

## **NRG: Mac & FileMaker Shipping Software**

### **Why are my thermal printer labels printing upside down from NRG's UPS Shipping Software?**

We have found that some printers default to "bottom up" printing. The printer needs to be re-configured to print "top up". To do this, create a text file on your hard drive using any text editor and include the text "ZT". Save to disk. Now FTP to your printer and issue a command "put" with the file you created. Now when you print labels they will output correctly.

<https://www.nrgsoft.com/support/activekb/questions.php?questionid=23>