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TROUBLESHOOTING GUIDE

Honeywell MP Nova troubleshooting guide: errors, faults and fixes

Updated 21 October 2026 · By TIMCOD maintenance technicians · Source: official Honeywell documentation, MP Nova Mark II user guide (P/N 92-2744-01) (list at the end of the page)

TIMCOD PRODUCT PAGE (IN FRENCH)

See the **Honeywell MP Compact and Nova Series product page** →

In brief. The Honeywell MP Nova4 and MP Nova6 Mark II (formerly Datamax-O'Neil) are compact, rugged label printers, direct thermal (DT) or thermal transfer with ribbon (TT), with a print width of 104 mm (Nova4) or 168 mm (Nova6). They have no display: a single status light, green, orange or red, and a control button are all you need to operate them. The causes most often cited by Honeywell are incorrectly loaded or uncalibrated media, an incorrectly installed ribbon and a dirty printhead. The MP Nova is no longer sold by TIMCOD, which offers the 4 MP Compact as a replacement. 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 the [ribbon and labels](#) and the [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 Nova mean? Lookup by light

The MP Nova has only one status light, which changes colour (green, orange, red) and switches from solid to 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 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 and 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>
FAILED CALIBRATION	—	Manual calibration started from NETira CT failed	<u>Calibration failure</u>

The light states come from the “LED Indicators” table in the “Printer Operation” chapter of the MP Nova Mark II user guide; the guide's orange is shown by the yellow dot. The FAILED CALIBRATION message is displayed in the NETira CT utility. The dash indicates that the guide does not specify the state of the light.

Red or orange light on a Honeywell MP Nova: causes and solutions

The Honeywell guide describes three alert states of the MP Nova 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 Nova flashing red?

Status light: flashing red.

Short answer: According to the Honeywell guide, the flashing red light indicates that the printer is out of labels or jammed. Reload the media or clear the jammed labels, close the printer, then press the control button to clear the fault.

LIKELY CAUSE

The light table in the MP Nova Mark II guide links flashing red to two causes: media used up or printer jam.

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Caution: Honeywell forbids the use of any pointed or sharp object to remove labels from the platen roller or to work on the printhead.

WHAT TO DO

1. Open the printer: on a DT model, pull the handle then open the cover; on a TT model, open the cover, and the inner cover lifts with it.
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 a pointed or sharp tool. If labels are fouling the platen roller, remove it to clean it (see the [platen roller](#) entry).
4. Close up: on a DT model, lower the cover then fold the handle down to engage the printhead; on a TT model, close the cover, checking that the handle is fully folded down.
5. Briefly press the control button: in a fault state, this press clears the error.

Source: MP Nova Mark II User Guide – Honeywell MP Nova Mark II user guide (P/N 92-2744-01) (official documentation).

What does the solid red light mean on my Honeywell MP Nova?

Status light: solid red.

Short answer: The Honeywell guide links solid red to a top of form (TOF) detection error: the printer cannot find the start of the next label. Check the loading and the sensor mode, then run a quick calibration.

LIKELY CAUSE

The printer does not detect the gap or mark that signals the next label (“next TOF not found” in the light table). The guide does not detail the causes of this light; its sections on loading, calibration and the media position sensor (MPS) cover the points to check.

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WHAT TO DO

1. Check that the media is aligned against the inner wall and that its gaps or marks pass in front of the MPS sensor.
2. Check that the sensor mode matches your media (see the [MPS sensor](#) entry).
3. Run a quick calibration (see the [calibration](#) entry).
4. Briefly press the control button to clear the fault.

At start-up, the solid red light is also the cue for printing the configuration label (see the [configuration label and HEX-Dump mode](#) entry).

Source: MP Nova Mark II User Guide – Honeywell MP Nova Mark II user guide (P/N 92-2744-01) (official documentation).

Why does the light on my Honeywell MP Nova 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 and busy. A short press on the control button resumes printing.

LIKELY CAUSE

Printer paused by a short press during printing, or presence sensor blocked. The guide does not detail this sensor; elsewhere it describes the LTS (Label-Taken Sensor) option, with which a new label is printed only once the previous one has been removed from the sensor.

WHAT TO DO

1. Briefly press the control button: when paused, this press restarts printing.
2. If the LTS option is installed, remove the printed label left in front of the sensor.

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Source: MP Nova Mark II User Guide – Honeywell MP Nova Mark II user guide (P/N 92-2744-01) (official documentation).

