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TROUBLESHOOTING GUIDE

Honeywell PX45 and PX65 troubleshooting guide: errors, faults and fixes

Updated 21 October 2026 · By TIMCOD maintenance technicians · Source: official Honeywell documentation, Honeywell PX45/PX65 interface cards and accessories guide, quick start guides and data sheet (list at the end of the page)

TIMCOD PRODUCT PAGE (IN FRENCH)

[See the Honeywell PX45 and PX65 Series product page →](#)

In brief. The Honeywell PX45 (4-inch, 203, 300 or 406 dpi) and PX65 (6-inch, 203 or 300 dpi) are thermal transfer and direct thermal industrial label printers, with a colour touch display and cutter, UHF RFID and interface board options. The official PX45 product page states that Honeywell Productivity Solutions and Services, the business behind these printers, is now part of Brady Corporation; Brady announced the completion of this acquisition on 3 August 2026. The public Honeywell documents mainly cover the cutter (dirty blades, disconnected cable), the applicator port messages and the installation of options. This guide covers these cases one by one. Click a question to open the entry.

- **A message is displayed** (Cutter Jammed, Wait for signal, error 1344...): find it in the [lookup table](#) and open the matching entry.

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- **The cutter cuts poorly or jams:** blade cleaning and compatible media in the [cutter](#) section.
- **You are adding an option or a connection:** Wi-Fi, serial port or RFID, see the [connection](#) and [RFID](#) sections.
- **The problem keeps coming back:** the [preventive maintenance](#) section explains how it reduces this type of fault.

Which error is my Honeywell PX45 or PX65 showing? Lookup by message

The PX45 and PX65 show their messages on the colour touch display. The public Honeywell documents consulted describe the cutter and applicator port messages, with their error numbers. The table links each message to its cause and to the solution entry.

Message or state	Lights (Honeywell guide)	Likely cause	Entry
Cutter Jammed (1701)	—	Blade stopped before returning to its home position, blades fouled with adhesive	Cutter Jammed
Cutter device not found (37)	—	Cutter cable detached from the DIN connector	Cutter device not found
Cutter does not respond (1059)	—	Cutter cable detached from the DIN connector	Cutter does not respond
Wait for signal	—	The printer is waiting for the startprint signal from the applicator	Wait for signal

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Message or state	Lights (Honeywell guide)	Likely cause	Entry
Wait for reprint	—	The printer is waiting for a reprint signal from the applicator	Wait for reprint
EAPPERR1, EAPPERR2, EAPPERR3 (1340 to 1342)	—	Applicator error input 1, 2 or 3 detected	Errors 1340 to 1342
ERTWINEXT (1343)	—	Error on the external Ready-to-Work input	Error 1343
ENODATAREADY (1344)	—	PRINTFEED in I-Style or Z-Style without the dataready signal enabled	Error 1344
ERRNOAPP (88)	—	Applicator command sent, applicator port disabled	Error 88
ERRAPP (89)	—	PORTOUT ON/OFF sent to a port used by the applicator	Error 89
ERRINPUTON (90)	—	PORTOUT.DATAREADY or PORTIN GOSUB under Direct Protocol	Error 90

The messages come from the Honeywell guide “PX45 and PX65 Interface Boards and Accessories” (PX45-65-ACC-EN-UG Rev B). This guide does not specify the status of the lights: the dash indicates this. The table is limited to the messages described in the public Honeywell documents consulted.

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Honeywell PX45 / PX65 error messages: applicator port, causes and solutions

The Honeywell interface boards and accessories guide describes applicator port errors 88 to 90 and 1340 to 1344, as well as two waiting messages. For each one: the short answer, the cause and the checks to carry out.

Why is my Honeywell PX45 stuck on “Wait for signal” or “Wait for reprint”?

Message: `Wait for signal` or `Wait for reprint` · Printer fitted with the applicator interface board.

