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TROUBLESHOOTING GUIDE

Honeywell MP Compact4 Mark III troubleshooting guide: errors, faults and fixes

Updated 21 October 2026 · By TIMCOD maintenance technicians · Source: official Honeywell documentation, MP Compact4 Mark III user guide (P/N 92-2745-01) (list at the end of the page)

TIMCOD PRODUCT PAGE (IN FRENCH)

See the Honeywell 4 MP Compact product page →

In brief. The Honeywell MP Compact4 Mark III, from the Datamax-O'Neil range, is a compact direct thermal label printer at 200 or 300 dpi, available as a mains-powered version (MP Compact4) and as a Mobile version powered by 24 to 48 V DC, designed in particular for mounting on forklift trucks. It has no display: a green, orange or red status light and a control button are all you need to operate it. The causes Honeywell cites most often are media that has run out or jammed, top-of-label detection that needs recalibrating, and a dirty printhead. Click a question to open its entry.

- **The light turns red or orange:** find its colour and state (solid or flashing) in the [lookup table](#) and open the matching entry.
- **No error light, but the print is poor:** start with [calibration](#), then check [label loading](#) and [print quality](#).

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- **The problem keeps coming back:** the [preventive maintenance](#) section explains how it reduces this type of fault.

What does the colour of the light on my Honeywell MP Compact4 Mark III mean? Lookup by light

The MP Compact4 Mark III has only one status light, which changes colour (green, orange, red) and switches between solid and flashing depending on the situation. The table links each state documented by Honeywell to its cause and to the entry that resolves it.

Message or state	Light (Honeywell guide)	Likely cause	Entry
Flashing red light	● Flashing red	Out of labels or media, or jam	End of labels or jam
Solid red light	● Solid red	Top of form (TOF) detection error: start of the next label not found	TOF error
Solid orange light	● Solid orange	Printer paused, or presence sensor blocked	Pause
Flashing orange light	● Flashing orange	Printer paused or busy	Pause
Solid green light	● Solid green	Ready to print	Control button
Flashing green light	● Flashing green	Processing (busy)	Control button

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Message or state	Light (Honeywell guide)	Likely cause	Entry
Light off	○ Off	Printer not powered	<u>Will not switch on</u>
Light flashing while the firmware is being sent	Flashing (colour not specified)	Firmware file being received	<u>Firmware update</u>

The light states come from the “LED Indicators” table in the “Front Panel” section of the MP Compact4 Mark III user guide; the guide's orange is shown by the yellow dot. The flashing while the firmware is being sent comes from the “Download Firmware” section, which does not specify its colour.

Red or orange light on a Honeywell MP Compact4 Mark III: causes and solutions

The Honeywell guide describes three alert states for the MP Compact4 Mark III light: flashing red, solid red and orange. For each one: the short answer, the cause, the steps to follow and, where the guide provides for it, the point at which you should hand over to a technician.

Why is the light on my Honeywell MP Compact4 Mark III flashing red?

Status light: flashing red.

Short answer: According to the Honeywell guide, a flashing red light signals that the labels have run out or that there is a jam. Reload the roll or clear the jammed labels, lock the printhead again, then briefly press the control button to clear the fault.

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LIKELY CAUSE

The light table in the MP Compact4 Mark III guide associates flashing red with “Out of stock/labels, or printer jam”: media or labels run out, or a printer jam.

Caution: Honeywell prohibits the use of any sharp object to remove labels from the platen roller.

WHAT TO DO

1. Turn the printhead lock clockwise to the unlocked position.
2. If the roll is empty, fit a new one (see the [loading labels](#) entry).
3. If there is a jam, remove the jammed labels without using any pointed or sharp object.
4. Turn the printhead lock anticlockwise to the locked position.
5. Briefly press the control button: in a fault state (red light), this press clears the error.

Source: MP Compact4 Mark III User Guide – Honeywell MP Compact4 and MP Compact4 Mobile Mark III user guide (P/N 92-2745-01) (official documentation).

Why is the light on my Honeywell MP Compact4 Mark III solid red?

Status light: solid red (“TOF sensing error; next TOF not found”).

Short answer: The Honeywell guide associates solid red with a top-of-label (TOF) sensing error: the printer cannot find the start of the next label. Check the loading and the sensor setting, run a quick calibration, then press the control button to clear the fault.

LIKELY CAUSE

The light table states “TOF sensing error; next TOF not found”. The guide does not detail the causes of this light; elsewhere it states that the printer must be calibrated if it does not correctly detect the top of each label, and that black mark media or media with a

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special notch require the sensor setting to be changed.

WHAT TO DO

1. Check that the roll is properly in place and that the hub guide lightly touches the edge of the roll (see [loading labels](#)).
2. Check that the sensor setting matches your media: Gap Inner, the default setting, suits most labels with gaps (see [media sensor](#)).
3. Run a quick calibration (see the [calibration](#) entry).
4. Briefly press the control button to clear the fault.

Source: MP Compact4 Mark III User Guide – Honeywell MP Compact4 and MP Compact4 Mobile Mark III user guide (P/N 92-2745-01) (official documentation).

Why does the light on my Honeywell MP Compact4 Mark III stay orange?

Status light: solid orange or flashing orange.

Short answer: According to Honeywell, solid orange indicates that the printer is paused or that the presence sensor is blocked; flashing orange, that it is paused or busy. When the printer is paused, a brief press of the control button resumes printing.

LIKELY CAUSE

The light table gives “Paused or present sensor is blocked” for solid orange and “Paused or busy” for flashing orange. A brief press of the button during printing pauses the printer. The guide does not describe the presence sensor in detail; the Honeywell data sheet lists a label taken sensor kit among the options.

