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### TROUBLESHOOTING GUIDE

# Honeywell PC23d troubleshooting guide: errors, faults and fixes

Updated 21 October 2026 · By TIMCOD maintenance technicians · Source: official Honeywell documentation, PC23 and PC43 user manual (PC23 | PC43 Desktop Printer User Manual) (list at the end of the page)

TIMCOD PRODUCT PAGE (IN FRENCH)

[See the Honeywell PC23d product page →](#)

**In brief.** The Honeywell PC23d is a compact 2-inch-wide direct thermal desktop label printer that prints without a ribbon; it is available with a colour LCD display or with an icon interface. Its status is shown by a blue Ready-to-Work light and, on the icon version, by pictograms that light up: the Honeywell manual mainly mentions jammed or empty media, an open print mechanism and an overheated printhead. The manual used is common to the PC23d, PC43d and PC43t; only the procedures that apply to the PC23d are covered here, from calibration to the peeler, the network and HF RFID encoding. Click a question to open its entry.

- **An icon lights up or the blue light flashes:** look up the state in the [lookup table](#), then open the entry shown.
- **The print is misaligned or of poor quality:** start with [calibration](#) and [position adjustment](#), then see the [faded print](#) entry.

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

## Which icon is lit on my Honeywell PC23d? Lookup by icon and by light

On the icon version of the PC23d, each type of error lights its own pictogram. The Ready-to-Work light, present on all versions, stays solid blue when the printer can print and flashes when something is preventing it from printing. Each row points to the entry that resolves it.

| Message or state                                | Icon or light<br>(Honeywell manual) | Likely cause                                       | Entry                                 |
|-------------------------------------------------|-------------------------------------|----------------------------------------------------|---------------------------------------|
| Media is jammed or empty                        | media icon lit                      | Empty roll or labels stuck                         | <a href="#">Media jammed or empty</a> |
| Print mechanism is open or not latched properly | print mechanism icon lit            | Cover not properly closed or mechanism not latched | <a href="#">Mechanism open</a>        |
| Printhead too hot                               | printhead temperature icon lit      | Printhead overheating                              | <a href="#">Overheating</a>           |
| General error                                   | general error icon lit              | Error not covered by another icon                  | <a href="#">General error</a>         |
| Printer is paused                               | pause icon lit                      | Printing suspended                                 | <a href="#">Pause</a>                 |
| Printer is not ready for a print job            | Ready-to-Work flashing blue         | The printer cannot accept a job                    | <a href="#">Flashing blue light</a>   |

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| Message or state                                                         | Icon or light<br>(Honeywell manual)             | Likely cause                                     | Entry                                       |
|--------------------------------------------------------------------------|-------------------------------------------------|--------------------------------------------------|---------------------------------------------|
| Maintenance needed;<br>odometer setting<br>reached                       | Maintenance icon<br>solid                       | Maintenance alert threshold<br>reached           | <a href="#"><u>Maintena<br/>nce</u></a>     |
| Firmware upgrade in<br>progress                                          | Maintenance icon<br>solid, Ready-to-Work<br>off | Firmware update                                  | <a href="#"><u>Firmware</u></a>             |
| Printer in<br>calibration mode                                           | Maintenance icon<br>flashing                    | Calibration in progress                          | <a href="#"><u>Calibratio<br/>n</u></a>     |
| Firmware is<br>currently resetting<br>all defaults                       | Maintenance icon<br>flashing                    | Full reset in progress                           | <a href="#"><u>Factory<br/>settings</u></a> |
| No connection                                                            | ○ connectivity icon<br>off                      | No network connection                            | <a href="#"><u>Network</u></a>              |
| Printer is turned<br>off, not<br>communicating, or<br>not ready to print | ○ Ready-to-Work off                             | Printer switched off, starting<br>up or updating | <a href="#"><u>Does not<br/>start</u></a>   |

States taken from the “About the Ready-to-Work Indicator” and “About the Icon Front Panel” sections of the PC23/PC43 manual; the blue colour of the light is given in “Connect the Printer to Power”. The ribbon icon is reserved for thermal transfer models and does not apply to the PC23d. The colour of the icons is not stated, hence the absence of coloured dots. The text messages of the LCD version are listed in chapter 5 of the manual, which could not be consulted.

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# Honeywell PC23d error icons and blue light: what do they mean?

The error states described in the manual for the PC23d, each with the short answer, the cause, the steps to follow and, if needed, when to contact Honeywell support.

