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TROUBLESHOOTING GUIDE

Honeywell PC43 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 PC43d and PC43t Series product page →

In brief. The Honeywell PC43d (direct thermal) and PC43t (thermal transfer) are 4-inch desktop label printers, in 203 or 300 dpi, supplied with a colour LCD display or an icon interface; Honeywell has removed them from its catalogue (PC43d on 29 September 2023, support announced until the end of 2028). They show their status with a blue Ready-to-Work light and, on the icon version, with icons that light up: media jammed or out, ribbon jammed or out, mechanism open, head too hot. This guide follows the procedures of the Honeywell user manual shared by the PC23d, PC43d and PC43t: calibration, loading, cutter, peeler, battery base, network, Wi-Fi, Bluetooth, RFID and firmware. Click a question to open its entry.

- **An icon lights up or the blue light flashes:** find the status in the [lookup table](#) and open the matching entry.

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- **No error, but the print is offset or faded:** see [calibration](#), the [Start Adjust](#) setting, then the [faded print](#) entry.
- **The problem keeps coming back:** the [preventive maintenance](#) section explains how it reduces this type of fault.

Which icon is lit on my Honeywell PC43? Lookup by icon and by light

The icon version of the PC43 reports its errors by lighting a dedicated icon; all versions have a blue Ready-to-Work light, solid when the printer is ready and flashing when it cannot print. The table links each documented status to its cause and to the matching troubleshooting entry.

Message or state	Icon or light (Honeywell manual)	Likely cause	Entry
Media is jammed or empty	media icon lit	Labels jammed or roll empty	Media jammed or out
Ribbon is jammed or empty	ribbon icon lit (PC43t)	Ribbon jammed or out	Ribbon jammed or out
Print mechanism is open or not latched properly	print mechanism icon lit	Cover or print mechanism open or not properly latched	Mechanism open
Printhead too hot	printhead temperature icon lit	Printhead too hot	Printhead too hot

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Message or state	Icon or light (Honeywell manual)	Likely cause	Entry
General error	general error icon lit	General error	<u>General error</u>
Printer is paused	pause icon lit	Printer paused	<u>Pause</u>
Printer is not ready for a print job	Ready-to-Work flashing blue	A condition is preventing printing	<u>Flashing blue light</u>
Maintenance needed; odometer setting reached	Maintenance icon solid	Maintenance threshold (odometer) reached	<u>Maintenance</u>
Firmware upgrade in progress	Maintenance icon solid, Ready-to-Work off	Firmware update in progress	<u>Firmware</u>
Printer in calibration mode	Maintenance icon flashing	Media calibration in progress	<u>Calibration</u>
Firmware is currently resetting all defaults	Maintenance icon flashing	Restoring factory settings in progress	<u>Reset</u>
No connection	○ connectivity icon off	No network connection	<u>Network</u>
Printer is turned off, not communicating, or not ready to print	○ Ready-to-Work off	Printer off, starting up or updating	<u>Will not switch on</u>

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The statuses come 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 Ready-to-Work light is given in “Connect the Printer to Power”. The manual does not specify the colour of the icons, hence the absence of colour dots. The alert messages shown as text by the LCD version are listed in chapter 5 of the manual (“Maintenance and Error Alert Messages”), which could not be consulted.

Honeywell PC43 error icons and Ready-to-Work light: causes and solutions

The Honeywell manual describes ten status icons and the three states of the Ready-to-Work light. For each error status: the short answer, the cause, the steps to follow and, if needed, when to contact Honeywell support.

Why does my Honeywell PC43 report that the media is jammed or out?

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

Short answer: On the icon interface, a lit media icon means, according to Honeywell, that the labels are jammed or the roll is empty. Clear or replace the roll, check the guides and the sensor, close the cover until it clicks, then run a calibration again if the error returns.

LIKELY CAUSE

Roll finished, labels jammed in the media path, or media incorrectly guided.

Caution: Honeywell asks you to keep your fingers out of the print mechanism when the printer is powered on, and to close the cover before using it.

WHAT TO DO

1. Pull one or both latches forward and lift the cover.
2. Remove the empty core or the jammed labels, then reload the roll (see [loading labels](#)).

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3. Check that the roll holders are pressed firmly against the roll and locked.
4. With notched or black-mark labels, position the label stop sensor so that the notches or marks pass over it.
5. PC43d: route the media under the guides of the roll holders; PC43t: through the media guides, set to its width.
6. Close the cover until it clicks, then run a calibration if the error happens again.

