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TROUBLESHOOTING GUIDE

Honeywell PC42 troubleshooting guide: errors, faults and fixes

Updated 21 October 2026 · By TIMCOD maintenance technicians · Source: official Honeywell documentation, PC42t user guide (PC42t Desktop Printer User Guide) (list at the end of the page)

TIMCOD PRODUCT PAGE (IN FRENCH)

[See the Honeywell PC42d and PC42t Series product page →](#)

In brief. The Honeywell PC42t is a 4-inch (203 dpi) desktop label printer that prints in thermal transfer or direct thermal; the PC42d is the direct thermal-only version, whose data sheet describes the same interface (one button and one light). Both have been discontinued since September 2023, with support announced by Honeywell until the end of 2028. The printer has no display: it signals faults by the colour and flashing of its status light, and the Honeywell guide mainly mentions running out of labels or ribbon, the printhead lifted, no calibration (testfeed) and printhead overheating. This guide covers the procedures in the PC42t user guide; the PC42d guide could not be consulted. Click a question to open its entry.

- **The light flashes or changes colour** (red, orange, red and green...): find the state in the [lookup table](#) and open the matching entry.
- **No error, but the print is poor:** start with [calibration](#), then [printhead cleaning](#) and checking the [ribbon](#) and the [labels](#).

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

What does the light on my Honeywell PC42t mean? Lookup by colour and flashing

The PC42t displays no messages: it signals its state with a single light, green, orange or red, solid or flashing. Flashing red covers several causes, distinguished below. The table links each state to its cause and to the entry that resolves it.

Message or state	Status light (Honeywell PC42t guide)	Likely cause	Entry
Out of media	● flashing red	Out of labels (error mode)	End of labels
No testfeed	● flashing red	No calibration (testfeed) performed	Calibration
Out of ribbon	● flashing red	End of ribbon	End of ribbon
Ribbon installed (direct thermal)	● flashing red	Ribbon installed while the printer is set to direct thermal	Ribbon in direct thermal
Printhead Lifted	● flashing red	Print mechanism lifted or not properly latched	Printhead Lifted
Label obstructing the printing path	● flashing red	Label or debris in the media path	Jam

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Message or state	Status light (Honeywell PC42t guide)	Likely cause	Entry
Printhead too hot	● solid orange	Printhead too hot	<u>Overheating</u>
Firmware upgrade (USB)	● flashing orange	Firmware update from a USB flash drive in progress	<u>Firmware</u>
Memory error	● flashing green from start-up	Memory error: firmware needs updating	<u>Memory error</u>
Printing paused	● flashing green	Printing paused	<u>Pause</u>
Hardware issue	● ● alternating red and green	Hardware problem: return to Honeywell	<u>Hardware fault</u>
Power off	○ off	Printer switched off or power supply incorrectly connected	<u>Will not switch on</u>

The light states come from the “About the Status LED” and “About Media” sections of the PC42t user guide. The left-hand column gives the guide's labels in English; only “Printhead Lifted” is a named error state, which the guide suggests reading with PrintSet. As the PC42d guide could not be consulted, these states are confirmed only for the PC42t.

Red, orange or flashing green light on the Honeywell PC42t: causes and solutions

Eight error or alert states of the light are documented in the PC42t guide. 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 Honeywell service.

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Why is my Honeywell PC42t flashing red when labels are loaded?

Light: flashing red (error mode).

Short answer: According to Honeywell, the flashing red light indicates error mode, which includes running out of labels but also no testfeed (calibration). Check the roll and the sensor position, run a testfeed with the Print button, then press Print to resume.

LIKELY CAUSE

The PC42t guide gives six causes for the flashing red light: out of ribbon, ribbon installed while the printer is set to direct thermal, out of labels, printhead lifted, label obstructing the print path, or no testfeed performed. This entry covers running out of labels and the testfeed; the other causes have their own entries.

WHAT TO DO

1. Open the cover and check that there are labels left on the roll; replace it if necessary (see [loading labels](#)).
2. Check that the media passes under the print mechanism and comes out at the front, and that the guides are set to its width.
3. Check the sensor position: left triangle for labels separated by a gap, under the mark for black mark media, right triangle (default position) for textile labels and other media.
4. Close the mechanism until both locking tabs click, then close the cover.
5. Run a testfeed: with the printer ready, hold down the Print button until several labels come out (see [calibration](#)).
6. Once the error is corrected, press Print to restart printing.

When printing stops and the light is red, the troubleshooting table in the guide advises reading the exact error state with the PrintSet software.

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Sources: About the Status LED · About Media · Load Tear-Off Media · Printer Problems and Possible Solutions – PC42t Desktop Printer User Guide (Honeywell) (official documentation).

My Honeywell PC42t is flashing red: has the ribbon run out?