## Why does my Honeywell PC23d indicate that the roll is empty or jammed?

Media icon lit · Ready-to-Work light flashing.

**Short answer:** The Honeywell manual links this icon to jammed or used-up media. Free the jammed labels or fit a new roll, tighten the roll holders, feed the paper under the guides, then close the cover until it clicks.

### LIKELY CAUSE

End of the roll, labels jammed in the path or paper not correctly fed under the guides.

**Caution:** According to the safety instructions in the manual, do not put your fingers in the print mechanism while the printer is on, and close the cover before using it.

### WHAT TO DO

1. Pull one latch, or both, towards the front of the printer and lift the cover.
2. Remove the empty core or the jammed labels and fit a new roll (see [loading labels](#)).
3. Check that the roll holders are touching the sides of the roll and that the tab is folded down.
4. For notched or black mark labels, move the label stop sensor so that it is under the path of the notches or marks.
5. Feed the paper under the guides at the end of the roll holders and let it protrude at the front.
6. Close the cover until it clicks; if the icon lights up again, run a new [calibration](#).

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For linerless labels, Honeywell advises tearing them off by pulling towards the top of the printer to avoid jams.

Sources: About the Icon Front Panel · Load Media for Tear-Off Printing · About Media · Safety Precautions – PC23 | PC43 Desktop Printer User Manual (Honeywell) (official documentation).

## What should I do if my Honeywell PC23d reports an open print mechanism?

Print mechanism icon lit.

**Short answer:** This icon lights up when the print mechanism is open or not latched correctly. Lift the cover, check that the roll and paper are properly in place, then close it firmly until it clicks.

### LIKELY CAUSE

Cover open or print mechanism not properly engaged.

**Caution:** The manual says to close the cover before any use, because moving parts are accessible.

### WHAT TO DO

1. Open the cover by pulling the latches forward.
2. Check that the paper passes correctly under the guides and does not prevent the cover from closing.
3. Close the cover until it latches.
4. The icon should go out: according to the manual, it is off when the mechanism is properly closed.

Sources: About the Icon Front Panel · Safety Precautions – PC23 | PC43 Desktop Printer User Manual (Honeywell) (official documentation).

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## Why does my Honeywell PC23d report printhead overheating?

Printhead temperature icon lit.

**Short answer:** This icon indicates that the printhead is too hot. It goes out by itself when the temperature returns to normal: wait before restarting printing.

### LIKELY CAUSE

Printhead temperature too high.

### WHAT TO DO

1. Wait until the icon goes out, a sign that the printhead temperature has returned to normal.
2. Then restart printing.

The chapters of the manual consulted give no other instructions for this state.

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Source: About the Icon Front Panel – PC23 | PC43 Desktop Printer User Manual (Honeywell) (official documentation).

## Why is the Ready-to-Work light on my Honeywell PC23d flashing?

Ready-to-Work light flashing blue · sometimes general error or pause icon lit.

**Short answer:** A flashing Ready-to-Work light means that the PC23d cannot accept a print job; solid, it indicates that the printer is ready. Look for the icon that is lit (media, mechanism, temperature, general error or pause) to find the cause.

### LIKELY CAUSE

According to the manual, flashing indicates a condition that prevents printing. On the icon version, an icon specifies what it is.

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## WHAT TO DO

1. See which icon is lit: media ([entry](#)), mechanism ([entry](#)) or temperature ([entry](#)).
2. Pause icon: the printer is paused.
3. LCD version: if the main menu is open, go back to the Ready screen, because printing is impossible while the menu is displayed (see [main menu](#)).
4. General error icon on its own: this error is not detailed in the chapters of the manual consulted; if it does not clear, contact Honeywell support.

**When to call a technician:** if the general error persists, the manual refers you to Honeywell technical support ([sps.honeywell.com](https://sps.honeywell.com), Support section); a return to a service centre requires an RMA number.

Chapter 5 of the manual, which lists the alerts and their solutions, could not be consulted.

Sources: About the Ready-to-Work Indicator · About the Icon Front Panel · About the Main Menu · Global Services and Support – PC23 | PC43 Desktop Printer User Manual (Honeywell) (official documentation).

## What does the Maintenance icon lit on my Honeywell PC23d mean?

Maintenance icon solid or flashing.

**Short answer:** Solid, this icon indicates that maintenance is needed, that an odometer threshold has been reached or that a firmware update is in progress. Flashing, it indicates a calibration or a reset to factory settings: let the operation finish.

## LIKELY CAUSE

Maintenance alert triggered by the odometer, or update, calibration or reset in progress.