Short answer: The printer is waiting for a signal from the applicator. According to Honeywell, “Wait for signal” indicates that it is waiting for the start print signal (startprint), and “Wait for reprint” that it is waiting for a reprint signal. Honeywell classifies these texts as display messages, not as errors.

LIKELY CAUSE

The Honeywell PX45/PX65 interface boards and accessories guide states that these messages appear during a PRINTFEED command, after a few seconds of being blocked: the printer is waiting for the startprint signal (“Wait for signal”) or for the reprint signal requested by PRINTFEED -1,1 (“Wait for reprint”).

WHAT TO DO

1. Identify the signal expected: startprint for “Wait for signal”, reprint for “Wait for reprint”.
2. Check on the applicator side that this signal is actually being sent to the printer.
3. Check the applicator port configuration: the Honeywell guide describes it from the web interface and from the printer's Setup mode, with the role of each input and output signal.

These messages only concern PX45 and PX65 printers fitted with the applicator interface board.

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Source: [Applicator Interface Board – Display Messages](#) – PX45 and PX65 Accessory User Guide – Interface Boards and Accessories (PX45-65-ACC-EN-UG Rev B) (official documentation).

What do errors 1340 to 1343 (EAPPERR, ERTWINEXT) mean on a Honeywell PX45 or PX65?

Errors: 1340 EAPPERR1 , 1341 EAPPERR2 , 1342 EAPPERR3 , 1343 ERTWINEXT .

Short answer: These errors come from the applicator connected to the printer: one of its error inputs (1340 to 1342) or the external “Ready-to-Work” input (1343) is active. Look for the cause of the fault on the applicator side.

LIKELY CAUSE

According to the Honeywell PX45/PX65 interface boards and accessories guide, errors 1340, 1341 and 1342 (EAPPERR1 to EAPPERR3) indicate that applicator error input 1, 2 or 3 has been detected. Error 1343 (ERTWINEXT) indicates an error detected on the external Ready-to-Work (RTW) input. Each one triggers an event in the printer's System Health Monitor.

WHAT TO DO

1. Note the error number: 1340, 1341 or 1342 refer to applicator error input 1, 2 or 3; 1343 refers to the external Ready-to-Work input.
2. On the applicator, look for the reason for the error signal it is sending.
3. If the wiring has been changed, compare it with the applicator port pinout given in the Honeywell guide (Port Pinout Mapping for Applicator Interface).

The corresponding event is logged in the printer's System Health Monitor.

Source: [Applicator Interface Board – Error Messages](#) – PX45 and PX65 Accessory User Guide – Interface Boards and Accessories (PX45-65-ACC-EN-UG Rev B) (official documentation).



What does error 1344 “ENODATAREADY” mean on a Honeywell PX65?

Error: 1344 ENODATAREADY .

Short answer: The printer received a PRINTFEED command while the applicator port is in I-Style or Z-Style mode without the “dataready” signal being enabled. Check that this signal is enabled in the applicator port configuration.

LIKELY CAUSE

The Honeywell PX45/PX65 interface boards and accessories guide attributes error 1344 to a PRINTFEED command sent with the applicator port enabled in I-Style or Z-Style, while the dataready signal is not enabled.

WHAT TO DO

1. Check the applicator port mode: the error only concerns the I-Style and Z-Style modes.
2. In these modes, check that the dataready signal is enabled in the applicator port configuration.
3. Then restart printing.

Source: [Applicator Interface Board – Error Messages](#)  – PX45 and PX65 Accessory User Guide – Interface Boards and Accessories (PX45-65-ACC-EN-UG Rev B) (official documentation).

What do errors 88, 89 and 90 (ERRNOAPP, ERRAPP, ERRINPUTON) mean on a Honeywell PX45?

Errors: 88 ERRNOAPP , 89 ERRAPP , 90 ERRINPUTON .