WHAT TO DO

1. Briefly press the control button: when the printer is paused (orange light), this press resumes printing.

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2. If your printer is fitted with a label presence sensor, check that nothing is blocking it.
3. To cancel the current batch rather than resume it, see the [pause and cancel](#) entry.

Sources: MP Compact4 Mark III User Guide – Honeywell MP Compact4 and MP Compact4 Mobile Mark III user guide (P/N 92-2745-01) · [MP Compact Industrial Label Printer DS](#)  – Honeywell MP Compact4 Mark III and MP Compact4 Mobile Mark III data sheet (Rev A, 04/17) (official documentation).

Calibration problems: my Honeywell MP Compact4 Mark III cannot find the start of the labels

Honeywell asks you to calibrate the printer when it does not correctly detect the top of each label, after checking that the sensor setting matches the media.

How do I calibrate a Honeywell MP Compact4 Mark III?

Symptoms: the printer does not correctly detect the top of each label, solid red light.

Short answer: With the media loaded and the printer on, hold down the control button for about 10 seconds and release it when the light flashes green: the printer starts the quick media calibration. Then press the button briefly several times to position the labels and check that they feed correctly.

LIKELY CAUSE

The Honeywell guide asks you to calibrate the printer if, after loading, it does not correctly detect the top of each label. The sensor setting must first match the media type.

OFFICIAL CALIBRATION PROCEDURE

1. Load the media (see [loading labels](#)) and check that the sensor setting matches the media (see [media sensor](#)).
2. Switch on the printer and wait until the light is solid green.

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3. Hold down the control button for about 10 seconds and release it when the light flashes green: the printer performs the quick media calibration.
4. Then press the button briefly several times to feed the labels and check that they are correctly positioned.

Watch how long you press: released when the light flashes orange after 5 seconds, the button prints a network report or cancels a batch; held for 15, 20 or 25 seconds, it resets settings or the printer (see [reset](#)).

Source: MP Compact4 Mark III User Guide – Honeywell MP Compact4 and MP Compact4 Mobile Mark III user guide (P/N 92-2745-01) (official documentation).

Which sensor setting should I choose on a Honeywell MP Compact4 Mark III for black mark or notched labels?

Symptoms: black mark or notched labels not detected correctly.

Short answer: The default setting, Gap Inner, suits most labels with gaps. According to the Honeywell guide, you need to change it for black mark (reflective) media or media with a special notch, from the NETira CT utility or from the printer's internal web pages.

LIKELY CAUSE

The printer has a two-position transmissive sensor for gap and notched media, and a reflective sensor for black mark media. The sensor setting must match the media in use.

WHAT TO DO

1. Connect to the printer with NETira CT (see [NETira CT](#)) or open its internal web pages by entering its IP address in a browser (network connection required).
2. Change the sensor setting to suit your media, then send it to the printer (Send button in NETira CT, on each page you change).
3. Run a quick calibration (see the [calibration](#) entry).

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The guide also sets media limits: gap or notch of 1.7 to 3 mm between labels; notch 5 mm wide for the short sensor or 23 mm wide for the long sensor; carbon-based black marks printed on the back of the media.

Source: MP Compact4 Mark III User Guide – Honeywell MP Compact4 and MP Compact4 Mobile Mark III user guide (P/N 92-2745-01) (official documentation).

Loading and choosing labels on a Honeywell MP Compact4 Mark III

Roll loading, supported media and no ribbon: the MP Compact4 Mark III prints in direct thermal only.

How do I load labels into a Honeywell MP Compact4 Mark III?

Short answer: Unlock the printhead by turning its lock clockwise, remove the hub guide, slide the roll in from the side and put the guide back against the edge of the roll. Lock the printhead again, switch on the printer and press the control button several times to position the labels.

LIKELY CAUSE

The guide describes the same loading procedure for the mains model (MP Compact4) and for the Mobile model on 24 to 48 V DC; only the way the hub guide is secured differs: a thumb latch on the former, a clamping handle on the latter.

OFFICIAL PROCEDURE

1. Turn the printhead lock clockwise to the unlocked position.
2. Remove the hub guide: on the mains model, release the thumb latch and slide the guide off the hub; on the Mobile model, loosen the guide handle and then slide the guide off.

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3. Unroll about 12 inches (30 cm) of labels and insert the labels and the roll into the printer from the side.
4. Put the guide back on the hub so that it lightly touches the edge of the roll, then secure it: latch in the locked position on the mains model, handle tightened without excessive force on the Mobile model.
5. Turn the printhead lock anticlockwise to the locked position.
6. Switch on the printer, wait for the solid green light, then press the control button several times to position the labels and check that they feed correctly.

If the printer does not correctly detect the top of each label, calibrate it (see [calibration](#)).

Source: MP Compact4 Mark III User Guide – Honeywell MP Compact4 and MP Compact4 Mobile Mark III user guide (P/N 92-2745-01) (official documentation).

Can I fit a thermal transfer ribbon to a Honeywell MP Compact4 Mark III?

Short answer: No. According to the Honeywell guide and data sheet, the MP Compact4 Mark III prints in direct thermal only: it does not use a ribbon. Honeywell recommends its approved direct thermal media, which are listed on its website.

LIKELY CAUSE

The specifications in the guide give only the “Direct thermal” print method and mention no ribbon; the data sheet specifies a 200 or 300 dpi direct thermal printhead.

WHAT TO DO

1. Use direct thermal media: die-cut labels, continuous media or fanfold paper.
2. Prefer approved Honeywell media: according to the guide, supplies from other brands can affect the print quality, performance and service life of the printer.