## WHAT TO DO

1. If it is flashing, wait for the calibration or reset to finish.
2. If it is solid during a firmware update, do not switch the printer off (see [firmware](#)).

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3. If it is solid when no update is in progress, the maintenance alert has been reached: printhead and roller maintenance is covered in the “Maintain the Printer” chapter of the manual.
4. The thresholds for this alert can be changed in the System Settings section of the printer's web page.

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Sources: About the Icon Front Panel · Configure the Printer from the Web Page – PC23 | PC43 Desktop Printer User Manual (Honeywell) (official documentation).

## Honeywell PC23d calibration: labels not detected correctly or print misplaced

Two complementary adjustments: calibration of the label stop sensor, then the Start Adjust and Stop Adjust values specific to the PC23d.

### How do I calibrate a Honeywell PC23d?

Symptoms: the PC23d cannot find the start of the labels, media icon lit after a roll change.

**Short answer:** LCD version: open the main menu, then Wizards, Calibration and Media; the wizard calibrates the label stop sensor. Icon version: restart the printer and hold down the Print button as soon as only the Maintenance and Bluetooth icons remain lit; it feeds a few labels then prints two test labels.

#### LIKELY CAUSE

The label stop sensor must be calibrated to detect each label, especially after a change of media.

#### OFFICIAL CALIBRATION PROCEDURE

1. Load the label roll.

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2. LCD version: on the Ready screen, press Menu/Home, choose Wizards, then the Calibration category and the Media wizard; follow the screens. The wizard also displays the current print settings.
3. Icon version: switch the printer off, switch it back on and watch the icons, which all light up then go out one by one starting from the one at the bottom right.
4. When only Maintenance and Bluetooth are still lit, hold down the Print button: the printer feeds a few labels to adjust the paper feed, then prints two test labels showing the media and communication settings.
5. The Maintenance icon flashes throughout the calibration.

When the ESim/ZSim automatic configuration is used, calibration also takes place on the first job received (see [language](#)).

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Sources: Calibrate the Media Feed and Print Test Labels on the Icon Printer · About the Printer Wizards · Use a Wizard · About the Icon Front Panel – PC23 | PC43 Desktop Printer User Manual (Honeywell) (official documentation).

## How do I adjust the print position on the label with a Honeywell PC23d?

Symptoms: print too high or too low, label not presented correctly at the peeler.

**Short answer:** The Honeywell manual says to set Start Adjust and Stop Adjust after loading, so that printing starts from the top edge of the label. For the PC23d in tear-off mode, it recommends Start Adjust -113 (203 dpi) or -168 (300 dpi) with Stop Adjust at 0.

### LIKELY CAUSE

Feed values not suited to the output mode or the media.

### WHAT TO DO

1. LCD version: the Media Setup wizard (Wizards, Printing category) sets Start Adjust and Stop Adjust along with the width, length and speed.

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2. Icon version: change these values in the Printing section of the web page, or with PrintSet 5.
3. Tear-off mode: Start Adjust -113 at 203 dpi or -168 at 300 dpi, i.e. about -14.2 mm; Stop Adjust 0.
4. With the peeler: Start Adjust -117 at 203 dpi or -173 at 300 dpi; Stop Adjust 3 or 5.
5. Print a test label and fine-tune slightly: according to Honeywell, the correct value varies with the media, the feed mode, the roll size and the printer itself.

These values are already preset in the ESim, ZSim and DSim languages.

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Sources: About Tear-Off Printing · About the Label Dispenser · About the Printer Wizards – PC23 | PC43  
Desktop Printer User Manual (Honeywell) (official documentation).

## Loading labels on the Honeywell PC23d: roll, sensor and special media

The PC23d prints in direct thermal: only the media needs loading. Here is the procedure from the manual and the precautions for special media.

### How do I put a roll of labels in a Honeywell PC23d?

**Short answer:** Lift the cover, set the roll holders to the width of the roll then lock them, place the sensor under the notches or black marks if your paper has them, and feed the paper under the guides to the front. Close the cover until it clicks, then set the feed values.

#### OFFICIAL PROCEDURE (TEAR-OFF MODE)

1. Pull one or both latches forward, lift the cover and remove any empty core.
2. If the width changes: raise the locking tab, adjust the spacing of the holders, place the roll between them, press them against the roll and lower the tab.

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3. Notched or black mark paper: move the label stop sensor so that the marks pass over it.
4. Feed the paper under the guides at the end of the roll holders and bring it out at the front.
5. Close the cover until it clicks.
6. Switch on the PC23d and set the feed values (see [print position](#)).