Calibration problems: my Honeywell MP Nova skips labels or cannot find their start

The MP Nova is factory-calibrated for most gap and black mark media. Honeywell says to recalibrate only if there is a registration problem, starting with quick calibration.

How do I calibrate a Honeywell MP Nova4 or MP Nova6?

Short answer: Hold down the control button for about 10 seconds and release it when the light flashes green: the printer starts quick media calibration. The same calibration can be started from the NETira CT utility (Sensor Calibration, Quick Media button).

LIKELY CAUSE

Honeywell states that the printer is factory-calibrated for most gap and black mark media. The guide says to test the media first, to calibrate only if there is a registration problem and to start with quick calibration.

OFFICIAL CALIBRATION PROCEDURE

1. Load the media, and the ribbon on a TT model.
2. Using the button: hold down the control button for about 10 seconds and release it when the light flashes green.
3. With NETira CT: start the utility, query the printer, click the Sensor Calibration component, then the Quick Media button.
4. The printer feeds the media during calibration; a message confirms success and the values in the New Value column may change.

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5. If it fails, try again; if it keeps failing, switch to manual calibration (see the [calibration failure](#) entry).

After loading a roll, the guide also says to press the button several times until the printer finds the correct media position.

Source: MP Nova Mark II User Guide – Honeywell MP Nova Mark II user guide (P/N 92-2744-01) (official documentation).

What should I do if NETira CT shows “FAILED CALIBRATION” for my Honeywell MP Nova?

NETira CT message: **FAILED CALIBRATION** .

Short answer: This message indicates that manual calibration has failed: Honeywell says to repeat the whole procedure. Manual calibration is used when quick calibration does not detect the start of each label; a quick calibration can then fine-tune it.

LIKELY CAUSE

Manual calibration fully recalibrates the sensors in three measurements: full media, liner only, then no media. If an error occurs during these measurements, NETira CT displays **FAILED CALIBRATION** .

OFFICIAL MANUAL CALIBRATION PROCEDURE

1. Start NETira CT, query the printer, click Manual Media and follow the on-screen instructions.
2. Select Interlabel/Gap, then click OK.
3. Place the media over the sensor, lower the cover and click OK.
4. Peel off some labels, place the liner alone over the sensor, lower the cover and click OK.
5. Remove all the media, lower the cover and click OK.

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6. NETira CT displays a completion message; if it shows **FAILED CALIBRATION**, repeat the whole procedure.
7. If necessary, then fine-tune with a quick calibration (see the [calibration](#) entry).

Source: MP Nova Mark II User Guide – Honeywell MP Nova Mark II user guide (P/N 92-2744-01) (official documentation).

Why does my Honeywell MP Nova not detect the black marks on my labels?

Symptoms: start of label not found with black mark media or media with offset gaps.

Short answer: The media position sensor (MPS) has three modes: gap read about 16 mm from the edge (outer sensor, default), gap read about 5 mm from the edge (inner sensor) and black mark on the back of the media, about 5 mm from the edge. Choose the mode that matches your media in NETira CT.

LIKELY CAUSE

MPS sensor mode that does not match the position of the gaps or marks on the media.

WHAT TO DO

1. Locate the position of the gaps or black marks on your media relative to the edge.
2. In the NETira CT menu, set the MPS sensor mode: outer (default), inner or black mark.
3. In DPL language, the `<STX>KcG0;` command selects the outer sensor and `<STX>KcG1;` the inner sensor.

When to call a technician: the guide reserves changing the MPS sensor mode for qualified personnel.

Source: MP Nova Mark II User Guide – Honeywell MP Nova Mark II user guide (P/N 92-2744-01) (official documentation).

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Why does my Honeywell MP Nova skip every other label?

Symptoms: every other label stays blank, print quality is good.

Short answer: Honeywell first mentions a layout too close to the top edge: leave a blank space of 8 dot rows, about 0.5 mm, at the top of the label. Then calibrate the media; if the fault persists, the sensor may be faulty.

LIKELY CAUSE

Three causes according to the guide: label formatted too close to the top edge, media not calibrated, or faulty media sensor (or its circuit).

WHAT TO DO

1. In your label template, leave a blank space of 8 dot rows (about 0.5 mm) at the top of the label.
2. Calibrate the media (see the [calibration](#) entry).
3. If the fault persists, have the media sensor checked.

When to call a technician: if every other label is still skipped after correcting the layout and calibrating, Honeywell suggests a faulty media sensor and asks you to call for service.