With linerless labels, the manual advises tearing them off 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).

Why is the ribbon icon lit on my Honeywell PC43t?

Ribbon icon lit (PC43t).

Short answer: This icon, specific to thermal transfer models, indicates a jammed or empty ribbon. Replace the roll with an “ink out” ribbon, attach it to the take-up core, tighten it with the knob and close the cover.

LIKELY CAUSE

Ribbon finished, incorrectly attached to the take-up core, or jammed.

WHAT TO DO

1. Open the cover and check the ribbon roll and the take-up core.
2. If the ribbon is finished, remove the full take-up core and install a new roll (see installing the ribbon).
3. If it is jammed or slack, reattach it to the take-up core and turn the knob to remove the slack.
4. Close the cover until it clicks.

The PC43d prints in direct thermal mode and does not use ribbon.

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

Why does my Honeywell PC43 indicate that the print mechanism is open?

Print mechanism icon lit.

Short answer: According to the Honeywell manual, this icon lights up when the print mechanism is open or not properly latched. Open the cover again, check that nothing is preventing it from closing, then close it until you hear it click.

LIKELY CAUSE

Cover or print mechanism open or not fully latched.

Caution: The manual reminds you to close the cover before any use, because moving parts are exposed, and to keep your fingers out of the mechanism when it is powered on.

WHAT TO DO

1. Pull the latches forward and open the cover.
2. Check that the media and, on the PC43t, the ribbon are properly in place and are not preventing the cover from closing.
3. Close the cover until it snaps into place.
4. The icon should go out: the manual states that 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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What should I do when my Honeywell PC43 reports that the printhead is too hot?

Printhead temperature icon lit.

Short answer: The temperature icon lights up when the printhead is too hot and goes out when its temperature returns to normal. Let the printer cool down before resuming printing.

LIKELY CAUSE

Printhead overheating.

WHAT TO DO

1. Wait for the icon to go out: according to the manual, it goes out when the head temperature returns to normal.
2. Then resume printing.

The consulted pages of the manual give no other instruction for this status.

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

Why is the blue light on my Honeywell PC43 flashing?

Blue Ready-to-Work light flashing · possibly general error or pause icon lit.

Short answer: The Ready-to-Work light flashes when a condition is preventing printing; it stays solid when the printer is ready. Check which icon is lit (media, ribbon, mechanism, temperature, general error or pause) and deal with the corresponding cause.

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LIKELY CAUSE

According to Honeywell, a flashing light means that the printer is not ready to receive a job. On the icon interface, an icon specifies the cause: general error, pause, media, ribbon, mechanism open or head too hot.

WHAT TO DO

1. Identify the lit icon: media ([entry](#)), ribbon ([entry](#)), mechanism ([entry](#)) or temperature ([entry](#)).
2. Pause icon lit: the printer is paused.
3. LCD version: if the main menu is displayed, return to the Ready screen; the manual states that the printer cannot print while the menu is open (see [main menu](#)).
4. General error icon alone: the consulted pages of the manual do not detail this error; if it persists, contact Honeywell support.

When to call a technician: if the general error persists, the manual directs you to Honeywell technical support (sps.honeywell.com, Support section) and its service centres, which issue an RMA number before any return.

Detailed error messages and their solutions are in chapter 5 of the manual (“About Alerts”, “Problems and Possible Solutions”), which could not be consulted.

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

Why does the Maintenance icon stay lit on my Honeywell PC43?

Maintenance icon solid or flashing.

Short answer: When solid, the Maintenance icon indicates that maintenance is needed, that the odometer threshold has been reached or that a firmware update is in progress. If it is flashing, the printer is calibrating the media or restoring its

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factory settings: wait for the operation to finish.

LIKELY CAUSE

Maintenance alert threshold reached (odometer), firmware update, calibration or reset in progress.

WHAT TO DO

1. Flashing icon: let the calibration or reset in progress finish.
2. Solid icon during a firmware update: do not interrupt the operation (see [firmware](#)).
3. Solid icon outside an update: a maintenance alert threshold has been reached; maintenance (cleaning the printhead and the roller) is described in the “Maintain the Printer” chapter of the manual.
4. The odometer-related maintenance alert thresholds are set in the System Settings section of the printer's web page.

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

Honeywell PC43 calibration: labels not detected or offset print

Calibration adjusts the label stop sensor; the Start Adjust and Stop Adjust values position the print on the label according to the output mode.

