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TROUBLESHOOTING GUIDE

Honeywell PX6i troubleshooting guide: errors, faults and fixes

Updated 21 October 2026 · By TIMCOD maintenance technicians · Source: official Honeywell documentation, PX4i | PX6i High Performance Printer user guide (Honeywell) and Intermec PX4i | PX6i user manual (list at the end of the page)

In brief. The Honeywell PX6i, formerly the Intermec PX6i, is an industrial label printer with a 6-inch print width, direct thermal or thermal transfer with ribbon, available in 203 or 300 dpi and in an RFID version. It works with the Fingerprint, IPL, ZSim or DSIm languages and reports stoppages with a message on its two-line display, with the Status light and with the blue Ready-to-Work light. The causes most often cited by the documentation are media or ribbon run out, a raised printhead, a testfeed that needs redoing and a printhead that needs cleaning or replacing. This guide covers the official error message table and the loading, testfeed, connection and update procedures. Click a question to open the entry.

- **A message is displayed** (Out of paper, Out of transfer ribbon, Head lifted, LSS too high...): find it in the [lookup table](#) and open the matching entry.
- **No message, but the print quality is poor:** start with the [testfeed](#), then check the [ribbon and labels](#), the [print quality](#) and the [printhead](#).

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

Which error is my Honeywell PX6i showing? Lookup by message and lights

The PX6i displays its errors in English on its two-line display: a message with an error number in Fingerprint, a short message in IPL. The Status light turns red when there is an error, and the blue Ready-to-Work light flashes or goes off depending on the message. The table links each documented message to its cause and to the troubleshooting entry.

Message or state	Lights (Honeywell guide)	Likely cause	Entry
Error 1005 "Out of paper" · IPL: Paper Out	Ready-to-Work (blue) flashing	Media out	Out of paper
Error 1027 "Out of transfer ribbon" · IPL: Ribbon Out	Ready-to-Work (blue) flashing	Transfer ribbon run out or ribbon rotation not detected	Ribbon Out
Error 1083 "Ribbon low"	—	Ribbon almost run out (function enabled in Setup)	Ribbon low
Error 1058 "Transfer ribbon is installed" · IPL: Ribbon Fitted	Ready-to-Work (blue) flashing	Not an error: new ribbon installed	Ribbon Fitted
Error 1022 "Head lifted" · IPL: Printhead Up	Ready-to-Work (blue) flashing	Printhead lifted	Head lifted

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Message or state	Lights (Honeywell guide)	Likely cause	Entry
Error 1031 "Next label not found"	Ready-to-Work (blue) flashing	Next label not found (no specific solution in the guide)	<u>Calibration</u>
Errors 1007 "LSS too high" and 1008 "LSS too low" · IPL: Paper Fault	Ready-to-Work (blue) flashing	Testfeed run without media or with an incorrect media setting	<u>LSS too high / low</u>
Error 1606 "Testfeed not done" · IPL: Paper Fault	Ready-to-Work (blue) flashing	Testfeed not done	<u>Testfeed not done</u>
Errors 1059 "Cutter does not respond", 1701 to 1703 "Cutter error1-3" · IPL: Open & Shut Cutter	Ready-to-Work (blue) flashing	Cutter error	<u>Cutter</u>
Error 1704 "Cutter open"	—	Cutter open	<u>Cutter open</u>
"Label not taken"	Ready-to-Work (blue) flashing	Label not removed (label taken sensor)	<u>Label not taken</u>
Error 1088 "Printhead too hot" · IPL: Printhead Hot	○ Ready-to-Work off	Printhead overheating	<u>Overheating</u>
Error 1718 "Power supply Over temperature" · IPL: Psu Over Temp	○ Ready-to-Work off	Power supply unit overheating	<u>Overheating</u>