Light: flashing red (error mode).

Short answer: Running out of ribbon is one of the causes of the flashing red light cited by Honeywell. Fit a new “ink out” roll, tension it with the knob, close the mechanism then press Print.

LIKELY CAUSE

The ribbon is used up or not installed correctly. The guide specifies that the PC42t only accepts “ink out” ribbons, whose matt inked side faces outwards.

WHAT TO DO

1. Open the cover and check whether there is any ribbon left on the rear roll.
2. If it has run out, fit a new roll following the [installing the ribbon](#) entry.
3. Check that the ribbon is the “ink out” type and that it is compatible with your labels.
4. Turn the tension knob to remove the slack: the ribbon surface should be smooth and both white gears should turn together.
5. Close the mechanism and the cover, then press Print to resume.

Applies to the PC42t used in thermal transfer. The PC42d prints in direct thermal, without a ribbon.

Sources: About the Status LED · Load Ribbon – PC42t Desktop Printer User Guide (Honeywell) (official documentation).

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Why does my Honeywell PC42t go into error when a ribbon is installed?

Light: flashing red (error mode).

Short answer: Honeywell states that the PC42t goes into error if a ribbon is installed while it is set to direct thermal. Set the print method to thermal transfer, or remove the ribbon if your labels are direct thermal paper.

LIKELY CAUSE

Conflict between the print method setting (Print Method) and the hardware installed: a ribbon is present while the printer expects direct thermal media.

WHAT TO DO

1. Identify your media: the guide suggests scratching the label firmly with your fingernail; a black mark indicates direct thermal paper, which prints without a ribbon.
2. Direct thermal media: remove the ribbon, close the mechanism and press Print.
3. Thermal transfer media: set the print method to thermal transfer from the printer's web page (Configure tab, Printing section) or with PrintSet.
4. The guide says to check the print method, the media type and its dimensions after each loading.

According to the default settings appendix in the guide, the PC42t leaves the factory set to thermal transfer (Print Method "Thermal Transfer").

Sources: About the Status LED · Printer Problems and Possible Solutions · Configure the Printer from the Printer Web Page · Default Configuration: Media Settings – PC42t Desktop Printer User Guide (Honeywell) (official documentation).

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Why does my Honeywell PC42t report “Printhead Lifted” when the printhead is closed?

Light: flashing red · State read in PrintSet: Printhead Lifted .

Short answer: The printer considers that the print mechanism is lifted. Lower it until both tabs click; if the error persists with the mechanism closed, Honeywell asks you to check that the round white pad is present on the right-hand side of the print and ribbon mechanism.

LIKELY CAUSE

The printhead being lifted is one of the causes of error mode. The troubleshooting table in the guide adds the case of a “Printhead Lifted” error with the printhead closed, linked to the round white pad on the right-hand side of the mechanism.

WHAT TO DO

1. Open the cover by pressing its side latches, then press the top of both tabs to open the print and ribbon mechanism.
2. Check that no label, and not the ribbon either, is preventing it from closing.
3. Lower the mechanism and press on each side until both tabs latch, then close the cover.
4. If the light stays red, read the error state with PrintSet.
5. If “Printhead Lifted” appears with the mechanism closed, check that the round white pad is present on the right-hand side of the print and ribbon mechanism.
6. Press Print to resume.

When to call a technician: if the error persists after these checks, the guide refers you to Honeywell product support.

Sources: Printer Problems and Possible Solutions · About the Status LED · Contact Product Support – PC42t Desktop Printer User Guide (Honeywell) (official documentation).

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My Honeywell PC42t stops and flashes red: how do I remove a jammed label?

Light: flashing red · Symptoms: printing stops, labels peeled off inside the printer.

Short answer: A label obstructing the print path puts the PC42t into error.

Remove peeled-off labels or torn perforations without using a hard or pointed tool, clean the printhead if a label is stuck to it, then press Print.

LIKELY CAUSE

The guide lists a label obstructing the print path among the causes of error mode, and its troubleshooting table mentions stuck labels and torn perforations.

Caution: Honeywell forbids the use of hard or pointed tools to remove labels: the printhead is fragile and easily damaged.

WHAT TO DO

1. Switch the printer off, open the cover then the print and ribbon mechanism.
2. Remove any peeled-off labels, pieces of liner and torn perforations from the media path.
3. If a label is stuck to the printhead, clean it (see [printhead cleaning](#)).
4. Check the platen roller and remove adhesive residue (see [roller cleaning](#)).
5. Reload the media, close up, switch back on then press Print.

Sources: About the Status LED · Printer Problems and Possible Solutions · Clean the Printhead – PC42t Desktop Printer User Guide (Honeywell) (official documentation).

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Why does the light on my Honeywell PC42t stay orange?

Light: solid orange.