A roll of the same size does not require the holders to be readjusted. Large rolls or card labels up to 20 cm in diameter are placed behind the printer and enter through the external feed slot.

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Sources: Load Media for Tear-Off Printing · Adjust the Media Holders · Load External Media – PC23 | PC43 Desktop Printer User Manual (Honeywell) (official documentation).

## How do I print thick or linerless labels on a Honeywell PC23d?

Symptoms: jams, uneven print on card or linerless labels.

**Short answer:** For card labels, Honeywell provides thick media springs, to be installed before printing, followed by an adjustment of the media sensitivity and darkness. Linerless labels require the linerless roller accessory and are torn off upwards.

### LIKELY CAUSE

Special media used without the accessory or setting specified in the manual.

### WHAT TO DO

1. Card labels: fit the optional thick media springs.
2. Then adjust Media Sensitivity and Darkness until you get clear print.
3. Go back to the original springs for other media: the manual states that this extends the life of the printhead.
4. Linerless labels: fit the linerless roller accessory before printing anything, then tear off each label by pulling towards the top of the printer.

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Source: About Media – PC23 | PC43 Desktop Printer User Manual (Honeywell) (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).

## Faded or uneven print on the Honeywell PC23d: what should I check?

The quality checks described in the chapters of the Honeywell manual that were consulted.

### Why is my Honeywell PC23d printing faintly?

Symptoms: grey, uneven or partial print.

**Short answer:** The PC23d prints in direct thermal, without ribbon: check that the print method is set accordingly, then print the labels from the Print Quality wizard. On thick media, adjust Media Sensitivity and Darkness; printhead cleaning is described in the “Maintain the Printer” chapter of the manual.

#### LIKELY CAUSE

Print setting unsuited to the media, thick media or RFID chip area, or dirty printhead.

**Caution:** Before using a cleaning card, read the warning printed on its envelope, as the manual instructs.

#### WHAT TO DO

1. Check that the print method is set to direct thermal.
2. LCD version: run the Print Quality wizard (Wizards, Printing), which prints a series of test labels, or print a Print Quality label from Tools > Test Labels.

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3. Thick media: fit the springs provided for this, then adjust Media Sensitivity and Darkness.
4. RFID labels: the chip area is thicker, so avoid printing on it.
5. If the defect remains, clean the printhead and the roller following the “Maintain the Printer” chapter of the manual.

The detailed cleaning procedure (chapter 6 of the manual) could not be consulted: it is not reproduced here.

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Sources: About the Printer Wizards · Print a Test Label from the Main Menu · About Media · How to Print on RFID Media · Safety Precautions – PC23 | PC43 Desktop Printer User Manual (Honeywell) (official documentation).

## Honeywell PC23d USB, Ethernet, Wi-Fi or Bluetooth connection: the computer cannot see it

USB is standard; Ethernet and Wi-Fi/Bluetooth use optional modules. Procedures from the Honeywell manual.

### Why does my Honeywell PC23d connected via USB not print?

Symptoms: Windows sees the printer but nothing comes out, or it does not appear.

**Short answer:** Even if Windows recognises the PC23d on its own, Honeywell requires the InterDriver driver to be installed for correct USB operation. Download it from the Honeywell download portal, install it, then connect the cable to the USB device port at the back.

#### LIKELY CAUSE

InterDriver driver missing.



## WHAT TO DO

1. On the Honeywell technical support download portal, first install Honeywell Download Manager, which is required to retrieve the files.
2. Get the driver from Software > Printers > Printer Software and Drivers > Printer Drivers > Windows Print Drivers > Current.
3. Unzip the archive, run the .exe and let the wizard install InterDriver.
4. Connect the printer's USB device port to the computer: no communication settings are needed for USB.

The quick start guide says to run the supplied CD before connecting the printer. USB-to-serial and USB-to-parallel adapters, connected to the USB host port, allow a serial or parallel connection.

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Sources: Install Printer Drivers – PC23 | PC43 Desktop Printer User Manual (Honeywell) · Connect the Printer Using a USB Cable – PC23 | PC43 Desktop Printer User Manual (Honeywell) · Connect the Printer Using a Serial or Parallel Cable – PC23 | PC43 Desktop Printer User Manual (Honeywell) · [PC23d, PC43d, and PC43t Desktop Printer Quick Start Guide](#)  – Honeywell quick start guide (P/N 930-253-001) (official documentation).