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Message or state	Lights (Honeywell guide)	Likely cause	Entry
Error 1320 “No RFID support installed”	Ready-to-Work (blue) flashing	Optional RFID interface not installed	<u>RFID</u>
Error 1321 “No tag found”	Ready-to-Work (blue) flashing	No RFID tag found	<u>No tag found</u>
“Pause Mode Entered” · IPL: Paused, Press Feed	Ready-to-Work (blue) flashing	Print job paused	<u>Pause</u>
“IP link error”	Ready-to-Work (blue) flashing	No network connection	<u>Ethernet</u>
“IP configuration error”	Ready-to-Work (blue) flashing	IP address being assigned	<u>Ethernet</u>
“Application load error”	Ready-to-Work (blue) flashing	Fingerprint application started but not executed	<u>Applications</u>
“Application break”, “Press any key to continue”	○ Ready-to-Work off	Fingerprint application stopped or in error	<u>Applications</u>
“Setup Mode Entered”	○ Ready-to-Work off	Printer in Setup mode	<u>Lights</u>
“Printhead not found” · IPL: No Printhead	○ Ready-to-Work off	Printhead not found	<u>Lights</u>

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Message or state	Lights (Honeywell guide)	Likely cause	Entry
“Initializing”, “Rebooted”, “Printer crash”, “Maintenance”	○ Ready-to-Work off	Printer states (initialisation, restart, crash, maintenance)	Lights
Status light solid red	● Status solid red	Error detected by the printer	Lights

The messages, error numbers and state of the Ready-to-Work light come from the “Fingerprint Error Messages” and “IPL Error Messages” tables in the Honeywell PX4i | PX6i user guide; error 1083 comes from the Intermec service manual. The numbers are those of the Fingerprint table. The Ready-to-Work light is blue: no colour dot is shown for it when it is flashing. The dash indicates that the documentation does not specify the state of the lights for that message.

Honeywell PX6i error messages: causes and solutions

The Honeywell guide for the PX4i and PX6i describes the Fingerprint errors, with their numbers, and their IPL equivalents. For each one: the short answer, the cause and the steps to follow.

Why does my Honeywell PX6i show error 1005 “Out of paper”?

Message: **Out of paper** (error 1005, Fingerprint) or **Paper Out** (IPL) · Ready-to-Work light flashing · In IPL, continuous beep.

Short answer: The media has run out. According to the Honeywell guide, you need to load a new roll of labels, close the printer and press Feed to feed the media and adjust the feed.

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LIKELY CAUSE

The Fingerprint error table in the Honeywell guide associates error 1005 “Out of paper” with media that has run out; in IPL, the “Paper Out” message indicates that the printer is out of paper. In both cases, the Ready-to-Work light flashes. In IPL, the printer beeps continuously when it is out of media or ribbon.

WHAT TO DO

1. Switch the printer off, then open the front door and the media cover.
2. On the PX6i, lower the locking handle, then turn the printhead lift lever anticlockwise to raise the printhead.
3. Remove the empty core and place the new roll on the media spindle, pushing it fully home (with the 3-inch adapter for a 76 mm core).
4. Pass the media under the label slack absorber, then through the print mechanism until it stops.
5. Lower the printhead (lever clockwise), raise the locking handle, adjust the green edge guides, then close the front door and the cover. The details are in the [label loading](#) entry.
6. Press Feed to feed the media and adjust the feed. If you have changed the media type, run a testfeed ([calibration](#) entry).

The Intermec service manual also describes a paper sensor that signals when the remaining diameter of the roll falls below a value set in Setup; on an EasyLAN network, the printer then sends an alert (trap).

Sources: PX4i | PX6i High Performance Printer User Guide – Honeywell PX4i and PX6i user guide (Honeywell International Inc., © 2000-2018) · EasyCoder PX4i and PX6i Service Manual – Intermec EasyCoder PX4i and PX6i service manual (Intermec, © 2004) (official documentation).

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Why does my Honeywell PX6i show error 1027 “Out of transfer ribbon” or “Ribbon Out”?

Message: **Out of transfer ribbon** (error 1027, Fingerprint) or **Ribbon Out** (IPL) · Ready-to-Work light flashing · In IPL, continuous beep.

Short answer: The printer has run out of transfer ribbon, or it does not detect the ribbon rotating. Load a new roll of ribbon, then check that the paper type is set to thermal transfer: Transfer in Fingerprint, TTR in IPL.

