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TROUBLESHOOTING GUIDE

Honeywell PM23c troubleshooting guide: errors, faults and fixes

Updated 21 October 2026 · By TIMCOD maintenance technicians · Source: official Honeywell documentation, PM23c, PM43, and PM43c Mid-Range Printer user manual (list at the end of the page)

TIMCOD PRODUCT PAGE (IN FRENCH)

See the Honeywell PM23c product page →

In brief. The Honeywell PM23c is the compact printer in the PM Series, designed for narrow media from 19 to 68 mm, in direct thermal or thermal transfer and at 203, 300 or 406 dpi. According to Honeywell, it is available with a 3.5-inch colour touch display and a keypad, or with a panel of red, white and amber icons; unlike the PM43 and PM43c, it takes neither a cutter nor a linerless roller. The entries explain the icons, calibration, loading, connection, firmware, reset and RFID, based on the common PM23c, PM43 and PM43c manual and the Honeywell documentation. Click a question to open its entry.

- **A red or amber icon is lit** (Media, Ribbon, Printhead Lifted, Maintenance...): find it in the [lookup table](#) and open the entry indicated.
- **No alert, but skipped labels or poor print quality:** start with [calibration](#), [media and ribbon loading](#) and the [print quality wizard](#).

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

Which icon is lit on my Honeywell PM23c? Find the cause by colour and light

On the PM23c with icon panel, each alert lights a red, white or amber icon; the blue Ready-to-Work light shows whether the printer is ready. The table links each state described in the Honeywell manual to its cause and to the entry that resolves it.

Message or state	Icon or light (Honeywell manual)	Likely cause	Entry
Media	● Red Media icon	Out of media, jam or incorrect loading	Media icon
Media (label taken sensor active)	● Red Media icon	Printed label not yet removed	Peeler and sensor
Ribbon	● Red Ribbon icon	Ribbon out or ribbon problem	Ribbon icon
Printhead Lifted	● Red Printhead Lifted icon	Printhead lifted	Printhead lifted
Printhead Hot	● Red Printhead Hot icon	Printhead too hot	Printhead Hot
General Error	● Red General Error icon	Problem not covered by another icon	General Error

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Message or state	Icon or light (Honeywell manual)	Likely cause	Entry
Configuration Error	● Red Configuration Error icon	Printer configuration problem	<u>Configura tion error</u>
Maintenance (solid)	● Solid amber Maintenance icon	Maintenance required: lifetime odometer threshold reached	<u>Maintena nce</u>
Maintenance (flashing)	● Flashing amber Maintenance icon	Firmware update, recovery or restore, or calibration in progress	<u>Maintena nce</u>
Pause	White Pause icon	Printer paused	<u>Print button</u>
Ready-to-Work flashing	Blue Ready-to-Work light flashing	Printer not ready to print	<u>Ready-to- Work light</u>
Ready-to-Work off	○ Ready-to-Work light off	Printer off, not communicating or not ready (start-up, firmware update)	<u>Ready-to- Work light</u>
Wi-Fi Communications off	○ Wi-Fi icon off	Wi-Fi radio disabled or not installed	<u>Wi-Fi</u>
Bluetooth off	○ Bluetooth icon off	Bluetooth disabled or not installed	<u>Bluetooth</u>

The colours and states come from the “About the Icon Front Panel” and “About the Front Panel” pages of the Honeywell PM23c, PM43, and PM43c Mid-Range Printer User Manual. The manual's amber is shown by the yellow dot; the white icons (Pause, Wi-Fi, Bluetooth, connectivity) and the blue light have no dot. The text messages of the touch model, described in the troubleshooting chapter of the manual, are not included in this table.

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Red and amber icons on the Honeywell PM23c: what do they mean and what should I do?

For the PM23c with icons, the Honeywell manual describes six coloured alerts and the three states of the Ready-to-Work light. Each entry gives the meaning, the cause, the actions to take and, where applicable, when to call in a technician.

Why is the Media icon on my Honeywell PM23c red when there are still labels left?

Lights: red Media icon on the icon panel.

Short answer: According to Honeywell, the red Media icon signals an empty roll or a media problem: jam or incorrect loading. With the label taken sensor enabled, it also indicates that a printed label is waiting to be removed: take it, otherwise reload the media following the official procedure.

LIKELY CAUSE

The manual gives three situations: out of media, media jammed or loaded incorrectly, and, when the Label Taken Sensor is enabled, printed label not removed. The icon goes out when media is available and loaded correctly.

Caution: According to Honeywell, moving parts are exposed when the cover is open: close it before using the printer and do not put your fingers into the print mechanism while it is powered.

WHAT TO DO

1. If the peeler or the label taken sensor is in use, remove the label presented at the front of the printer.
2. Otherwise, open the media cover and turn the printhead lever anticlockwise to lift the printhead.

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3. Check that there is media left and that it follows the correct path through the print mechanism; reload the roll if necessary (see the [loading procedure](#)).
4. Lower the printhead by turning the lever clockwise, press Print to feed the media and close the cover.

Sources: About the Icon Front Panel · Load Media for Tear-Off Printing · Safety Precautions – PM23c, PM43, and PM43c Mid-Range Printer User Manual (official documentation).

Why does the Ribbon icon on my Honeywell PM23c light up red?

Lights: red Ribbon icon.

Short answer: According to the Honeywell manual, the red Ribbon icon indicates that the ribbon has run out or has a problem. Fit a ribbon on the supply hub the right way round for the ink side, tension it with the take-up hub, then lower the printhead.

LIKELY CAUSE

Honeywell distinguishes between ribbon out and a ribbon problem. The icon stays off if there is no ribbon problem or if the printer is not configured to use a ribbon.

WHAT TO DO

1. Open the cover and lift the printhead by turning the lever anticlockwise.
2. Check whether there is ribbon left on the supply hub and whether it is tensioned up to the take-up hub.
3. If the roll is empty, replace it and fit an empty core on the take-up hub (see [ribbon loading](#)).
4. Turn the take-up hub anticlockwise until the ribbon is taut and free of wrinkles, lower the printhead, press Print and then close the cover.

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Sources: About the Icon Front Panel · Load Ribbon – PM23c, PM43, and PM43c Mid-Range Printer User Manual (official documentation).

Why does the Printhead Lifted icon on my Honeywell PM23c stay red?

Lights: red Printhead Lifted icon.

Short answer: According to Honeywell, this red icon means that the printhead is lifted. Turn the printhead lever clockwise to lower it: the printer then performs the action set for when the printhead is closed (Head Down Action).

LIKELY CAUSE

On the PM23c, the printhead is operated by a rotary lever: anticlockwise to lift it, clockwise to close it. The icon goes out when the printhead is lowered.

Caution: If the printhead is lifted during start-up, pressing Print restores the default values instead of starting calibration mode (see [reset](#)).