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Sources: MP Compact4 Mark III User Guide – Honeywell MP Compact4 and MP Compact4 Mobile Mark III user guide (P/N 92-2745-01) · [MP Compact Industrial Label Printer DS](#)  – Honeywell MP Compact4 Mark III and MP Compact4 Mobile Mark III data sheet (Rev A, 04/17) (official documentation).

Which labels does the Honeywell MP Compact4 Mark III accept?

Short answer: According to the Honeywell guide, it accepts die-cut labels, continuous media and fanfold paper 40 to 115 mm wide, at least 10 mm long and 58 to 180 µm thick, on rolls with an outside diameter of no more than 100 mm.

LIKELY CAUSE

Media outside these limits may be fed or detected incorrectly. The roll core must measure 40 to 77 mm on the MP Compact4 and 40 mm on the MP Compact4 Mobile.

WHAT TO CHECK

1. Label and media width: 40 to 115 mm; label length: 10 mm minimum; thickness: 58 to 180 µm.
2. Roll: 100 mm outside diameter at most, on a 40 to 77 mm core (MP Compact4) or a 40 mm core (MP Compact4 Mobile).
3. Gap or notch between labels: 1.7 to 3 mm; black marks: carbon-based, on the back of the media (see [media sensor](#)).
4. The combined length of a label and its gap or mark must not exceed 2.54 m.

The Honeywell data sheet gives a maximum print width of 104 mm and lists a large roll kit among the options.

Sources: MP Compact4 Mark III User Guide – Honeywell MP Compact4 and MP Compact4 Mobile Mark III user guide (P/N 92-2745-01) · [MP Compact Industrial Label Printer DS](#)  – Honeywell MP Compact4 Mark III and MP Compact4 Mobile Mark III data sheet (Rev A, 04/17) (official documentation).

Several of these faults involve the labels or paper used. TIMCOD, [Honeywell reseller](#), supplies [labels and printheads](#) for thermal printers (pages in French).

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Streaks, voids or faded print on a Honeywell MP Compact4 Mark III: what should I do?

Honeywell attributes most print defects to deposits on the printhead; next come the heat and speed settings, then the printhead pressure.

Why does the print from my Honeywell MP Compact4 Mark III show streaks or voids?

Symptoms: streaks, print voids, non-compliant barcodes.

Short answer: According to the Honeywell guide, these defects are most often caused by deposits on the printhead. Clean it with a cleaning film loaded like a roll of labels, or with a cotton swab moistened with isopropyl alcohol, with the printer off and the printhead cool.

LIKELY CAUSE

The guide states that non-compliant barcodes, voids and streaks are generally caused by a build-up of deposits on the printhead; if they are not removed, these deposits can cause heating elements to fail and shorten the life of the printhead. Honeywell recommends cleaning the printhead after every roll.

Caution: Never use a pointed or sharp tool to clean the printhead, and handle it with care. Let the printhead cool before cleaning it with a cotton swab. Isopropyl alcohol is flammable: take the necessary precautions.

OFFICIAL CLEANING PROCEDURES

1. Cleaning film: turn the printhead lock to the unlocked position and remove the media.
2. Load the cleaning film like a roll of labels, then turn the lock to the locked position.
3. Press the control button several times until the film comes out of the printer. Streaks on the film indicate a dirty or faulty printhead.

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4. Cotton swab: switch off and unplug the printer, unlock the printhead and remove the media.
5. Lower the front panel and let the printhead cool.
6. Press the top cover release with a pen or similar tool, then lift the top cover.
7. Gently wipe the printhead with a cotton swab lightly moistened (not soaked) with isopropyl alcohol, concentrating on the heating line, then let it dry.
8. Close the top cover until it clicks, raise the front panel, put the media back and lock the printhead. Plug in and switch on the printer, then feed a few labels.

If the print is still faded or uneven after cleaning, see the [uneven print and printhead pressure](#) entry.

Source: MP Compact4 Mark III User Guide – Honeywell MP Compact4 and MP Compact4 Mobile Mark III user guide (P/N 92-2745-01) (official documentation).

Why does my Honeywell MP Compact4 Mark III print faintly or unevenly across the width of the label?

Symptoms: faded print, uneven contrast across the width.

Short answer: The Honeywell guide first asks you to increase the heat or reduce the print speed. If that is not enough, adjust the printhead pressure with its two screws, evenly, using the minimum pressure needed.

LIKELY CAUSE

The printhead pressure is factory-set for most media. According to the guide, uneven pressure can cause faded print and disrupt label feeding.

Caution: Excessive pressure shortens the life of the printhead and the platen roller; use the minimum pressure needed.

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OFFICIAL PROCEDURE

1. Increase the printhead temperature or reduce the speed (Printer Speed) in the Options tab of the Windows driver: according to Honeywell, these are the two settings that have the greatest effect on print quality.
2. If the quality is still not good enough, lower the front panel and load media at least 102 mm (4 inches) wide.
3. Print a test label whose content covers the full width.
4. Unlock the printhead. Turn the pressure adjustment screws anticlockwise to increase the pressure and clockwise to reduce it, adjusting both screws equally.
5. Lock the printhead again and print another test; repeat until the print is correct.
6. For narrow media, reduce the pressure of the outer (right) screw and increase that of the inner (left) screw, so as not to damage the areas of the printhead and platen roller not covered by the media.

Source: MP Compact4 Mark III User Guide – Honeywell MP Compact4 and MP Compact4 Mobile Mark III user guide (P/N 92-2745-01) (official documentation).

Honeywell MP Compact4 Mark III printhead and platen roller: replacement and cleaning

The Honeywell guide describes how the user can replace the printhead and the platen roller, using a Phillips screwdriver for the printhead.

How do I replace the printhead on a Honeywell MP Compact4 Mark III?