Source: MP Nova Mark II User Guide – Honeywell MP Nova Mark II user guide (P/N 92-2744-01) (official documentation).

Why does my Honeywell MP Nova print nothing or feed several labels?

Symptoms: no printing, or several labels fed with each job.

Short answer: According to Honeywell, the labels are incorrectly loaded or the media is not calibrated. Reload the media following the loading instructions inside the cover, then calibrate.

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LIKELY CAUSE

Labels incorrectly loaded, media not calibrated, or faulty media sensor (or its circuit).

WHAT TO DO

1. Reload the media following the loading instructions inside the cover (see also the [loading labels](#) entry).
2. Calibrate the media (see the [calibration](#) entry).

When to call a technician: if the fault persists after reloading and calibrating, the guide suggests a faulty media sensor and asks you to call for service.

Source: MP Nova Mark II User Guide – Honeywell MP Nova Mark II user guide (P/N 92-2744-01) (official documentation).

Why does my Honeywell MP Nova feed 30 cm of labels before going into a fault state?

Symptoms: the label feeds about 30.5 cm (12 inches) before a fault.

Short answer: The Honeywell guide links this symptom to incorrectly loaded media. Reload it, checking that the holders and guides touch the media, and that the gaps or marks are aligned with the sensor.

LIKELY CAUSE

Media incorrectly loaded, or faulty media sensor (or its circuit).

WHAT TO DO

1. Reload the media (see the [loading labels](#) entry).
2. Check that the roll holders and guides are in contact with the media.
3. Check that the gaps or marks pass in front of the MPS sensor.

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When to call a technician: if the fault returns with correctly loaded media, the guide suggests a faulty media sensor and asks you to call for service.

Source: MP Nova Mark II User Guide – Honeywell MP Nova Mark II user guide (P/N 92-2744-01) (official documentation).

Ribbon and label loading problems on a Honeywell MP Nova

Loading the roll, ribbon direction on TT models and irregular feeding: the procedures and causes given in the Honeywell guide.

How do I load a roll of labels in a Honeywell MP Nova?

Short answer: Unlock and remove the roll guide, pull the handle to raise the printhead, then slide the media in from the side into the paper path, against the inner wall. Put the guide back against the roll, lock it, fold the handle down and press the button several times until the printer finds the media position.

OFFICIAL LOADING PROCEDURE

1. Unlock the roll guide and remove it from the spindle.
2. Pull the handle to lift the printhead off the roller.
3. Place the new roll on the spindle and insert the media from the side into the paper path.
4. Check that the media is aligned against the inner wall of the printer.
5. Put the guide back on the spindle and push it against the roll; if the media width has changed, open the cover and adjust the outer guide.
6. Turn the guide lock clockwise: the roll should be guided without being blocked.

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7. Fold the handle down to lower the printhead back onto the roller.
8. Press the print button several times until the printer finds the correct position; if necessary, print a test label and calibrate the MPS sensor.

According to the specifications in the guide: media 40 to 115 mm wide for the Nova4 and 40 to 175 mm for the Nova6, 58 to 180 µm thick, on a roll or fanfold.

Source: MP Nova Mark II User Guide – Honeywell MP Nova Mark II user guide (P/N 92-2744-01) (official documentation).

Which way round do I install the ribbon on a Honeywell MP Nova4 TT?

Short answer: Pass the ribbon under the printhead, ink side down, without sliding it under the MPS sensor. According to the Honeywell guide, the ink side must face the labels.

OFFICIAL PROCEDURE (TT MODELS)

1. Release the handle and open the cover.
2. Remove the old ribbon.
3. Slide the new ribbon onto the supply spindle.
4. Pass the ribbon under the printhead, ink side down.
5. Check that the ribbon does not pass under the MPS sensor.
6. Bring the empty core over and around the printhead, then slide it onto the take-up spindle.
7. Fold the handle down.
8. Press the print button: the ribbon winds onto the spindle and tightens.
9. Close the cover.

Test suggested by the guide: rub a piece of paper on the ribbon, and the ink side leaves a mark on it; with a label, the adhesive side pulls off the ink. Ribbon accepted: 110 mm wide maximum for the Nova4, 174 mm for the Nova6, 25 mm core, 300 m maximum.

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Source: MP Nova Mark II User Guide – Honeywell MP Nova Mark II user guide (P/N 92-2744-01) (official documentation).

Why does the ribbon on my Honeywell MP Nova not move while the labels feed?

Symptoms: the paper feeds but not the ribbon, or the label feeds 2.5 to 5 cm before a fault.

