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TROUBLESHOOTING GUIDE

Honeywell PD43 troubleshooting guide: errors, faults and fixes

Updated 21 October 2026 · By TIMCOD maintenance technicians · Source: official Honeywell documentation, PD43 and PD43c Commercial Printer user manual (list at the end of the page)

TIMCOD PRODUCT PAGE (IN FRENCH)

See the Honeywell PD43 product page →

In brief. The Honeywell PD43 is a light industrial label printer, in thermal transfer or direct thermal; its compact version, the PD43c, works only in direct thermal. According to Honeywell, it is available with a colour graphic display or with an icon panel; it has not been sold since April 2023 and remains supported until the end of 2028. The entries cover the error icons, calibration, loading labels and ribbon, the cutter, the peeler, connections and the print language, based on the Honeywell user manual. Click a question to open its entry.

- **An icon or the light reports a problem** (media, ribbon, mechanism open, maintenance...): find it in the [lookup table](#) and open the matching entry.
- **No alert, but the labels are incorrectly positioned:** see [calibration](#), [loading labels and ribbon](#) and [test labels](#).

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

What problem is my Honeywell PD43 reporting? Lookup by icon and by light

The PD43 shows its status with the Ready-to-Work light and, on icon models, with ten icons on the front panel; display models show the Ready screen and messages. The table links each status described in the consulted pages of the Honeywell manual to its cause and to the troubleshooting entry.

Message or state	Light or icon (Honeywell manual)	Likely cause	Entry
Ready-to-Work light flashing	Ready-to-Work flashing	Printer not ready: a condition is preventing printing	Ready-to-Work light
Ready-to-Work light off	○ Ready-to-Work off	Printer off, not communicating or not ready (start-up, firmware update)	Ready-to-Work light
Media error icon (Media error)	Media error icon lit	Labels jammed or out	Media error
Ribbon error icon (Ribbon error)	Ribbon error icon lit (TTR models)	Ribbon jammed or out	Ribbon error
Print mechanism icon	Print mechanism icon lit	Print mechanism open or not properly latched	Mechanism open

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Message or state	Light or icon (Honeywell manual)	Likely cause	Entry
Printhead temperature icon	Printhead temperature icon lit	Printhead too hot	<u>Printhead temperature</u>
General error icon	General error icon lit	Error without a dedicated icon	<u>General error</u>
Maintenance icon solid	Maintenance icon lit, solid	Maintenance needed (odometer setting reached) or firmware update in progress	<u>Maintenanc</u>
Maintenance icon flashing	Maintenance icon flashing	Reset to default values or calibration mode in progress	<u>Maintenanc</u>
Pause icon	Pause icon lit (flashes while a batch is paused)	Printer paused	<u>Pause and cancel</u>
Connectivity icon off	○ Connectivity icon off	No network connection	<u>Ethernet and IP address</u>
Wi-Fi icon off	○ Wi-Fi icon off	Wi-Fi disabled or Wi-Fi/Bluetooth module missing	<u>Wi-Fi</u>
Bluetooth icon off	○ Bluetooth icon off	Bluetooth disabled or Wi-Fi/Bluetooth module missing	<u>Bluetooth</u>
USB Host Connected	—	USB cable connected to a PC (information message on the display)	<u>USB connection</u>

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The statuses come from the “About the Ready-to-Work Indicator”, “About the Icon Front Panel” and “Connect the Printer Using a USB Cable” pages of the Honeywell PD43 and PD43c Commercial Printer User Manual. The manual does not specify the colour of the icons: no colour dot is shown for them. The dash indicates that the consulted page does not specify the state of the lights.

Honeywell PD43 error icons and light: causes and solutions

The Honeywell manual describes six alert situations for the Ready-to-Work light and the icon panel. For each one: the short answer, the cause, the steps to follow and, when the documentation provides for it, when to hand over to a technician.

Why is the Ready-to-Work light on my Honeywell PD43 flashing instead of staying on?

Lights: Ready-to-Work (blue) flashing, or off.

Short answer: According to Honeywell, a flashing Ready-to-Work light means that the printer is not ready: a condition is preventing printing. Find the lit icon (icon model) or return to the Ready screen (display model); the light stays solid when the PD43 is ready.

LIKELY CAUSE

The manual distinguishes three states: solid, the printer is ready; flashing, it is not ready to print; off, it is powered off, not communicating or not ready, for example during start-up or a firmware update. On a display model, the printer also cannot print while the main menu is displayed.

WHAT TO DO

1. Icon model: check which icon is lit (media, ribbon, print mechanism, printhead temperature, general error, pause) and open the matching entry from the [lookup table](#).

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2. Display model: if the main menu is displayed, press the Menu/Home button to return to the Ready screen (see [this entry](#)).
3. If the Pause icon is lit, the printer is paused: resume the job as described in the [pause and cancel](#) entry.
4. Just after powering on, the light only stays solid at the end of start-up: progress bar then Ready screen on a display model, icons that light up then go out one by one on an icon model.

Sources: About the Ready-to-Work Indicator · Connect the Printer to Power · About the Main Menu – PD43 and PD43c Commercial Printer User Manual (official documentation).

Why does the media error icon light up on my Honeywell PD43 when I am printing labels?

Lights: media error icon (“Media error” in the manual) lit.

Short answer: According to the Honeywell manual, this icon indicates that the labels are jammed or out. Reload the roll, routing the media under the sensor bar and between the guides, latch the print mechanism, then press Print to feed the media.

LIKELY CAUSE

Honeywell gives two causes: media jammed or roll empty. When off, the icon indicates that there is no media error. It applies to all models, PD43 and PD43c alike.

Caution: The manual asks you to keep your fingers out of the print mechanism when the printer is powered on.

OFFICIAL LOADING PROCEDURE (TEAR-OFF MODE)

1. Open the top of the printer, then the media compartment door.
2. Remove and discard the empty core if there is one.

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3. Place the roll between the guides of the media bar, then move the guides against the sides of the roll: they centre it automatically.
4. Press the release button and lift the print mechanism.
5. Slide the media under the sensor bar and between the guides, align the label stop sensor with the marks on the media if necessary, then bring the guides against the edges of the media.
6. Lower the print mechanism until it latches, close the compartment door, then the top of the printer.
7. Press Print to feed the media. If the feed has not yet been calibrated, hold down Print: the printer feeds one label (several if they are small), then prints a media configuration label.