Short answer: These are programming errors related to the applicator port. Error 88 appears when an applicator command is sent while the applicator port is disabled; errors 89 and 90 indicate a command that is incompatible with how the



port is used or with the active language.

LIKELY CAUSE

According to the Honeywell guide: 88 (ERRNOAPP) = applicator command sent while the applicator port is disabled; 89 (ERRAPP) = PORTOUT ON/OFF command sent to a port used by the applicator; 90 (ERRINPUTON) = PORTOUT.DATAREADY or PORTIN GOSUB commands used under Direct Protocol.

WHAT TO DO

1. Error 88: enable the applicator port before sending applicator commands.
2. Error 89: do not send a PORTOUT ON/OFF command to a port already used by the applicator.
3. Error 90: under Direct Protocol, do not use PORTOUT.DATAREADY or PORTIN GOSUB. The guide describes the use of applicator signals in Fingerprint and in Direct Protocol separately.

These errors mainly concern the person programming the printer (Fingerprint, Direct Protocol).

Source: [Applicator Interface Board – Error Messages](#)  – PX45 and PX65 Accessory User Guide – Interface Boards and Accessories (PX45-65-ACC-EN-UG Rev B) (official documentation).

Honeywell PX45 / PX65 ribbon: which way round should it be installed?

The Honeywell quick start guides distinguish between ribbons coated on the inside (CSI) and on the outside (CSO), and between configurations with or without a ribbon.

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Which way round should the ribbon be installed on a Honeywell PX45 or PX65 (ink inside or outside)?

Symptoms: unsure about the ribbon path, ribbon coated on the inside (CSI) or outside (CSO).

Short answer: The Honeywell quick start guides ask you to install the ribbon according to its coated side: ink on the inside (CSI, Coated Side In) or on the outside (CSO, Coated Side Out). The ribbon is only used in thermal transfer: in direct thermal, this step does not apply.

LIKELY CAUSE

The PX45 and PX65 quick start guides show a different ribbon path depending on the coated side (CSI or CSO). The PX65 guide specifies that ribbon installation is only required for thermal transfer configurations.

Caution: Do not put your fingers in the print mechanism when the printer is powered on (Honeywell safety instruction).

WHAT TO DO

1. Identify the printer configuration: thermal transfer (with ribbon) or direct thermal (without ribbon).
2. In thermal transfer, identify the coated side of the ribbon: inside (CSI) or outside (CSO).
3. Follow the diagram in the quick start guide that corresponds to this coated side.

Media and ribbons are sold separately.

Sources: [PX45 High Performance Printer Quick Start Guide](#)  – Honeywell PX45 quick start guide (PX45-EN-QS Rev A) · [PX65 High Performance Printer Quick Start Guide](#)  – Honeywell PX65 quick start guide (PX65-EN-QS Rev A) · [Customer Support – Safety Warnings](#)  – PX45 and PX65 Accessory User Guide – Interface Boards and Accessories (PX45-65-ACC-EN-UG Rev B) (official documentation).

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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 PX45 / PX65 connection: Wi-Fi, RS-485 serial port and interface boards

Wi-Fi and extended serial connections are provided by optional interface boards, which Honeywell reserves for installation by an authorised technician.

My Honeywell PX45 has no Wi-Fi: how do I add it?

Symptoms: no wireless network available on the printer.

Short answer: On the PX45 and PX65, Wi-Fi is provided by the 802.11 Radio Interface Kit, fitted inside the printer. Honeywell reserves this installation for an authorised service technician.

LIKELY CAUSE

The Honeywell interface boards and accessories guide classifies the 802.11 radio kit as an interface board. It comprises an SDIO board, an antenna and its cable. The PX45/PX65 data sheet specifies the IEEE 802.11 a/b/g/n/ac standard.

Caution: Before any work on a board: printer switched off, power cord and communication cables disconnected, precautions against electrostatic discharge (ESD).