LIKELY CAUSE

According to the Honeywell guide, error 1027 signals that the ribbon has run out and asks you to load a new roll. The Intermec service manual explains how it works: the ribbon sensor compares the rotation of the ribbon supply spool with the media feed; if the spool does not turn during feeding while the printer is set to thermal transfer, error 1027 is triggered (“Ribbon out” message in IPL).

WHAT TO DO

1. Open the front door and the media cover; on the PX6i, lower the locking handle, then raise the printhead (lever anticlockwise).
2. Remove the remaining ribbon and the empty core, then install a new roll following the [ribbon loading](#) entry.
3. Check the paper type: press Setup, then go to Media > Paper Type > Transfer (Fingerprint) or Media > Paper Type > TTR (IPL); confirm with Enter and exit with Setup.

The Intermec service manual also describes error 1083 “Ribbon low” (Fingerprint): it only appears if a low ribbon diameter has been set in Setup (0 by default, which disables the function) and it is then signalled every ten prints. It also states that in Fingerprint the ribbon sensor sensitivity is set from Setup, under Media/Paper Type/Transfer/Ribbon Sensor: pressing Enter starts a testfeed, a few labels are fed and the automatically set value is displayed. In IPL, this sensitivity cannot be adjusted.

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Sources: PX4i | PX6i High Performance Printer User Guide – Honeywell PX4i and PX6i user guide (Honeywell International Inc., © 2000-2018) · EasyCoder PX4i and PX6i Service Manual – Intermec EasyCoder PX4i and PX6i service manual (Intermec, © 2004) (official documentation).

Why does my Honeywell PX6i show “Head lifted” (error 1022) or “Printhead Up”?

Message: **Head lifted** (error 1022, Fingerprint) or **Printhead Up** (IPL) · Ready-to-Work light flashing.

Short answer: The printhead is raised. Lower it by turning the printhead lift lever clockwise; on the PX6i, then raise the locking handle, and close the front door and the media cover.

LIKELY CAUSE

The Honeywell guide associates error 1022 “Head lifted” (Fingerprint) and the “Printhead Up” message (IPL) with a raised printhead, and asks you to lower it.

WHAT TO DO

1. Open the front door and the media cover.
2. Turn the printhead lift lever clockwise to lower the printhead.
3. On the PX6i, raise the locking handle.
4. Close the front door and the media cover.

The locking handle is specific to the PX6i: in all the loading procedures in the guide, it is lowered before raising the printhead and raised again after lowering it.

Source: PX4i | PX6i High Performance Printer User Guide – Honeywell PX4i and PX6i user guide (Honeywell International Inc., © 2000-2018) (official documentation).

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Why does my Honeywell PX6i show “Printhead too hot” or “Power supply Over temperature”?

Message: Printhead too hot (1088) or Power supply Over temperature (1718) in Fingerprint; Printhead Hot or Psu Over Temp in IPL · Ready-to-Work light off.

Short answer: The printhead or the power supply unit has overheated and must cool down. According to the Honeywell guide, in IPL printing resumes by itself once the printhead has cooled down; in Fingerprint, you have to send the print job again.

LIKELY CAUSE

The Honeywell guide states that error 1088 signals an overheating printhead, which must cool down, and error 1718 an overheating power supply unit, which must also cool down. During these two errors, the Ready-to-Work light is off.

WHAT TO DO

1. Let the printer cool down.
2. In IPL (Printhead Hot), wait for printing to resume automatically.
3. In Fingerprint (Printhead too hot), send the print job again once the printhead has cooled down.
4. For Power supply Over temperature (Psu Over Temp in IPL), wait for the power supply unit to cool down.

Source: PX4i | PX6i High Performance Printer User Guide – Honeywell PX4i and PX6i user guide (Honeywell International Inc., © 2000-2018) (official documentation).

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Why does my Honeywell PX6i show “Pause Mode Entered” or “Paused” and no longer print?

Message: **Pause Mode Entered** (Fingerprint), **Paused** or **Press Feed** (IPL) · Ready-to-Work light flashing.

Short answer: The print job is paused: this is not a fault. Press Pause to resume printing, or Feed if the display shows “Press Feed”.