Short answer: According to Honeywell, a solid orange light means that the printhead is too hot. Wait for it to cool down: printing then resumes.

LIKELY CAUSE

Printhead overheating.

WHAT TO DO

1. Leave the printer switched on and wait: according to the guide, printing resumes once the printhead has cooled down.
2. Check that the room stays within the operating range specified by Honeywell: 5 to 40 °C, relative humidity 15 to 80% non-condensing.
3. Do not confuse this with flashing orange, which indicates a firmware update from a USB flash drive (see [firmware](#)).

Sources: About the Status LED · Printer Specifications – PC42t Desktop Printer User Guide (Honeywell) (official documentation).

What does the alternating flashing red and green light on my Honeywell PC42t mean?

Light: alternating red and green.

Short answer: According to the Honeywell guide, this alternating flashing indicates a hardware problem. The printer must be returned to Honeywell for repair.

LIKELY CAUSE

Printer hardware fault.

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WHAT TO DO

1. Note the serial number and configuration number, printed on the product label under the printer.
2. If possible, also note the firmware type and version, the command language and the media settings.
3. Contact Honeywell support: repairs, whether under warranty or not, are carried out at a Honeywell service centre, with a copy of the dated proof of purchase.

When to call a technician: the guide asks you to return the printer to Honeywell for repair as soon as this light appears.

Sources: About the Status LED · Locate the Printer Configuration and Serial Numbers · Product Service and Repair – PC42t Desktop Printer User Guide (Honeywell) (official documentation).

Why is the light on my Honeywell PC42t flashing green at start-up?

Light: flashing green.

Short answer: At start-up, the light normally flashes green then turns solid green when the printer is ready. The Honeywell guide also links flashing green from start-up to a memory error, which is fixed by a firmware update.

LIKELY CAUSE

The guide describes several green states: flashing during start-up, flashing while printing is paused, fast flashing when the printer is communicating or the ZSim or ESim simulator is starting, and flashing from start-up in the event of a memory error.

WHAT TO DO

1. Let start-up finish: the light should turn solid green.
2. If a print job was in progress, press Print: the flashing may correspond to a pause (see [pause](#)).

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3. If the green flashing appears as soon as the printer is switched on and the printer does not become ready, update the firmware with a USB flash drive (see [firmware update](#)).

Sources: About the Status LED · Connect the Printer to Power – PC42t Desktop Printer User Guide (Honeywell) (official documentation).

Honeywell PC42t calibration: the printer does not detect the labels or no longer stops

The PC42t calibrates its media sensor with a “testfeed” started with the Print button. These entries give the procedure and the case of a label stuck on the sensor.

How do I calibrate a Honeywell PC42t with the Print button?

Symptoms: flashing red light with labels loaded, labels not detected after a change of media.

Short answer: With the printer ready, hold down the Print button for about two seconds then release: the PC42t prints several labels to calibrate its media sensor (testfeed). If you keep the button held down, it then prints a configuration label.

LIKELY CAUSE

Honeywell lists the lack of a testfeed among the causes of the flashing red light. The sensor must also be positioned according to the media type before calibration.

OFFICIAL CALIBRATION PROCEDURE (TESTFEED)

1. Load the labels (and the ribbon for thermal transfer). Position the sensor according to your media: left triangle for labels separated by a gap, under the mark for black mark media, right triangle for other media.
2. Close the mechanism and the cover, then wait until the light is solid green.

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3. Hold down the Print button for two seconds then release: several labels come out while the sensor is calibrated.
4. Start-up variant: with the printer off, hold down Print and switch it on. It calibrates the media, prints a configuration label, then one sample label per command language; release the button on the language you want (see [language](#)).
5. Option: the Power Up Action and Head Down Action system settings can start a testfeed at power-up or when the mechanism is closed. They are set to “No Action” by default.

According to the specifications in the guide, the gap between labels must be 2 to 4.5 mm and the black mark 3 to 5 mm. The default calibration mode (Media Calibration Mode) is “Fast”.

Sources: About the Print Button · Load Tear-Off Media · How to Set the Printer Command Language · Default Configuration · Printer Specifications – PC42t Desktop Printer User Guide (Honeywell) (official documentation).

Why does my Honeywell PC42t keep feeding labels without stopping?

Symptoms: the printer keeps printing or feeding media instead of stopping.

Short answer: According to the Honeywell guide, a label stuck on the gap sensor prevents label detection. Remove it, clean the printhead, then run a calibration again with the Print button.

LIKELY CAUSE

A peeled-off label is masking the gap sensor between labels.

Caution: Never use a hard or pointed tool to remove a stuck label.

WHAT TO DO

1. Switch the printer off, open the cover and the print and ribbon mechanism.
2. Remove the label stuck on the gap sensor.