WHAT TO DO

1. Look at the rear plate: once the kit is installed, the antenna screws onto the antenna connector on this plate.
2. If the kit is not present, have it installed by an authorised technician: the operation requires the electronics cover to be removed.

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3. After installation, check that the antenna is properly connected to the connector on the rear plate.

When to call a technician: Honeywell reserves installation of the 802.11 radio kit for an authorised service technician.

The guide consulted does not describe configuring the wireless network after installation.

Sources: [802.11 Radio Interface Kit](#) – PX45 and PX65 Accessory User Guide – Interface Boards and Accessories (PX45-65-ACC-EN-UG Rev B) · [PX45 and PX65 Series Printers Datasheet](#) – Honeywell PX45/PX65 data sheet (Rev D, 12/25) (official documentation).

Why is the RS-485 connection on my Honeywell PX65 not working?

Symptoms: no communication on an RS-485 serial connection.

Short answer: On the PX45 and PX65, RS-485 is only supported on the “uart2:” port, provided by an optional interface board. The standard serial port is RS-232.

LIKELY CAUSE

The data sheet specifies an RS-232 port as standard and optional serial ports (RS-232/422/485, 20 mA current loop). The Honeywell interface boards guide specifies that RS-485 is only accepted on the “uart2:” port.

Caution: Before any work on a board: printer switched off, power cord and communication cables disconnected, precautions against electrostatic discharge (ESD).

WHAT TO DO

1. Check that the printer is fitted with an optional serial interface board (Industrial Interface Board or Double Serial Industrial Interface Board).
2. Configure the RS-485 connection on the “uart2:” port, the only one that accepts it.
3. When adding boards, Honeywell says always to fill the left-hand slot first (the one closest to the centre section); only one IEEE 1284 parallel board can be fitted.

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When to call a technician: Honeywell reserves installation of an interface board for an authorised service technician.

Sources: [Industrial Interface Board – Remarks](#) – PX45 and PX65 Accessory User Guide – Interface Boards and Accessories (PX45-65-ACC-EN-UG Rev B) · [IEEE 1284 Parallel Board – Remarks](#) – PX45 and PX65 Accessory User Guide – Interface Boards and Accessories (PX45-65-ACC-EN-UG Rev B) · [PX45 and PX65 Series Printers Datasheet](#) – Honeywell PX45/PX65 data sheet (Rev D, 12/25) (official documentation).

Honeywell PX45 / PX65 cutter: “Cutter Jammed”, disconnected cable, cleaning

The optional cutter, common to the PX45 and PX65, has its own troubleshooting table in the Honeywell guide: three errors, a cleaning procedure and rules on the media to be cut.

Why does my Honeywell PX45 show “Cutter Jammed” (error 1701)?

Message: **Cutter Jammed** (error 1701) · Lights: not specified in the guide.

Short answer: The cutter has made a cut, but the blade stopped before returning to its home position. Honeywell says to clean the blades to remove adhesive residue.

LIKELY CAUSE

According to the cutter troubleshooting table (Honeywell PX45/PX65 interface boards and accessories guide), error 1701 means that a cut took place but the blade stopped before returning to its home (lower) position. The solution given is to clean adhesive residue off the blades. The guide also points out that the cutter must not cut adhesive or soft materials, which can jam it.

Caution: Keep your fingers away from the cutting parts. Do not open the spring-loaded

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counter blade more than 5 to 10 mm: the spring could be damaged.

WHAT TO DO

1. Switch off the printer or disconnect the cutter before doing any work.
2. Clean the blades with isopropyl alcohol to remove adhesive residue (see [cutter cleaning](#)).
3. Check that the cut falls on a non-adhesive strip or on the liner between labels (see [compatible media](#)).

Source: [Cutter Module – Maintenance and Troubleshooting](#) [↗](#) – PX45 and PX65 Accessory User Guide – Interface Boards and Accessories (PX45-65-ACC-EN-UG Rev B) (official documentation).

