

NRG: Mac & FileMaker Shipping Software

Why am I getting a laser label when my printer setting is thermal?

When creating shipping labels in NRGship Pro for UPS or any NRG FileMaker solution, the preference for printer type is set and stored when you create the ship record.

If you wish to switch your labels from laser to thermal, you can do so in the Printer Preferences. However, you must create a new ship record to change an existing shipment from laser to thermal. Duplicating a shipment or reprinting a label will result in your label being printed through the method originally selected, so start with a completely new record and you will see the change in label format go into effect.

<https://www.nrgsoft.com/support/activekb/questions.php?questionid=142>