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3. Check that the mylar windows of the sensors are free of fingerprints, oil, dirt and dust.
4. Clean the printhead (see [printhead cleaning](#)).
5. Check the sensor position for your media, close up, then run a new [calibration](#).

Sources: Printer Problems and Possible Solutions · Clean the Interior of the Printer · Clean the Printhead – PC42t Desktop Printer User Guide (Honeywell) (official documentation).

Loading labels and ribbon on the Honeywell PC42t: how to do it

Incorrect loading or a badly positioned sensor causes several red light errors. Here are the loading procedures described by Honeywell.

How do I load a roll of labels in a Honeywell PC42t?

Short answer: Open the cover and the mechanism, slide the roll onto its spindle, position the sensor according to the label type, pass the media under the mechanism to the front and set the guides to its width. Close up, check the media settings, then print a test label by holding down Print.

Caution: The tear bar has sharp edges: Honeywell asks you to keep your fingers away from it.

OFFICIAL LOADING PROCEDURE (TEAR-OFF MODE)

1. Press the latches on both sides and open the cover.
2. Press the top of both locking tabs to open the print and ribbon mechanism.
3. Remove any empty core and insert the spindle into the new roll, with the 1-inch or 1.5-inch mark facing up depending on the core diameter.

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4. Set the sensor: under the mark for black mark media, aligned with the left triangle for labels separated by a gap, on the right triangle (default position) for textile labels and other media.
5. Pass the media under the print mechanism to the front of the printer.
6. Set the guides to the width of the media or its liner: the media must stay flat.
7. Lower the mechanism until both tabs click, then close the cover.
8. Check the settings: print method (thermal transfer or direct thermal), media type, width and length.
9. Hold down the Print button to print a test label.

External media (fanfold, accordion-folded labels): place it behind the printer, feed it in through the external feed slot, then set the guides and sensor as for an internal roll. The external media support is sold separately. Accepted media width: 25 to 110 mm.

Sources: Load Tear-Off Media · Load External Media · About Media – PC42t Desktop Printer User Guide (Honeywell) (official documentation).

How do I install the ribbon on a Honeywell PC42t?

Short answer: The PC42t only accepts “ink out” ribbons, matt inked side facing outwards. Place the new roll at the back and the empty core at the front on their adapters, pass the ribbon under the mechanism and over the printhead, attach it to the core, then tension it with the knob.

OFFICIAL RIBBON LOADING PROCEDURE

1. Press the side latches and open the cover.
2. Insert one adapter into the ribbon roll and the other into the empty core; for narrow media, centre the media and core on the adapter.
3. Place the ribbon roll between the rear holders, with the unwinding direction as shown in the guide's illustration, then the empty core between the front holders.

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4. Check that both adapters are properly engaged in the ribbon wheels, on the left-hand side of the mechanism.
5. Open the print and ribbon mechanism, bring the ribbon down through the bottom opening, pass it over the printhead then forwards, and attach it to the empty core.
6. Turn the knob to remove the slack: the surface should be smooth, the ribbon should wind correctly and both white gears should turn together.
7. Close the mechanism until both tabs click, then close the cover.
8. Set the print method to thermal transfer, as well as the media type and dimensions, then hold down Print to print a test label.

Specifications accepted by the guide: width 30 to 110 mm, roll diameter 68 mm maximum, core with an inside diameter of 25.2 to 25.6 mm, with or without notches; the 0.5-inch adapter is fitted in the same way. Honeywell recommends choosing a ribbon suited to the media and protecting labels and ribbons from sunlight and dust, which degrade printing and wear the printhead.

Source: Load Ribbon – PC42t Desktop Printer User Guide (Honeywell) (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, partial or blank print on the Honeywell PC42t: what should I check?

The troubleshooting table in the PC42t guide links these symptoms to the latching of the mechanism, the cleanliness of the printhead and roller, the choice of ribbon and the orientation of the thermal paper.

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How do I clean the printhead on a Honeywell PC42t when the print is faded?

Symptoms: faded, uneven or poor-quality print.

Short answer: For poor print quality, Honeywell recommends cleaning the printhead with a cleaning card, then checking that the ribbon suits the labels and that the darkness is suited to the media and ribbon combination. The guide advises cleaning the printhead at each roll change.

LIKELY CAUSE

Residue on the printhead, ribbon unsuited to the media or incorrectly chosen darkness setting.

Caution: Printer switched off and unplugged. Never use a hard or pointed tool: the printhead is fragile and easily damaged.

OFFICIAL PRINthead CLEANING PROCEDURE

1. Switch the printer off and unplug it.
2. Open the cover and the print mechanism, then remove the media and the ribbon.
3. Slide most of the cleaning card under the printhead and lower the mechanism.
4. Pull the card out, then lift the printhead.
5. Wait about 30 seconds for the cleaning fluid to dissolve the residue.
6. Reload the media, switch back on and print a test label to check the result; repeat the cleaning if necessary.
7. If residue remains on the roller or the tear bar, remove it with a cotton bud soaked in isopropyl alcohol.
8. Once the parts are dry, put the media (and ribbon) back, close up, plug the printer back in and switch it on.