Symptoms: streaks that persist after cleaning (faulty printhead).

Short answer: Switch off and unplug the printer, unlock the printhead, lower the front panel and let the printhead cool. Lift the top cover, unscrew the printhead screw while pressing on its bracket, disconnect the cable, fit the new printhead,

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then clean it.

LIKELY CAUSE

According to the guide, streaks on the cleaning film indicate a dirty or faulty printhead. The user can replace the printhead with a Phillips screwdriver.

Caution: Printheads are fragile: never touch their surface with a pointed or sharp object. Let the printhead cool before working on it.

OFFICIAL PROCEDURE

1. Switch off and unplug the printer, unlock the printhead and remove the media.
2. Lower the front panel and let the printhead cool.
3. Press the top cover release with a pen or similar tool, then lift the top cover.
4. While pressing on the printhead bracket, loosen and remove the printhead screw with a Phillips screwdriver.
5. Disconnect the cable at the back of the printhead.
6. Connect the cable to the back of the new printhead.
7. Place the printhead in its bracket so that its two screw heads go into the holes in the bracket.
8. While pressing on the bracket, refit and tighten the screw with the Phillips screwdriver.
9. Clean the printhead to remove fingerprints and dust left by handling (see [printhead cleaning](#)).

When to call a technician: for any question about replacement, the guide advises contacting a qualified technician or Honeywell technical support.

Source: MP Compact4 Mark III User Guide – Honeywell MP Compact4 and MP Compact4 Mobile Mark III user guide (P/N 92-2745-01) (official documentation).

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How do I clean or replace the platen roller on a Honeywell MP Compact4 Mark III?

Short answer: Honeywell recommends cleaning the platen roller after every roll of labels: with the printer off, turn the roller while cleaning it with a cotton swab and an isopropyl alcohol-based solvent. To replace it, lift the top cover, push the roller cover out through the access hole and take out the assembly.

LIKELY CAUSE

The maintenance schedule in the guide calls for cleaning the platen roller after every roll of media. The guide also describes how the user can replace it.

Caution: Unplug the printer before working on it. Do not use any sharp object to remove labels stuck to the roller. Isopropyl alcohol is flammable: take the necessary precautions.

OFFICIAL REPLACEMENT PROCEDURE

1. Switch off and unplug the printer, unlock the printhead and remove the media.
2. Lower the front panel, press the top cover release with a pen or similar tool and lift the top cover.
3. Put a finger through the access hole to push the roller cover out of its housing.
4. Lift the roller assembly and take it out of the printer.
5. Insert the new assembly, checking through the access hole that the belt runs correctly around the gear.
6. Refit the roller cover, close the top cover until it clicks, raise the front panel, put the media back and lock the printhead.
7. Plug in and switch on the printer, then feed a few labels.

Source: MP Compact4 Mark III User Guide – Honeywell MP Compact4 and MP Compact4 Mobile Mark III user guide (P/N 92-2745-01) (official documentation).

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TIMCOD supplies [printheads for thermal printers](#) (page in French).

My Honeywell MP Compact4 Mark III is not communicating: USB, serial, Ethernet and Wi-Fi

The MP Compact4 Mark III has a USB port, an RS-232 serial port on an RJ-45 connector, an Ethernet port and, as an option, 802.11 Wi-Fi.

Why has my Honeywell MP Compact4 Mark III stopped responding after I changed the USB, serial or Ethernet cable?

Short answer: The printer automatically uses the first port that sends it valid data and sticks to it. According to the Honeywell guide, you need to switch it off and on again to change interface.

LIKELY CAUSE

The MP Compact4 Mark III connects via USB, the COM1 serial port, Ethernet or, as an option, Wi-Fi. Once a connection has been established, a change of interface takes effect only after the printer has been switched off and on again.

Caution: Make sure the power switch is set to off before connecting the power cord or an interface cable.

WHAT TO DO

1. Set the power switch to off.
2. Connect the cable for the new interface: LAN port (RJ-45) for Ethernet, USB port, or COM1 port (RJ-45) for the serial link.
3. Switch the printer back on, then send the data through the new interface.

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Source: MP Compact4 Mark III User Guide – Honeywell MP Compact4 and MP Compact4 Mobile Mark III user guide (P/N 92-2745-01) (official documentation).

Which serial settings should I use with a Honeywell MP Compact4 Mark III?

Short answer: The COM1 serial port (RS-232C on an RJ-45 connector) is set by default to 9600 baud and 8 data bits. These parameters, which can be changed from the host software or the driver, must match those of the computer; the RS-232 cable must not be longer than 5 m.

LIKELY CAUSE

If the serial parameters of the printer and the computer differ, communication fails. Beyond 5 m, the guide warns that signals may be corrupted or lost, especially in an electrically noisy environment.

WHAT TO DO

1. Connect the printer to the computer with the serial cable supplied, on the COM1 port.
2. Set the computer's port to match the printer: 9600 baud and 8 bits by default. The other possible parameters are 300 to 115,000 baud, even, odd or no parity, 1 or 2 stop bits, 7 or 8 data bits, and Xon/Xoff, CTS or DTR flow control.
3. In NETira CT, click Auto Detect: the utility connects to the printer and reads its settings.

Source: MP Compact4 Mark III User Guide – Honeywell MP Compact4 and MP Compact4 Mobile Mark III user guide (P/N 92-2745-01) (official documentation).



How do I find or set the IP address of a Honeywell MP Compact4 Mark III?

Short answer: IP address discovery (DHCP) is enabled at the factory. Connect the network cable with the printer off, switch it back on, wait up to 90 seconds, then hold down the control button for 5 seconds to print the network report, which shows the IP address and the MAC address.