WHAT TO DO

1. Check that the media, and the ribbon if applicable, pass correctly through the print mechanism.
2. Turn the printhead lever clockwise until it closes.
3. Let the printer perform the Head Down Action. According to the manual, Smart Calibration is the default action when the printhead is closed: it detects the media type, whether a ribbon is used and the label length.
4. Press Print to feed the media and close the cover.

Sources: About the Icon Front Panel · About the Print Button · Connect the Printer to Power (About Smart Calibration) · Load Media for Tear-Off Printing – PM23c, PM43, and PM43c Mid-Range Printer User Manual (official documentation).

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What does the red Configuration Error icon mean on my Honeywell PM23c?

Lights: red Configuration Error icon.

Short answer: According to Honeywell, the red Configuration Error icon signals a printer configuration problem, with no further detail in the manual. On a PM23c with icons, check the settings from the printer's web page or with PrintSet 5.

LIKELY CAUSE

The manual does not detail the nature of the problem. The settings can be viewed on the web page (the Configure tab opens the Configuration Summary page), in the menu of a touch model or with PrintSet 5.

WHAT TO DO

1. Open the printer's web page (IP address in a browser), click Login and then Configure: the Configuration Summary page is displayed.
2. Review the Communications, Printing, System Settings, Network Services and Alerts sections, correct the setting at fault and then click Save.
3. Without network access, use PrintSet 5 over the USB connection.
4. To start again from a known configuration, the manual provides for loading a saved profile or returning to default values.

Sources: About the Icon Front Panel · Configure the Printer from the Web Page · How to Configure the Printer – PM23c, PM43, and PM43c Mid-Range Printer User Manual (official documentation).

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Why is the Maintenance icon on my Honeywell PM23c orange, solid or flashing?

Lights: Maintenance icon solid or flashing amber.

Short answer: When solid amber, the icon signals, according to Honeywell, that maintenance is required: a lifetime odometer threshold has been reached. When flashing amber, it indicates an operation in progress: firmware update, recovery or restore, or calibration.

LIKELY CAUSE

The manual associates solid amber with a lifetime odometer setting being reached, and flashing with a firmware operation or a calibration. When off, the icon means that no maintenance is required.

WHAT TO DO

1. If the icon flashes just after a calibration, a firmware update or a restore of default values, the operation is in progress: the printer is ready when the Ready-to-Work light stays solid.
2. If the icon is solid amber, the odometer threshold has been reached: plan the maintenance described in the “Maintain the Printer” chapter of the manual (cleaning, replacement of the printhead or the platen roller).
3. The printer's system information can be viewed in the System Information tab of its web page.

When to call a technician: if the icon stays solid amber, the odometer threshold has been reached: have the maintenance set out in the manual carried out (printhead, platen roller).

Sources: About the Icon Front Panel · About Printer System Information · Contents (chapter 6, Maintain the Printer) – PM23c, PM43, and PM43c Mid-Range Printer User Manual (official documentation).

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What should I do if the Printhead Hot or General Error icon on my Honeywell PM23c lights up red?

Lights: red Printhead Hot icon or red General Error icon.

Short answer: According to Honeywell, red Printhead Hot means that the printhead is too hot, and red General Error signals a problem not covered by any other icon. The alerts are detailed in the “About Alerts” section of the manual's troubleshooting chapter; if the alert persists, prepare the information requested by Honeywell support.

LIKELY CAUSE

The Printhead Hot icon goes out when the printhead temperature returns to normal; General Error goes out when there is no general error. The manual does not specify their causes in the pages consulted.

Caution: The manual forbids putting your fingers into the print mechanism while the printer is on.

WHAT TO DO

1. First check whether other icons are lit (Media, Ribbon, Printhead Lifted, Configuration Error) and deal with them from the [lookup table](#).
2. Printhead too hot: keep your hands out of the print mechanism while the PM23c is on.
3. Consult the “About Alerts” section of the “Troubleshoot the Printer” chapter of the manual for the alert concerned.
4. Before contacting support, the manual recommends consulting the Honeywell knowledge base and preparing the serial number, the configuration number, the firmware type and version, the command language, the installed options and the media, serial port and Ethernet settings; this information appears on the web page or on a test label.

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When to call a technician: if the Printhead Hot or General Error icon stays lit, contact Honeywell support or a technician with the information listed in the manual (serial and configuration numbers, firmware version, installed options).

Sources: About the Icon Front Panel · Contact Support · Safety Precautions – PM23c, PM43, and PM43c Mid-Range Printer User Manual (official documentation).

Why is the Ready-to-Work light on my Honeywell PM23c flashing and printing not starting?

Lights: blue Ready-to-Work flashing or off.

Short answer: According to Honeywell, the Ready-to-Work light flashes when the printer is not ready: a condition is preventing printing. Look for the lit icon on an icon model; on a touch model, exit the main menu, because the PM23c does not print while it is displayed.

LIKELY CAUSE

The manual describes three states: on, the printer is ready; flashing, it is not ready; off, it is turned off, not communicating or not ready, for example at start-up or during a firmware update.

WHAT TO DO

1. Icon model: find the lit icon (Media, Ribbon, Printhead Lifted, Printhead Hot, Configuration Error, General Error, Pause) and open its entry from the [lookup table](#).
2. Touch model: return to the Ready screen; the printer cannot print while the main menu is displayed.
3. If the Pause icon is white, the printer is paused: press Print to resume (see [Print button](#)).
4. At start-up, wait for the sequence to finish: progress bar on a touch model, icons that light up and then go out one by one on an icon model, until the blue light stays on.

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Sources: About the Front Panel (Ready-to-Work Indicator) · About the Main Menu · Connect the Printer to Power – PM23c, PM43, and PM43c Mid-Range Printer User Manual (official documentation).

Honeywell PM23c calibration: skipped or incorrectly detected labels

The PM23c is calibrated using a wizard, the web page or the Print button at start-up; the media type set must match the roll loaded.

How do I calibrate my Honeywell PM23c when it skips labels or prints out of position?

Symptoms: skipped labels, print straddling two labels, irregular feed after a media change.

Short answer: First set the media type, then run the Wizards > Calibration > Media wizard on a touch model, or Services > Media Calibration on the web page, whatever the model. According to Honeywell, pressing Print during start-up, with the printhead lowered, also puts the PM23c into calibration mode.

LIKELY CAUSE

The Media wizard calibrates the label gap sensor and displays the current print settings. Smart Calibration, offered as an action at power-on, when the printhead is closed or on a long press of Print, detects the media type (gap, black mark or continuous), whether a ribbon is used and the label length.

Caution: Keep the printhead lowered before pressing Print at start-up: with the printhead lifted, this press restores the default values instead of starting calibration.