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If the quality is still poor, check the ribbon and label compatibility and set the darkness in the Printing section of the web page or with PrintSet.

Sources: Clean the Printhead · Printer Problems and Possible Solutions · Configure the Printer from the Printer Web Page – PC42t Desktop Printer User Guide (Honeywell) (official documentation).

Why does my Honeywell PC42t print only part of the label?

Symptoms: labels only partly printed.

Short answer: Honeywell advises checking that the print and ribbon mechanism is fully latched and that no label is stuck to the printhead. If a label has stuck to it, clean the printhead.

LIKELY CAUSE

Print mechanism not properly latched or label left stuck to the printhead.

WHAT TO DO

1. Open the cover and press on each side of the mechanism until both tabs latch.
2. Look for a label stuck to the printhead and remove it without using a hard or pointed tool.
3. Clean the printhead (see [printhead cleaning](#)), then print a test label.

Source: Printer Problems and Possible Solutions – PC42t Desktop Printer User Guide (Honeywell) (official documentation).

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Why does my Honeywell PC42t feed labels without printing anything?

Symptoms: blank labels in direct thermal.

Short answer: In direct thermal, Honeywell says to check that the heat-sensitive side of the media faces the printhead. To identify this paper, scratch it firmly with your fingernail: a black mark means it is direct thermal media.

LIKELY CAUSE

Direct thermal media loaded upside down, or media that is not direct thermal and requires a ribbon.

WHAT TO DO

1. Scratch a label firmly with your fingernail: a black mark indicates direct thermal media.
2. If so, reload the roll with the heat-sensitive side facing the printhead (see [loading labels](#)).
3. If there is no black mark, the media requires a ribbon: install one and set the print method to thermal transfer (see [installing the ribbon](#)).

The PC42d prints in direct thermal only, according to its data sheet.

Sources: Printer Problems and Possible Solutions – PC42t Desktop Printer User Guide (Honeywell) · [PC42d 4-Inch Direct Thermal Desktop Printer](#)  – Honeywell PC42d data sheet (official documentation).

How do I clean the platen roller on a Honeywell PC42t?

Short answer: Honeywell advises checking the roller each time media is loaded and cleaning it if it is dirty. Remove it by lifting its end on the gear side, remove adhesive residue with a cotton bud soaked in isopropyl alcohol, then put it back in place.

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Caution: Printer switched off and unplugged. The roller is fragile and easily damaged.

OFFICIAL ROLLER CLEANING PROCEDURE

1. Switch the printer off and unplug the power cord.
2. Open the cover then the print and ribbon mechanism, and remove the media (and the ribbon).
3. Lift the end of the roller on the gear side, then pull it upwards to take it out.
4. Remove adhesive residue with a cotton bud soaked in isopropyl alcohol.
5. Put the roller back in place by following the steps in reverse order.
6. Lower the mechanism by pressing on each side until the tabs click, then close the cover.

Source: Clean the Platen Roller – PC42t Desktop Printer User Guide (Honeywell) (official documentation).

Honeywell PC42t printhead: when and how do I replace it?

The printhead wears over time. The Honeywell guide describes its replacement by the user.

How do I replace the printhead on a Honeywell PC42t?

Symptoms: print defects that persist despite cleaning, worn printhead.

Short answer: With the printer switched off and unplugged, open the mechanism, push the printhead latches apart to tilt it, unscrew the earth screw and disconnect the cable. Fit the new printhead in reverse order: the firmware detects it on restart.

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LIKELY CAUSE

The printhead wears and is replaced periodically. Honeywell does not give a fixed interval: wear depends on the image type, the media and ribbon, the heating energy, the speed and the ambient temperature.

Caution: Printer switched off and unplugged. Do not touch the surface of the printhead.

OFFICIAL REPLACEMENT PROCEDURE

1. Switch the printer off and unplug the power cord.
2. Open the cover, then the print and ribbon mechanism; remove the ribbon if there is one.
3. Push the printhead latches apart one by one until it tilts forward, then slide it out gently: it remains connected by a flat cable and an earth screw.
4. Unscrew the earth screw with a No. 2 Phillips screwdriver, disconnect the cable and remove the printhead.
5. Attach the earth cable lug to the new printhead with the screw, then connect the flat cable.
6. Slide the printhead into its housings, tilt it up into the cover and push it until the latches engage on its sides.
7. Put the ribbon back if applicable, close the mechanism and the cover, then switch the printer back on.

Source: Replace the Printhead – PC42t Desktop Printer User Guide (Honeywell) (official documentation).