LIKELY CAUSE

The printer requests an IP address at power-up, in dynamic mode (DHCP, BootP or RARP) or static mode. The guide recommends setting up the wired connection first, as it gives access to the internal web pages.

OFFICIAL PROCEDURE

1. With the printer off, connect the network cable, then switch the printer on.
2. Wait up to 90 seconds for the printer to obtain an IP address.
3. With the printer ready, hold down the control button for about 5 seconds and release it when the light flashes orange: the network report prints with the IP address, the MAC address and, for a wireless card, the SSID.
4. If the address does not suit your network or if you want a fixed address, open NETira CT, set IP Discovery to “Use Static Addresses”, and enter the IP address and, if needed, the subnet mask and gateway.
5. Exit the printer menu, then switch the printer off and on again.

To query the printer over Ethernet with NETira CT, enter its IP address and port 9100 in the utility's TCP/IP configuration. The IP address also appears on the configuration label.

Source: MP Compact4 Mark III User Guide – Honeywell MP Compact4 and MP Compact4 Mobile Mark III user guide (P/N 92-2745-01) (official documentation).

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How do I set up Wi-Fi on a Honeywell MP Compact4 Mark III?

Short answer: 802.11 Wi-Fi is an option. The Honeywell guide recommends connecting the printer by cable first to access its web pages: in Wireless Ethernet Settings, choose the addressing, the Infrastructure network type, the SSID and the security, then set Network Interface to Wireless Ethernet and restart the printer.

LIKELY CAUSE

Wireless settings are made from the internal web pages, accessible over the wired connection, or failing that with NETira CT. Each time you apply settings, you are asked for the password of the printer's web pages.

OFFICIAL PROCEDURE (INFRASTRUCTURE MODE)

1. Open a browser and enter the printer's IP address (see the [IP address](#) entry).
2. Click Wireless Ethernet Settings. Under Acquire Address Method, choose Use DHCP, or Use Static Addresses and enter the IP address, subnet mask and gateway.
3. Set Network Type to Infrastructure, enter the name of your access point in the SSID field and set the security and authentication (WiFi Security and Authentication).
4. At the bottom of the page, enter the password and click Apply.
5. Click General Network Settings, set Network Interface to Wireless Ethernet, enter the password and click Apply.
6. Click Restore Defaults/Restart, check that Restart Printer is selected, enter the password and click Execute.
7. Wait up to 90 seconds, then print the network report (press the button for 5 seconds) to read the new IP address and install the driver.

The web page password is given in the Honeywell guide; change it in line with your network's rules. The guide also describes an Ad-hoc mode, without an access point: static address, Network Type set to Ad-hoc and an SSID assigned to the printer, then connection from the Windows list of wireless networks.

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Source: MP Compact4 Mark III User Guide – Honeywell MP Compact4 and MP Compact4 Mobile Mark III user guide (P/N 92-2745-01) (official documentation).

Why are the settings I make in the web pages of my Honeywell MP Compact4 Mark III not taking effect?

Short answer: According to the Honeywell guide, the printer must be reset to apply changes sent from its internal web pages, using the Reset Network Parameters page. If you have changed the IP address, subnet mask or gateway, the printer may no longer be visible from a computer on another subnet.

LIKELY CAUSE

Changes sent through the web pages take effect only after the printer has been reset. A change of addressing can place the printer outside the subnet of the computer you are using.

WHAT TO DO

1. Open a browser and enter the printer's IP address; navigate with the left-hand bar.
2. After making your changes, confirm them with the web page password.
3. Reset the printer from the Reset Network Parameters page to apply the changes.
4. If the printer can no longer be reached after an address change, print the network report (press the button for 5 seconds) and connect from a computer on the same subnet.

Source: MP Compact4 Mark III User Guide – Honeywell MP Compact4 and MP Compact4 Mobile Mark III user guide (P/N 92-2745-01) (official documentation).

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Honeywell MP Compact4 Mark III peel bar: how do I maintain it?

For the peel and tear bar, the Honeywell guide provides only for cleaning with solvent, as needed.

How do I maintain the peel and tear bar on a Honeywell MP Compact4 Mark III?

Short answer: The Honeywell guide provides for cleaning the peel and tear bar (peel/tear bar) with a solvent, as needed. It does not describe how to install the peeler or cutter options, which the Honeywell data sheet lists among the options.

LIKELY CAUSE

The maintenance schedule in the guide lists the peel and tear bar among the parts to be cleaned with solvent as needed. The data sheet lists a peeler kit, a cutter and a label taken sensor kit as options.

Caution: Isopropyl alcohol is flammable: take the necessary precautions. Do not use any sharp object to remove stuck labels.

WHAT TO DO

1. Clean the peel and tear bar with an isopropyl alcohol-based solvent, as recommended in the guide.
2. Also clean the media path with solvent after every roll of labels (see the [cleaning schedule](#) entry).

Sources: MP Compact4 Mark III User Guide – Honeywell MP Compact4 and MP Compact4 Mobile Mark III user guide (P/N 92-2745-01) · [MP Compact Industrial Label Printer DS](#)  – Honeywell MP Compact4 Mark III and MP Compact4 Mobile Mark III data sheet (Rev A, 04/17) (official documentation).

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Powering the Honeywell MP Compact4 Mark III: the printer does not switch on

The MP Compact4 runs on mains power; the MP Compact4 Mobile connects to a 24 to 48 V DC source, for example a forklift truck battery.

Why won't my Honeywell MP Compact4 Mark III switch on?

Status light: off.

Short answer: If the light is off, the printer is not receiving power. Check the connection: an earthed mains socket for the MP Compact4, a 24 to 48 V DC source for the MP Compact4 Mobile, then the power switch.