## Where can I find the IP address of my Honeywell PC23d?

Symptoms: connectivity icon off, printer web page cannot be found.

**Short answer:** On the LCD version, the address is shown in Settings > Communications > Ethernet. On the icon version, hold down Print once start-up is complete and release when a second label starts to feed: the IP address is on the second of the two configuration labels.

## LIKELY CAUSE

The Ethernet connection uses the optional module; by default, the address is assigned by DHCP.



## WHAT TO DO

1. Make sure the Ethernet module is fitted, then connect the rear Ethernet port to the network.
2. Icon version: switch the printer on and wait until all the icons go out. Hold down Print, let one label pass and release at the start of the second: two configuration labels come out, and the IP address is on the second one.
3. LCD version: Menu/Home, then Settings > Communications > Ethernet.
4. On a network without DHCP, set up Ethernet with PrintSet 5 via USB.
5. Type the IP address into a browser and click Login; refer to the Honeywell documentation for the login details.

The connectivity icon flashes when data is being transferred, stays solid when there is no exchange and goes out when there is no connection.

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Sources: Connect the Printer to an Ethernet Network · Set Up an Icon Printer with Ethernet · Configure the Printer from the Web Page · About the Icon Front Panel – PC23 | PC43 Desktop Printer User Manual (Honeywell) (official documentation).

## My Honeywell PC23d will not connect to Wi-Fi: what should I check?

Symptoms: Wi-Fi icon off, printer missing from the wireless network.

**Short answer:** Wi-Fi is only available with the optional Wi-Fi/Bluetooth module.

On a DHCP network, the connection is automatic at start-up; on a network without DHCP, enter the SSID, IP addressing and security in Settings > Communications > Wireless 802.11 (LCD version) or use PrintSet 5 over USB (icon version).

## LIKELY CAUSE

Module missing, network without DHCP or incomplete wireless settings.

## WHAT TO DO

1. Check that the Wi-Fi/Bluetooth module is fitted: without it, the Wi-Fi icon stays off.

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2. DHCP network: switch the printer on; it joins the network by itself and the Wi-Fi icon lights up.
3. LCD version without DHCP: Menu/Home, Settings > Communications > Wireless 802.11; fill in General (SSID, network type, roaming, power mode), Network (IP assignment, address, mask, router) and Security, then save to start the connection.
4. Icon version: connect the PC23d via USB, find its IP address with PrintSet 5 and configure the wireless settings.
5. On the web page: Configure tab, Communications > Wireless 802.11, then Save; Default Settings restores the original wireless settings.

On the LCD version, the Wireless 802.11 wizard (Wizards, Communications) searches for networks within range.

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Sources: About Wi-Fi Communications · Connect the Printer to a Wireless Network · Configure Wi-Fi Communications from the Printer Web Page · Set Up an Icon Printer with Wi-Fi – PC23 | PC43 Desktop Printer User Manual (Honeywell) (official documentation).

## How do I connect a Bluetooth scanner to a Honeywell PC23d?

**Short answer:** With the Wi-Fi/Bluetooth module, print the Bluetooth Settings label from the web page (Services, Print Test Labels, Printer Settings), then scan its “Scan to Connect” code with the scanner. The LCD version also offers a Bluetooth wizard.

### WHAT TO DO

1. Switch on the scanner, make it discoverable and place it near the printer, which must be ready to print.
2. In the printer's web page: Services, Print Test Labels, Printer Settings, then print the Bluetooth Settings label.
3. Scan the “Scan to Connect” code: the PC23d tries to connect to the scanner.

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4. LCD version: Menu/Home, Wizards > Communications > Bluetooth, and follow the screens.
5. If the connection fails, move the scanner closer or change the printer's Bluetooth settings.

The Bluetooth icon is white when the link is active, grey when it is inactive or disabled.

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Sources: About Bluetooth Communications · Connect to a Bluetooth Device by Reading a Bar Code · Connect to a Bluetooth Device Using a Wizard – PC23 | PC43 Desktop Printer User Manual (Honeywell) (official documentation).

## Honeywell PC23d peeler: loading and adjustment

The PC23d accepts the peeler accessory. The manual, however, reserves cutting (cutter) for the PC43.

### How do I load labels into the peeler on a Honeywell PC23d?

Symptoms: the label stays on the liner, or the liner jams at the front.

**Short answer:** Peel off the first label, pass the liner through the slot in the peeler door, over the printer's roller then under the door's roller, and close the door and cover. The manual specifies not to pull on the paper to take up the slack.