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How do I calibrate a Honeywell PC43d or PC43t?

Symptoms: labels not detected, media icon lit after changing the roll.

Short answer: Icon version: turn the printer off and on again and hold down the Print button when only the Maintenance and Bluetooth icons remain lit; it feeds a few labels to set the media feed, then prints two test labels. LCD version: run the Wizards > Calibration > Media wizard, which calibrates the label stop sensor.

LIKELY CAUSE

The label stop sensor must be calibrated to detect the start of each label, especially after changing the media type.

OFFICIAL CALIBRATION PROCEDURE

1. Check that the media (and the ribbon on the PC43t) is loaded.
2. Icon version: turn the printer off and then on again. All the icons light up, then go out one by one, starting with the one at the bottom right.
3. When only the last two (Maintenance and Bluetooth) are lit, hold down the Print button: the printer feeds a few labels to set the media feed, then prints two test labels showing the media and communication settings.
4. LCD version: from the Ready screen, press the Menu/Home button, select Wizards, then Calibration and Media. The wizard calibrates the label stop sensor and shows the current print settings.
5. During calibration, the Maintenance icon flashes.

With ESim/ZSim automatic configuration, the printer also calibrates the media on the first job received (see [language](#)).

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).

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Why does printing not start at the top of the label on my Honeywell PC43?

Symptoms: print shifted up or down, incorrect stop position for cutting or peeling.

Short answer: After loading, Honeywell asks you to set the Start Adjust and Stop Adjust feed values so that printing starts at the top edge of the label. The manual gives recommended values for each model and each output mode, to be fine-tuned according to the media.

LIKELY CAUSE

Start Adjust and Stop Adjust values unsuited to the output mode (tear-off, cutter, peeler) or to the media.

WHAT TO DO

1. LCD version: run the Media Setup wizard (Wizards > Printing), which sets, among other things, the Start Adjust and Stop Adjust values.
2. Icon version: set these values in the Printing section of the web page or with PrintSet 5.
3. Recommended values in tear-off mode, with Stop Adjust at 0: Start Adjust -124 (203 dpi) or -183 (300 dpi) on the PC43d; -108 or -160 on the PC43t.
4. With the cutter: PC43d Start -294 / Stop 170 at 203 dpi (-434 / 251 at 300 dpi); PC43t Start -372 / Stop 264 (-550 / 389).
5. With the peeler: PC43d Start -126 / Stop 2 at 203 dpi (-186 / 3 at 300 dpi); PC43t Start -125 / Stop 16 (-185 / 24).
6. Print a test label and make small adjustments if needed: the manual states that these values depend on the media, the feed mode, the roll size and the printer.

In the ESim, ZSim and DSim languages, the feed values are preset.

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

Loading labels and ribbon in the Honeywell PC43d and PC43t: how to do it

Loading procedures from the manual for tear-off mode, the PC43t ribbon and special media (linerless labels, tag stock).

How do I load labels into a Honeywell PC43d or PC43t?

Short answer: Open the cover, adjust the roll holders to the width of the roll, position the sensor under the notches or black marks if applicable, then route the media under the guides (PC43d) or through the adjustable guides (PC43t) to the front. Close the cover until it clicks and set the feed values.

OFFICIAL PROCEDURE (TEAR-OFF MODE)

1. Pull one or both latches forward and lift the cover; remove any empty core.
2. For a new roll size: lift the locking tab, move the holders apart or together, place the roll between them, press them against its sides and lower the tab.
3. Notched or black-mark labels: slide the label stop sensor so that the notches or marks pass over it.
4. PC43d: route the media under the guides of the roll holders; PC43t: through the media guides, adjusted to its width; let it stick out at the front.
5. Close the cover until it clicks.
6. Turn the printer on and set the feed values (see [Start Adjust](#)).

Large rolls or tag stock up to 20 cm in diameter: place them behind the printer and feed the media through the external feed slot. There is no need to readjust the holders for a roll of the same size.

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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 install the ribbon on a Honeywell PC43t?

Short answer: The PC43t works only with “ink out” ribbon. Place the new roll between the rear holders and the take-up core between the front holders, attach the end of the ribbon to the core, tighten it with the knob, then set the print method to Ribbon (TTR).