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

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Honeywell PC42t USB or network connection: the computer cannot find the printer

The PC42t connects via USB as standard, and via Ethernet or RS-232 if these options were factory-fitted. These entries cover the USB driver and the IP address.

Why does my computer not recognise my Honeywell PC42t over USB?

Symptoms: printer missing in Windows, or green light but no labels come out.

Short answer: Honeywell states that the InterDriver driver is required for a USB connection with a Windows PC, and that you must not connect the printer before starting the installation. Connect the cable to the USB device port at the back when the wizard asks you to.

LIKELY CAUSE

Driver missing or interface cable incorrectly connected. The troubleshooting table in the guide says to check the interface cable when the light is green but the media does not feed.

WHAT TO DO

1. Disconnect the USB cable if it is already connected.
2. Run the supplied PrinterCompanion CD, or download the latest version of InterDriver from the Honeywell website, then run the .exe file and accept the changes.
3. When the wizard asks you to, connect the USB device port (at the back of the printer) to the computer. No communication parameters need to be set for USB.
4. If the light is green but nothing comes out, check that the correct interface cable is pushed fully home at both the printer end and the computer end.

The RS-232 serial port is a factory-fitted option: connect the serial cable then set its parameters from the web page or with PrintSet.

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Sources: Install Printer Drivers – PC42t Desktop Printer User Guide (Honeywell) · Connect the Printer with a USB Cable – PC42t Desktop Printer User Guide (Honeywell) · Connect the Printer with a Serial Cable – PC42t Desktop Printer User Guide (Honeywell) · Printer Problems and Possible Solutions – PC42t Desktop Printer User Guide (Honeywell) · [PC42t Desktop Printer Quick Start Guide](#)  – Honeywell PC42t quick start guide (official documentation).

Why does the configuration label on my Honeywell PC42t show the IP address 0.0.0.0?

Symptoms: IP address 0.0.0.0 on the configuration label, web page inaccessible.

Short answer: After the light turns solid green, the PC42t needs about 10 seconds to obtain its IP address via DHCP. If the label shows 0.0.0.0, wait 10 seconds and print a new one.

LIKELY CAUSE

Address not yet assigned by the DHCP server, or network that does not assign addresses via DHCP.

WHAT TO DO

1. Check that the printer has the Ethernet port, a factory-fitted option.
2. Switch the printer on and connect it to the network with an Ethernet cable.
3. Wait for solid green, then about 10 seconds, and print a configuration label (see [configuration label](#)).
4. If your network does not use DHCP, change the network setting via USB (or via the optional serial port) with the PrintSet configuration software.
5. Enter the IP address in a browser to open the printer's web page, click Login and log in with the credentials given in the Honeywell documentation.

Sources: Connect the Printer to Your Network · About Test Labels · Configure the Printer from the Printer Web Page – PC42t Desktop Printer User Guide (Honeywell) (official documentation).

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Honeywell PC42t firmware, reset and language: the procedures

Firmware update by USB flash drive, return to factory settings and choice of command language (Direct Protocol, ESim, ZSim), according to the Honeywell guide.

How do I update the firmware on a Honeywell PC42t with a USB flash drive?

Light: flashing orange during the update.

Short answer: Copy the firmware file (usually a .bin) to the root of a single-partition FAT16 or FAT32 USB flash drive, switch the printer off, insert the flash drive into a USB host port and switch back on. The light flashes orange during loading, which can take several minutes; remove the flash drive when it turns solid green.

LIKELY CAUSE

Honeywell advises checking regularly for updates, which can fix faults or add features. A memory error reported at start-up is also fixed by an update.

OFFICIAL UPDATE PROCEDURE

1. Download the latest PC42t firmware from the software section of the Honeywell website.
2. Prepare a single-partition USB flash drive, formatted as FAT16 or FAT32.
3. Copy the firmware file to the root of the flash drive, not into a folder.
4. Switch the printer off and insert the flash drive into a USB host port.
5. Switch back on: the light flashes orange during loading, which can take several minutes.
6. When the light turns solid green, the printer is ready: remove the flash drive.

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Sources: Upgrade the Firmware · Upgrade Firmware from a USB Storage Device · About the Status LED – PC42t Desktop Printer User Guide (Honeywell) (official documentation).

How do I reset a Honeywell PC42t to factory defaults?

Short answer: With the printer off, open the cover and the print mechanism, switch it back on, then as soon as the light flashes green hold down the Print button until it goes out. You can also use the web page (Services tab, Restore Defaults) or the Factory Default wizard in PrintSet.