#### LIKELY CAUSE

Liner incorrectly routed, or feed values not set for the peeler.

#### OFFICIAL PROCEDURE (PEELER)

1. Use adhesive labels on a liner. Lift the cover, remove the empty core and adjust the roll holders if necessary.
2. For notched or black mark paper, place the sensor under the path of the marks.

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3. Feed the paper under the guides of the roll holders.
4. Open the peeler front door and remove the label closest to the end of the liner.
5. Pass the liner through the slot in the door, over the printer's roller and under the door's roller, without pulling on the paper.
6. Close the door then the cover until it clicks, switch on the printer and enter the peeler feed values (see [print position](#)).

The peeler has a Label Taken Sensor, which the LCD version calibrates with the wizard of the same name. Cutting with a cutter, on the other hand, is provided for by the manual only on the PC43.

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Sources: About the Label Dispenser · Load Media for the Label Dispenser · About the Printer Wizards · Load Media for Cut-Off Printing – PC23 | PC43 Desktop Printer User Manual (Honeywell) (official documentation).

## Honeywell PC23d language, firmware and factory settings: how do I do it?

Changing the command language, updating the firmware and resetting, according to the manual.

### How do I change the command language of a Honeywell PC23d (ZPL, EPL)?

Symptoms: labels sent by software designed for another printer do not print.

**Short answer:** On the LCD display: Settings > System Settings > General > Command Language, then choose ZSim (ZPL) or ESim (EPL). On the icon version, restart and hold down Print when only Maintenance and Bluetooth are lit, until the desired language is printed. The original language is Fingerprint.

#### LIKELY CAUSE

Printer command language different from that of the labelling software.

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## WHAT TO DO

1. Load the media, then switch off the PC23d.
2. Icon version: switch it back on; as soon as only the Maintenance and Bluetooth icons remain lit, hold down Print. A few labels feed, the test labels come out, then the list of languages is printed: release on the language you want. The printer restarts in that language.
3. LCD version: Menu/Home, Settings > System Settings > General, Command Language, then save.
4. Via the web page: Configure tab, System Settings > General, Command Language, save, then Reboot Printer in the Services tab.

To replace a printer whose language is unknown, the ESim/ZSim automatic configuration detects the language of the first job (10 bytes minimum), calibrates the media and sets the PC23d to ESim or ZSim; the media must be loaded before switching on.

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Sources: Set the Command Language with the Print Button · About Printer Command Languages · About ESim/ZSim Auto-Configuration · Set the Command Language from the Main Menu · Set the Command Language from the Printer Web Page – PC23 | PC43 Desktop Printer User Manual (Honeywell) (official documentation).

## How do I update the firmware on a Honeywell PC23d?

Maintenance icon solid, Ready-to-Work light off during the operation.

**Short answer:** Honeywell describes three ways to update the firmware: via the web page, via a USB flash drive or via the USB menu. The flash drive must have a single FAT16 or FAT32 partition; during the operation, the Maintenance icon stays lit and the Ready-to-Work light goes out.

## WHAT TO DO

1. Format a USB flash drive as FAT16 or FAT32 with a single partition: this is required for the USB host port to accept it.

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2. Insert it into a USB host port; on the LCD version, Tools > USB Menu displays the available options.
3. Let the update run: Maintenance icon lit, Ready-to-Work light off.
4. On the LCD version, the Setup Wizard starts at the restart that follows the update.

The three step-by-step procedures are in chapter 5 of the manual (“How to Upgrade the Printer Firmware”), which could not be consulted.

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Sources: About the USB Host Port · Connect a USB Device · About the Icon Front Panel · Use the Setup Wizard – PC23 | PC43 Desktop Printer User Manual (Honeywell) (official documentation).

## How do I reset a Honeywell PC23d?

Maintenance icon flashing during the reset.

**Short answer:** On the LCD version, restoring default settings is in the Tools menu. From the web page, the Default Settings button resets the settings on the open page. Remember to save the configuration in a profile before you start.

### WHAT TO DO

1. Save the current configuration in a printer profile (Tools menu, or Save As Profile in the web page).
2. LCD version: Menu/Home, Tools, then restore default settings.
3. Web page: Default Settings on the relevant settings page, then Save.
4. During a full reset, the Maintenance icon flashes; the LCD version then restarts the Setup Wizard.
5. Reload your profile if necessary and run a new calibration.

The hardware reset (“Restore Defaults by Using a Hardware-Based Reset”) is described in chapter 5 of the manual, which was not consulted.