For tag stock or linerless labels, first install the appropriate accessory (see [this entry](#)). Loading for the cutter and for the peeler is covered in separate entries.

Sources: About the Icon Front Panel · Load Media for Tear-Off Printing · Safety Precautions – PD43 and PD43c Commercial Printer User Manual (official documentation).

Why does the ribbon error icon on my Honeywell PD43 stay lit?

Lights: ribbon error icon (“Ribbon error”) lit. Thermal transfer models only.

Short answer: According to Honeywell, the ribbon error icon indicates a jammed or empty ribbon. Replace the roll or put the ribbon back in place under the print mechanism up to the take-up core, then remove the slack with the knob.

LIKELY CAUSE

The manual gives two causes: ribbon jammed or roll empty. This icon applies only to thermal transfer (TTR) PD43 printers; the PD43c exists only in direct thermal.

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WHAT TO DO

1. Open the top of the printer and the media compartment door, press the release button and lift the print mechanism.
2. Remove the empty core from the supply position and the full take-up core.
3. Install the new roll between the rear holders and an empty core between the front holders, observing the ink side (see [this entry](#)).
4. Route the ribbon under the print mechanism to the take-up core, latch the printhead, attach the ribbon to the core and turn the knob (slack-wheel) to remove the slack.
5. Close the door and the top of the printer. The detailed procedure is in the [loading the ribbon](#) entry.

Sources: About the Icon Front Panel · Load Ribbon · Printer Features – PD43 and PD43c Commercial Printer User Manual (official documentation).

Why does my Honeywell PD43 indicate that the print mechanism is open when I have closed it?

Lights: print mechanism icon lit.

Short answer: According to Honeywell, this icon lights up when the print mechanism is open or not properly latched. Press the mechanism down until it latches, then close the compartment door and the top of the printer.

LIKELY CAUSE

The manual associates the icon with two situations: print mechanism open, or closed without being properly latched. When off, it means that the mechanism is properly closed.

Caution: The manual asks you to keep the cover closed during operation, because moving parts are exposed when it is open, and not to put your fingers in the print mechanism when it is powered on.

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WHAT TO DO

1. Open the top of the printer and check that the media (and the ribbon on a TTR model) passes correctly under the print mechanism and between the guides.
2. Press the print mechanism down until it latches.
3. Close the media compartment door, then the top of the printer, and check that the icon has gone out.

Sources: About the Icon Front Panel · Load Media for Tear-Off Printing · Safety Precautions – PD43 and PD43c Commercial Printer User Manual (official documentation).

What does a lit or flashing maintenance icon mean on my Honeywell PD43?

Lights: maintenance icon solid or flashing.

Short answer: When solid, the icon indicates, according to Honeywell, that maintenance is needed (odometer setting reached) or that a firmware update is in progress. When flashing, it indicates that the firmware is resetting all the parameters to their defaults or that the printer is in calibration mode.

LIKELY CAUSE

The manual associates the solid icon with two situations: odometer setting reached, so maintenance should be planned, or firmware update in progress. It flashes during a reset to default values and during calibration mode.

WHAT TO DO

1. If you have just started a calibration, the flashing is normal: the printer feeds a few labels to set the feed, then prints two test labels (see [calibration](#)).
2. During a firmware update, the Ready-to-Work light is off: the printer is not ready to print until the operation is complete.

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3. On a display model, the configuration wizard opens at the start-up following a firmware update or a reset (see [this entry](#)).
4. If it is solid outside these operations, the icon indicates that the odometer setting has been reached: plan the maintenance described in the “Maintain the Printer” chapter of the manual (cleaning the printhead and the platen roller, replacing the printhead).

When to call a technician: if the icon stays solid because the odometer setting has been reached, have the maintenance specified in the manual carried out (cleaning or replacing the printhead, cleaning the roller).

Sources: About the Icon Front Panel · About the Ready-to-Work Indicator · Use the Setup Wizard – PD43 and PD43c Commercial Printer User Manual (official documentation).

What should I do when the general error or printhead temperature icon lights up on my Honeywell PD43?

Lights: general error icon or printhead temperature icon lit.

Short answer: According to the Honeywell manual, the temperature icon lights up when the printhead is too hot, and the general error icon indicates an error that does not have a dedicated icon. Details of the alerts are in the “Maintenance and Error Alert Messages” section of the manual's troubleshooting chapter.

LIKELY CAUSE

When off, the temperature icon indicates a normal head temperature; when off, the general error icon indicates that there is no error. The consulted pages do not detail the causes of these two alerts.

Caution: Instruction from the manual: do not put your fingers in the print mechanism when the printer is powered on.

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WHAT TO DO

1. Note which icon is lit and whether other icons are lit too (media, ribbon, print mechanism), then deal with those first using the [lookup table](#).
2. If the head is too hot, do not put your fingers in the print mechanism while the printer is powered on.
3. Refer to the “Maintenance and Error Alert Messages” section of the “Troubleshoot the Printer” chapter of the manual for the alert concerned.
4. Before contacting support, note the printer's serial number and configuration number (“Locate the Printer Configuration and Serial Numbers” section of the manual).

When to call a technician: if the general error or temperature icon stays lit, contact Honeywell product support or a technician with the printer's serial number and configuration number.

Sources: About the Icon Front Panel · Contents (chapter 5, Troubleshoot the Printer) · Safety Precautions – PD43 and PD43c Commercial Printer User Manual (official documentation).

Calibration problems: my Honeywell PD43 skips labels or stops them in the wrong place

Honeywell describes a calibration using the Print button for icon models, a wizard for display models, the adjustment of the black mark sensor and recommended values for the label stop position.

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How do I calibrate my Honeywell PD43 when it skips labels or cannot find the start of the label?

Symptoms: skipped labels, offset print, irregular feed after changing the roll.

Short answer: On an icon model, turn the PD43 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 feed, then prints two test labels. On a display model, run the Wizards > Calibration > Media wizard.