Why does my Honeywell PX65 show “Cutter device not found” or “Cutter does not respond”?

Messages: `Cutter device not found` (error 37) or `Cutter does not respond` (error 1059).

Short answer: According to Honeywell, the cutter cable has come loose from the DIN connector at the front of the printer. Reconnect it with the printer switched off.

LIKELY CAUSE

The Honeywell PX45/PX65 interface boards and accessories guide gives the same cause for errors 37 and 1059: the cutter cable is no longer connected to the DIN connector.

Caution: Switch off the power before installing or removing the cutter. Each time the printer is switched on or restarted, the blade rotates to return to its home position: keep the cutter closed during operation and your fingers away from the cutting parts.

WHAT TO DO

1. Switch the printer off.
2. Reconnect the cutter cable to the DIN connector at the front of the printer.

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3. Switch the power back on: the guide specifies that the cutter then performs an empty cycle to return to its home position.

Sources: [Cutter Module – Maintenance and Troubleshooting](#) · [Cutter Module – Installation](#) – PX45 and PX65 Accessory User Guide – Interface Boards and Accessories (PX45-65-ACC-EN-UG Rev B) (official documentation).

How do I clean the cutter on a Honeywell PX45 or PX65?

Regular maintenance recommended by Honeywell; also to be done after a **Cutter Jammed** error.

Short answer: Honeywell recommends cleaning the cutter blades regularly with isopropyl alcohol to maintain good cutting performance. First switch off the printer or disconnect the cutter, and take care not to dissolve the lubrication.

LIKELY CAUSE

Adhesive residue on the blades interferes with cutting; the Honeywell guide identifies it as the cause of error 1701 “Cutter Jammed”.

Caution: Keep your fingers away from the cutting parts. Isopropyl alcohol is highly flammable, moderately toxic and mildly irritating, according to the Honeywell warning.

CLEANING PROCEDURE (HONEYWELL GUIDE)

1. Switch off the printer or disconnect the cutter.
2. Open the cover to access the cutting mechanism.
3. Clean the blades with isopropyl alcohol, without dissolving the cutter's lubrication.
4. Do not open the spring-loaded counter blade more than 5 to 10 mm (0.2 to 0.4 inch).

Source: [Cutter Module – Maintenance and Troubleshooting](#) – PX45 and PX65 Accessory User Guide – Interface Boards and Accessories (PX45-65-ACC-EN-UG Rev B) (official documentation).

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Can the cutter on the Honeywell PX45 cut adhesive labels?

Symptoms: cutter jamming or overheating on certain media.

Short answer: No. According to Honeywell, the cutter is designed for a continuous non-adhesive paper strip or for the liner between labels. Adhesive or soft material can jam the cutter or cause its motor to overheat.

LIKELY CAUSE

The Honeywell PX45/PX65 interface boards and accessories guide restricts use of the cutter to continuous non-adhesive strip and to the liner between labels, and specifies a minimum cut length of 38.1 mm (1.5 inches).

WHAT TO DO

1. Position the cut on the liner between two labels, never on the adhesive part.
2. Keep to a cut length of at least 38.1 mm.
3. Control the cut from your print language: the guide states that the cutter can be controlled in Fingerprint, Direct Protocol, IPL, DPL and ZSim, referring to the reference manual for each language.

The cutter kit is compatible with the PX45 and PX65.

Sources: [Cutter Module](#) · [Cutter Module – Controlling the Cutter](#) – PX45 and PX65 Accessory User Guide – Interface Boards and Accessories (PX45-65-ACC-EN-UG Rev B) (official documentation).

Why does the cutter on my Honeywell PX65 not lock once raised?

Symptoms: cutter that does not stay in the closed position after installation.

Short answer: The Honeywell guide says to tilt the cutter upwards until it locks; if it does not lock, adjust the hinges with a Torx T10 screwdriver. The cutter cannot be installed on a printer already fitted with a label taken sensor.