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OFFICIAL CALIBRATION PROCEDURE

1. Load the media and, if necessary, the ribbon; the gap and black mark sensor light must be aligned with the centre of the media.
2. Specify the media type: gaps, black mark, fixed-length continuous or variable-length continuous (see [this entry](#)).
3. Touch model: Main Menu > Wizards > Calibration > Media, then follow the wizard.
4. All models: on the printer's web page, open Services > Media Calibration.
5. Alternative method: press Print during start-up, with the printhead lowered, to enter calibration mode; the Maintenance icon flashes amber during calibration.
6. Finish with the Start Adjust and Stop Adjust values, which can also be entered with the Wizards > Printing > Media Setup wizard.

A printer profile does not store the label stop sensor calibration: remember to recalibrate after loading a [profile](#).

Sources: Load Media for Tear-Off Printing · Connect the Printer to Power (About Smart Calibration) · About the Print Button · About the Printer Wizards · About Printer Profiles – PM23c, PM43, and PM43c Mid-Range Printer User Manual (official documentation).

How do I tell my Honeywell PM23c that I am using black mark labels or continuous paper?

Symptoms: the printer looks for a gap on continuous media, or does not see the black mark.

Short answer: The Honeywell manual asks you to set the media type after each loading: gaps, black mark, fixed-length continuous or variable-length continuous. On a touch model, this setting (Media Type) is among the print settings in the Settings menu; then recalibrate.

LIKELY CAUSE

According to the Honeywell data sheet, the PM23c can detect gaps, notches, black marks or continuous media. Smart Calibration can also detect the media type itself.

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WHAT TO DO

1. Check that the gap and black mark sensor light is centred on the media.
2. Touch model: Main Menu > Settings, open the print settings, choose Media Type and save when prompted.
3. Or run the Wizards > Printing > Media Setup wizard, which sets the media type and print method (direct thermal or transfer), the width, the length, the X margin, the Start and Stop Adjust values and the speed.
4. On the web page: Configure > Printing (media and print quality), then Save.
5. Then run a [calibration](#).

Sources: Load Media for Tear-Off Printing – PM23c, PM43, and PM43c Mid-Range Printer User Manual ·
Configure the Printer from the Main Menu – PM23c, PM43, and PM43c Mid-Range Printer User Manual ·
About the Printer Wizards – PM23c, PM43, and PM43c Mid-Range Printer User Manual ·
[PM43/PM43c/PM23c Mid-Range Industrial Printers](#)  – Honeywell PM43, PM43c and PM23c data sheet
(official documentation).

Loading labels and ribbon in the Honeywell PM23c

On the PM23c, the printhead is lifted with a rotary lever and the roll is pushed all the way onto the hub. These entries follow the official loading procedures.

How do I load a roll of labels correctly into my Honeywell PM23c?

Applies to: printing in tear-off mode.

Short answer: Lift the printhead with the lever (anticlockwise), push the roll all the way onto the hub, adjust the edge guide and the dancer guide, pass the media through the mechanism and then close the printhead (clockwise). Press Print to feed the media, then set the media type and calibrate.

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LIKELY CAUSE

In tear-off mode, the PM23c accepts non-adhesive continuous media, adhesive continuous media on liner, adhesive labels on liner and tickets with gap or black mark, perforated or not. According to the data sheet, the media width ranges from 19 to 68 mm on a 38 to 76 mm core, and the maximum print width is 56 mm at 203 and 300 dpi, 64 mm at 406 dpi.

Caution: Moving parts are exposed when the cover is open: close it before using the printer and do not put your fingers into the print mechanism while it is powered (Honeywell instructions).

OFFICIAL LOADING PROCEDURE (TEAR-OFF MODE)

1. Open the media cover.
2. Turn the printhead lever anticlockwise to lift the printhead.
3. Slide the roll onto the supply hub, pushing it all the way against the inner wall, then adjust the edge guide and the dancer guide.
4. Pass the media through the print mechanism.
5. Adjust the printhead balance and align the gap and black mark sensor light with the centre of the media (procedures in the “Maintain the Printer” chapter of the manual).
6. Turn the lever clockwise to close the printhead: the printer performs the Head Down Action.
7. Press Print to feed the media, then close the cover.
8. Set the media type, calibrate the sensors (see [calibration](#)), then the Start Adjust and Stop Adjust values.

According to the Honeywell data sheet, the cutter and the linerless option are reserved for the PM43 and PM43c: the PM23c does not accept them.

Sources: Load Media for Tear-Off Printing – PM23c, PM43, and PM43c Mid-Range Printer User Manual · Safety Precautions – PM23c, PM43, and PM43c Mid-Range Printer User Manual · [PM43/PM43c/PM23c Mid-Range Industrial Printers](#)  – Honeywell PM43, PM43c and PM23c data sheet (official documentation).

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How do I load the ribbon in my Honeywell PM23c so that it stays taut and free of wrinkles?

Applies to: thermal transfer printing.

Short answer: Slide the roll onto the supply hub and an empty core onto the take-up hub, wind according to the ink side, pass the ribbon through the mechanism, then turn the take-up hub until the ribbon is taut and free of wrinkles. To find out the ink side, scratch the ribbon with a pen on a sheet of paper: a mark indicates a ribbon with the ink on the outside.

LIKELY CAUSE

The PM23c accepts ribbons with the ink on the inside as well as on the outside; the winding direction on the supply hub depends on this. According to the data sheet, the ribbon roll measures at most 61 mm in diameter (about 229 m) on a 25 mm core, in wax, wax/resin or resin.

OFFICIAL RIBBON LOADING PROCEDURE

1. Place the ribbon against a sheet of paper and rub it with the tip of a pen: if it leaves a mark, its ink is on the outside.
2. Open the cover and lift the printhead (lever anticlockwise).
3. Slide the roll onto the supply hub and an empty core onto the take-up hub.
4. Ribbon with the ink on the outside: wind it clockwise on the supply hub; ink on the inside: anticlockwise.
5. Pass the ribbon through the print mechanism and pull about 20 cm of leader through to the take-up hub.
6. Turn the take-up hub anticlockwise until the ribbon is taut and free of wrinkles.
7. Load the media, lower the printhead (lever clockwise), press Print and close the cover.

On a touch model, the Wizards > Printing > Loading Ribbon wizard shows the loading on screen.

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Sources: About Ribbon – PM23c, PM43, and PM43c Mid-Range Printer User Manual · Load Ribbon – PM23c, PM43, and PM43c Mid-Range Printer User Manual · About the Printer Wizards – PM23c, PM43, and PM43c Mid-Range Printer User Manual · [PM43/PM43c/PM23c Mid-Range Industrial Printers](#) ↗ – Honeywell PM43, PM43c and PM23c data sheet (official documentation).

How do I print on fanfold tickets placed behind or under my Honeywell PM23c?

Applies to: fanfold media or card labels fed from outside the printer.

