

Reset Your Printer to Factory Defaults

If you have a printer error due to running out of tags or ribbons, or if it prints "VOID" after calibration, you will want to reset the printer to factory defaults.

This article outlines the process of resetting each printer model to factory default settings.

Printronix Printers

Unlike Zebra printers, Printronix printers require extra configuration after resetting to factory defaults; for this reason, we don't recommend this as a solution for printing issues.

Please contact support if you are experiencing an issue with your Printronix printer that is not solved by calibrating.

Reset the printer to Factory Defaults

1. **Turn off** the printer
 2. **Hold** Left and Bottom arrow buttons
 3. **Turn on** the printer while holding these buttons
 4. **Release** the buttons after 10-15 seconds after turned on
 5. **Press** Enter key
 6. **Go to** Misc.tools
 7. **Select** Erase All NVRAM
 8. **Turn** the printer **off**, wait about 10-15 seconds, and then turn it back on.
 9. **Select** the country if asked (e.g. EU)
 10. **Press** green "Pause" button twice if "Redo Calibration" error occurs
 11. **Configure** your printer according to this article: [Configuring Your Printronix Printer after a Reset](#)
 12. **Calibrate** the printer (follow this article [Calibrate the Printer from the Web Portal](#) or Calibrate manually ([Calibrate the printer directly](#)))
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Zebra Printers

Desktop Models

ZD500R

- After starting the printer, press the home button
- Using the arrows, navigate to the right and select the "Tools" menu

- In the Tools menu, press the right arrow six times until you see “LOAD DEFAULTS FACTORY”
 - Click the button under “LOAD”
 - This will reset the printer to factory defaults
 - [Recalibrate the printer](#)
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ZD621R

- After starting the printer, use the touchscreen to click "Menu"
 - On the left side of the screen, click "Settings"
 - Scroll down and click "Restore Defaults"
 - Click on "Restore Printer" and accept the prompt
 - This will reset the printer to factory defaults
 - [Recalibrate the printer](#)
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Industrial Models

ZT410R

- After starting the printer, press the Home button
 - Using the arrows, navigate to the right and select the Tools menu
 - In the Tools menu, press the right arrow six times until you see “LOAD DEFAULTS FACTORY”
 - Click the “LOAD” button
 - This will reset the printer to factory defaults
 - [Recalibrate the printer](#)
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ZT411R

- After starting the printer, use the touchscreen to click "Menu"
 - Click on "Settings"
 - Click "Restore Defaults"
 - Click on restore printer and accept the prompt
 - This will reset the printer to factory defaults
 - [Recalibrate the printer](#)
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R110Xi4

- After starting the printer, use the touchscreen to click "Settings"
- Turn the printer off. Then hold down the Pause & Feed buttons while turning on the printer. Keep these two buttons pressed until the “BLOCK” message appears, releasing them
- This will reset the printer to factory defaults

- [Recalibrate the printer](#)
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