LIKELY CAUSE

According to the Honeywell guide, “Pause Mode Entered” (Fingerprint) and “Paused” (IPL) indicate that the print job is paused; the guide specifies that “Paused” is not an error. The Print button feeds or pauses a print job, and the Pause button pauses and resumes printing.

WHAT TO DO

1. Press Pause to resume printing.
2. If the display shows “Press Feed” (IPL), press Feed: the guide states that pressing the button resumes printing.
3. If another message is displayed, press the i key to show the error messages and look it up in the [lookup table](#).

The Pause + Shift combination stops a Fingerprint application (see the [Fingerprint applications](#) entry).

Sources: PX4i | PX6i High Performance Printer User Guide – Honeywell PX4i and PX6i user guide (Honeywell International Inc., © 2000-2018) · PX4i | PX6i High Performance Printer User's Manual – Intermec PX4i and PX6i user manual, version 003 (1/2014) (official documentation).

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Calibration problems (testfeed): my Honeywell PX6i does not detect the labels

On the PX6i, calibration is done through the testfeed, which adjusts the label stop sensor (LSS). Here is the official procedure and the LSS errors related to it.

How do I calibrate a Honeywell PX6i (testfeed)?

Symptoms: change of media type, media not feeding correctly, **Testfeed not done** message.

Short answer: On the PX6i, calibration is done with a testfeed: press Feed and Shift simultaneously. The printer feeds a blank label and adjusts the media feed. The guide requires it after a change of media type or when the media does not feed correctly.

LIKELY CAUSE

According to the Honeywell guide, the testfeed calibrates the label stop sensor (LSS) and adjusts the media feed. The guide asks you to run it when you change the media type or when the printer does not feed the media correctly (instruction given for Fingerprint); without a testfeed, the printer may display error 1606 “Testfeed not done”.

OFFICIAL CALIBRATION PROCEDURE (TESTFEED)

1. Load the media ([label loading](#) entry), lower the printhead and close the printer.
2. If the loaded media is the same type as before, simply press Feed to feed the media and adjust the feed.
3. If you have changed the media type, or if the media does not feed correctly, press Feed and Shift simultaneously: the printer feeds a blank label and adjusts the media feed.
4. The testfeed can also be started from the printer's web home page: in Web Shell, the Testfeed parameter calibrates the label stop sensor and performs a testfeed (equivalent to the TESTFEED command).

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5. With RFID media, restart the printer or run a testfeed after each loading so that the printer identifies the type of RFID media.

The Fingerprint error table also lists error 1031 “Next label not found” (next label cannot be found, Ready-to-Work light flashing), without giving a specific solution. Adjusting the position of the label stop sensor is covered in a dedicated section of the Honeywell guide (“Adjusting the Label Stop Sensor”).

Sources: PX4i | PX6i High Performance Printer User Guide – Honeywell PX4i and PX6i user guide (Honeywell International Inc., © 2000-2018) · PX4i | PX6i High Performance Printer User's Manual – Intermec PX4i and PX6i user manual, version 003 (1/2014) (official documentation).

Why does my Honeywell PX6i show “LSS too high”, “LSS too low” or “Paper Fault”?

Message: **LSS too high** (1007), **LSS too low** (1008) or **Testfeed not done** (1606) in Fingerprint; **Paper Fault** in IPL · Ready-to-Work light flashing.

Short answer: The label stop sensor (LSS) could not be adjusted: according to the Honeywell guide, this happens when a testfeed is run without media or with an incorrect media setting. Load the media, select the correct media type, then run a testfeed again (Feed + Shift).

LIKELY CAUSE

The Honeywell guide states that errors 1007 “LSS too high” and 1008 “LSS too low” can occur during a testfeed run without media or with incorrect media settings. Error 1606 “Testfeed not done” signals that the testfeed, which is used to calibrate the sensor, has not been performed. In IPL, these three cases are displayed as “Paper Fault”.

WHAT TO DO

1. Check that a roll is loaded and that it passes correctly through the print mechanism (label loading entry).



2. Select the media type that matches the loaded media; in thermal transfer, the paper type must be Transfer (Fingerprint) or TTR (IPL).
3. Run a testfeed by pressing Feed and Shift simultaneously ([calibration](#) entry).