LIKELY CAUSE

Calibration sets the media feed: the Media wizard calibrates the label stop sensor and shows the current print settings. The manual provides for calibrating the feed when it has not yet been calibrated for the loaded media.

Caution: On an icon model, if you keep the Print button pressed beyond the test labels, the PD43 prints the list of command languages and restarts in the one being printed when you release the button (see [print language](#)).

OFFICIAL CALIBRATION PROCEDURE

1. Check that the labels, and the ribbon on a TTR model, are loaded.
2. Icon model: 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 icons (Maintenance and Bluetooth) are lit, hold down the Print button: the printer feeds a few labels while automatically adjusting the feed, then prints two test labels (media and communication settings).
4. Display model: from the Ready screen, press Menu/Home, select Wizards > Calibration > Media and follow the wizard.
5. Just after loading, the manual's loading procedure also says to hold down Print: the printer feeds one label (several if they are small), then prints a media configuration label.

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6. For black-mark labels, first align the stop sensor with the marks (see [this entry](#)).

With the ESim/ZSim language, the auto-configuration function automatically calibrates the media at first start-up, before identifying the language of the first job received.

Sources: Calibrate the Media Feed and Print Test Labels on the Icon Printer · About the Printer Wizards · Load Media for Tear-Off Printing · Set the Command Language with the Print Button · About ESim/ZSim Auto-Configuration – PD43 and PD43c Commercial Printer User Manual (official documentation).

My Honeywell PD43 does not detect the black marks on my labels: how do I adjust the sensor?

Symptoms: black-mark labels poorly detected, stopping in the wrong place.

Short answer: According to Honeywell, the label stop sensor must be aligned with the black marks on the media to work best. Lift the print mechanism, slide the sensor opposite the marks, then recalibrate.

LIKELY CAUSE

The stop sensor is movable. The manual asks you to align it with the black marks on the media, when loading if necessary and after adjusting the rear guides of the PD43c.

OFFICIAL SENSOR ADJUSTMENT PROCEDURE

1. Open the top of the printer.
2. Press the release button and lift the print mechanism.
3. Slide the label stop sensor to align it with the black marks on the media.
4. Lower the mechanism until it latches, close the printer, then run a [calibration](#).

Sources: Adjust the Label Stop Sensor · Set the PD43c Rear Feed Guides – PD43 and PD43c Commercial Printer User Manual (official documentation).

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How do I set the label stop position (Start Adjust and Stop Adjust) on my Honeywell PD43?

Symptoms: label stopped too early or too late at the tear bar, the cutter or the peeler.

Short answer: Honeywell gives recommended Start Adjust and Stop Adjust values for each mode: tear-off, cutter or peeler. On a display model, the Wizards > Printing > Media Setup wizard lets you enter them; an icon model is set up via the web page or PrintSet 5.

LIKELY CAUSE

For the PD43 and the PD43c, the manual provides feed adjustment values to apply after each type of loading. For the ESim, ZSim and DSim languages, these values are predefined.

VALUES RECOMMENDED BY HONEYWELL

1. Tear-off: Start Adjust -133 (203 dpi) or -197 (300 dpi), i.e. -16.7 mm; Stop Adjust 0.
2. Cutter: Start Adjust -280 (203 dpi) or -414 (300 dpi), i.e. -35.1 mm; Stop Adjust 147 (203 dpi) or 217 (300 dpi), i.e. 18.4 mm.
3. Peeler: Start Adjust -109 (203 dpi) or -161 (300 dpi), i.e. -13.7 mm; Stop Adjust -24 (203 dpi) or -35 (300 dpi), i.e. -3.0 mm.
4. Display model: Menu/Home > Wizards > Printing > Media Setup. This wizard also sets the print type (direct thermal or transfer), the width, the length, the X margin and the speed.
5. Icon model: apply the values from the printer's web page or with PrintSet 5.

For the ESim, ZSim and DSim languages, the feed adjustment values are predefined.

Sources: Load Media for Tear-Off Printing · Load Media for Cut-Off Printing · Load Media for the Label Dispenser · About the Printer Wizards – PD43 and PD43c Commercial Printer User Manual (official documentation).

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Loading ribbon and labels in the Honeywell PD43: official procedures

Ribbon applies only to the thermal transfer PD43. These entries cover loading the ribbon, the ink side, special media and rear feeding.

How do I load the ribbon in my Honeywell PD43 and switch to thermal transfer?

Applies to the thermal transfer (TTR) PD43; the PD43c works only in direct thermal.

Short answer: Install the roll between the rear holders and an empty core between the front holders, route the ribbon under the print mechanism to the core, then remove the slack with the knob. On a display model, then set Settings > Printing > Media > Print Method to Ribbon (TTR).

LIKELY CAUSE

According to Honeywell, thermal transfer gives a more durable print, which resists chemicals, heat and sunlight better than direct thermal. You need to choose a ribbon suited to the media and configure the printer for thermal transfer.

OFFICIAL RIBBON LOADING PROCEDURE

1. Open the top of the printer and the media compartment door.
2. Press the release button and lift the printhead. By default, the printer expects a ribbon with the ink on the outside; for a ribbon with the ink on the inside, push the ink side switch towards the back with the tip of a pen.
3. Remove the empty core from the supply position and discard the full take-up core.
4. Place the new roll between the rear holders: the ribbon unwinds from the back of the roll if it is coated on the outside, and from the front if it is coated on the inside.
5. Place the take-up core between the front holders.

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6. Route the ribbon under the print mechanism to the take-up core, then lower the printhead until it latches.
7. Attach the end of the ribbon to the core and turn the knob (slack-wheel) to remove the slack, then close the door and the top of the printer.
8. Display model: main menu > Settings > Printing > Media > Print Method > Ribbon (TTR), then save. Icon model: set the method via the web page or PrintSet 5, or hold down Print at start-up to calibrate the media and ribbon feed.

For a ribbon on a core without a notch, Honeywell offers an adapter sold separately (Notchless Ribbon Core Adapter), to be inserted into the ribbon core and into the take-up core.