LIKELY CAUSE

According to the light table, a light that is off means “No power”. The mains model accepts 90 to 264 V AC; the Mobile model, 24 to 48 V DC. In both cases, the power supply adjusts automatically to the voltage.

Caution: Do not open the electronics module or any other sealed parts: they cannot be serviced by the user. Do not crush the cord, and place the printer so that no one walks on the cord. If the plug does not fit the socket, have it replaced by a qualified electrician.

WHAT TO DO

1. Set the power switch to off (“0”) before connecting the cord.
2. Mains model: plug the cord into the back of the printer, then into a properly earthed socket. The guide advises against extension leads.
3. Mobile model (24 to 48 V): connect the black wire to the negative battery terminal or to chassis ground, and the two red wires to the positive terminal, then plug the white connector into the back of the printer.
4. Check that the source matches the voltage shown on the rating plate, then switch on the printer.

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When to call a technician: unplug the printer and call in qualified personnel if the cord or plug is damaged, if liquid or water has got into the printer, if it has been dropped or its casing is damaged, or if it does not work properly even though the instructions have been followed.

Source: MP Compact4 Mark III User Guide – Honeywell MP Compact4 and MP Compact4 Mobile Mark III user guide (P/N 92-2745-01) (official documentation).

NETira CT, driver, firmware and reset for the Honeywell MP Compact4 Mark III

NETira CT configuration utility, Windows driver, firmware update, return to factory defaults and hex dump mode, following the procedures in the Honeywell guide.

Why won't NETira CT communicate with my Honeywell MP Compact4 Mark III over USB?

Short answer: Over USB, NETira CT needs the Windows driver to be installed and set to “Print directly to the printer”, in the Advanced tab of the printer properties. Also use the version of NETira CT supplied with the printer and firmware 15.05_0001 or later.

LIKELY CAUSE

According to the Honeywell guide, NETira CT's USB link goes through the Windows driver; serial and network links do not need it. Older versions of NETira CT may not work correctly with some printers.

WHAT TO DO

1. Open the PC's list of printers (Devices and Printers in Windows 7).

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2. Right-click the printer, choose Properties, then the Advanced tab.
3. Select “Print directly to the printer” and click OK.
4. In NETira CT, close the “Open a configuration file...” window, choose the USB port from the list in the toolbar and click the Query Printer icon.
5. If the printer still does not respond, check the firmware version (15.05_0001 minimum) and that the USB mode is set to Printer (Communications > USB Port > USB Device Class).

After making a change in NETira CT, click Send on each page you have changed: only the changes on the page displayed are sent.

Source: MP Compact4 Mark III User Guide – Honeywell MP Compact4 and MP Compact4 Mobile Mark III user guide (P/N 92-2745-01) (official documentation).

How do I install the Windows driver for a Honeywell MP Compact4 Mark III?

Short answer: Insert the Accessories CD, choose your model, click Install Driver and follow the instructions. The Honeywell guide requires firmware 15.05_0001 or later and the USB mode set to “Printer”.

LIKELY CAUSE

The Windows driver is used to print from applications and to configure the basic settings. On a network, it is installed on a standard TCP/IP port that points to the printer's IP address.

OFFICIAL PROCEDURE

1. Insert the Accessories CD into the computer's drive.
2. When the CD starts, select your model and click Install Driver, then follow the on-screen instructions.
3. When prompted, select your printer from the list and complete the installation.

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4. For a network printer, start the Add Printer wizard, choose a local printer and create a standard TCP/IP port with the printer's IP address, then click Have Disk and select the .inf file in the DRIVERS folder on the CD.

If the “Digital Signature Not Found” window appears during installation, the guide says to click Yes.

Source: MP Compact4 Mark III User Guide – Honeywell MP Compact4 and MP Compact4 Mobile Mark III user guide (P/N 92-2745-01) (official documentation).

Why doesn't the print from my Honeywell MP Compact4 Mark III match the size of my labels?

Symptoms: print misplaced or cut off on the label, when printing from a Windows application.

Short answer: According to the Honeywell guide, the size (Stock) chosen in the Page Set Up tab of the Windows driver must match the size of the labels; if it does not exist, create it with New. The page layout of the application that creates the label must also match this size.

LIKELY CAUSE

The driver and the application must know the actual size of the labels loaded. The guide adds that the speed and printhead temperature, in the Options tab, are the settings that have the greatest effect on print quality.

WHAT TO DO

1. Open the printer driver properties, Page Set Up tab.
2. Select the size (Stock) that matches your labels; if it does not exist, click New and enter their dimensions.
3. In the application that creates the label, set the page layout to the same size.
4. If the print quality is not good enough, adjust Printer Speed and Printhead Temperature in the Options tab: some media require more heat and a slower speed.



Source: MP Compact4 Mark III User Guide – Honeywell MP Compact4 and MP Compact4 Mobile Mark III user guide (P/N 92-2745-01) (official documentation).

How do I update the firmware on a Honeywell MP Compact4 Mark III?

While sending: status light flashing.

Short answer: Download the firmware file (.zg) for your model from the Honeywell website, then send it from the Tools tab of the Windows driver properties, using the “Send File to Printer” action. The light flashes during reception; if the update succeeds, the printer performs a cold restart.

LIKELY CAUSE

If the download fails, the printer performs a warm restart and keeps its original firmware. The guide gives three causes of failure: an invalid or corrupted file or one not suited to the model; a communication error; a memory problem.