Short answer: According to Honeywell, place the tickets or card labels behind or under the printer, feed them in through the rear slot or the bottom slot, then pass them through the print mechanism. Lower the printhead, press Print and close the cover.

LIKELY CAUSE

The PM23c can be fed from outside with fanfold media. The Honeywell data sheet states that it accepts both roll and fanfold media.

WHAT TO DO

1. Open the media cover.
2. Lift the printhead by turning the lever anticlockwise.
3. Feed the media in through the rear slot (or the bottom slot) and pass it through the print mechanism.
4. Lower the printhead by turning the lever clockwise: the printer performs the Head Down Action.
5. Press Print to feed the media, then close the cover.

For very narrow media, Honeywell offers a 1-inch roll holder (1-inch Hanger), reserved for the PM23c; for roll baggage tags that must be fully covered, a door with a dome (Door with Bubble Top).

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Sources: Load Media from an External Supply – PM23c, PM43, and PM43c Mid-Range Printer User Manual ·
Printer Options and Accessories – PM23c, PM43, and PM43c Mid-Range Printer User Manual ·
[PM43/PM43c/PM23c Mid-Range Industrial Printers](#)  – Honeywell PM43, PM43c and PM23c 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).

Poor print quality on the Honeywell PM23c: Print Quality wizard and test labels

Honeywell first refers you to the print quality wizard and the test labels to check the installation.

What should I do when the print quality on my Honeywell PM23c is poor (too faded, too dark)?

Symptoms: faded, too dark or uneven print.

Short answer: In the event of poor print quality, the Honeywell manual refers you to the Wizards > Printing > Print Quality wizard: it prints a series of labels to determine the best quality setting. On an icon model, the print settings are changed from the web page or PrintSet 5.

LIKELY CAUSE

The print settings in the Settings menu include darkness, contrast, media sensitivity, print quality and print speed. On RFID labels, the thickness of the tag can also degrade the print.

WHAT TO DO

1. Print a test label to see the defect (see [this entry](#)).

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2. Touch model: Main Menu > Wizards > Printing > Print Quality, then keep the setting that gives the best result on the printed labels.
3. The Darkness, Print Speed and Media Sensitivity settings are in Settings; on the web page, in Configure > Printing.
4. Check that the ribbon is suited to the media and loaded taut, with no wrinkles (see [ribbon loading](#)).
5. RFID labels: use a high-quality ribbon and avoid printing on the thickest part of the label.

Sources: About Test Labels · About the Printer Wizards · Configure the Printer from the Main Menu · How to Print on RFID Media – PM23c, PM43, and PM43c Mid-Range Printer User Manual (official documentation).

How do I print a test label on a Honeywell PM23c with touch display or icons?

Applies to: checking the installation and the printer information.

Short answer: Icon model: turn the printer on and, when the last two icons lit are Printhead Hot and Maintenance, hold Print until printing starts; three test labels come out. Touch model: from the Ready screen, open Main Menu > Tools > Test Labels.

LIKELY CAUSE

Honeywell advises printing a test label after loading the media and ribbon, to check the installation and obtain the printer information.

WHAT TO DO

1. Load the media and, if necessary, the ribbon.
2. Icon model: plug in and turn on the printer. When the last two icons lit are Printhead Hot and Maintenance, hold Print until printing starts, then release: three test labels are printed.

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3. Touch model: complete the start-up wizard if it appears (answer No when offered other wizards), then touch Main Menu in the status bar and open Tools > Test Labels.
4. Touch the test label you want.
5. If the quality is poor, go to the Wizards > Printing > Print Quality wizard (see [this entry](#)).

Source: About Test Labels – PM23c, PM43, and PM43c Mid-Range Printer User Manual (official documentation).

Honeywell PM23c cannot be reached: USB, serial, Ethernet, Wi-Fi, Bluetooth and web page

The PM23c comes with USB, RS-232 and Ethernet as standard; Wi-Fi and Bluetooth require the optional module. These entries follow the manual's procedures for each connection.

My Honeywell PM23c does not print from the PC via USB or serial: how do I connect it?

Symptoms: jobs stuck in the spooler, printer not recognised by the PC.

Short answer: First install the InterDriver driver, then connect the USB cable when the installation asks you to; Honeywell recommends only one printer per PC, directly or via a hub. For serial, connect the RS-232 port on the rear panel to the PC's COM port with a DB9-DB9 cable and adjust the PC's serial parameters if necessary.

LIKELY CAUSE

Windows may detect a printer connected via USB, but the driver must still be installed. The PM23c comes as standard with USB device, USB host, RS-232 and Ethernet ports; the IEEE 1284 parallel port is an option.

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WHAT TO DO

1. Install InterDriver: in the wizard, choose Install printer drivers and then the installation of a Plug and Play driver, and select your model with the correct printhead resolution and the correct printer language.
2. Connect the USB cable between the printer's USB device port and the PC when the installation asks you to.
3. Serial connection: RS-232 DB9-DB9 cable between the rear panel and a COM port; it works with PrintSet, InterDriver or a terminal connection.
4. Parallel connection (option): connect the cable to the adapter on the back of the printer and to the PC's parallel port, after configuring its settings from the main menu, the web page or PrintSet over USB.

When to call a technician: the IEEE 1284 parallel adapter is installed at the factory or by an authorised technician, according to the Honeywell manual.

Sources: About Printer Drivers – PM23c, PM43, and PM43c Mid-Range Printer User Manual · How to Connect the Printer to Your PC – PM23c, PM43, and PM43c Mid-Range Printer User Manual · [PM43/PM43c/PM23c Mid-Range Industrial Printers](#)  – Honeywell PM43, PM43c and PM23c data sheet (official documentation).

Where can I find the IP address of my Honeywell PM23c and how do I connect it via Ethernet?

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

Short answer: The PM23c is set to DHCP by default and obtains an IP address at power-on. On a touch model, the address is shown at the bottom left of the display; on an icon model, Honeywell says to retrieve it with PrintSet.

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LIKELY CAUSE

Ethernet is standard on the PM23c. On a network without DHCP, a static address must be entered: Main Menu > Settings > Communications > Ethernet > IPv4 or IPv6 on a touch model, PrintSet on an icon model.

WHAT TO DO

1. Turn the printer off, connect the Ethernet cable to the rear port and to the network, then turn it back on.
2. Touch model: read the IP address at the bottom left of the Ready screen; if the printer is not on a network, the information bar shows the serial port parameters instead.
3. Icon model: retrieve the IP address with PrintSet.
4. Network without DHCP: Main Menu > Settings > Communications > Ethernet > IPv4 (or IPv6) on a touch model, or PrintSet on an icon model. By default, the assignment method is DHCP and the IPv4 address is 0.0.0.0.
5. Then enter the IP address in a browser to open the printer's web page (see [this entry](#)).