Sources: About Ribbon · Load Ribbon · Use the Notchless Ribbon Core Adapter · Printer Features – PD43 and PD43c Commercial Printer User Manual (official documentation).

How do I know whether my ribbon is coated on the inside or the outside, and set my Honeywell PD43 accordingly?

Symptoms: unsure which way the ribbon is wound (ink inside or outside).

Short answer: Scratch the ribbon with a pen against a sheet of paper: if it leaves a mark, it is coated on the outside, which matches the PD43's default setting. For a ribbon coated on the inside, push the ink side switch located under the print mechanism towards the back of the printer.

LIKELY CAUSE

According to Honeywell, the ribbon can be wound with the ink on the inside (ink in) or on the outside (ink out). The PD43 is set by default for a ribbon coated on the outside; a switch located under the print mechanism changes this setting.

WHAT TO DO

1. Place the ribbon on a sheet of paper and scratch it with a pen or a pointed object: a mark on the paper means that the ribbon is coated on the outside.

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2. Open the top of the printer, then the media compartment door.
3. Press the release button and lift the print mechanism: the ink side switch is underneath.
4. Ink on the inside: push the switch towards the back of the printer with the tip of a pen. Ink on the outside: push it towards the front.
5. Load the ribbon the right way round: it unwinds from the back of the roll (ink outside) or from the front (ink inside).

Sources: About Ribbon · Change the Ink Direction · Load Ribbon – PD43 and PD43c Commercial Printer User Manual (official documentation).

How do I load tag stock (tags) or linerless labels in my Honeywell PD43?

Applies to: thick tags and linerless labels.

Short answer: Before loading tags, install the thick media springs, which increase the printhead pressure. For linerless labels, install the linerless roller, tear the labels off towards the top of the printer and do not use the cutter.

LIKELY CAUSE

Honeywell offers two accessories: stronger springs that increase the printhead pressure for thick media, and a non-stick platen roller for linerless labels. The manual asks you to install one or the other before loading these media.

Caution: Do not use linerless labels with the cutter (Honeywell instruction).

WHAT TO DO

1. Tags: install the thick media springs, then load the media like a roll of labels (see the [loading procedure](#)).
2. Linerless labels: install the linerless roller (Linerless Media Roller) before printing.

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3. Tear off printed linerless labels by pulling towards the top of the printer, to avoid jams.

Sources: About Linerless Media · Load Media for Tear-Off Printing · Printer Options and Accessories – PD43 and PD43c Commercial Printer User Manual (official documentation).

How do I feed my Honeywell PD43 or PD43c from an external roll or with airline media?

Applies to: roll placed behind the printer, rear guides of the PD43c.

Short answer: On the PD43, place the media behind the printer, insert it into the external feed slot, then route it through the guides as for an internal roll. On the PD43c fitted with the rear guides, set them to the width of the media and lock them with the central screw.

LIKELY CAUSE

The PD43 has an external media feed slot at the back. The PD43c can optionally be fitted with rear guides, which allow automatic feeding of airline media such as boarding passes, and an external roll holder.

WHAT TO DO

1. PD43: place the media behind the printer and insert it into the external media feed slot.
2. Route the media through the guides as for an internal roll.
3. PD43c with rear guides: open the cover, set the guides to the width of the media, then tighten the screw located in the centre of the plate with a No. 1 Phillips screwdriver, without forcing it.
4. If necessary, adjust the printer's guides to the width of the media, then lift the print mechanism to adjust the label stop sensor.

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According to the Honeywell data sheet, the maximum outer diameter of the roll is 213 mm for the PD43 with the standard door, 152 mm with the flat-top door and 203 mm for the PD43c fitted with the external roll holder.

Sources: Load External Media for the PD43 – PD43 and PD43c Commercial Printer User Manual · Set the PD43c Rear Feed Guides – PD43 and PD43c Commercial Printer User Manual · [PD43 & PD43c Industrial Printer Data Sheet](#)  – Honeywell PD43 and PD43c data sheet (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).

Honeywell PD43 print quality: printing test labels

According to Honeywell, test labels are used to check print quality and to show the printer configuration.

How do I print a test label on my Honeywell PD43 to check the print quality?

Symptoms: unsure about the print quality or the current configuration.

Short answer: On a display model, open the main menu, then Tools > Test Labels and select Print Quality, Printer Information or Printer Settings. On an icon model, with the printer ready, hold down the Print button until the test label prints.

LIKELY CAUSE

According to Honeywell, test labels are used to check print quality and to show the configuration, including the list of installed fonts, images and applications. The Wizards > Printing > Print Quality wizard also prints a series of quality test labels.

WHAT TO DO

1. Check that the labels, and the ribbon if necessary, are loaded.

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2. Display model: Menu/Home > Tools (Test Labels is preselected), select Print Quality, Printer Information or Printer Settings, then the label to print.
3. Another method on a display model: hold down Print until the Media Calibration wizard appears, then select the option to print with the current settings.
4. Icon model: with the printer ready, hold down Print until it prints. At start-up, you can also hold it down when only the Maintenance and Bluetooth icons are lit.
5. Test labels can also be printed from PrintSet 5 or the printer's web page (network connection and IP address required).
6. To test the quality over a series of labels, run Wizards > Printing > Print Quality on a display model.

Sources: About Test Labels · Print a Test Label in Idle Mode · Print a Test Label from the Main Menu · About the Printer Wizards – PD43 and PD43c Commercial Printer User Manual (official documentation).

Honeywell PD43 connection: USB, Ethernet, Wi-Fi and Bluetooth

USB is standard; Ethernet and the Wi-Fi/Bluetooth module are options. These entries follow the manual's procedures for each connection.

My Honeywell PD43 does not print over USB: how do I connect it correctly to a Windows PC?

Message: `USB Host Connected` (displayed when the USB cable is connected to the PC).

Short answer: According to Honeywell, you must install the InterDriver driver on the PC before connecting the USB cable, even if Windows detects the printer on its own. Then connect the printer's USB device port to the PC: the message “USB Host Connected” appears and no communication settings need to be set.

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LIKELY CAUSE

Windows applications need the printer driver to communicate with the PD43. Windows can detect the printer over USB, but the manual states that the drivers must still be installed.