The Honeywell guide also describes adjusting the label stop sensor in a dedicated section (“Adjusting the Label Stop Sensor”).

Source: PX4i | PX6i High Performance Printer User Guide – Honeywell PX4i and PX6i user guide (Honeywell International Inc., © 2000-2018) (official documentation).

Loading labels and ribbon on a Honeywell PX6i: procedures and messages

Loading the media and the transfer ribbon, the ribbon installed message and blank labels in thermal transfer: the procedures and solutions in the Honeywell guide.

How do I load labels into my Honeywell PX6i?

Modes: tear-off, peel-off, cut-off, internal batch takeup, external supply.

Short answer: With the printer switched off, open the front door and the media cover, lower the locking handle and raise the printhead. Place the roll on the spindle, pass the media under the slack absorber and through the mechanism, lower the printhead, adjust the green guides, close and press Feed.

LIKELY CAUSE

The Honeywell guide describes a procedure for each output mode: tear-off, peel-off, cut-off, internal batch takeup and supply from external media. The procedure below is the tear-off one.



Caution: The Intermec service manual warns that you must not turn the platen roller by hand with the printer switched on, for example by pulling out jammed media without having switched the printer off: the stepper motor then acts as a generator and can damage the driver board.

OFFICIAL PROCEDURE (TEAR-OFF MODE)

1. Switch the printer off.
2. Open the front door and the media cover.
3. On the PX6i only, lower the locking handle.
4. Turn the printhead lift lever anticlockwise to raise the printhead.
5. Remove the empty core from the media spindle. For a 76 mm (3-inch) core, fit the 3-inch adapter on the hub.
6. Place the new roll on the spindle and push it fully home.
7. Pass the media under the label slack absorber towards the print mechanism. The absorber can be opened and locked in the open position for loading; the Intermec service manual asks you to unlock it before printing.
8. Feed the media into the print mechanism until it stops.
9. Turn the lever clockwise to lower the printhead; on the PX6i, raise the locking handle.
10. Adjust the green edge guides so that the media has as little play as possible.
11. Close the front door and the media cover, checking that the media comes out through the slot in the front door.
12. Press Feed to feed the media and adjust the feed, then tear off the media by pulling its outer edge downwards.

External supply: the Honeywell guide strongly recommends the fanfold guide, placed in the upper slot if the media is level with the printer, or in the lower slot if it is lower, with a media width of at least 40 mm, and asks you to protect the media from dust and particles. For peel-off mode, see the [Label not taken](#) entry; for cut-off mode, the [cutter](#) entry.

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Sources: PX4i | PX6i High Performance Printer User Guide – Honeywell PX4i and PX6i user guide (Honeywell International Inc., © 2000-2018) · EasyCoder PX4i and PX6i Service Manual – Intermec EasyCoder PX4i and PX6i service manual (Intermec, © 2004) (official documentation).

How do I load the transfer ribbon into my Honeywell PX6i?

Thermal transfer: rolls coated on the outside or on the inside.

Short answer: Raise the printhead, place the ribbon roll on the supply spool, pass the ribbon through the print unit and attach its leading core to the rewind hub. Tension the ribbon, lower the printhead, then set the paper type to Transfer (Fingerprint) or TTR (IPL).

LIKELY CAUSE

The Honeywell guide states that the printer accepts ribbon rolls coated on the outside or on the inside, and that you must choose a ribbon suited to the media material. After loading, the guide asks you to set the paper type to thermal transfer.

OFFICIAL PROCEDURE

1. Open the front door and the media cover.
2. On the PX6i only, lower the locking handle, then turn the lift lever anticlockwise to raise the printhead.
3. Remove the used ribbon and the empty core.
4. Place the ribbon supply spool in the groove that matches the ribbon width: compress the spool and snap it into the groove indicated in the guide.
5. Push the ribbon roll onto the spool, pass the ribbon through the print unit and pull out about 20 cm of it.
6. Without letting go of the ribbon, turn the lever clockwise to lower the printhead and hold the ribbon in place.
7. Push the cardboard core attached to the end of the ribbon onto the rewind hub, which turns anticlockwise during printing.