OFFICIAL RIBBON LOADING PROCEDURE

1. Pull the latches forward and open the cover.
2. Remove any empty core and discard the full take-up core.
3. Place the new roll between the rear holders, with the unwinding direction as shown in the manual's illustration.
4. Place the take-up core between the front holders and attach the end of the ribbon to it.
5. Turn the knob to remove the slack from the ribbon.
6. Close the cover until it clicks.
7. If necessary, set the print method: LCD version, Settings > Printing > Media > Print Method > Ribbon (TTR); icon version, web page or PrintSet 5. Save.

The PC43t accepts 12 mm (0.5-inch) or 25 mm (1-inch) cores. An adapter for cores without a notch is sold separately; with “ink out”, the ribbon unwinds from the back of the roll.

Sources: Load Ribbon · Use the Notchless Ribbon Core Adapter · About the PC23 and PC43 – PC23 | PC43 Desktop Printer User Manual (Honeywell) (official documentation).

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What settings should I use to print on tag stock or linerless labels on a Honeywell PC43?

Symptoms: jams or poor quality on thick or linerless labels.

Short answer: For tag stock (tags), Honeywell asks you to install the thick media springs, then adjust the media sensitivity and the contrast. For linerless labels, the linerless roller accessory is mandatory and the labels are torn off upwards.

LIKELY CAUSE

Thick or linerless media used without the intended accessory or settings.

WHAT TO DO

1. Tag stock: install the optional thick media springs before printing.
2. Then adjust the Media Sensitivity and Darkness settings to obtain the best quality.
3. Refit the original springs when you go back to another media, to preserve the life of the printhead.
4. Linerless labels: install the linerless roller accessory before printing and tear each label off towards the top of the printer.
5. Do not use linerless labels with the cutter.

Source: About Media – PC23 | PC43 Desktop Printer User Manual (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 or uneven print on the Honeywell PC43: what should you check?

The print quality settings and checks described in the consulted chapters of the Honeywell manual.

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Why is the print faded on my Honeywell PC43t?

Symptoms: faded, uneven or incomplete print.

Short answer: First check that the print method matches the media (direct thermal or ribbon), then print the Print Quality wizard labels to assess the result. On tag stock, Honeywell asks you to adjust Media Sensitivity and Darkness; cleaning the printhead is described in the “Maintain the Printer” chapter of the manual.

LIKELY CAUSE

Print method unsuited to the media, contrast or sensitivity settings, thick media or RFID chip area, or dirty printhead.

Caution: The manual asks you to read the warning printed on the envelope of a cleaning card before using it.

WHAT TO DO

1. Check the print method: Ribbon (TTR) with a ribbon on the PC43t, direct thermal without ribbon on the PC43d.
2. LCD version: run the Print Quality wizard (Wizards > Printing) or print a Print Quality label from Tools > Test Labels.
3. Tag stock: install the thick media springs and adjust Media Sensitivity and Darkness.
4. RFID labels: the media is thicker where the chip is; avoid printing over it and, with thermal transfer, use a good-quality ribbon.
5. If the defect persists, clean the printhead and the roller following the “Maintain the Printer” chapter of the manual (Clean the Printhead, Clean the Platen Roller).

The detailed cleaning procedure (chapter 6 of the manual) could not be consulted and is therefore not included 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 PC43 USB, Ethernet, Wi-Fi or Bluetooth connection: the printer cannot be found

The PC43 connects via USB; Ethernet and Wi-Fi/Bluetooth require an optional module. These entries follow the manual's procedures.

Why does my Honeywell PC43 not print over USB from Windows?

Symptoms: printer detected by Windows but nothing prints, or printer not found.

Short answer: Honeywell states that the InterDriver driver is mandatory for USB under Windows, even if Windows detects the printer on its own. Install InterDriver from the Honeywell download portal, then connect the USB device port, at the back, to the computer.

LIKELY CAUSE

InterDriver driver not installed: Windows automatic detection is not enough for correct operation.

WHAT TO DO

1. Go to the Honeywell technical support download portal and install the Honeywell Download Manager tool, which is required for downloads.
2. In Software > Printers > Printer Software and Drivers > Printer Drivers > Windows Print Drivers > Current, download the driver.
3. Unzip the files, run the .exe and follow the InterDriver installation.

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4. Connect the USB cable to the USB device port, at the back of the printer, and to the computer. No communication settings need to be set for USB.

The quick start guide asks you not to connect the printer to the PC before running the supplied CD. For a serial or parallel port, Honeywell offers USB-to-serial and USB-to-parallel adapters to plug into the USB host port.