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LIKELY CAUSE

The cutter is mounted in place of the front door, on two hinges supplied in the kit. The guide provides for adjusting them when the cutter does not lock.

Caution: Switch off the power before installing or removing the cutter. Each time the printer is switched on or restarted, the blade rotates to return to its home position: keep the cutter closed during operation and your fingers away from the cutting parts.

CHECKPOINTS (HONEYWELL GUIDE)

1. Switch off the power and unplug the power cord.
2. Check that the locking plate engages in the groove of the right-hand hinge and that the lower bent plate passes under the printer's base plate.
3. Check that the cutter cable is connected to the DIN connector at the front of the printer.
4. Tilt the cutter upwards until it locks; if it does not lock, adjust the hinges with a Torx T10 screwdriver.
5. Reconnect and switch the power back on: the cutter performs an empty cycle to return to its home position.
6. Switch off again, tilt the cutter down, feed the paper between the guide plates, then raise and lock the cutter.
7. Check that the printhead is lowered, then switch the printer back on.

The kit contains the cutting unit and two hinges with their Torx screws.

Source: [Cutter Module – Installation](#)  – PX45 and PX65 Accessory User Guide – Interface Boards and Accessories (PX45-65-ACC-EN-UG Rev B) (official documentation).

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Honeywell PX45 / PX65 battery and power: what the user can do

The Honeywell safety instructions concern the internal coin cell battery and the print mechanism when powered on.

Can I replace the battery in the Honeywell PX45 myself?

Safety question: internal coin cell battery.

Short answer: No. Honeywell states that the printer contains a coin cell battery that is not user-replaceable. Keep children away during any work and never swallow a battery.

LIKELY CAUSE

The warning appears in the safety instructions of the Honeywell PX45/PX65 guide.

Caution: Do not put your fingers in the print mechanism when the printer is powered on. Keep children away during any work: a battery must never be swallowed.

WHAT TO DO

1. Do not try to replace the coin cell battery yourself.
2. Call in a technician for any work on this battery.
3. For mains power, the quick start guides specify 100 to 240 V, 3 to 1.5 A, 50/60 Hz.

When to call a technician: the coin cell battery is not user-replaceable, according to Honeywell.

Sources: [Customer Support – Safety Warnings](#)  – PX45 and PX65 Accessory User Guide – Interface Boards and Accessories (PX45-65-ACC-EN-UG Rev B) · [PX45 High Performance Printer Quick Start Guide](#)  – Honeywell PX45 quick start guide (PX45-EN-QS Rev A) (official documentation).

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Honeywell PX45 / PX65 language and firmware: an optional board does not respond in IPL

The PX45 and PX65 accept five command languages; the Honeywell data sheet mentions a limitation specific to the IPL firmware.

Why does an optional board on my Honeywell PX45 not respond in IPL?

Symptoms: optional board not recognised with the IPL firmware.

Short answer: The Honeywell data sheet states that the IPL firmware disables certain optional boards. Check the active language: the PX45 and PX65 also accept Fingerprint, Direct Protocol, ZSim2 (ZPL-II) and DPL.

LIKELY CAUSE

The PX45 and PX65 series data sheet lists the Fingerprint (FP), Direct Protocol (DP), IPL, ZSim2 (ZPL-II) and DPL languages, and specifies that the IPL firmware disables certain optional boards.

WHAT TO DO

1. Note the printer's active language (firmware).
2. If the printer is running IPL and an optional board does not respond, take this limitation reported by Honeywell into account before looking for a hardware fault.
3. For the applicator port under Direct Protocol, see also error 90 in the [errors 88, 89 and 90](#) entry.

The cutter, on the other hand, can be controlled in all five languages (Fingerprint, Direct Protocol, IPL, DPL and ZSim), according to the accessories guide.