Sources: How to Connect the Printer to Your Network · About the Ready Screen – PM23c, PM43, and PM43c Mid-Range Printer User Manual (official documentation).

How do I set up Wi-Fi on my Honeywell PM23c, including with authentication certificates?

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

Short answer: Wi-Fi requires the optional Wi-Fi+Bluetooth module and uses DHCP by default. Set it up in Settings > Communications > Wireless 802.11 or with the Wireless 802.11 wizard on a touch model, from the web page, or with PrintSet over USB if the network does not use DHCP.



LIKELY CAUSE

On an icon model, the Wi-Fi icon off means that the radio is disabled or not present. On a touch model, the status bar icon only appears with the module and shows the signal strength or that 802.11 is turned off.

WHAT TO DO

1. Touch model: Main Menu > Settings > Communications > Wireless 802.11, change the settings and save, or run the Wireless 802.11 wizard.
2. Web page: Login, Configure > Communications > Wireless 802.11, make the changes and then Save; Default Settings restores the default Wi-Fi settings. The printer must be on and already connected to the network.
3. Without DHCP: configure Wi-Fi with PrintSet over USB, with commands over the serial connection or from the menus of the touch model.
4. Certificates (802.11 security): first set the printer's date and time, transfer the certificate by FTP to /home/user/certificates/public, then, in a Telnet session, run certinstall.sh followed by the certificate name.
5. Check with `ls -la` that a .pem file and a link to this file have been created, then select this .pem file on the web page, in the main menu or in PrintSet 5.

Sources: About Wireless Communications · About the Icon Front Panel · About the Ready Screen – PM23c, PM43, and PM43c Mid-Range Printer User Manual (official documentation).

How do I pair a Bluetooth scanner or keyboard with my Honeywell PM23c?

Symptoms: Bluetooth device not detected or not paired.

Short answer: With the Wi-Fi+Bluetooth module, turn the device on, make it discoverable and bring it closer, then run Main Menu > Wizards > Communications > Bluetooth on a touch model. If the connection fails, Honeywell advises changing the printer's Bluetooth settings.

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LIKELY CAUSE

The Bluetooth wizard supports HID devices, such as keyboards and scanners configured as HID slave; a Bluetooth scanner can then send its data directly to a Fingerprint application.

WHAT TO DO

1. Check that the device is on, discoverable and within range.
2. Touch model: from the Ready screen, Main Menu > Wizards > Communications > Bluetooth, then follow the prompts; the Bluetooth icon in the status bar also gives access to this wizard.
3. Other methods: Settings > Communications > Bluetooth in the menu, Configure > Communications > Bluetooth on the web page, or PrintSet 5 over USB.
4. If the device does not connect, change the printer's Bluetooth settings.

Sources: About Bluetooth Communications · About the Ready Screen – PM23c, PM43, and PM43c Mid-Range Printer User Manual (official documentation).

I cannot open the configuration web page of my Honeywell PM23c: what should I check?

Symptoms: the page does not appear in the browser.

Short answer: The web page opens when you enter the printer's IP address in a browser; according to Honeywell, the PM23c must be on and connected via Ethernet or Wi-Fi. Then click Login, then Configure to access the settings.

LIKELY CAUSE

Without an active network connection or a known IP address, the web page cannot be accessed.

WHAT TO DO

1. Check that the printer is on and connected to the network, via Ethernet or Wi-Fi.

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2. Find its IP address (see [this entry](#)).
3. Enter the address in the browser's address bar, click Login and enter your credentials.
4. Click Configure: the Configuration Summary page is displayed, with the Communications, Printing, System Settings, Alerts and Network Services sections. After making changes, click Save.

The default credentials are given in the Honeywell documentation. The Services tab of the web page also gives access to media calibration and firmware updates (Upgrade Firmware).

Sources: Configure the Printer from the Web Page – PM23c, PM43, and PM43c Mid-Range Printer User Manual · About Wireless Communications – PM23c, PM43, and PM43c Mid-Range Printer User Manual · How to upgrade firmware on the Honeywell PM23c & PM43 printers – Honeywell article no. 000036651 (official documentation).

Peeler and label taken sensor on the Honeywell PM23c

The PM23c does not take a cutter, but it accepts the peeler with rewinder and label taken sensor.

Why does my Honeywell PM23c only print the next label once the previous one has been removed?

Symptoms: printing on hold, red Media icon until the label is taken.

Short answer: This is the role of the Label Taken Sensor, supplied with the peeler or as an option: it makes the printer wait until the label is removed. Until the label is taken, the Media icon is red on an icon model; remove it and the next label prints.

LIKELY CAUSE

The peeler with rewinder and label taken sensor, available on the PM23c, separates adhesive labels from their liner and presents them one at a time. The sensor is calibrated with the Wizards > Calibration > Label Taken Sensor wizard.

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OFFICIAL LOADING FOR THE PEELER

1. Open the cover, lift the printhead (lever anticlockwise) and lower the peeler lever to open the media path.
2. Slide the roll all the way onto the hub, adjust the edge guide and the dancer guide, then pass the media through the mechanism and towards the front of the printer.
3. Feed the media into the opening between the peeler and the platen roller, then bring the liner out through the bottom of the peeler or wind it onto the internal rewinder if one is installed.
4. Tension the liner and raise the peeler lever back to the closed position.
5. Close the printhead (lever clockwise), close the cover and press Print.
6. Set the media type and calibrate, then calibrate the sensor: Main Menu > Wizards > Calibration > Label Taken Sensor.

Honeywell specifies that the recommended feed values for the peeler may need to be fine-tuned depending on the media, the feed mode, the roll size or the printer.

Sources: About the Label Dispenser · About the Icon Front Panel · About the Printer Wizards · Printer Options and Accessories – PM23c, PM43, and PM43c Mid-Range Printer User Manual (official documentation).

The Honeywell PM23c will not start: power and start-up

Connection, start-up sequence and electrical safety instructions from the Honeywell manual.

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My Honeywell PM23c will not start or does not become ready: what should I check?

Symptoms: no light at power-on, or Ready-to-Work light that does not settle.

Short answer: Connect the power cord to the back of the printer and to a mains socket, then press the switch on the rear panel. The PM23c is ready when the blue Ready-to-Work light stays on; if it flashes, a condition is preventing printing.

LIKELY CAUSE

At start-up, a touch model displays a progress bar and an icon model lights its icons and then turns them off one by one. If the power-on action (Power Up Action) is Smart Calibration, the printer also detects the media type, whether a ribbon is used and the label length.

Caution: According to Honeywell, do not open the electronics cover or remove the bottom plate: dangerous voltage is present inside. The printer is protected by fuses on the phase and neutral.