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).

How do I find the IP address of a Honeywell PC43 on Ethernet?

Symptoms: connectivity icon off, printer web page inaccessible.

Short answer: LCD version: the IP address is in Settings > Communications > Ethernet. Icon version: hold down the Print button after start-up until the printer starts feeding a second label, then release; the IP address is on the second configuration label.

LIKELY CAUSE

Ethernet requires the optional module; by default, the printer obtains its address via DHCP.

WHAT TO DO

1. Check that the Ethernet module is installed, then connect the cable to the Ethernet port at the back.
2. Icon version: turn the printer on and wait for all the icons to go out. Hold down the Print button: one label feeds; release when the second starts to feed. Two configuration labels come out; the IP address is on the second.
3. LCD version: Menu/Home button, then Settings > Communications > Ethernet.



4. Network without DHCP: configure Ethernet with PrintSet 5 over a USB connection.
5. Enter the IP address in a browser to open the web page, then click Login; the login details are given in the Honeywell documentation.

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

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).

How do I connect a Honeywell PC43 to Wi-Fi?

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

Short answer: Wi-Fi requires the optional Wi-Fi/Bluetooth module. On a DHCP network, the printer connects on its own at start-up; otherwise, set the network name, IP addressing and security in Settings > Communications > Wireless 802.11 (LCD version) or with PrintSet 5 over USB (icon version).

LIKELY CAUSE

Wi-Fi module missing, network without DHCP or incomplete wireless settings.

WHAT TO DO

1. Check that the Wi-Fi/Bluetooth module is installed: without it, the Wi-Fi icon stays off.
2. DHCP network: turn the printer on and it connects automatically; the Wi-Fi icon lights up.
3. LCD version, network without DHCP: Menu/Home, Settings > Communications > Wireless 802.11. Fill in General (SSID network name, type, roaming, power mode), Network (IP assignment method, address, mask, router) and Security, then save: the printer immediately attempts to connect.

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4. Icon version: connect the printer via USB, find its IP address with PrintSet 5 and configure the wireless settings.
5. From the web page: Configure tab, Communications > Wireless 802.11, then Save.
The Default Settings button restores the default wireless settings.

The LCD version also offers a Wireless 802.11 wizard (Wizards > Communications) that searches for available networks.

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 · About the Printer Wizards – PC23 | PC43 Desktop Printer User Manual (Honeywell) (official documentation).

How do I pair a Bluetooth scanner with a Honeywell PC43?

Short answer: With the Wi-Fi/Bluetooth module, print the Bluetooth Settings label from the web page (Services > Print Test Labels > Printer Settings) and scan its “Scan to Connect” barcode with the scanner. On the LCD version, the Wizards > Communications > Bluetooth wizard guides you through pairing.

WHAT TO DO

1. Check that the printer is ready and that the Bluetooth scanner is on, discoverable and within range.
2. Web page: Services tab, Print Test Labels > Printer Settings, then print the Bluetooth Settings label.
3. Scan the “Scan to Connect” barcode: the printer attempts to connect.
4. LCD version: Menu/Home, Wizards > Communications > Bluetooth, and follow the wizard.
5. If it fails, change the printer’s Bluetooth settings or move the device closer.

The Bluetooth icon appears white when the link is active and 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 PC43 cutter and peeler: loading and settings

The cutter and the peeler are accessories. The manual describes how to load them, their settings and the precautions for use.

How do I set up the cutter on a Honeywell PC43?

Symptoms: the labels are not cut, or the cutter jams.

Short answer: Route the media through the cutter slot then, on the LCD version, set Settings > Printing > Cutter > Cutter Control to Automatic (PrintSet 5 on the icon version). The cutter must never cut adhesive: on self-adhesive labels, only the liner is cut.

LIKELY CAUSE

Cutter not enabled, media not properly inserted, or cut adhesive fouling the blades.

Caution: Honeywell prohibits cutting adhesive or any soft material: the adhesive can stick to the cutting parts, jam the cutter or damage the motor. Do not use linerless labels with the cutter.

OFFICIAL PROCEDURE (CUTTER)

1. Open the cover, remove the empty core and adjust the roll holders if the size changes.
2. PC43d: route the media under the guides of the roll holders; PC43t: through the media guides.