Short answer: Honeywell cites an incorrectly installed ribbon or a ribbon and paper combination that provides too little friction. Check that the ink side faces the labels and use a type of ribbon suited to the media.

LIKELY CAUSE

According to the troubleshooting table, these two causes also explain a label that feeds 2.5 to 5.1 cm (1 to 2 inches) before going into a fault state.

WHAT TO DO

1. Check the ribbon direction: rub a piece of paper on the side assumed to be inked; it should leave a mark.
2. Reinstall the ribbon if necessary (see the [ribbon installation](#) entry).
3. If the ribbon is correctly installed, replace it with a type of ribbon suited to the media used.

Source: MP Nova Mark II User Guide – Honeywell MP Nova Mark II user guide (P/N 92-2744-01) (official documentation).



Why do the labels move from left to right in my Honeywell MP Nova?

Symptoms: the media moves sideways while feeding.

Short answer: According to Honeywell, the media is incorrectly loaded. Reload it, placing the roll holders and guides against the media, and aligning the gaps or marks with the sensor.

LIKELY CAUSE

Media incorrectly loaded: guides away from the media, or gaps and marks not aligned with the MPS sensor.

WHAT TO DO

1. Check that the media is aligned against the inner wall of the printer.
2. Push the roll guide against the roll, then turn its lock clockwise.
3. If the media width has changed, adjust the outer guide with the cover open.

Source: MP Nova Mark II User Guide – Honeywell MP Nova Mark II user guide (P/N 92-2744-01) (official documentation).

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

Faded or incomplete print on a Honeywell MP Nova: what should I do?

Honeywell attributes most print defects to a dirty printhead, an unsuitable heat setting, a poorly matched ribbon and label combination or a cover that is not properly latched.

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Why is the print on my Honeywell MP Nova faded or of poor quality?

Symptoms: faded, uneven or unacceptable print.

Short answer: Honeywell first cites a dirty printhead: clean it with a Honeywell cleaning card fed through the printer. Then check the heat and speed settings and, on a TT model, the match between ribbon and labels.

LIKELY CAUSE

Four causes according to the guide: dirty printhead, heat setting unsuited to the media, poorly matched ribbon and label combination, faulty printhead.

Caution: Do not use any liquid or aerosol to clean the printer, only Honeywell cleaning cards, and never use a pointed or sharp tool on the printhead.

OFFICIAL PRINTHEAD CLEANING PROCEDURE

1. Remove all the media from the printer.
2. Open the sachet and take out the cleaning card.
3. Pull the handle and insert the cleaning card like label media (see the [loading labels](#) entry).
4. Fold the handle down, press the print button and hold it down while the cleaning card passes through the printer.
5. If the print is still faded, adjust the heat (Heat Setting) and speed with the software or DPL commands; on a TT model, check that the ribbon and labels are matched.

When to call a technician: if the printhead is faulty, Honeywell asks you to replace it or call for service.

The guide does not set a frequency: it states that frequent cleaning prevents damage to the printhead and roller, especially in harsh environments. The cleaning cards come in 4-inch and 6-inch widths.

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Source: MP Nova Mark II User Guide – Honeywell MP Nova Mark II user guide (P/N 92-2744-01) (official documentation).

Why is the print on my Honeywell MP Nova light on the right-hand side of the label?

Symptoms: light print on the right-hand part of the label.

Short answer: Honeywell cites a cover that is not properly latched: latch it. If the fault persists, the printhead is not correctly aligned and the guide asks you to call for service.

LIKELY CAUSE

Cover not latched, or printhead misaligned.

WHAT TO DO

1. Close the cover and fold the handle fully down.
2. Do a test print to check the result.

When to call a technician: if the print is still light on the right with the cover latched, the printhead is misaligned: the guide asks you to call for service.

Source: MP Nova Mark II User Guide – Honeywell MP Nova Mark II user guide (P/N 92-2744-01) (official documentation).

Why does my Honeywell MP Nova not print rotated text?

Symptoms: rotated elements missing from the label.

Short answer: According to Honeywell, the characters are placed outside the label dimensions. Check that the row and column values leave enough room for the

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height of the rotated element.

LIKELY CAUSE

Characters formatted outside the label dimensions.

WHAT TO DO

1. Check the row and column values of the rotated elements.
2. With the Windows driver, check that the format (Stock, Page Set Up tab) matches the size of your labels, as does the page format in your software.