WHAT TO DO

1. Install InterDriver on the PC (InterDriver wizard, “Install printer drivers” option).
2. Connect the cable to the USB device port at the back of the printer and to the PC.
3. On a display model, check that the message “USB Host Connected” appears.
4. On the PD43, route the cable through the cable guides under the printer to relieve strain on it.
5. Serial or parallel connection: plug the USB-to-serial or USB-to-parallel adapter into the USB host port; set the parameters in Settings > Communications > Serial on a display model, or with PrintSet 5 on an icon model.

Sources: Install Printer Drivers · Connect the Printer Using a USB Cable · Connect the Printer Using a Serial or Parallel Cable – PD43 and PD43c Commercial Printer User Manual (official documentation).

How do I find the IP address of my Honeywell PD43 and connect it to the Ethernet network?

Symptoms: printer not found on the network, IP address unknown, connectivity icon off.

Short answer: With the optional Ethernet module, the PD43 uses DHCP by default. On a display model, the IP address is in Settings > Communications > Ethernet; on an icon model, hold down Print, release when a second label starts to feed and read the address on the second configuration label.

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LIKELY CAUSE

The Ethernet connection requires the optional Ethernet module. The printer accepts DHCP networks by default; on a network without DHCP, the manual asks you to configure wired Ethernet with PrintSet 5 over a USB connection. On an icon model, a connectivity icon that is off indicates that there is no connection.

WHAT TO DO

1. Connect the Ethernet cable to the rear Ethernet port and to the network; on the PD43, route it through the cable guides underneath.
2. Display model: main menu > Settings > Communications > Ethernet to read and change the IP address. Once the printer is connected, the address also appears at the bottom of the Ready screen (default display setting).
3. Icon model: with the printer on and all the icons off, hold down Print; the printer feeds one label. Release when a second label starts to feed: two configuration labels print and the IP address is on the second.
4. Enter the IP address in a browser to open the printer's web page and finish the configuration.
5. Network without DHCP: configure the Ethernet settings with PrintSet 5 by connecting the printer to the PC via USB.

When to call a technician: if your PD43 does not have an Ethernet port: according to the Honeywell manual, the Ethernet module is a factory-installed option.

Sources: Connect the Printer to an Ethernet Network · Set Up an Icon Printer with Ethernet · About the Ready Screen · Printer Options and Accessories – PD43 and PD43c Commercial Printer User Manual (official documentation).

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How do I connect my Honeywell PD43 to Wi-Fi when it does not join the wireless network?

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

Short answer: Wi-Fi requires the optional Wi-Fi/Bluetooth module. On a DHCP network, the PD43 connects on its own at power-on; otherwise, set Settings > Communications > Wireless 802.11 (General, Network and Security tabs) on a display model, or use PrintSet 5 over USB on an icon model.

LIKELY CAUSE

Without the module, no Wi-Fi connection is possible and the Wi-Fi icon stays off. On a display model, the Wi-Fi icon in the status bar shows the signal strength (strong, good, weak, none) or that Wi-Fi is disabled.

WHAT TO DO

1. Gather the settings required by your network (SSID name, IP assignment method, security).
2. DHCP network: turn the printer on; it connects automatically. Check the Wi-Fi icon (status bar on a display model, icon lit on an icon model).
3. Network without DHCP, display model: Menu/Home > Settings > Communications > Wireless 802.11. In General, set the network name (SSID), the network type, roaming, the power mode and the hidden SSID; in Network, the IP assignment method, the address, the mask and the gateway; in Security, the security settings.
4. Save: the printer immediately attempts to connect. The Wizards > Communications > Wireless 802.11 wizard can also search for available networks.
5. Icon model whose IP address is unknown: configure Wi-Fi with PrintSet 5 over a USB connection.
6. From the web page (printer already connected via Wi-Fi or Ethernet): Configure tab > Communications > Wireless 802.11, then Save; the Default Settings button restores the default Wi-Fi settings.

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When to call a technician: if the Wi-Fi/Bluetooth module is not installed: according to the Honeywell data sheet, it is installed at the factory or by the after-sales service.

The default login details for the web page are given in the Honeywell manual.

Sources: About Wi-Fi Communications – PD43 and PD43c Commercial Printer User Manual · Connect the Printer to a Wireless Network – PD43 and PD43c Commercial Printer User Manual · Configure Wi-Fi Communications from the Printer Web Page – PD43 and PD43c Commercial Printer User Manual · [PD43 & PD43c Industrial Printer Data Sheet](#)  – Honeywell PD43 and PD43c data sheet (official documentation).

My Honeywell PD43 will not connect via Bluetooth to my scanner or mobile computer: what should I do?

Symptoms: pairing impossible, Bluetooth icon grey or off.

Short answer: According to Honeywell, if the connection fails, change the printer's Bluetooth settings or move the device closer. Bluetooth requires the Wi-Fi/Bluetooth module; pairing is done by scanning the “Scan to Connect” code on the Bluetooth Settings label or with the Bluetooth wizard.

LIKELY CAUSE

Bluetooth connects barcode scanners, keyboards or mobile computers. On a display model, the Bluetooth icon is white when the link is active and grey when it is inactive or disabled; on an icon model, it lights up when Bluetooth is enabled.

WHAT TO DO

1. Check that the Bluetooth icon is present and lit; otherwise, the module is not installed or Bluetooth is disabled.
2. Pairing by barcode: on the web page, Services > Print Test Labels > Printer Settings, print the Bluetooth Settings label and scan its “Scan to Connect” code.
3. Pairing with the wizard (display model): Wizards > Communications > Bluetooth.

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4. Settings: Settings > Communications > Bluetooth in the menu (save, then restart the printer), or Configure > Communications > Bluetooth on the web page.
5. If the connection still fails, change the printer's Bluetooth settings or move the device closer.

Sources: About Bluetooth Communications · Connect to a Bluetooth Device by Reading a Bar Code · Configure Bluetooth Communications from the Main Menu – PD43 and PD43c Commercial Printer User Manual (official documentation).