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3. Insert the media into the cutter slot and let it come out at the front.
4. Close the cover until it clicks and turn the printer on.
5. LCD version: Menu/Home button, Settings > Printing > Cutter, then Cutter Control to Automatic; save at the “Save Changes?” prompt. Icon version: set the cutter with PrintSet 5.
6. Set the feed values for cutter mode (see [Start Adjust](#)).

Cutting is only possible on a PC43 fitted with the cutter module, which includes the label start sensor. The optional tray holds up to 20 labels or tickets. The Label Taken Sensor wizard (Wizards > Calibration) calibrates the label taken sensor when the cutter is installed.

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

How do I load labels with the peeler on a Honeywell PC43?

Symptoms: the label is not peeled, the liner gets jammed.

Short answer: Remove the first label from the liner, route the liner through the slot in the peeler door, over the printer roller and under the door roller, then close the door and the cover. Do not pull on the media to take up the slack.

LIKELY CAUSE

Liner incorrectly routed in the peeler, or unsuitable feed values.

OFFICIAL PROCEDURE (PEELER)

1. Use self-adhesive labels on a liner. Open the cover, remove the empty core and adjust the holders if needed.
2. Notched or black-mark labels: position the sensor so that the notches or marks pass over it.
3. PC43d: route the media under the guides; PC43t: through the media guides.
4. Open the front door of the peeler and remove the label closest to the end of the liner.

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5. Route the liner through the slot in the door: it must pass over the printer roller and under the door roller. Do not pull on the media to take up the slack.
6. Close the peeler door, then the cover until it clicks, turn the printer on and set the feed values for peeler mode (see [Start Adjust](#)).

The peeler includes a label taken sensor, which can be calibrated with the wizard of the same name on the LCD version.

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

Honeywell PC43d battery base: runtime, charging and lights

The battery base is an option specific to the PC43d. The manual describes its lights, charging and the precautions.

How long does the battery of a Honeywell PC43d last and how do I charge it?

Battery base lights: charge level, temperature out of range or battery error.

Short answer: The optional battery base of the PC43d provides up to 8 hours of runtime depending on use, and a full charge takes 4 hours. On mains power, its lights show the charge level; on battery, press the Charge Level button to show it briefly.

LIKELY CAUSE

Runtime depends on the duty cycle; print speed also depends on the charge level.



Caution: Use only the battery supplied by Honeywell: another battery presents a risk of fire or explosion. Do not disassemble the battery, do not heat it above 100 °C and do not incinerate it; a mistreated battery can cause a fire or chemical burns. Recycle it according to the instructions that come with it.

OFFICIAL CHARGING AND USE PROCEDURE

1. Check that the PC43d is correctly installed on the battery base.
2. Connect the base's power cord to the printer, then the base to the mains: charging starts and the base lights show the level.
3. To print on battery, unplug the base from the mains and turn the printer on: the base lights go out.
4. Press the Charge Level button, on the front of the base, to briefly show the charge level.
5. The lights also indicate a battery outside its temperature range (charging or operating) and a battery error.

On battery, the maximum speed is limited to 6 ips at 203 dpi and 4 ips at 300 dpi. The 8 hours correspond to one 150 mm label every 7 minutes, plus one hour of standby. The battery base is specific to the PC43d.

Sources: About the Battery Base · Battery Base LEDs · Battery Precautions · Charge the Battery · Power the PC43d with the Battery Base – PC23 | PC43 Desktop Printer User Manual (Honeywell) (official documentation).

Honeywell PC43 firmware, reset and language: the procedures

Choosing the command language, updating the firmware and restoring factory settings, according to the Honeywell manual.

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How do I switch a Honeywell PC43 to ZPL (ZSim) or EPL (ESim)?

Symptoms: the printer does not respond to labels from software designed for another brand.

Short answer: LCD version: Settings > System Settings > General > Command Language. Icon version: turn the printer back on, hold down Print when only the Maintenance and Bluetooth icons are lit, keep it pressed while the languages are printed and release it on the one you want. Fingerprint is the default language.

LIKELY CAUSE

The printer's command language does not match that of the labels sent.

WHAT TO DO

1. Check that the media (and the ribbon if needed) is loaded, then turn the printer off.
2. Icon version: turn it back on; when only the Maintenance and Bluetooth icons remain lit, hold down Print. After a few adjustment labels and the test labels, the available languages are printed; release on the one you want. The printer restarts in that language.
3. LCD version: Menu/Home, Settings > System Settings > General, select Command Language and save.
4. Web page: Configure tab, System Settings > General, Command Language, save, then Services tab, Reboot Printer.