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8. Raise the printhead (anticlockwise), wind the ribbon until the transparent leader has passed the printhead and the ribbon is taut, then lower the printhead (clockwise).
9. Close the front door and the media cover.
10. Set the paper type: press Setup, then Media > Paper Type > Transfer (Fingerprint) or Media > Paper Type > TTR (IPL); confirm with Enter and exit with Setup.

The Intermec service manual specifies that the ribbon supply hub has six groove positions: the PX4i uses the three innermost, the PX6i the three outermost. After installing a new roll, the message “Transfer ribbon is installed” or “Ribbon Fitted” is displayed briefly: this is not an error (see the [Ribbon Fitted](#) entry).

Sources: PX4i | PX6i High Performance Printer User Guide – Honeywell PX4i and PX6i user guide (Honeywell International Inc., © 2000-2018) · EasyCoder PX4i and PX6i Service Manual – Intermec EasyCoder PX4i and PX6i service manual (Intermec, © 2004) (official documentation).

What does the “Transfer ribbon is installed” or “Ribbon Fitted” message mean on my Honeywell PX6i?

Message: **Transfer ribbon is installed** (1058, Fingerprint) or **Ribbon Fitted** (IPL) · Ready-to-Work light flashing.

Short answer: This is not an error. According to the Honeywell guide, this message is displayed briefly after a new roll of transfer ribbon has been installed.

LIKELY CAUSE

The error table in the Honeywell guide states that this message (number 1058 in Fingerprint) is not an error condition: it appears briefly after a new roll of ribbon has been installed.

WHAT TO DO

1. No action is required for this message.
2. After changing the ribbon, check that the paper type is set to Transfer (Fingerprint) or TTR (IPL), as the loading procedure requires ([ribbon loading](#) entry).

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Source: PX4i | PX6i High Performance Printer User Guide – Honeywell PX4i and PX6i user guide (Honeywell International Inc., © 2000-2018) (official documentation).

Why does my Honeywell PX6i print nothing in thermal transfer mode?

Symptoms: blank labels even though a transfer ribbon is in place.

Short answer: According to the Honeywell guide, you need to check that the coated side of the ribbon is facing the media, then reload the ribbon.

LIKELY CAUSE

In the print quality problems table in the Honeywell guide, no printing in thermal transfer mode is linked to the orientation of the ribbon: the coated side must face the media. Ribbon rolls can be coated on the outside or on the inside.

WHAT TO DO

1. Open the front door and the media cover; on the PX6i, lower the locking handle, then raise the printhead.
2. Check that the coated side of the ribbon is facing the media.
3. Reload the ribbon following the [ribbon loading](#) entry.
4. Check that the paper type is set to Transfer (Fingerprint) or TTR (IPL).

Source: PX4i | PX6i High Performance Printer User Guide – Honeywell PX4i and PX6i user guide (Honeywell International Inc., © 2000-2018) (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).

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Faded, too dark or incomplete print on a Honeywell PX6i: what should I do?

The troubleshooting table in the Honeywell guide classifies print defects by symptom, with the remedies in order: media setting, contrast, printhead pressure, then replacement of parts.

Why does my Honeywell PX6i print faded, or lighter on one side of the label?

Symptoms: weak print over the whole label or on one side only.

Short answer: For weak print over the whole label, the Honeywell guide asks you to check the media setting, increase the contrast, then the printhead pressure, and as a last resort replace the printhead. If only one side is faded, you need to adjust the pressure arm.

LIKELY CAUSE

The “Print Quality Problems and Possible Solutions” table in the Honeywell guide suggests, in order: check the media setting, increase the contrast, increase the printhead pressure, then replace the printhead. For print that is weaker on one side, it refers to adjusting the pressure arm.

WHAT TO DO

1. Check that the media setting matches the loaded media.
2. Increase the contrast.
3. Increase the printhead pressure (setting described on page 99 of the Honeywell guide).
4. If the print is still weak, replace the printhead (procedure on page 105 of the guide).
5. If the print is weaker on one side, adjust the pressure arm (page 95 of the guide).