Honeywell PD43 cutter and peeler: loading and settings

The cutter and the peeler are accessories for the PD43 and the PD43c; the peeler includes a label taken sensor.

How do I load labels and enable the cutter on my Honeywell PD43?

Applies to: PD43 and PD43c fitted with the cutter (accessory).

Short answer: Insert the media under the sensor bar, between the guides and then into the cutter, latch the print mechanism and close the printer. On a display model, then set Settings > Printing > Cutter > Cutter Control to Automatic; on an icon model, use PrintSet 5 or the web page.

LIKELY CAUSE

The cutter is an accessory that automatically cuts the labels as they are printed. Honeywell prohibits using it to cut adhesive or any soft material that could stick to the cutting parts.

Caution: Never cut adhesive or soft material: it can stick to the cutting parts, make the cutter unusable or damage its motor. Do not use linerless labels with the cutter either.

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OFFICIAL LOADING PROCEDURE FOR THE CUTTER

1. Open the top of the printer and the compartment door, remove any empty core and place the roll between the guides of the media bar (external roll: go through the external feed slot).
2. Press the release button and lift the print mechanism.
3. Slide the media under the sensor bar and between the guides, align the label stop sensor if necessary, then bring the guides against the edges.
4. Route the media through the cutter.
5. Lower the mechanism until it latches, close the door, then the top of the printer, and turn it on.
6. Display model: Menu/Home > Settings > Printing > Cutter, select Automatic in Cutter Control and save. Icon model: PrintSet 5, or the web page if you know the IP address.
7. Apply the recommended feed values for the cutter (see [this entry](#)).

The cutter tray, fitted on the cutter, collects up to 20 cut labels.

Sources: Load Media for Cut-Off Printing · About Linerless Media · Printer Options and Accessories – PD43 and PD43c Commercial Printer User Manual (official documentation).

Why does my Honeywell PD43 wait for me to remove the label before printing the next one?

Symptoms: printing suspended until the peeled label is taken (peeler or label taken sensor).

Short answer: This is how the label taken sensor, supplied with the peeler, works: it detects the printed label and suspends printing until it is removed. Honeywell asks you to calibrate this sensor every time you load media and every time the environment changes, via Wizards > Calibration > Label Taken Sensor.



LIKELY CAUSE

The peeler separates the label from its liner as it is printed and presents it at the front.

The manual states that some media are not suitable for the peeler: you need rigid labels with a low liner release force, and high heat can impair operation.

OFFICIAL LOADING PROCEDURE FOR THE PEELER

1. Load the media: roll between the guides, print mechanism lifted, media under the sensor bar, stop sensor aligned if necessary, guides against the edges.
2. Press the side buttons of the peeler to open its front door and remove the first label from the liner.
3. Route the liner through the slot in the front door, over the printer roller and under the door roller, without pulling to take up the slack.
4. Close the peeler door, latch the print mechanism, then close the compartment door and the top.
5. Hold down Print for two seconds: the printer dispenses two labels while calibrating the feed.
6. Calibrate the sensor: Menu/Home > Wizards > Calibration > Label Taken Sensor, then follow the instructions.

Recommended feed values for the peeler: see [Start Adjust and Stop Adjust](#).

Sources: About the Label Dispenser · Load Media for the Label Dispenser · Calibrate the Label Taken Sensor · Printer Options and Accessories – PD43 and PD43c Commercial Printer User Manual (official documentation).

My Honeywell PD43 does not turn on: power and start-up

The PD43 connects to the mains with a power cord, the PD43c with an external adapter.

The entry covers the checks and instructions from the manual.

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My Honeywell PD43 or PD43c does not turn on: what should I check?

Symptoms: display and lights off after pressing the power switch.

Short answer: Check the connection: power cord for the PD43, supplied power adapter for the PD43c, whose green connector light should come on and stay on. Then press the power switch: the PD43 has finished starting up when the blue Ready-to-Work light stays on.

LIKELY CAUSE

The PD43 connects directly to the mains with a power cord; the PD43c uses an external power adapter. The PD43 quick start guide gives a power supply of 100 to 240 V, 1.5 A.

Caution: Use only the power adapter supplied with the printer: according to Honeywell, an unapproved adapter voids the warranty and may damage the printer. If a fuse needs replacing, use only a fuse of the same type and rating.

WHAT TO DO

1. PD43: connect the power cord to the printer and to a socket.
2. PD43c: plug the power adapter into the printer's power connector, then into the mains; the green light on the adapter connector should come on and stay on.
3. Press the power switch on the front (the PD43c also has a switch at the back).
4. Display model: a progress bar appears, then the Ready screen. Icon model: the icons light up, then go out one by one. At the end of start-up, the Ready-to-Work light stays on.
5. If the light flashes after start-up, a condition is preventing printing: see [this entry](#).

Sources: Connect the Printer to Power – PD43 and PD43c Commercial Printer User Manual · Printer Features – PD43 and PD43c Commercial Printer User Manual · Safety Precautions – PD43 and PD43c Commercial Printer User Manual · [PD43 Commercial Printer Quick Start Guide](#)  – Honeywell PD43 quick start guide (official documentation).

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Honeywell PD43 print language, USB flash drive and start-up wizard

These entries cover choosing the command language (Fingerprint, IPL, ZSim...), using a USB flash drive and the wizard that opens at start-up.

How do I change the print language (Fingerprint, IPL, ZSim, ESim...) of my Honeywell PD43?

Symptoms: the printer does not respond as expected to the files sent by the application (ZPL, EPL, DPL, IPL...).

Short answer: On a display model: Settings > System Settings > General > Command Language, then save. On the web page: Configure > System Settings > General, select the language, save, then restart via Services > Reboot Printer. On an icon model, hold down Print at start-up until the language you want is printed.

LIKELY CAUSE

The PD43 accepts several languages: Fingerprint (default), Direct Protocol and IPL, as well as the ZSim, DSim and ESim emulations, which interpret Zebra ZPL II, Datamax DPL and Eltron EPL programs without any change on the host side.