To replace a printer whose language is unknown, ESim/ZSim automatic configuration analyses the first job received (at least 10 bytes), calibrates the media and sets the printer to ESim or ZSim. Load the media before powering on. Available languages: Fingerprint, Direct Protocol, IPL, ESim, ZSim, DSim and Smart Printing.

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).

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How do I update the firmware of a Honeywell PC43?

Maintenance icon solid and Ready-to-Work light off during the update.

Short answer: The Honeywell manual provides three methods: from the web page, from a USB flash drive or from the USB menu. The drive must have a single partition in FAT16 or FAT32 format; during the update, the Maintenance icon stays lit and the Ready-to-Work light is off.

WHAT TO DO

1. Prepare a single-partition USB flash drive formatted in FAT16 or FAT32: the USB host port accepts firmware updates.
2. Plug the drive into a USB host port; on the LCD version, Tools > USB Menu gives access to the drive options.
3. During the update, let the printer work: the Maintenance icon stays lit and the Ready-to-Work light is off.
4. LCD version: after an update, the configuration wizard (Setup Wizard) runs at start-up.

The details of the three methods are in chapter 5 of the manual ("How to Upgrade the Printer Firmware"), which could not be consulted.

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

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How do I restore a Honeywell PC43 to factory settings?

Maintenance icon flashing during the reset.

Short answer: On the LCD version, the Tools menu lets you restore the default settings; on the web page, the Default Settings button resets the page displayed. First save your configuration in a printer profile so that you can reload it.

WHAT TO DO

1. Before resetting, save the configuration in a profile (Tools menu, or Save As Profile on the web page).
2. LCD version: Menu/Home, Tools, then restore the default settings.
3. Web page: on a configuration page, Default Settings restores its default settings; then click Save.
4. During the full reset, the Maintenance icon flashes; on the LCD version, the configuration wizard (Setup Wizard) then runs again.
5. Reload your profile if needed, then run a new calibration.

The manual also describes a hardware reset (“Restore Defaults by Using a Hardware-Based Reset”) in chapter 5, which could not be consulted.

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).

RFID printing on the Honeywell PC43: calibrating the chip position

The PC43's UHF RFID module is factory-fitted. The manual describes its calibration using a wizard.

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How do I calibrate RFID encoding on a Honeywell PC43?

Symptoms: RFID chips not encoded or incorrectly positioned.

Short answer: On an LCD PC43 fitted with the RFID module, run the Wizards > Calibration > RFID wizard: it determines the chip position (Tag Position) and the output power. Before that, check that the media type and length are correctly set.

LIKELY CAUSE

Chip position relative to the antenna (Tag Position, TAGADJUST variable) or output power unsuited to the media.

OFFICIAL RFID CALIBRATION PROCEDURE

1. Check that the media type and length are correctly configured.
2. Main menu: Wizards > Calibration > RFID.
3. Select Enable to activate the RFID module, load the RFID media and confirm with OK.
4. At the end of calibration, the printer displays the chip position and, for UHF chips, the output power.
5. Save these settings in a printer profile so that you can reload them with the same media.

The Tag Position value (TAGADJUST) moves the label forwards (positive value) or backwards (negative value). The PC43's UHF RFID module is factory-fitted only.

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

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Other Honeywell PC43 problems: power, menu, test label

Common situations without an error icon: printer that does not start, printing blocked by the menu, test label.

Why does my Honeywell PC43 not start?

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

Short answer: Connect the supplied power adapter to the back of the printer and then to the mains: its green light should come on and stay on. Then press the power switch; at the end of start-up, the blue Ready-to-Work light stays on.

LIKELY CAUSE

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

Caution: Use only the power adapter supplied with the printer: an unapproved adapter voids the warranty and may damage the printer. Do not spray water on the printer.

WHAT TO DO

1. Connect the adapter to the power port, at the back, 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. LCD version: a progress bar appears, then the Ready screen.
Icon version: the icons light up and go out one by one.
4. At the end of start-up, the blue Ready-to-Work light stays on; if it flashes, see the [flashing blue light](#) entry.
5. PC43d on a battery base: check the charge level (see [battery](#)).

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

Why does my Honeywell PC43t print nothing when the menu is displayed?

Symptoms: jobs sent but nothing comes out, main menu shown on the display.

Short answer: The Honeywell manual is explicit: the printer cannot print while the main menu is displayed. Return to the Ready screen with the Menu/Home button, and printing resumes.