OFFICIAL PROCEDURE WITH THE PRINT BUTTON

1. Switch the printer off.
2. Open the cover then the print and ribbon mechanism.
3. Switch the printer back on.
4. As soon as the light flashes green, hold down the Print button until the light goes out.
5. Check that the media is correctly loaded, then close the mechanism and the cover.
6. Web page variant: Services tab, Restore Defaults; tick the network settings, installed files and/or system settings, click Restore and confirm. The printer restarts.

After the reset, the default values in the guide apply, including the “Thermal Transfer” print method and the “Media with Gaps” media type: redo the media settings and then a [calibration](#).

Sources: How to Restore Default Settings · Default Configuration: Media Settings – PC42t Desktop Printer User Guide (Honeywell) (official documentation).

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How do I switch a Honeywell PC42t to ZPL (ZSim) or EPL (ESim)?

Symptoms: the printer does not respond to labels sent by the software, or prints commands as text.

Short answer: With the printer off, hold down the Print button and switch it on: after calibration and the configuration label, it prints one sample label per language every two seconds. Release the button when the one for the language you want comes out (Direct Protocol, ESim or ZSim).

LIKELY CAUSE

The printer's command language does not match that of the labels sent. Direct Protocol is the default language of the PC42t.

OFFICIAL PROCEDURE WITH THE PRINT BUTTON

1. Check that the media (and the ribbon if needed) is loaded.
2. Switch the printer off, hold down the Print button and switch it back on: the green light comes on and flashes.
3. The printer calibrates the media, prints a configuration label, then one sample label per language, at two-second intervals.
4. Release the button when the label for the language you want comes out.
5. Web page variant (Ethernet): Login, Configure tab, System Settings then General, choose Command Language and save; in the Services tab, click Restart Printer.

The PC42d data sheet associates ZSim II with ZPL and ESim with EPL, and adds DPL and Auto-Sense to the list of languages for this model.

Sources: How to Set the Printer Command Language – PC42t Desktop Printer User Guide (Honeywell) · [PC42d 4-Inch Direct Thermal Desktop Printer](#)  – Honeywell PC42d data sheet (official documentation).

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Other Honeywell PC42t problems: power, pause, test label, maintenance

Common situations that are not errors: printer that does not switch on, printing paused, configuration label and routine cleaning.

Why does my Honeywell PC42t not switch on?

Light: off despite switching on.

Short answer: If the light stays off, Honeywell asks you to check that the power supply connectors are pushed fully home at both the printer end and the mains socket end. The green light on the adapter connector should come on as soon as it is connected to the mains.

LIKELY CAUSE

Power supply incorrectly connected or faulty adapter.

Caution: Use only the power adapter supplied with the printer: an unapproved adapter voids the warranty and may damage the printer. Honeywell advises switching the printer off when it is not in use.

WHAT TO DO

1. Connect the adapter to the power port at the back of the printer, then to a mains socket.
2. Check that the green light on the adapter connector comes on and stays on.
3. Press the power switch: the status light should flash green during start-up, then turn solid green.
4. If nothing lights up, check both connectors again.

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Sources: Printer Problems and Possible Solutions · Connect the Printer to Power – PC42t Desktop Printer User Guide (Honeywell) (official documentation).

How do I resume or cancel a paused print job on a Honeywell PC42t?

Light: flashing green, printing stopped.

Short answer: A short press on Print pauses a print job in progress, and another press restarts it. To cancel, hold down Print for three seconds during the pause: the PC42t abandons the job, deletes the pending jobs and returns to the ready state.

LIKELY CAUSE

Short press on the Print button during printing.

WHAT TO DO

1. To resume: briefly press Print.
2. To cancel: during the pause, hold down Print for three seconds.
3. With the printer idle, a short press feeds the media to the start of the next label.

Sources: About the Print Button · About the Status LED – PC42t Desktop Printer User Guide (Honeywell) (official documentation).

How do I print a configuration label on a Honeywell PC42t?

Short answer: With the printer ready, hold down the Print button: the PC42t feeds to the next label, prints testfeed labels, then a configuration label. This label shows, among other things, the settings and the IP address.

WHAT TO DO

1. Check that the media (and the ribbon if needed) is loaded.

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2. With the light solid green, hold down the Print button until the configuration label comes out.
3. Another method: with the printer off, hold down Print while switching on; it calibrates the media and prints a configuration label.
4. On Ethernet, if the address shown is 0.0.0.0, wait 10 seconds and try again.

Before calling support, Honeywell recommends gathering the serial number, the configuration number, the firmware type and version, the command language and the media and network settings, which are shown on the test label or the web page.

Sources: About Test Labels · About the Print Button · Contact Product Support – PC42t Desktop Printer User Guide (Honeywell) (official documentation).

How do I clean the inside and outside of a Honeywell PC42t?

Short answer: Inside, keep the media path clean and the sensor windows free of fingerprints, oil, dirt and dust. For the outside, Honeywell lists tested products, including 70% isopropyl alcohol.