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The Intermec PX Series product page states that the printhead can be replaced quickly and without tools, thanks to the QuickMount magnetic mounting.

Sources: PX4i | PX6i High Performance Printer User Guide – Honeywell PX4i and PX6i user guide (Honeywell International Inc., © 2000-2018) · Product profile: 4" and 6" high-performance industrial printers, PX Series – Intermec PX Series product page in French, ref. 611557-01I (11/2009) (official documentation).

Why does my Honeywell PX6i print with faded areas in places?

Symptoms: light spots or weak areas on the print.

Short answer: According to the Honeywell guide, weak areas come from particles on the media, mismatched media and ribbon, contrast set too low or a worn printhead. Clean or change the media, use compatible, high-quality consumables, increase the contrast; if that is not enough, replace the printhead.

LIKELY CAUSE

The print quality table in the Honeywell guide lists foreign particles on the media, incompatibility between media and ribbon, contrast set too low, a worn printhead and, as a last resort, a worn platen roller.

WHAT TO DO

1. Clean or replace the media if it has foreign particles on it.
2. Check that the media and ribbon are compatible and use high-quality consumables.
3. Increase the contrast.
4. If the printhead is worn, replace it (procedure on page 105 of the Honeywell guide).

When to call a technician: if the platen roller is worn, the Honeywell guide asks you to contact a service representative.

Source: PX4i | PX6i High Performance Printer User Guide – Honeywell PX4i and PX6i user guide (Honeywell International Inc., © 2000-2018) (official documentation).

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Why does my Honeywell PX6i print too dark or with smudging?

Symptoms: print too dark over the whole label, smudging ink.

Short answer: The Honeywell guide asks you to check the media setting, then reduce the contrast and, if necessary, the printhead pressure. If the defect persists, you need to contact a service representative.

LIKELY CAUSE

The print quality table in the Honeywell guide suggests checking the media setting, reducing the contrast, reducing the printhead pressure, then mentions a voltage or energy control problem, which is a matter for service.

WHAT TO DO

1. Check that the media setting matches the loaded media.
2. Reduce the contrast.
3. Reduce the printhead pressure (setting described on page 99 of the Honeywell guide).

When to call a technician: if the print is still too dark, the Honeywell guide mentions a voltage or energy control problem and refers you to a service representative.

Source: PX4i | PX6i High Performance Printer User Guide – Honeywell PX4i and PX6i user guide (Honeywell International Inc., © 2000-2018) (official documentation).

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Why does my Honeywell PX6i not print the inner edge of the label, or print compressed?

Symptoms: inner edge of the print missing, printed content squashed.

Short answer: If the inner edge is missing, the Honeywell guide asks you to reload the media, move the small core and the media spindle to the low position, or increase the X-start setting. If the print is compressed, reduce the print speed.

LIKELY CAUSE

The print quality table in the Honeywell guide links a missing inner edge to the loading and position of the media, and to the X-start setting (start of printing); for compressed content, it asks you to reduce the print speed.

WHAT TO DO

1. Reload the media ([label loading](#) entry).
2. Move the small core and the media spindle to the low position.
3. Increase the X-start setting.
4. If the printed content is compressed, reduce the print speed.

Source: PX4i | PX6i High Performance Printer User Guide – Honeywell PX4i and PX6i user guide (Honeywell International Inc., © 2000-2018) (official documentation).

White lines and streaks on the print: the Honeywell PX6i printhead

When the printhead is the cause, the Honeywell guide asks you to clean it, then to replace it if dots are missing.



Why does my Honeywell PX6i print vertical white lines or dark streaks?

Symptoms: vertical white lines, dark streaks in the feed direction, part of a dot line missing.

Short answer: According to the Honeywell guide, dark streaks in the feed direction are corrected by cleaning the printhead. Vertical white lines also require cleaning, then replacing the printhead if dots are missing. Part of a dot line missing means the printhead must be replaced.

LIKELY CAUSE

The print quality table in the Honeywell guide links these defects to the printhead: the remedy is first to clean it (dark streaks, white lines), then to replace it if dots are missing. An incomplete dot line can also come from a faulty strobe signal.