WHAT TO DO

1. Check that the labels, and the ribbon if necessary, are loaded.
2. Display model: Menu/Home > Settings > System Settings > General, scroll to Command Language, select the language, confirm and save.
3. Web page: enter the IP address in the browser, click Login and log in, then Configure > System Settings > General > Command Language > Save; then open Services > Reboot Printer > Reboot.
4. Icon model: turn the printer off and on again; when only the Maintenance and Bluetooth icons are lit, hold down Print. After the feed adjustment and the test labels, the list of languages is printed: release the button when the language you want

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comes out. The printer restarts in that language.

5. Unknown language (replacing another printer): select ESim/ZSim and load the media before turning on. At first start-up, the PD43 calibrates the media, identifies the language of the first job received (at least 10 bytes), configures itself in ESim or ZSim, then prints the label.

If a password is requested while changing the language, refer to the Honeywell manual.

Sources: About Printer Command Languages · How to Set the Printer Command Language · About ESim/ZSim Auto-Configuration – PD43 and PD43c Commercial Printer User Manual (official documentation).

Why does my Honeywell PD43 not recognise my USB flash drive?

Symptoms: USB flash drive not recognised for loading a file, a configuration or the firmware.

Short answer: Honeywell requires a single-partition USB flash drive, formatted in FAT16 or FAT32. Plug it into a USB host port on the printer; on a display model, then open Tools > USB Menu.

LIKELY CAUSE

The USB flash drive is used to load applications, configuration files, fonts and images, to update the firmware and to back up the configuration. The manual requires a single partition in FAT16 or FAT32 format.

WHAT TO DO

1. On a computer, check that the drive has only one partition, formatted in FAT16 or FAT32.
2. Plug it into a USB host port on the printer (there is a USB host port on the front).
3. Display model: main menu > Tools > USB Menu to access the options (printing a file, loading or exporting applications and files, installing or exporting a configuration file).

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Sources: About the USB Host Port · Connect a USB Device · Printer Features – PD43 and PD43c Commercial Printer User Manual (official documentation).

Why does the configuration wizard (Setup Wizard) open when my Honeywell PD43 starts up?

Symptoms: the configuration wizard appears at power-on (display models).

Short answer: According to Honeywell, the configuration wizard runs on display models at first power-on, after a firmware update or after a reset of all the settings. Go through its screens to choose your settings, then check the language, calibration and connection.

LIKELY CAUSE

The three triggers are the first power-on, a firmware update and a reset to default values. If the wizard appears on a printer that is already configured, one of the last two events has occurred.

WHAT TO DO

1. Let the printer start up: the wizard opens when it is ready.
2. Move through the lists with the directional pad, scroll through the predefined lists and confirm the highlighted item with the centre button.
3. Select the continue option to go to the next screen, until the end of the wizard.
4. Then check the print language, calibration and the network connection.

Source: Use the Setup Wizard – PD43 and PD43c Commercial Printer User Manual (official documentation).

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RFID printing on the Honeywell PD43: calibrating the tag position

The HF or UHF RFID module is an option on the PD43. Honeywell describes a calibration wizard and a manual calculation method.

How do I calibrate RFID printing on my Honeywell PD43?

Applies to: PD43 fitted with the HF or UHF RFID module.

Short answer: On a PD43 fitted with the RFID module, run Wizards > Calibration > RFID Calibration, enable the module (Enable), load the RFID media and confirm. The printer displays the tag position and, for UHF inlays, the output power.

LIKELY CAUSE

According to the manual, the RFID module is an option on the PD43, not on the PD43c. The tag position (TAGADJUST) determines how far the label feeds to align the chip with the antenna; the thickness of the tag can also affect print quality.

OFFICIAL RFID CALIBRATION PROCEDURE

1. Check that the media type and length are correctly configured.
2. Main menu > Wizards > Calibration > RFID Calibration, then select Enable to activate the RFID module.
3. Load the RFID media and select OK.
4. Note the tag position and, for UHF, the power displayed; save them in a printer profile to reuse these settings with the same media.
5. Manual calculation (estimate to be refined): set Start Adjust and Stop Adjust to 0, measure yChip (distance between the chip and the edge of the media aligned with the tear bar), then calculate Tag Position = $y_{\text{Chip}} - y_{\text{AntDist}}$, with $y_{\text{AntDist}} = 34.6 \text{ mm}$ for UHF or 36.6 mm for HF.

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6. Print quality: use a high-quality ribbon on thermal transfer labels and, if possible, avoid printing on the thickest part of the label.

When to call a technician: the HF or UHF RFID module is installed at the factory or by the after-sales service, according to the Honeywell data sheet.

Sources: How to Print on RFID Media – PD43 and PD43c Commercial Printer User Manual · Run the RFID Calibration Wizard – PD43 and PD43c Commercial Printer User Manual · Calculate RFID Tag Position – PD43 and PD43c Commercial Printer User Manual · [PD43 & PD43c Industrial Printer Data Sheet](#) – Honeywell PD43 and PD43c data sheet (official documentation).

Other Honeywell PD43 problems: printing blocked by the menu, pause and cancel

Two common situations described by the Honeywell manual, without an error message.

Why does my Honeywell PD43 print nothing when the main menu is displayed?

Symptoms: jobs waiting, nothing printing, menu open on the display.

Short answer: The Honeywell manual makes it clear: the printer cannot print while the main menu is displayed. Press the Menu/Home button to return to the Ready screen, then restart printing.

LIKELY CAUSE

On display models, the Menu/Home button switches between the Ready screen and the main menu. You must return to the Ready screen before printing.

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WHAT TO DO

1. If you have changed a setting, save it: the message “Saving...” confirms that it has been saved.
2. If you press Back with unsaved changes, select Yes to save and go back, No to discard and go back, or Cancel to stay on the screen.
3. Press Menu/Home to return to the Ready screen.
4. Restart printing from the application.

Sources: About the Main Menu · Navigate in the Main Menu – PD43 and PD43c Commercial Printer User Manual (official documentation).

How do I pause, resume or cancel a print job in progress on my Honeywell PD43?

Lights: Pause icon lit or flashing (icon models).

Short answer: Display model: press Print during the batch to pause it, then resume or cancel from the display. Icon model: press the button during the batch (the Pause icon flashes) and again to resume; to cancel, use the Windows spooler, a cancel command or turn the printer off.