LIKELY CAUSE

Main menu open on the LCD display.

WHAT TO DO

1. Press the Menu/Home button to return to the Ready screen, or Back to go up one level.
2. Check that the Ready-to-Work light is solid, then restart printing.

Applies to the versions with an LCD display.

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

How do I print a test label on a Honeywell PC43?

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

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WHAT TO DO

1. Check that the media (and the ribbon if needed) is loaded.
2. Icon version: with the printer idle, hold down Print until the test label starts printing.
3. LCD version: Menu/Home, Tools, Test Labels; select Print Quality, Printer Information or Printer Settings, then the label you want.
4. On a network, test labels can also be printed from the web page (Services tab, Print Test Labels).

On the LCD display, the status bar icons open a list of information: firmware version, product name, serial number and configuration number.

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 PC43?

The entries above first suggest reloading, calibrating or adjusting. In the following case, the Honeywell manual directs you to support and the service centres:

- **Persistent general error:** Honeywell technical support, then a service centre with an RMA number if a return is needed.

Avoiding recurring faults on the Honeywell PC43: 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

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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 PC43 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.

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).

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Honeywell PC43 troubleshooting: frequently asked questions

How do I calibrate a Honeywell PC43?

On the icon version, turn the printer off and on again and hold down the Print button when only the Maintenance and Bluetooth icons remain lit: it feeds a few labels, then prints two test labels. On the LCD version, run the Wizards, Calibration, Media wizard, which calibrates the label stop sensor. [See the detailed entry.](#)

Why is the blue light on my Honeywell PC43 flashing?

The Ready-to-Work light flashes when a condition is preventing printing; it stays solid when the printer is ready. Check which icon is lit (media, ribbon, mechanism, temperature, general error or pause) and deal with the corresponding cause. [See the detailed entry.](#)

What does a lit media icon mean on a Honeywell PC43?

According to Honeywell, the labels are jammed or the roll is empty. Clear or replace the roll, check the guides and the sensor, close the cover until it clicks, then run a calibration again if the error returns. [See the detailed entry.](#)

How do I install the ribbon on a Honeywell PC43t?

The PC43t works only with ink out ribbon. Place the new roll between the rear holders and the take-up core between the front holders, attach the end of the ribbon to the core, tighten it with the knob, then set the print method to Ribbon (TTR). [See the detailed](#)

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[entry](#).

How do I find the IP address of a Honeywell PC43?

On the LCD version, the IP address is in Settings, Communications, Ethernet. On the icon version, hold down the Print button after start-up and release it when the second label starts to feed: the IP address is on the second configuration label. [See the detailed entry](#).

How long does the battery of a Honeywell PC43d last?

The optional battery base of the PC43d provides up to 8 hours of runtime depending on use, and a full charge takes 4 hours. On battery, the print speed is limited to 6 ips at 203 dpi and 4 ips at 300 dpi. [See the detailed entry](#).

Why does my Honeywell PC43t not print when the menu is open?

The Honeywell manual states that the printer cannot print while the main menu is displayed. Return to the Ready screen with the Menu/Home button, and printing resumes. [See the detailed entry](#).

How do I switch a Honeywell PC43 to ZPL?

On the LCD version, select ZSim in Settings, System Settings, General, Command Language. On the icon version, turn the printer back on, hold down Print when only the Maintenance and Bluetooth icons are lit and release it when the language you want is printed. Fingerprint is the default language. [See the detailed entry](#).

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Sources consulted

All the causes, procedures and icon statuses in this guide come from the documents below, part of the official Honeywell documentation, 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 (United States) **official**
- [PC43D Direct Thermal Desktop Label Printer | Honeywell](#) [↗](#) – Honeywell PC43d product page (Canada, French) **official**
- [PC43t Desktop Printer | Honeywell](#) [↗](#) – Honeywell PC43t product page **official**

The Japanese version of the manual “User Guide: PC23 and PC43 Desktop Printer” (935-044-006), the PC43d battery base instructions (931-105-002) and those for the Wi-Fi/Bluetooth module 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 sites 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 PC43d and PC43t Series](#)
- All Honeywell printer troubleshooting guides ([PM43](#), [PF4i](#), [PX6i](#), [MP Compact4 Mark III](#), [MP Nova](#), [PC23d](#), [PC42](#), [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)

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- [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/reparation/en/prINTER-troubleshooting/honeywell/pc43>, updated on 21 October 2026.

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