WHAT TO DO

1. Connect the cord to the back of the printer and to the mains.
2. Press the switch on the rear panel.
3. Touch model: follow the progress bar; the start-up wizard opens at first power-on and after a return to factory defaults.
4. Icon model: the icons light up and then go out one by one; the blue Ready-to-Work light then stays on.
5. If the light flashes, see the [Ready-to-Work light](#) entry.

Sources: Connect the Printer to Power · Safety Precautions · About the Printer Wizards · Printer Features (back panel) – PM23c, PM43, and PM43c Mid-Range Printer User Manual (official documentation).

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Firmware, reset, command language and USB stick on the Honeywell PM23c

Updating the firmware shared by the PM23c and PM43, returning to default values, choosing the command language and installing a configuration from a USB stick.

How do I update the firmware on my Honeywell PM23c via the web page or a USB stick?

Applies to: updating the firmware shared by the PM23c and PM43.

Short answer: According to the Honeywell article on the PM23c and PM43, which share the same firmware line, open Services > Upgrade Firmware on the web page, select the .BIN file and click Upgrade: the printer restarts at the end. With a USB stick, copy only the .BIN file to the root, insert the stick with the printer off, then turn the printer back on.

LIKELY CAUSE

The PM23c and PM43 use the same firmware line. According to the manual, an update in progress makes the Maintenance icon flash amber and turns off the Ready-to-Work light.

OFFICIAL UPDATE PROCEDURE

1. Download the latest public version of the PM23c/PM43 firmware (.ZIP file) and extract the .BIN file on the computer.
2. Web page: enter the printer's IP address in the browser; if the page does not open or if the address is 0.0.0.0, first set up the network connection (the printer uses DHCP by default).
3. Click Login, sign in with a full-access account, open Services > Upgrade Firmware, select the .BIN file and click Upgrade. The printer restarts at the end of the update.
4. USB stick: format it in FAT or FAT16 (the article states that the printer does not read FAT32), copy only the .BIN file to the root and eject it safely from the computer.

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5. Turn the printer off, insert the stick into the USB host port (at the back on the PM23c), then turn the printer back on: it restarts automatically once the update is complete.
6. Check the version: information icon (System Information) on a touch model, set of test labels on an icon model. Then remove the .BIN file from the stick.

The manual accepts FAT16 or FAT32 sticks for other uses (files, configuration); for the update, follow the instruction in the Honeywell article (FAT or FAT16). The default credentials for the web page are given in the Honeywell documentation.

Sources: How to upgrade firmware on the Honeywell PM23c & PM43 printers – Honeywell article no. 000036651 · About the USB Host Port – PM23c, PM43, and PM43c Mid-Range Printer User Manual · About the Icon Front Panel – PM23c, PM43, and PM43c Mid-Range Printer User Manual (official documentation).

How do I reset my Honeywell PM23c to default values?

Applies to: returning to factory settings.

Short answer: According to the Honeywell manual, pressing the Print button during start-up, with the printhead lifted, restores the default values. On a touch model, the Tools menu in the main menu also offers restoring the default values.

LIKELY CAUSE

During the restore, the Maintenance icon flashes amber. At the next start-up, the start-up wizard runs, as at first power-on.

Caution: Profiles store neither the IP addresses (IPv4 or IPv6), nor the label stop sensor calibration, nor the remote port or host values for raw TCP: note them down before resetting.

WHAT TO DO

1. To get your settings back afterwards, first save a profile: Main Menu > Tools > Profiles > Save on a touch model, or Configure > System Settings > General > Save As Profile on the web page.

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2. Turn the printer off and lift the printhead by turning the lever anticlockwise.
3. Turn the printer back on and press Print during start-up: with the printhead lifted, this press restores the default values.
4. Touch model: the restore is also available from Main Menu > Tools, which also contains the test labels, the USB menu and the profiles.
5. Lower the printhead, follow the start-up wizard, then redo the language, media and network settings, and calibrate.

The detailed procedure is given in the “How to Restore Printer Defaults” chapter of the manual.

Sources: About the Print Button · About the Main Menu · About the Printer Wizards · About Printer Profiles – PM23c, PM43, and PM43c Mid-Range Printer User Manual (official documentation).

How do I switch my Honeywell PM23c to ZSim, IPL or Direct Protocol?

Symptoms: the files sent (ZPL, IPL, DPL...) do not match the active language.

Short answer: On a touch model: Main Menu > Settings > System Settings > General, choose Command Language, save, then turn the printer off and on again.
From the web page: Configure > System Settings > General, choose the language, Save, then Services > Reboot Printer > Reboot.

LIKELY CAUSE

The PM23c is supplied in Fingerprint. Honeywell recommends IPL for IPL files, ZSim for Zebra ZPL files, DSim for Datamax DPL files and Direct Protocol for third-party labelling software.

WHAT TO DO

1. Check that the media, and the ribbon if necessary, are loaded.
2. Touch model: Main Menu > Settings > System Settings > General, scroll down to Command Language, choose the language with the horizontal scroll bar and save.
3. Turn the printer off and on again: it starts in the new language.

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4. Web page (networked printer): Login, Configure > System Settings > General, choose the language in Command Language, Save, then Services > Reboot Printer > Reboot.
5. Icon model: use the web page or PrintSet 5.

The Programs menu in the main menu only appears when the language is Fingerprint or Direct Protocol.

Sources: About Printer Command Languages · How to Set the Printer Command Language · About the Main Menu – PM23c, PM43, and PM43c Mid-Range Printer User Manual (official documentation).

How do I install a configuration from a USB stick on my Honeywell PM23c?

Applies to: importing an .xml configuration file through the USB host port.

Short answer: Save the .xml configuration file on a single-partition stick formatted in FAT16 or FAT32, connect it to the USB host port, then open Main Menu > Tools > USB Menu > Configuration > Install Configuration and confirm with OK. If several files are present, the first one in alphabetical order is imported.

LIKELY CAUSE

On the PM23c, the USB host port is at the back; it accepts keyboards, scanners and USB sticks. For most languages, the configuration is imported directly; in IPL, the file is copied to /home/user/config/ipl.

WHAT TO DO

1. Check that the stick has only one partition, formatted in FAT16 or FAT32.
2. Copy the .xml configuration file to the stick; if there are several, only the first one in alphabetical order will be imported.
3. Connect the stick to the USB host port at the back of the PM23c.
4. From the Ready screen: Main Menu > Tools > USB Menu > Configuration > Install Configuration, then OK at the confirmation message.



According to the Honeywell data sheet, the PM23c has a single USB host port as standard; a dual USB host port card is available as an option.

Sources: About the USB Host Port – PM23c, PM43, and PM43c Mid-Range Printer User Manual · Install a Configuration File from a USB Storage Device – PM23c, PM43, and PM43c Mid-Range Printer User Manual · [PM43/PM43c/PM23c Mid-Range Industrial Printers](#)  – Honeywell PM43, PM43c and PM23c data sheet (official documentation).