Source: MP Nova Mark II User Guide – Honeywell MP Nova Mark II user guide (P/N 92-2744-01) (official documentation).

Honeywell MP Nova printhead and platen roller: adjustment, replacement, cleaning

The Honeywell guide describes adjusting the printhead position and pressure, as well as replacement of the printhead and the platen roller by the user.

How do I adjust the printhead position and pressure on a Honeywell MP Nova?

Symptoms: narrow labels, change in media thickness or width, uneven printhead pressure.

Short answer: With the printer off, the cover open and the handle folded down, loosen the upper nut of the adjustment screw, slide the screw then tighten the nut again. For the pressure, turn the lower nuts clockwise to increase it, anticlockwise to reduce it.

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LIKELY CAUSE

Honeywell provides for this adjustment for narrow labels and when the media thickness or width changes.

Caution: Keep the printer switched off during adjustment. Never use a pointed or sharp tool on the printhead.

OFFICIAL PROCEDURE

1. Switch the printer off, open the cover and fold the handle down.
2. Loosen the upper nut of the adjustment screw by turning it anticlockwise.
3. Slide the screw to the new position; pull the handle if the screw has to pass the knurled nut.
4. Tighten the upper nut again: it should press the sliding rail against the bottom of the notch, not against the lower nut.
5. Pressure: turn the lower nuts clockwise to tension the spring and increase the pressure, anticlockwise to reduce it.
6. Check with test prints that the printhead presses evenly on the media.

On the MP Nova4 DT only, the lateral position of the printhead can be adjusted: the non-printable margin on the left is 3 mm by default and can be reduced to 0 mm to print up to the edge (handle pulled, knurled nut loosened, printhead slid across, nut tightened again).

Source: MP Nova Mark II User Guide – Honeywell MP Nova Mark II user guide (P/N 92-2744-01) (official documentation).

How do I replace the printhead on a Honeywell MP Nova?

Short answer: With the printer off and the cover open, push the printhead down until you can see the knurled nut, unscrew it, remove the printhead and disconnect its cables. Connect the new printhead, put it back in place, check its lateral position then tighten the nut again.

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LIKELY CAUSE

The guide provides for replacing the printhead when it is faulty.

Caution: Printer switched off. Handle the printhead with care, without a pointed or sharp tool, and do not lose the knurled nut.

OFFICIAL REPLACEMENT PROCEDURE

1. Check that the printer is switched off, then open the cover.
2. Note the current lateral position of the printhead (3 mm by default).
3. Push the printhead down until you can see the knurled nut, then unscrew it.
4. Carefully remove the printhead and disconnect the cables at the back; for the right-hand cable, first push the latch on it.
5. Unpack the new printhead and connect the cables to it.
6. Carefully put the printhead in place and check that its lateral position has not changed (adjustable on the MP Nova4 DT only).
7. Hold the printhead and tighten the knurled nut again.
8. Close the cover and switch the printer back on.

The guide lists 203 and 300 dpi replacement printheads for the Nova4 and 203 dpi for the Nova6, in DT and TT versions.

Source: MP Nova Mark II User Guide – Honeywell MP Nova Mark II user guide (P/N 92-2744-01) (official documentation).

How do I clean or replace the platen roller on a Honeywell MP Nova?

Symptoms: platen roller fouled by labels.

Short answer: If labels are fouling the platen roller, Honeywell says to remove it to clean it. With the printer off and the cover open, pull the roller to the right, lift the left end then the right end, and gently free the left end from the belt.

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LIKELY CAUSE

Labels stuck on the platen roller.

Caution: Printer switched off. Take care with the drive belt when removing the left end, and never use a sharp object to remove labels from the roller.

OFFICIAL REMOVAL AND REFITTING PROCEDURE

1. Check that the printer is switched off, then open the cover.
2. Pull the roller and its bearing holder to the right, pressing on the rubber surface.
3. Lift the left end towards the inside of the printer, then the right end, and take out the roller.
4. Gently free the left end from the drive belt.
5. When refitting, first engage the left end (gear side) in the belt, then the right end.
6. Push the left end into its notch until the roller is parallel to the edge of the printer, push it slightly to the left and check that the slots are in the groove.
7. Close the cover and switch the printer back on.

Source: MP Nova Mark II User Guide – Honeywell MP Nova Mark II user guide (P/N 92-2744-01) (official documentation).

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

My Honeywell MP Nova is not communicating: USB, Ethernet and serial port

The MP Nova Mark II has an RS-232 serial port, a USB port and an Ethernet port. Honeywell recommends the NETira CT utility for querying and configuring it.