Sources: [PX45 and PX65 Series Printers Datasheet](#)  – Honeywell PX45/PX65 data sheet (Rev D, 12/25) · [Cutter Module – Controlling the Cutter](#)  – PX45 and PX65 Accessory User Guide – Interface Boards and Accessories (PX45-65-ACC-EN-UG Rev B) (official documentation).



RFID on the Honeywell PX45 / PX65: which kit, and who installs it?

UHF RFID is an option added by kit, which differs depending on the model and frequency.

How do I make a Honeywell PX45 or PX65 RFID-capable?

Symptoms: printer without RFID function, need to encode UHF labels.

Short answer: UHF RFID is added with an RFID interface kit specific to the model and frequency (869 MHz or 915 MHz). Honeywell reserves its installation for an authorised service technician and refers to the PX45/PX65 user guide for printing on RFID media.

LIKELY CAUSE

The interface boards and accessories guide lists four kits: PX45 915 MHz, PX45 869 MHz, PX65 915 MHz and PX65 869 MHz. Each kit includes an RFID interface board (IM11 radio module), a lower media guide fitted with the RFID antenna and a cable. The data sheet lists a UHF RFID EPC Gen 2 V2.1 and ISO/IEC option, from 865 to 928 MHz.

Caution: Before any work on a board: printer switched off, power cord and communication cables disconnected, precautions against electrostatic discharge (ESD).

WHAT TO DO

1. Choose the kit that matches the model (PX45 or PX65) and the required frequency (869 or 915 MHz).
2. Have it installed by an authorised technician: the operation involves removing the electronics cover, replacing the lower media guide with the one fitted with the antenna and mounting the board in the first free slot from the left.
3. To print on RFID labels, refer to the Honeywell PX45/PX65 user guide.

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When to call a technician: Honeywell reserves installation of the RFID kit for an authorised service technician.

The guide consulted describes neither RFID calibration nor any adjustment after installation.

Sources: [RFID Interface Board](#)  – PX45 and PX65 Accessory User Guide – Interface Boards and Accessories (PX45-65-ACC-EN-UG Rev B) · [PX45 and PX65 Series Printers Datasheet](#)  – Honeywell PX45/PX65 data sheet (Rev D, 12/25) (official documentation).

When should you call a technician for a Honeywell PX45 or PX65?

The entries above first suggest a check, cleaning or an adjustment. In the following cases, the Honeywell documentation reserves the work for an authorised service technician:

- **Adding Wi-Fi (802.11 radio kit):** kit fitted inside the printer, with the electronics cover removed.
- **Adding a serial or parallel interface board:** installation reserved for an authorised technician, ESD precautions.
- **Adding RFID:** RFID kit (board, antenna and media guide) installed by an authorised technician.
- **Internal coin cell battery:** not user-replaceable.

Avoiding recurring faults on the Honeywell PX45 or PX65: preventive maintenance

The Honeywell documentation consulted for the PX45 and PX65 does not detail the care of the printhead, platen roller and sensors: these are exactly the points a preventive maintenance visit checks before they cause a breakdown.

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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 PX45 or PX65 fleet:

Fewer breakdowns, less downtime

Fewer production interruptions caused by label printers.

Worn parts detected in time

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

Regular cleaning and checks

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

Longer service life

A well-maintained, properly adjusted printer lasts longer.

Print quality maintained

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

Fewer emergency call-outs

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

Controlled maintenance costs

A predictable budget instead of unplanned repairs.

Specialist Honeywell technicians

Support from teams who know your equipment.

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

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Honeywell PX45 or PX65 troubleshooting: frequently asked questions

What does “Cutter Jammed” mean on a Honeywell PX45?

According to Honeywell, error 1701 Cutter Jammed means that the cutter has cut but its blade stopped before returning to its home position. The guide says to clean the blades to remove adhesive residue, after switching off the printer or disconnecting the cutter. [See the detailed entry.](#)

How do I clean the cutter on a Honeywell PX45 or PX65?

