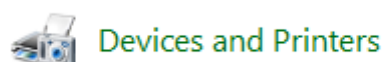# Label Backup Function

Some older model tagging printers have an issue when they are powered off and then back on where they do not pull back the first label to be printed after power is restored. This is an issue in the printer firmware which cannot be updated due to the age of the printer.

The effect of this is to print the first label across to actual labels which are therefore wasted and the label must be reprinted.
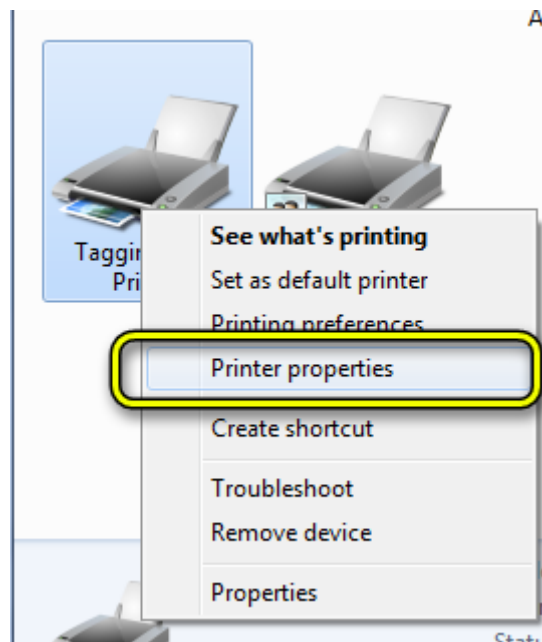
To get around this issue and prevent wasting labels the following functionality has been added to the Neo software. A new red printer button has been added to the display which pulls the label back a predefined distance.
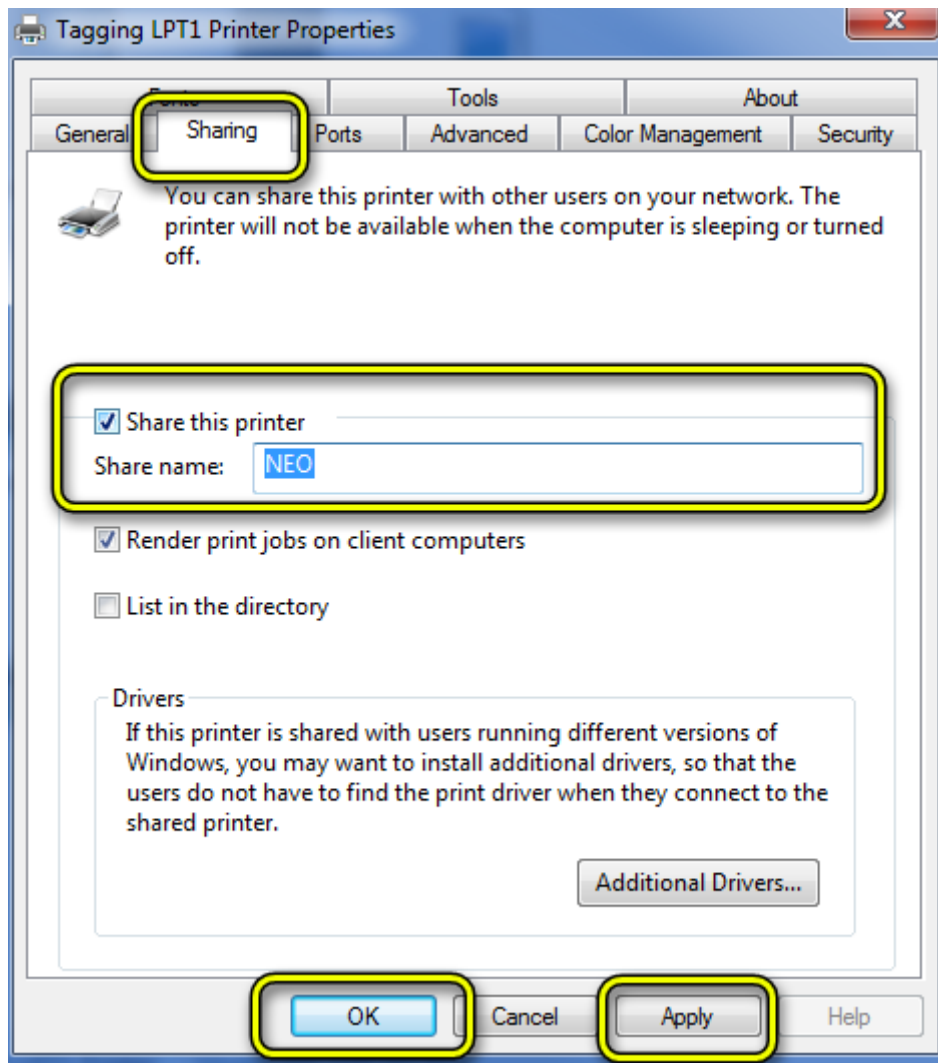


To enable this to work it is necessary to share the printer in the control panel printer setup. Go to **Control Panel** and select **Printers and Devices**.

Right click on the printer used for printing labels and select **Printer Properties**

Click on the **Sharing** tab then select the **Share this printer** checkbox. Enter the share name **NEO**. Then click **Apply** then **OK**.



You should see a symbol indicating the printer is now shared. The actual symbol may vary depending on what version of windows you are running.