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Why does my Honeywell MP Nova not appear over USB in NETira CT?

Symptoms: no USB connection available in the configuration utility.

Short answer: Over USB, Honeywell requires the Windows driver to be installed and set to print directly to the printer. The printer's USB mode must also be set to "Printer".

LIKELY CAUSE

Windows driver missing or not set for direct printing, or printer USB mode other than "Printer".

WHAT TO DO

1. Install the Windows driver (see the [Windows driver](#) entry).
2. Open the Windows printer list (Devices and Printers), right-click the printer and open its properties.
3. In the Advanced tab, tick the option to print directly to the printer, then click OK.
4. Check that the Communications > USB Port > USB Device Class parameter is set to "Printer".
5. In NETira CT, close the open configuration file window, choose the USB port from the list in the toolbar and click Query Printer.

Serial and Ethernet connections do not need this setting. The USB cable is not supplied with the printer: it is listed among the spare parts.

Source: MP Nova Mark II User Guide – Honeywell MP Nova Mark II user guide (P/N 92-2744-01) (official documentation).

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How do I connect a Honeywell MP Nova via Ethernet with NETira CT?

Short answer: In NETira CT, click the TCP/IP Configuration icon and enter the printer's IP address with port 9100, then choose TCP_IP and click Query Printer. The IP address is shown on the network report and on the configuration label.

WHAT TO DO

1. Print the network report or the configuration label to find the printer's IP address.
2. In NETira CT, close the open configuration file window and click the TCP/IP Configuration icon.
3. Enter the printer's IP address and port 9100.
4. Choose TCP_IP from the list in the toolbar, then click Query Printer.
5. Change the settings and click Send for each page changed: only the changes on the page displayed are sent.

The printer's internal web pages can be accessed from a browser via the Ethernet port, but the guide warns that the first connection may fail until the network settings have been made by some other means. The guide links holding down the button for about 5 seconds (released when the light flashes orange) to printing the network report or cancelling the current batch.

Source: MP Nova Mark II User Guide – Honeywell MP Nova Mark II user guide (P/N 92-2744-01) (official documentation).

My Honeywell MP Nova is not communicating through the serial port: what should I check?

Symptoms: data lost or corrupted over an RS-232 link.

Short answer: Honeywell limits the RS-232 cable to 5 m: beyond that, signals may be altered or lost, especially where there is strong electrical interference. With NETira CT, use the Auto Detect button to query the printer.

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LIKELY CAUSE

Serial cable too long or electrically noisy environment.

WHAT TO DO

1. Use the serial cable supplied with the printer, or an RS-232 cable no longer than 5 m.
2. In NETira CT, click Auto Detect to query the printer and retrieve its settings.

The MP Nova Mark II serial port accepts up to 115 kbit/s.

Source: MP Nova Mark II User Guide – Honeywell MP Nova Mark II user guide (P/N 92-2744-01) (official documentation).

Honeywell MP Nova peeler (peel-off): how do I install it?

The peel-off kit, available as an option, separates the labels from their liner, which winds up at the back of the printer.

How do I load labels with the peeler (peel-off) on a Honeywell MP Nova?

Short answer: After loading the media, raise the handle, pull out 40 cm of labels, remove the labels from this length and pass the liner under the printer to the rewinder. Slide the folded liner into the rewinder slot, tension it, then press the button several times.

OFFICIAL PROCEDURE (PEEL-OFF KIT)

1. Load the media first, then pull the handle and pull out 40 cm of label strip.
2. Fold the handle down and remove all the labels from the part pulled out.
3. Pass the liner under the printer and fold 2 cm of it so that it fits into the rewinder slot.

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4. Holding the cylinder firmly, turn the knob clockwise to open the slot, slide the liner into it, then turn the knob anticlockwise to close it.
5. Keep turning anticlockwise to wind up and tension the liner.
6. Press the print button several times until the printer finds the media position; calibrate the MPS sensor if necessary.

The peel-off kit is often used with the LTS (Label-Taken Sensor) option: a new label is printed only once the previous one has been removed from the sensor.

Source: MP Nova Mark II User Guide – Honeywell MP Nova Mark II user guide (P/N 92-2744-01) (official documentation).

Honeywell MP Nova power supply: the printer does not switch on

According to its user guide, the MP Nova Mark II runs on mains power, with a 100 to 240 V power supply unit; the guide does not describe any battery.