RFID printing on the Honeywell PM23c: calibration and tag position

The RFID module allows the PM23c to print RFID baggage tags; Honeywell gives a default tag position for it.

How do I set up RFID printing on my Honeywell PM23c (RFID baggage tags)?

Applies to: PM23c fitted with the RFID module.

Short answer: On a PM23c fitted with the RFID module, run Main Menu > Wizard > Calibration > RFID Calibration, enable the module (Enable), load the RFID media and confirm with OK. According to Honeywell, the PM23c does not need the tag position to be calculated manually: the default value is -13.5 mm.

LIKELY CAUSE

The RFID module is an option on the PM23c, which can then print RFID baggage tags. The wizard determines the tag position and, for UHF inlays, the output power; the thickness of the tag can affect print quality.

OFFICIAL RFID CALIBRATION PROCEDURE

1. First check that the media type and the label length are set correctly.



2. Main Menu > Wizard > Calibration > RFID Calibration, then Enable to activate the module.
3. Load the RFID media and select OK: the printer displays the tag position and, for UHF, the power.
4. Save these settings in a profile to reuse them with the same media (see [profiles](#)).
5. If the label is not aligned with the antenna, adjust Tag Position (TAGADJUST): a positive value moves the label forward, a negative value moves it back.
6. For printing, use a high-quality ribbon and avoid the thickest part of the label.

For the PM23c, Honeywell gives an antenna distance (yAntDist) of 135 mm with a swivel antenna and 136 mm with a flat antenna.

Sources: How to Print on RFID Media · Printer Options and Accessories – PM23c, PM43, and PM43c Mid-Range Printer User Manual (official documentation).

Print button, touch display, locked menu and profiles on the Honeywell PM23c

Situations without an alert described in the Honeywell manual: behaviour of the Print button, touch display calibration, menu access and settings profiles.

Why does the Print button on my Honeywell PM23c reprint the last label or pause printing?

Lights: white Pause icon after pressing Print (icon model).

Short answer: According to Honeywell, the effect of the Print button depends on the printer's state: when ready, it feeds the media, or reprints the last job if the print key function is enabled. During printing, it pauses after the current label; pressing it again resumes printing.



LIKELY CAUSE

The manual describes five behaviours. Startup: switch to calibration mode, or restore the default values if the printhead is lifted. Ready: feed the media, reprint the last job if the function is enabled, Hold Feed Button Action after a press of more than two seconds. Printing: stop or pause after the current label. Pause: resume. Error: feed the media if possible.

WHAT TO DO

1. If the Pause icon is white, press Print once to resume printing.
2. If a press reprints the last label instead of feeding the media, the print key function is enabled.
3. If a long press triggers an unexpected action (calibration, printing...), check the Hold Feed Button Action setting among the print settings.
4. At start-up, only press Print if you know what it will do: with the printhead lowered, it starts calibration; with the printhead lifted, it restores the default values.

Sources: About the Print Button · About the Icon Front Panel · Configure the Printer from the Main Menu – PM23c, PM43, and PM43c Mid-Range Printer User Manual (official documentation).

The touch display on my Honeywell PM23c does not respond correctly: how do I recalibrate it?

Symptoms: touches misinterpreted or offset on the touch display.

Short answer: Recalibrate the display with the keypad: ./- key to open the main menu, key 2 until Wizard then Enter, 2 until Calibration then Enter, 2 until Screen then Enter. Then touch each calibration point until the display goes blank.

LIKELY CAUSE

The Full Touch model of the PM23c has a 3.5-inch resistive touch display, usable with a finger, with gloves or with a stylus, and a keypad (0 to 9, Enter, point, minus, Clear, F1 to F5, orange Shift key). Honeywell provides for using the keypad if the touch display stops



responding.

OFFICIAL DISPLAY CALIBRATION PROCEDURE

1. On the keypad, press ./- to open the main menu.
2. Press 2 until Wizard is selected, then press Enter.
3. Press 2 until Calibration, then Enter; press 2 again until Screen, then Enter.
4. Touch each calibration point displayed until the display goes blank: the printer completes the calibration and returns to the Ready screen.

Keypad shortcuts on the Ready screen: 8, 2, 4 and 6 act as up, down, left and right arrows, Enter confirms, and the orange key followed by C interrupts a Fingerprint application.

Sources: Calibrate the Screen · About the Full Touch Display Front Panel · About the Ready Screen – PM23c, PM43, and PM43c Mid-Range Printer User Manual (official documentation).

Why does the menu on my Honeywell PM23c ask for a PIN code or stay inaccessible?

Symptoms: PIN code requested, main menu or USB menu inaccessible, Quick Choices menu instead of the main menu.

Short answer: Access to the menu can be restricted by the Menu Access setting: Enable (free access, default), Enable with PIN (code requested) or Disable (main menu and USB stick menu inaccessible). It can be changed from the web page, in Configure > System Settings > Display.

LIKELY CAUSE

The Menu Access parameter is in System Settings > Display, on the web page as well as in the menu of a touch model. If shortcuts have been created, the Quick Choices menu replaces the main menu when the button is pressed from the Ready screen.

WHAT TO DO

1. If a PIN code is requested, enter the one set by your administrator.

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2. To change the restriction, open the printer's web page, log in, then Configure > System Settings > Display.
3. In Menu Access, choose Enable, Enable with PIN (then enter the code) or Disable, then save.
4. On a touch model whose menu is accessible, the same setting is in Settings > System Settings > Display.
5. If the Quick Choices menu is displayed, the shortcuts are managed in Main Menu > Tools > Quick Choices.

Sources: Restricting Main Menu Access · About Menu Shortcuts · About the Main Menu – PM23c, PM43, and PM43c Mid-Range Printer User Manual (official documentation).

How do I save and reload a settings profile to change media on my Honeywell PM23c?

Applies to: frequent changes of media or configuration.

Short answer: On a touch model, save your settings via Main Menu > Tools > Profiles > Save (name of 16 characters at most) and reload them via Tools > Profiles > Load. On the web page, Configure > System Settings > General > Save As Profile saves the profile, and Manage > Profiles then Activate loads it.

LIKELY CAUSE

Honeywell offers profiles for reusing a set of settings, for example one for continuous labels and another for gap labels. A profile keeps neither the IP addresses, nor the label stop sensor calibration, nor the remote port or host values for raw TCP.

WHAT TO DO

1. Save (touch): Main Menu > Tools > Profiles > Save, enter a name of 16 characters at most and wait for the “Complete” message.
2. Load (touch): Main Menu > Tools > Profiles > Load, choose the profile and wait for “Complete”.

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3. Save (web page): Configure > System Settings > General > Save As Profile, name the profile and click Save.
4. Load (web page): Manage > Profiles, select the profile in the Resident list and click Activate.
5. As the sensor calibration is not saved in the profile, recalibrate the media after loading (see [calibration](#)).