WHAT TO DO

1. With the printer off, open the cover and remove dust and debris from the media path.
2. Check that the mylar windows of the sensors are clean.
3. Clean the outside and the surface the printer stands on, to limit the ingress of dust.
4. Use a product from the list tested by Honeywell, for example 70% isopropyl alcohol or disinfectant wipes from the list in the guide.

Sources: Clean the Interior of the Printer · Clean the Exterior of the Printer – PC42t Desktop Printer User Guide (Honeywell) (official documentation).

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When should you call a technician for a Honeywell PC42?

The entries above first suggest reloading, cleaning, calibration or an update. In the following cases, the Honeywell guide refers you to support or a service centre:

- **Alternating red and green light:** hardware problem: return the printer to Honeywell for repair.
- **Persistent “Printhead Lifted”, mechanism closed:** if the white pad on the mechanism is in place, contact Honeywell product support.

Avoiding recurring faults on the Honeywell PC42: 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 PC42 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.

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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 PC42 troubleshooting: frequently asked questions

Why is my Honeywell PC42t flashing red?

The flashing red light indicates error mode. Honeywell gives six causes: out of ribbon, ribbon installed in direct thermal, out of labels, printhead lifted, label obstructing the print path or no testfeed. Correct the cause, then press the Print button to resume. [See the detailed entry](#).

How do I calibrate a Honeywell PC42t?

With the printer ready, hold down the Print button for about two seconds then release: the PC42t prints several labels to calibrate its media sensor (testfeed). First position the sensor according to your media: left triangle for labels separated by a gap, under the

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mark for black mark media. [See the detailed entry.](#)

What does the orange light mean on a Honeywell PC42t?

Solid orange: the printhead is too hot; printing resumes once the printhead has cooled down. Flashing orange: the printer is updating its firmware from a USB flash drive; remove the flash drive when the light turns solid green. [See the detailed entry.](#)

How do I clean the printhead on a Honeywell PC42t?

With the printer switched off and unplugged, remove the media and the ribbon, slide a cleaning card under the printhead, lower the mechanism then pull out the card. Lift the printhead and wait about 30 seconds for the fluid to dissolve the residue. The Honeywell guide advises doing this cleaning at each roll change. [See the detailed entry.](#)

How do I reset a Honeywell PC42t?

With the printer off, open the cover and the print mechanism, switch it back on, then as soon as the light flashes green hold down the Print button until it goes out. The web page (Services tab, Restore Defaults) and the Factory Default wizard in PrintSet can also restore the factory settings. [See the detailed entry.](#)

Which ribbon should I use on a Honeywell PC42t?

The PC42t only accepts ink out ribbons, whose matt inked side faces outwards. The Honeywell guide allows a width of 30 to 110 mm, a roll diameter of 68 mm maximum and a core with an inside diameter of about 25 mm, with or without notches. [See the detailed entry.](#)

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How do I switch a Honeywell PC42t to ZPL?

With the printer off, hold down the Print button and switch it on: after calibration and the configuration label, it prints one sample label per language every two seconds. Release the button when the ZSim label comes out; ZSim is the Zebra command simulator. [See the detailed entry.](#)

Does the Honeywell PC42d work like the PC42t?

The PC42d is the direct thermal version, without a ribbon; its Honeywell data sheet describes the same interface, one button and one light. As its guide could not be consulted, this guide uses the procedures from the PC42t guide, and the ribbon entries do not apply to it.

Sources consulted

All the causes, procedures and light states in this guide come from the official Honeywell documents below, consulted on 20 October 2026. The PC42t user guide (PC42T-EN-UG Rev D) is cited by its title and reference: it is not freely available on the Honeywell website.

- PC42t Desktop Printer User Guide – Honeywell PC42t user guide, PC42t-EN-UG Rev D (1/18) **official**
- [PC42t Desktop Printer Quick Start Guide](#)  – Honeywell PC42t quick start guide (Rev C) **official**
- [PC42d 4-Inch Direct Thermal Desktop Printer](#)  – Honeywell PC42d data sheet **official**
- [PC42d Desktop Printer Quick Start Guide](#)  – Honeywell PC42d quick start guide (PC42d-QS Rev B) **official**
- [PC42d Desktop Printer | Honeywell](#)  – Honeywell PC42d product page **official**
- [PC42t Thermal Transfer Desktop Printer | Honeywell](#)  – Honeywell PC42t product page **official**

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The “PC42d Desktop Printer User Instructions” (PC42d-SC-UG Rev A) on prod-edam.honeywell.com, 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 PC42d and PC42t Series](#)
- [All Honeywell printer troubleshooting guides](#) (PM43, PF4i, PX6i, MP Compact4 Mark III, MP Nova, PC23d, 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/pc42>, updated on 21 October 2026.

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