OFFICIAL PROCEDURE

1. Download the firmware file (.zg) for your model to your computer.
2. Check that the Windows driver is installed and that the printer is connected via USB or over the network (wired or wireless).
3. Open the printer properties, Tools tab, and choose “Send File to Printer” from the Action list.
4. Set the file type to All Files (*.*), select the .zg file and click Open. The light flashes during reception.
5. If the update succeeds, the printer performs a cold restart; the configuration is kept, unless there has been a major structural change. Print a configuration label to check the new version.
6. If it fails and the printer does not restart, switch it off and on again and resend the file. Check the file and the cable, which must be a good-quality shielded cable.

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When to call a technician: if the failure persists with a valid file and a correct cable, the guide points to a memory problem and asks you to call for service.

The NETira CT utility can also send the firmware file.

Source: MP Compact4 Mark III User Guide – Honeywell MP Compact4 and MP Compact4 Mobile Mark III user guide (P/N 92-2745-01) (official documentation).

How do I reset a Honeywell MP Compact4 Mark III to factory defaults?

Short answer: Hold down the control button for about 20 seconds and release it when the light flashes orange: the settings return to their factory values. Released when the light flashes red, after about 15 seconds, it instead restores the settings saved by the reseller; held for 25 seconds, it resets the printer.

LIKELY CAUSE

The control button triggers several levels of reset depending on how long it is pressed, identified by the colour of the light at the moment you release it.

OFFICIAL PROCEDURE

1. About 15 seconds, released when the light flashes red: return to the settings saved by the reseller; images, fonts and formats downloaded to RAM and temporary configuration changes are erased.
2. About 20 seconds, released when the light flashes orange: return to factory defaults.
3. About 25 seconds: printer reset.

After returning to factory defaults, check the sensor setting and recalibrate if necessary (see the [calibration](#) entry).

Source: MP Compact4 Mark III User Guide – Honeywell MP Compact4 and MP Compact4 Mobile Mark III user guide (P/N 92-2745-01) (official documentation).

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Why does my Honeywell MP Compact4 Mark III print hexadecimal codes instead of my labels?

Symptoms: the printer outputs hexadecimal characters instead of labels.

Short answer: It is in hex dump mode, which starts after the configuration label has been printed: all data received is printed in hexadecimal. To exit it, switch off the printer or hold down the control button for at least 25 seconds to reset it.

LIKELY CAUSE

According to the Honeywell guide, printing the configuration label switches the printer to hex dump mode, a diagnostic tool for advanced users (problems with communication, handshaking protocol or label format syntax).

WHAT TO DO

1. To exit hex dump mode, switch off the printer, or hold down the control button for at least 25 seconds.
2. To print the configuration label deliberately: with the printer off, load media at least 4 inches (102 mm) wide, then switch the printer on.
3. When the status light comes on, hold down the control button until printing starts.

Decoding the data printed in hex dump mode requires the Programmer's Manual.

Source: MP Compact4 Mark III User Guide – Honeywell MP Compact4 and MP Compact4 Mobile Mark III user guide (P/N 92-2745-01) (official documentation).

Other questions about the Honeywell MP Compact4 Mark III: pause, cancel and cleaning

The control button changes function depending on the printer's state; the Honeywell guide also sets a cleaning schedule.

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How do I pause or cancel a print job on a Honeywell MP Compact4 Mark III?

Status light: solid green (ready) or flashing green (busy).

Short answer: During printing (flashing green light), a brief press of the control button pauses the printer; another brief press resumes printing. While paused, hold down the button for about 5 seconds and release it when the light flashes orange to cancel the batch.

LIKELY CAUSE

According to the Honeywell guide, a solid green light indicates that the printer is ready and a flashing green light that it is processing data. The function of the control button depends on this state.

CONTROL BUTTON FUNCTIONS

1. Ready (solid green): a brief press feeds one label; a press of about 5 seconds, released when the light flashes orange, prints the network report.
2. Busy (flashing green): a brief press pauses the printer.
3. Paused (orange): a brief press resumes printing; a press of about 5 seconds, released when the light flashes orange, cancels the batch.
4. Fault (red): a brief press clears the error.

Source: MP Compact4 Mark III User Guide – Honeywell MP Compact4 and MP Compact4 Mobile Mark III user guide (P/N 92-2745-01) (official documentation).

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How often should I clean a Honeywell MP Compact4 Mark III?

Short answer: The Honeywell guide provides for cleaning the printhead, platen roller and media path after every roll of labels, the media sensor every month with compressed air, and the peel bar, exterior and interior as needed.

LIKELY CAUSE

Deposits on the printhead and the media path degrade printing and can shorten the life of the printhead. Honeywell recommends an isopropyl alcohol-based solvent and offers cleaning products (pens, cards, films, cotton swabs).

Caution: Isopropyl alcohol is flammable: take the necessary precautions. Never use a pointed or sharp tool on the printhead.

OFFICIAL MAINTENANCE SCHEDULE

1. Printhead, after every roll: printer off, solvent on a cotton swab, from one end to the other (see the [printhead cleaning](#) entry).
2. Platen roller, after every roll: printer off, turn the roller and clean it with solvent on a cotton swab.
3. Media path, after every roll: solvent.
4. Peel and tear bar, as needed: solvent.
5. Media sensor, every month: compressed air.
6. Exterior, as needed: mild detergent or office cleaner; interior: brush or vacuum cleaner.

Source: MP Compact4 Mark III User Guide – Honeywell MP Compact4 and MP Compact4 Mobile Mark III user guide (P/N 92-2745-01) (official documentation).

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When should you call a technician for a Honeywell MP Compact4 Mark III?

The entries above first suggest reloading, cleaning, adjusting or calibrating. In the following cases, the Honeywell guide refers you to qualified personnel or to the service centre:

- **Damaged cord, liquid, drop or malfunction:** unplug the printer and call in qualified personnel.
- **Repeated firmware update failure:** possible memory problem, to be referred to the service centre.
- **Question about replacing the printhead:** contact a qualified technician or Honeywell technical support.
- **Returning the printer for repair:** first obtain a return authorisation number (RMA) from the service centre.