To change media often, Honeywell suggests creating a Load Profile shortcut in the Quick Choices menu (Main Menu > Tools > Quick Choices > Add).

Sources: About Printer Profiles · About Menu Shortcuts – PM23c, PM43, and PM43c Mid-Range Printer User Manual (official documentation).

When should you call a technician for a Honeywell PM23c?

Most entries are resolved by reloading, calibrating or adjusting a setting. The Honeywell documentation consulted directs you to support, a technician or a workshop installation in the following cases:

- **Solid amber Maintenance icon:** odometer threshold reached: maintenance of the printhead and the platen roller to be planned.
- **Persistent Printhead Hot or General Error icon:** contact support with the serial and configuration numbers, the firmware version and the installed options.
- **IEEE 1284 parallel port:** adapter installed at the factory or by an authorised technician.

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Avoiding recurring faults on the Honeywell PM23c: 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 PM23c 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 PM23c troubleshooting: frequently asked questions

How do I calibrate a Honeywell PM23c?

First set the media type, then run the Wizards, Calibration, Media wizard on a touch model, or Services, Media Calibration on the web page, whatever the model. According to Honeywell, pressing Print during start-up, with the printhead lowered, also puts the PM23c into calibration mode. [See the detailed entry.](#)

What does the red Media icon mean on a Honeywell PM23c?

According to Honeywell, it signals an empty roll, a jam or incorrect loading. If the label taken sensor is enabled, it also indicates that a printed label is waiting to be removed. [See the detailed entry.](#)

Can the Honeywell PM23c cut labels?

No. According to the Honeywell data sheet, the cutter and the linerless option are reserved for the PM43 and PM43c. The PM23c does, however, accept the peeler with rewinder and label taken sensor. [See the detailed entry.](#)

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How do I update the firmware on a Honeywell PM23c?

According to the Honeywell article, the PM23c shares the PM43's firmware line. On the web page, open Services, Upgrade Firmware, select the .BIN file and click Upgrade: the printer restarts at the end. With a USB stick, copy only the .BIN file to the root of a FAT or FAT16 stick, insert it with the printer off, then turn the printer back on. [See the detailed entry.](#)

How do I restore a Honeywell PM23c to factory settings?

According to the Honeywell manual, press the Print button during start-up with the printhead lifted: the printer restores its default values. On a touch model, the Tools menu also offers this restore. IP addresses are not kept in profiles: note them down beforehand. [See the detailed entry.](#)

The touch display on my Honeywell PM23c no longer responds: what should I do?

Recalibrate the display with the keypad: ./- key to open the main menu, then 2 and Enter to reach Wizard, Calibration and Screen in turn. Then touch each calibration point until the display goes blank. [See the detailed entry.](#)

What label width does the Honeywell PM23c accept?

According to the Honeywell data sheet, the PM23c accepts media from 19 to 68 mm wide. The maximum print width is 56 mm at 203 and 300 dpi, and 64 mm at 406 dpi. [See the detailed entry.](#)

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How do I find the IP address of a Honeywell PM23c?

The PM23c uses DHCP by default. On a touch model, the IP address is shown at the bottom left of the display; on an icon model, Honeywell says to retrieve it with PrintSet. [See the detailed entry.](#)

Sources consulted

All the causes, procedures and light states in this guide come from the official Honeywell documentation below, consulted on 20 October 2026. The user manual and the firmware update article, whose online versions on the Honeywell site are not freely accessible, are cited by their title.

- PM23c, PM43, and PM43c Mid-Range Printer User Manual – Honeywell user manual (2016 edition), chapters 1 to 4 **official**
- [PM43/PM43c/PM23c Mid-Range Industrial Printers](#)  – Honeywell PM43, PM43c and PM23c data sheet **official**
- How to upgrade firmware on the Honeywell PM23c & PM43 printers – Honeywell knowledge base article no. 000036651 **official**

The “PM23c, PM43, and PM43c Mid-Range Printer User Manual” (935-046) and the installation instructions for the Wi-Fi + Bluetooth module (931-096) on prod-edam.honeywell.com, the PM23c and PM43c quick start guide (930-273), the PM23c product page on automation.honeywell.com, the Honeywell knowledge base and chapters 5 and 6 of the manual (alerts, troubleshooting table, detailed reset, firmware, cleaning, printhead and sensor adjustments) 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 PM23c](#)

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- [All Honeywell printer troubleshooting guides](#) (PM43, PF4i, PX6i, MP Compact4 Mark III, MP Nova, PC23d, PC42, PC43, PD43, PD45S, PM45 and PM45c, PX45 and PX65, PX940, RP2 and RP4)
- [Maintenance and repair of Honeywell printers](#)
- [All printer troubleshooting guides, all brands](#)
- [Through-life maintenance \(MCO\): preventive and corrective maintenance](#) (in French)
- [TIMCOD, Honeywell reseller](#) (in French)
- [Consumables for thermal printers: labels, thermal transfer ribbons, printheads](#) (in French)
- [RFID labels and RFID printers](#) (in French)
- [Printer cleaning kits](#) (in French)

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TIMCOD Nord

495 rue Lavoisier
59112 Annoeullin

📞 RECEPTION	+33 3 74 45 45 35
🔧 TECHNICAL HOTLINE	+33 3 74 45 45 37

TIMCOD Île-de-France

10 A rue Blaise Pascal, Bâtiment C
78990 Élancourt

📞 RECEPTION	+33 1 77 04 86 26
🔧 TECHNICAL HOTLINE	+33 1 77 04 86 30

TIMCOD Est

7 rue Icare
67960 Entzheim

📞 RECEPTION	+33 3 68 33 29 10
🔧 TECHNICAL HOTLINE	+33 3 68 41 90 80

TIMCOD Ouest

7 bis rue Augustin Fresnel
44470 Carquefou

📞 RECEPTION	+33 2 28 00 99 99
🔧 TECHNICAL HOTLINE	+33 2 28 00 99 84

TIMCOD Rhône-Alpes

40 route de Lyon, PA de Chambetière
69960 Corbas

📞 RECEPTION	+33 4 26 22 15 20
🔧 TECHNICAL HOTLINE	+33 4 26 22 15 15

TIMCOD Sud-Ouest

3 impasse de los Appares
31790 Saint-Jory

📞 RECEPTION	+33 5 34 66 61 46
🔧 TECHNICAL HOTLINE	+33 5 34 66 76 88

TIMCOD Sud-Est

545 rue François Hennebique, ZI Milles
13290 Aix-en-Provence

📞 RECEPTION	+33 4 42 60 78 78
🔧 TECHNICAL HOTLINE	+33 4 42 60 78 76

PDF version of the page <https://www.timcod.fr/reparation/en/printer-troubleshooting/honeywell/pm23c>, updated on 21 October 2026.

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