Switch off the printer or disconnect the cutter, open the cover, then clean the blades with isopropyl alcohol without dissolving their lubrication. Honeywell asks you not to open the spring-loaded counter blade more than 5 to 10 mm and to keep your fingers away from the cutting parts. [See the detailed entry.](#)

Why does my Honeywell PX45 show “Wait for signal”?

The printer, fitted with the applicator interface board, is waiting for the start print signal (startprint) sent by the applicator. Wait for reprint similarly indicates that it is waiting for a reprint signal. Check the applicator and the applicator port configuration. [See the detailed entry.](#)

Which way round should the ribbon be installed on a Honeywell PX65?

Install the ribbon according to its coated side, ink on the inside (CSI) or on the outside (CSO), following the diagram in the Honeywell quick start guide. The ribbon is only used

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in thermal transfer: in direct thermal, there is no ribbon to install. [See the detailed entry.](#)

Can the cutter on the Honeywell PX45 cut adhesive labels?

No. Honeywell intends it for a continuous non-adhesive paper strip or for the liner between labels; adhesive or soft material can jam it or cause its motor to overheat. The minimum cut length is 38.1 mm. [See the detailed entry.](#)

Can the Honeywell PX45 encode RFID labels?

Yes, with a UHF RFID interface kit specific to the model and frequency (869 or 915 MHz). Honeywell reserves installation of this kit for an authorised service technician. [See the detailed entry.](#)

What does error 1344 ENODATAREADY mean on a Honeywell PX65?

The printer received a PRINTFEED command while the applicator port is in I-Style or Z-Style mode without the dataready signal being enabled. Check that this signal is enabled in the applicator port configuration. [See the detailed entry.](#)

Can I replace the battery in the Honeywell PX45 myself?

No. Honeywell states that the printer contains a coin cell battery that is not user-replaceable. Keep children away during any work and never swallow a battery. [See the detailed entry.](#)

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Sources consulted

All the causes, procedures and messages in this guide come from the pages and documents below from the official Honeywell documentation (and from Brady for the change of ownership of the business), consulted on 20 October 2026.

- [User Guide: PX45/PX65 Interface Boards and Accessories](#)  – PX45 and PX65 Accessory User Guide – Interface Boards and Accessories (PX45-65-ACC-EN-UG Rev B) **official**
- [PX45 High Performance Printer Quick Start Guide](#)  – PX45-EN-QS Rev A **official**
- [PX65 High Performance Printer Quick Start Guide](#)  – PX65-EN-QS Rev A **official**
- [PX45 and PX65 Series Printers Datasheet](#)  – Honeywell data sheet (Rev D, 12/25) **official**
- [PX45 Industrial Printer | Honeywell](#)  – official PX45 product page (banner about the move to Brady, list of documents) **official**
- [Impresora industrial PX65 | Honeywell](#)  – official PX65 product page (list of documents) **official**
- [Brady Intelligent Productivity Solutions | Support](#)  – Honeywell PSS / Brady Support page **official**
- [Brady Corporation Completes Transformational Acquisition of Honeywell Technologies' Productivity Solutions and Services Business, Creating Leading Industrial Technology Company](#)  – Brady press release of 3 August 2026 **official**

The “User Guide: PX45/PX65 Industrial Printer” (PX45-65-EN-UG Rev E) and the Fingerprint and IPL reference manuals, on prod-edam.honeywell.com, the sps-support.honeywell.com knowledge base and the hsmftp.honeywell.com download portal 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 PX45 and PX65 Series](#)
- All Honeywell printer troubleshooting guides (PM43, PF4i, PX6i, MP Compact4 Mark III, MP Nova, PC23d, PC42, PC43, PD43, PD45S, PM23c, PM45 and PM45c, 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)

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- [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/px45-px65>, updated on 21 October 2026.

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