Avoiding recurring faults on the Honeywell MP Compact4 Mark III: preventive maintenance

Several entries in this guide point to sensors that are badly positioned or dirty, a printhead or platen roller that needs cleaning, or unsuitable settings or consumables. These are exactly the points a preventive maintenance visit checks before they cause a breakdown.

TIMCOD preventive maintenance is part of the through-life maintenance (MCO). TIMCOD provides for your fleet (page in French): scheduled preventive visits by certified technicians, with a detailed report. What it brings to a MP Compact4 Mark III fleet:

Fewer breakdowns, less downtime

Fewer production interruptions caused by label printers.

Worn parts detected in time

Printhead, platen roller, sensors: spotted before they cause a breakdown.

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Regular cleaning and checks

Printhead, rollers and sensors cleaned and checked at every visit.

Longer service life

A well-maintained, properly adjusted printer lasts longer.

Print quality maintained

Legible barcodes, with darkness and printhead pressure suited to your consumables.

Fewer emergency call-outs

Incidents are handled during scheduled visits rather than as emergency repairs.

Controlled maintenance costs

A predictable budget instead of unplanned repairs.

Specialist Honeywell technicians

Support from teams who know your equipment.

In addition, TIMCOD corrective maintenance includes phone support (hotline), repair to working order, express exchange and, as an option, SWAP. Maintenance contracts come in three levels (Essentiel, Confort, Premium).

Honeywell MP Compact4 Mark III troubleshooting: frequently asked questions

How do I calibrate a Honeywell MP Compact4 Mark III?

With the media loaded and the printer on, hold down the control button for about 10 seconds and release it when the light flashes green: the printer starts the quick media calibration. Then press the button briefly several times to position the labels. [See the detailed entry.](#)

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Why is the light on my MP Compact4 flashing red?

According to the Honeywell guide, a flashing red light signals that the labels have run out or that there is a jam. Reload the roll or clear the jammed labels, lock the printhead again, then briefly press the control button to clear the fault. [See the detailed entry.](#)

What does a solid red light mean on an MP Compact4 Mark III?

The Honeywell guide associates solid red with a top-of-label (TOF) sensing error: the printer cannot find the start of the next label. Check the loading and the sensor setting, run a quick calibration, then press the control button. [See the detailed entry.](#)

How do I reset an MP Compact4 Mark III to factory defaults?

Hold down the control button for about 20 seconds and release it when the light flashes orange: the settings return to their factory values. Released when the light flashes red, after about 15 seconds, it instead restores the settings saved by the reseller. [See the detailed entry.](#)

How do I clean the printhead on a Honeywell MP Compact4?

Load a cleaning film like a roll of labels, lock the printhead and press the button several times until the film comes out. Alternatively, with the printer off and the printhead cool, wipe the printhead with a cotton swab moistened with isopropyl alcohol. Honeywell recommends this cleaning after every roll. [See the detailed entry.](#)

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Does the MP Compact4 Mark III use a ribbon?

No. According to the Honeywell guide and data sheet, the MP Compact4 Mark III prints in direct thermal only, without a ribbon. Honeywell recommends its approved direct thermal media. [See the detailed entry.](#)

How do I exit hex dump mode on an MP Compact4 Mark III?

Hex dump mode starts after the configuration label has been printed. To exit it, switch off the printer or hold down the control button for at least 25 seconds to reset it. [See the detailed entry.](#)

How do I find the IP address of a Honeywell MP Compact4 Mark III?

With the printer ready, hold down the control button for about 5 seconds and release it when the light flashes orange: the network report prints with the IP address and the MAC address. IP address discovery (DHCP) is enabled at the factory. [See the detailed entry.](#)

Sources consulted

All the causes, procedures and light states in this guide come from the official Honeywell user guide and the Honeywell pages below, consulted on 20 October 2026. The user guide (P/N 92-2745-01) is cited by its title and reference: it is not freely available on the Honeywell website.

- MP Compact4 Mark III User Guide – Honeywell MP Compact Mark III, MP Compact4 and MP Compact4 Mobile user guide, P/N 92-2745-01 (2016) **official**
- [MP Compact Industrial Label Printer DS](#)  – Honeywell MP Compact4 Mark III and MP Compact4 Mobile Mark III data sheet (Rev A, 04/17) **official**

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- [Discontinued Productivity Products | Honeywell](#)  – Honeywell discontinued products page (Discontinued Printers table) **official**

The Honeywell MP Compact 4 product page and the DPL Programmer's Manual were not consulted for this guide and are not cited. If the fault falls under these documents, refer to the manufacturer's documentation or ask the TIMCOD technicians.

See also

- Product page on timcod.fr (in French): [Honeywell 4 MP Compact](#)
- [All Honeywell printer troubleshooting guides](#) (PM43, PF4i, PX6i, MP Nova, PC23d, PC42, PC43, PD43, PD45S, PM23c, PM45 and PM45c, PX45 and PX65, PX940, RP2 and RP4)
- [Maintenance and repair of Honeywell printers](#)
- [All printer troubleshooting guides, all brands](#)
- [Through-life maintenance \(MCO\): preventive and corrective maintenance](#) (in French)
- [TIMCOD, Honeywell reseller](#) (in French)
- [Consumables for thermal printers: labels, thermal transfer ribbons, printheads](#) (in French)
- [Printer cleaning kits](#) (in French)

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PDF version of the page <https://www.timcod.fr/reparation/en/printer-troubleshooting/honeywell/mp-compact4-mark-iii>, updated on 21 October 2026.

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