My Honeywell MP Nova does not switch on: what should I do?

Status light: off.

Short answer: Honeywell cites a faulty mains socket: try another socket. If the printer still does not switch on, the power supply unit or the switch may be at fault and the guide asks you to call for service.

LIKELY CAUSE

The light being off means that the printer is not powered. The MP Nova Mark II runs on mains power (100 to 240 V, 50-60 Hz); its guide does not describe any battery operation, the only battery mentioned being the one on the circuit board.

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Caution: Connect the printer only to the power supply shown on the rating plate, using an earthed socket; if the plug does not fit, have it replaced by a qualified electrician. Extension leads are not recommended. Set the switch to off before connecting the power cable. The dual fuses (250 V, 4 A, type AT) must be UL approved.

WHAT TO DO

1. Plug the printer into another mains socket.
2. Check that the site power supply matches the voltage shown on the rating plate.
3. Turn the switch on and watch the status light.

When to call a technician: if the printer does not switch on from a socket in good working order, Honeywell suggests a faulty power supply unit or switch and asks you to call for service; you must also unplug it and call in qualified personnel if the cable is damaged, if liquid has got in, if it has been dropped or if its casing is damaged.

Source: MP Nova Mark II User Guide – Honeywell MP Nova Mark II user guide (P/N 92-2744-01) (official documentation).

Honeywell MP Nova driver, reset and configuration label

Installing the Windows driver, returning to factory defaults and reading the configuration, according to the procedures in the Honeywell guide.

How do I install the Windows driver for a Honeywell MP Nova?

Short answer: The driver is on the accessories CD supplied with the printer; the latest version can be downloaded from the Honeywell website. Insert the CD, choose your model, click Install Driver and follow the instructions; the firmware must

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be version 15.04_0001 or later.

OFFICIAL INSTALLATION PROCEDURE

1. Insert the accessories CD into the PC's drive.
2. When the CD starts, choose your printer model and click Install Driver.
3. Follow the instructions and select your printer from the list when prompted.
4. In the driver's Page Set Up tab, choose a format (Stock) that matches your labels; create one if it does not exist, and set the same page format in your label software.
5. In the Options tab, set the printhead speed and temperature according to the media.

According to Honeywell, the speed and printhead temperature are the settings that have the most effect on print quality; some media require more heat and a slower speed. The NETira CT utility also requires firmware 15.04_0001 or later; the guide does not describe a firmware update procedure.

Source: MP Nova Mark II User Guide – Honeywell MP Nova Mark II user guide (P/N 92-2744-01) (official documentation).

How do I reset a Honeywell MP Nova 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 the factory values. A press of about 15 seconds, released when the light flashes red, instead restores the settings saved by the reseller.

Caution: The 15-second reset erases the downloaded images, fonts and label formats from RAM: plan to send them again afterwards.

LONG PRESSES ON THE CONTROL BUTTON (HONEYWELL GUIDE)

1. About 15 seconds, released when the light flashes red: return to the settings saved by the reseller; the images, fonts and label formats downloaded to RAM are erased, as are temporary configuration changes.

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2. About 20 seconds, released when the light flashes orange: return to factory defaults.
3. About 25 seconds: printer restart (reset).

Source: MP Nova Mark II User Guide – Honeywell MP Nova Mark II user guide (P/N 92-2744-01) (official documentation).

Why is my Honeywell MP Nova in HEX-Dump mode and how do I get out of it?

Short answer: After printing the configuration label (Database Configuration Label), the printer switches to HEX-Dump mode. To exit it, Honeywell says to switch the printer off and then back on.

LIKELY CAUSE

HEX-Dump mode is activated following the configuration label, which is printed by holding down the button at start-up.

PRINT THE CONFIGURATION LABEL THEN EXIT HEX-DUMP MODE

1. Load media 10.16 cm (4 inches) wide, and the ribbon on a TT model.
2. Switch the printer on.
3. When the light is solid red, hold down the control button until the light turns solid green (up to 60 seconds), then release: the label prints.
4. Read the firmware version, memory allocations, enabled options and label counters.
5. The printer is then in HEX-Dump mode: switch it off then back on to return to normal operation.

The guide points out that the printed label may differ from the example it shows.

Source: MP Nova Mark II User Guide – Honeywell MP Nova Mark II user guide (P/N 92-2744-01) (official documentation).

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Other questions about the Honeywell MP Nova: pausing and cancelling a print job

The control button changes function depending on the printer's state: here is what a short or long press does, according to Honeywell.

