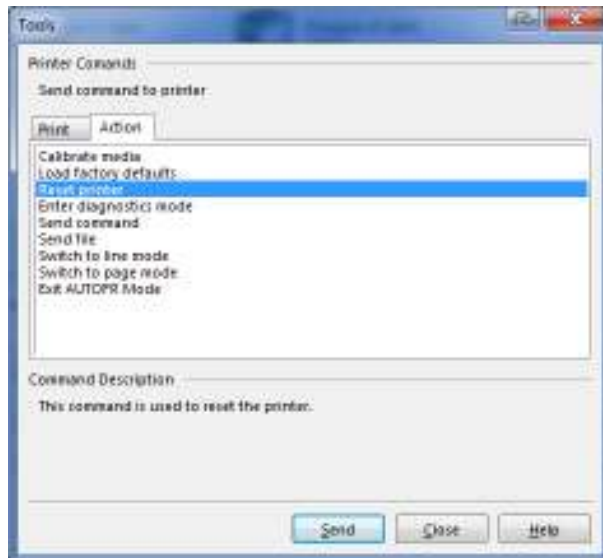


- a.
5. Click on "Open Printer Tools"



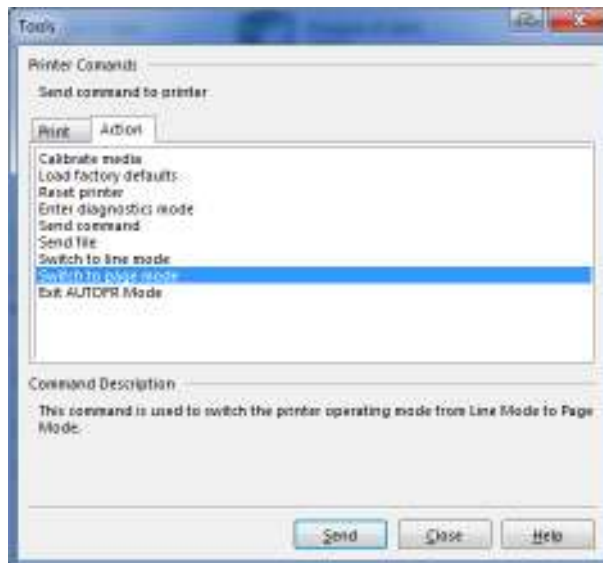
- a.
6. Click on the Action Tab

7. Select "Reset Printer" and then click on Send



a.

8. Select "Switch to page mode" and then click on Send



a.

9. Close this application open Checkin.exe (yes, I know this part is hokey but until I have a better way, this is it)

10. Go to the Hardware screen in Settings



a.

11. Enable Printing

12. Select the printer with the Select button

13. Print a test page by pressing the Test button.

14. The printer should print out a slip saying you have successfully printed to the printer.