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Sources: About the Main Menu · Configure the Printer from the Web Page · About the Icon Front Panel · Use the Setup Wizard – PC23 | PC43 Desktop Printer User Manual (Honeywell) (official documentation).

## HF RFID encoding on the Honeywell PC23d: calibrating the chip position

The PC23d can be fitted at the factory with an HF RFID module. The manual describes the RFID calibration wizard.

### How do I calibrate the HF RFID module on a Honeywell PC23d?

Symptoms: tags not encoded, label misaligned with the antenna.

**Short answer:** On an LCD PC23d fitted with the RFID module, run the Wizards > Calibration > RFID wizard after checking the media type and length. At the end of the wizard, the printer displays the chip position (Tag Position); the transmit power is only displayed for UHF tags.

#### LIKELY CAUSE

Offset between the chip and the antenna (Tag Position, TAGADJUST variable).

#### OFFICIAL RFID CALIBRATION PROCEDURE

1. Check that the media type and length are correctly configured.
2. Main menu: Wizards > Calibration > RFID.
3. Choose Enable to activate the module, load the RFID labels and confirm with OK.
4. Note the chip position displayed at the end of calibration.
5. Save the settings in a profile to reuse them with the same media.

According to the Honeywell data sheet, the PC23d RFID module operates at HF 13.56 MHz (ISO 15693) and is factory-fitted only. A positive Tag Position value moves the label forward, a negative value moves it back.

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Sources: Run the RFID Calibration Wizard – PC23 | PC43 Desktop Printer User Manual (Honeywell) · About RFID Tag Position – PC23 | PC43 Desktop Printer User Manual (Honeywell) · How to Print on RFID Media – PC23 | PC43 Desktop Printer User Manual (Honeywell) · [PC Series Desktop Printers PC23d/PC43d/PC43t Data Sheet](#)  – Honeywell PC23d, PC43d, PC43t data sheet (official documentation).

## Other Honeywell PC23d problems: start-up, menu, test label

Common cases with no error icon.

### My Honeywell PC23d does not switch on: what should I check?

Ready-to-Work light off, display or icons off.

**Short answer:** Connect the original power adapter to the rear power port and then to the socket: its green light should stay on. Then press the power switch; once start-up is complete, the blue Ready-to-Work light stays solid.

#### LIKELY CAUSE

According to the manual, a Ready-to-Work light that is off corresponds to a printer that is switched off, not communicating or not ready, for example during start-up or during a firmware update.

**Caution:** Use only the power adapter supplied with the printer: another adapter voids the warranty and may damage it.

#### WHAT TO DO

1. Connect the adapter to the back of the printer, then to a mains socket.
2. Check that the green light on the adapter connector comes on and does not go out.

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3. Press the power switch: the LCD version displays a progress bar then the Ready screen, the icon version lights its icons and turns them off one by one.
4. Once start-up is complete, the blue Ready-to-Work light stays solid; if it is flashing, see the [flashing light](#) entry.

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Sources: Connect the Printer to Power · About the Ready-to-Work Indicator – PC23 | PC43 Desktop Printer User Manual (Honeywell) (official documentation).

## Why does my Honeywell PC23d not print when the menu is open?

Symptoms: jobs sent with no result, main menu shown on the LCD display.

**Short answer:** According to the Honeywell manual, the PC23d cannot print while the main menu is displayed. Exit it with the Menu/Home button to return to the Ready screen: the jobs resume.

### LIKELY CAUSE

Main menu open on the display.

### WHAT TO DO

1. Press Menu/Home to return to the Ready screen, or Back to go up one menu at a time.
2. When the Ready-to-Work light is solid, send the print job again if it has not restarted.

Applies only to the LCD display version.

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Sources: About the Main Menu · About the LCD Front Panel – PC23 | PC43 Desktop Printer User Manual (Honeywell) (official documentation).

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## How do I print a test label on a Honeywell PC23d?

**Short answer:** Icon version: with the printer idle, hold down the Print button until the test label starts to come out. LCD version: Menu/Home, Tools > Test Labels, then Print Quality, Printer Information or Printer Settings.

### WHAT TO DO

1. Check that a roll is loaded.
2. Icon version: hold down Print until printing starts.
3. LCD version: Menu/Home, Tools, Test Labels, then the label group (Print Quality, Printer Information or Printer Settings) and the label you want.
4. With a network connection, the web page can also print these labels (Services tab, Print Test Labels).

On the LCD display, selecting an icon in the status bar displays the firmware version, product name, serial number and configuration number.