How do I pause or cancel a print job on a Honeywell MP Nova?

Status light: solid green (ready), flashing green (processing).

Short answer: During printing, a short press on the control button pauses the printer (orange light) and a second press resumes printing. The guide also links holding the button for about 5 seconds, released when the light flashes orange, to cancelling the batch or printing the network report.

SHORT PRESS ON THE CONTROL BUTTON (HONEYWELL GUIDE)

1. Solid green light (ready): the press feeds one label.
2. Flashing green light (printing): the press pauses the printer.
3. Orange light (paused): the press resumes printing.
4. Red light (fault): the press clears the fault, once its cause has been corrected.

Source: MP Nova Mark II User Guide – Honeywell MP Nova Mark II user guide (P/N 92-2744-01) (official documentation).

When should you call a technician for a Honeywell MP Nova?

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

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- **Changing the MPS sensor mode:** setting reserved for qualified personnel.
- **Every other label skipped despite calibration:** possible faulty media sensor.
- **No printing or several labels at a time, despite reloading and calibration:** possible faulty media sensor.
- **Feeds about 30 cm before a fault, media correctly loaded:** possible faulty media sensor.
- **Persistent faded print after cleaning and adjustment:** faulty printhead, to be replaced.
- **Light print on the right, cover latched:** printhead misaligned.
- **Printer does not switch on from a socket in good working order:** faulty power supply unit or switch; also after a fall, liquid ingress or a damaged cable.

Avoiding recurring faults on the Honeywell MP Nova: 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 Nova 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.

Regular cleaning and checks

Longer service life

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

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 Nova troubleshooting: frequently asked questions

How do I calibrate a Honeywell MP Nova4?

Hold down the control button for about 10 seconds and release it when the light flashes green: the printer starts quick media calibration. The same calibration can be started from the NETira CT utility. Honeywell says to calibrate only if there is a registration problem, as the printer is factory-calibrated for most media. [See the detailed entry.](#)

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Why is the light on my MP Nova flashing red?

According to the Honeywell guide, the flashing red light indicates that the printer is out of labels or jammed. Reload the media or clear the jammed labels, close the printer, then press the control button to clear the fault. [See the detailed entry.](#)

What does the solid red light on a Honeywell MP Nova mean?

The Honeywell guide links solid red to a top of form (TOF) detection error: the printer cannot find the start of the next label. Check the loading and the sensor mode, then run a quick calibration. [See the detailed entry.](#)

How do I reset a Honeywell MP Nova to factory defaults?

Hold down the control button for about 20 seconds and release it when the light flashes orange: the settings return to the factory values. A press of about 15 seconds, released when the light flashes red, instead restores the settings saved by the reseller and erases the images, fonts and formats downloaded to RAM. [See the detailed entry.](#)

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

Remove the media, then insert a Honeywell cleaning card like label media. Fold the handle down and hold down the print button while the cleaning card passes through the printer. Honeywell forbids liquids, aerosols and pointed tools. [See the detailed entry.](#)

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Which way round does the ribbon go on an MP Nova4 TT?

Pass the ribbon under the printhead, ink side down, without sliding it under the MPS sensor. According to the Honeywell guide, the ink side must face the labels. [See the detailed entry](#).

How do I exit HEX-Dump mode on an MP Nova?

After printing the configuration label, the printer switches to HEX-Dump mode. To exit it, Honeywell says to switch the printer off and then back on. [See the detailed entry](#).

Does the Honeywell MP Nova run on battery power?

Its user guide does not describe any battery operation: the MP Nova Mark II runs on mains power, from 100 to 240 V. The only battery mentioned is the one on the circuit board. [See the detailed entry](#).

Sources consulted

All the causes, procedures and light states in this guide come from the official Honeywell user guide below, consulted on 20 October 2026. This user guide is not freely available on the Honeywell and Brady websites (checked on 21 October 2026): it is cited by its title and reference (P/N 92-2744-01). The [MP Nova data sheet](#)  is available in English on the Honeywell website.

- MP Nova Mark II User Guide – Honeywell MP Nova Mark II user guide, P/N 92-2744-01 (2016) official

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No Honeywell product page or PDF for the MP Nova Mark II was consulted for this guide, including the DPL Command Reference on prod-edam.honeywell.com. 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 MP Compact and Nova Series](#)
- [All Honeywell printer troubleshooting guides](#) (PM43, PF4i, PX6i, MP Compact4 Mark III, 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-nova>, updated on 21 October 2026.

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