LIKELY CAUSE

A lit Pause icon indicates that the printer is paused; when it is off, the printer is not paused.

WHAT TO DO

1. Display model: during a batch, a Pause button appears on the display; press Print. Printing stops and status icons are displayed.
2. Select a status icon to see the details: IP address, date, time and job progress (for example “2 of 5”).
3. Select resume to continue, or cancel and then confirm to delete the job.

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4. Icon model: press the button during the batch; the Pause icon flashes. Press it again to resume.
5. To cancel on an icon model: delete the job in the Windows print spooler, send a cancel command if your language has one, or turn the printer off.

Sources: Pause or Cancel a Batch Print Job on the LCD Printer · Pause a Batch Print Job on the Icon Printer · Cancel a Batch Print Job on the Icon Printer · About the Icon Front Panel – PD43 and PD43c Commercial Printer User Manual (official documentation).

When should you call a technician for a Honeywell PD43?

The entries above first suggest reloading, calibrating or adjusting. In the following cases, the consulted Honeywell documentation directs you to a technician, product support or a factory installation:

- **Maintenance icon lit, solid:** odometer setting reached: maintenance of the printhead and the platen roller to be planned.
- **Persistent general error or temperature icon:** contact product support with the serial number and the configuration number.
- **No Ethernet port:** the Ethernet module is a factory-installed option.
- **No Wi-Fi or Bluetooth:** the Wi-Fi/Bluetooth module is installed at the factory or by the after-sales service.
- **RFID module missing:** HF or UHF option installed at the factory or by the after-sales service.

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Avoiding recurring faults on the Honeywell PD43: 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 PD43 fleet:

Fewer breakdowns, less downtime

Fewer production interruptions caused by label printers.

Worn parts detected in time

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

Regular cleaning and checks

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

Longer service life

A well-maintained, properly adjusted printer lasts longer.

Print quality maintained

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

Fewer emergency call-outs

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

Controlled maintenance costs

A predictable budget instead of unplanned repairs.

Specialist Honeywell technicians

Support from teams who know your equipment.

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

Honeywell PD43 troubleshooting: frequently asked questions

How do I calibrate a Honeywell PD43?

On an icon model, 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 feed, then prints two test labels. On a display model, run the Wizards, Calibration, then Media wizard. [See the detailed entry.](#)

Why is the light on my Honeywell PD43 flashing?

According to Honeywell, a flashing Ready-to-Work light means that the printer is not ready: a condition is preventing printing. Check which icon is lit on an icon model, or return to the Ready screen if the main menu is displayed on a display model. The light stays solid when the PD43 is ready. [See the detailed entry.](#)

What is the difference between the Honeywell PD43 and the PD43c?

The PD43c is the compact version. According to the Honeywell manual, only the PD43 is available in thermal transfer with ribbon and accepts the Wi-Fi/Bluetooth and RFID options; the PD43c works in direct thermal and is powered by an external power adapter. [See the detailed entry.](#)

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How do I find the IP address of a Honeywell PD43?

On a display model, the address is in Settings, Communications, Ethernet, and appears at the bottom of the Ready screen when the printer is connected. On an icon model, hold down the Print button and release it when a second label starts to feed: the IP address is printed on the second configuration label. [See the detailed entry.](#)

How do I switch a Honeywell PD43 to ZSim to print ZPL?

On a display model, open Settings, System Settings, General, then Command Language, select ZSim and save. From the web page, the setting is in Configure, System Settings, General, followed by a restart via Services, Reboot Printer. On an icon model, hold down Print at start-up until the language you want is printed. [See the detailed entry.](#)

How do I print a test label on a Honeywell PD43?

On a display model, open the main menu, then Tools, Test Labels, and select Print Quality, Printer Information or Printer Settings. On an icon model, with the printer ready, hold down the Print button until the test label prints. [See the detailed entry.](#)

Why does my Honeywell PD43 not print when the menu is open?

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

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Is the Honeywell PD43 still supported?

The Honeywell product page states that the PD43 has not been sold since 25 April 2023 and that service and support are provided until 31 December 2028.

Sources consulted

All the causes, procedures and light statuses in this guide come from the official Honeywell documentation below, consulted on 20 October 2026. The user manual, whose online version on the Honeywell site has restricted access, is cited by its title.

- PD43 and PD43c Commercial Printer User Manual – Intermec by Honeywell user manual, version 002 (09/2014), chapters 1 to 4 **official**
- [PD43 & PD43c Industrial Printer Data Sheet](#)  – Honeywell PD43 and PD43c data sheet **official**
- [PD43 Commercial Printer Quick Start Guide](#)  – Honeywell PD43 quick start guide (P/N 930-288-002) **official**
- [PD43 Industrial Printer | Honeywell](#)  – Honeywell product page **official**

The current user guide “User Guide: PD43 and PD43c Commercial Printer (935-082-003)”, the PD series cutter installation instructions, the Fingerprint and IPL command references and the Honeywell printer safety guide on prod-edam.honeywell.com, the Honeywell knowledge base (honeywellaidc.force.com, hsmknowledgebase.com) and chapters 5 and 6 of the manual (troubleshooting, alert messages, reset, firmware update, printhead cleaning) 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 PD43](#)
- [All Honeywell printer troubleshooting guides](#) (PM43, PF4i, PX6i, MP Compact4 Mark III, MP Nova, PC23d, PC42, PC43, PD45S, PM23c, PM45 and PM45c, PX45 and PX65, PX940, RP2 and RP4)
- [Maintenance and repair of Honeywell printers](#)

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- [All printer troubleshooting guides, all brands](#)
- [Through-life maintenance \(MCO\): preventive and corrective maintenance](#) (in French)
- [TIMCOD, Honeywell reseller](#) (in French)
- [Consumables for thermal printers: labels, thermal transfer ribbons, printheads](#) (in French)
- [RFID labels](#) and [RFID printers](#) (in French)
- [Printer cleaning kits](#) (in French)

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PDF version of the page <https://www.timcod.fr/reparation/en/printer-troubleshooting/honeywell/pd43>, updated on 21 October 2026.

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