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Sources: About Test Labels · Print a Test Label in Idle Mode · Print a Test Label from the Main Menu · View Basic Printer and Connection Information – PC23 | PC43 Desktop Printer User Manual (Honeywell) (official documentation).

## When should you call a technician for a Honeywell PC23d?

The entries above focus on reloading, calibration and settings. The Honeywell manual directs you to support in the following case:

- **General error that does not clear:** Honeywell technical support, then return to a service centre with an RMA number if necessary.

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## Avoiding recurring faults on the Honeywell PC23d: 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 PC23d 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

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.

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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 PC23d troubleshooting: frequently asked questions

### How do I calibrate a Honeywell PC23d?

On the LCD display, open the main menu then Wizards, Calibration and Media: the wizard calibrates the label stop sensor. On the icon version, restart the printer and hold down the Print button as soon as only the Maintenance and Bluetooth icons remain lit; it feeds a few labels then prints two test labels. [See the detailed entry.](#)

### Why is the light on my Honeywell PC23d flashing?

A flashing Ready-to-Work light means that the PC23d cannot accept a print job; solid, it indicates that the printer is ready. Look for the icon that is lit (media, mechanism, temperature, general error or pause) to find the cause. [See the detailed entry.](#)

### Does the Honeywell PC23d use a ribbon?

No. According to the Honeywell data sheet, the PC23d is a 2-inch direct thermal printer: it prints on thermal paper, without a ribbon. The ribbon icon is reserved for thermal transfer models.

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### Can the Honeywell PC23d cut labels?

The Honeywell manual reserves cutting (cutter) for the PC43 fitted with the cutter module. The PC23d does, however, accept the peeler, which separates the label from its liner with each print. [See the detailed entry.](#)

### Where can I find the IP address of a Honeywell PC23d?

On the LCD version, the address is shown in Settings, Communications, Ethernet. On the icon version, hold down Print once start-up is complete and release when a second label starts to feed: the IP address is on the second of the two configuration labels. [See the detailed entry.](#)

### How do I adjust the print position on a Honeywell PC23d?

The Honeywell manual says to set Start Adjust and Stop Adjust after loading, so that printing starts from the top edge of the label. For the PC23d in tear-off mode, it recommends Start Adjust -113 (203 dpi) or -168 (300 dpi) with Stop Adjust at 0. [See the detailed entry.](#)

### Why does my Honeywell PC23d not print when the menu is open?

According to the Honeywell manual, the PC23d cannot print while the main menu is displayed. Exit it with the Menu/Home button to return to the Ready screen: the jobs resume. [See the detailed entry.](#)

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## How do I switch a Honeywell PC23d to ZPL?

On the LCD display, choose ZSim in Settings, System Settings, General, Command Language. On the icon version, restart and hold down Print when only Maintenance and Bluetooth are lit, until the desired language is printed. The original language is Fingerprint. [See the detailed entry.](#)

## Sources consulted

The causes, procedures and icon states in this guide come from the official Honeywell documents below, consulted on 20 October 2026. The PC23/PC43 user manual is cited by its title.

- PC23 | PC43 Desktop Printer, PC23d, PC43d, PC43t User Manual – Honeywell user manual, revision 006 (6/2022), chapters 1 to 4 **official**
- [PC Series Desktop Printers PC23d/PC43d/PC43t Data Sheet](#)  – Honeywell data sheet **official**
- [PC23d, PC43d, and PC43t Desktop Printer Quick Start Guide](#)  – Honeywell quick start guide (P/N 930-253-001) **official**
- [PC43D Direct Thermal Desktop Label Printer | Honeywell](#)  – Honeywell PC43d product page, which lists the shared PC23/PC43 documentation **official**

The Honeywell product page for the PC23d, the Japanese version of the “User Guide: PC23 and PC43 Desktop Printer” manual (935-044-006) on prod-edam.honeywell.com, chapters 5 (alerts, problems and solutions, hardware reset, firmware) and 6 (cleaning, printhead replacement) of this manual, the Honeywell knowledge base and the Brady websites 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 PC23d](#)

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- [All Honeywell printer troubleshooting guides](#) (PM43, PF4i, PX6i, MP Compact4 Mark III, MP Nova, 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)
- [RFID labels and RFID printers](#) (in French)
- [Printer cleaning kits](#) (in French)

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PDF version of the page <https://www.timcod.fr/repairation/en/printer-troubleshooting/honeywell/pc23d>, updated on 21 October 2026.

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