WHAT TO DO

1. For dark streaks along the feed direction, clean the printhead (procedure on page 103 of the Honeywell guide).
2. For vertical white lines, clean the printhead; if dots are missing, replace it (page 105 of the guide).
3. If part of a dot line is missing, replace the printhead.

When to call a technician: if a dot line remains incomplete, the Honeywell guide mentions a faulty strobe signal and refers you to a service representative.

The Intermec parts catalogue for the PX4i and PX6i lists cleaning cards for these printers, and the Intermec PX Series product page states that the printhead can be replaced without tools thanks to the QuickMount magnetic mounting.

Sources: PX4i | PX6i High Performance Printer User Guide – Honeywell PX4i and PX6i user guide (Honeywell International Inc., © 2000-2018) · PX4i and PX6i High Performance Printer Spare Parts Catalog – Intermec PX4i and PX6i spare parts catalogue, P/N 940-000-002 (12/2009) · Product profile: 4" and 6" high-performance industrial printers, PX Series – Intermec PX Series product page in French, ref. 611557-011 (11/2009) (official documentation).

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

My Honeywell PX6i is not communicating: Ethernet, Wi-Fi, USB and serial port

The PX6i has an Ethernet port, a USB port, an RS-232 serial port and, as options, an 802.11b/g radio and an IEEE 1284 parallel interface.

Why does my Honeywell PX6i show “IP link error” or “IP configuration error”?

Message: **IP link error** or **IP configuration error** · Ready-to-Work light flashing.

Short answer: “IP link error” signals that there is no network connection; “IP configuration error” indicates that the printer is obtaining an IP address: wait for the operation to finish. Check that the network type is set to Ethernet and that the cable is connected, then restart the printer.

LIKELY CAUSE

According to the Honeywell guide, “IP link error” means that there is no network connection, and “IP configuration error” that the printer is acquiring an IP address; you must wait for the operation to finish before taking action. With the Ethernet network type, the printer automatically obtains its IP address (DHCP+BOOTP) at start-up.

WHAT TO DO

1. Set the network type: Setup > NETWORK > NETWORK TYPE > ETHERNET, then exit Setup.
2. Connect the network cable to the Ethernet port on the back plate.
3. Switch the printer off and on again.
4. Press the i key: the printer displays the interface information at five-second intervals.
Note the IP address shown under I/O net1.

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5. Enter this address in a web browser to open the printer's home page (login details: see the Honeywell guide).
6. If no address is assigned or if the Ready-to-Work light is flashing, correct the network parameters with the PrintSet software. A fixed IP address can also be sent by a Fingerprint or IPL command over the serial port.

If the network type is set to Wireless 802.11, Ethernet communication stops until the setting is changed back to Ethernet (see the [Wi-Fi](#) entry).

Source: PX4i | PX6i High Performance Printer User Guide – Honeywell PX4i and PX6i user guide (Honeywell International Inc., © 2000-2018) (official documentation).

How do I connect my Honeywell PX6i to Wi-Fi?

802.11b/g radio option.

Short answer: The PX6i connects to Wi-Fi with its optional 802.11 radio. Set the network type to Wireless 802.11 and restart, then configure the SSID and security, for example with the Wireless Setup Wizard in the PrintSet software, with the printer connected to the PC via the serial port.

LIKELY CAUSE

The Honeywell guide describes an optional 802.11b/g radio, compatible with no authentication, 64- or 128-bit WEP, WPA and WPA2 Personal, WPA and WPA2 Enterprise (802.1x with PEAP, TTLS, LEAP or EAP-FAST). Configuration is done with PrintSet or with Fingerprint or IPL commands sent from a terminal (HyperTerminal).

WHAT TO DO

1. On the printer, set the network type: Network > Network Type > Wireless 802.11, then restart the printer.
2. Install PrintSet on the PC and connect the printer to the PC via the serial port.

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3. Add the printer with the Add Printer Wizard, then start the Wireless Setup Wizard in Printer Tasks.
4. Enter the SSID and the security mode of the network.
5. For an Enterprise network with certificates, first test the connection without certificate validation, then transfer the certificates (PEM, DER or PKCS #12 formats).

The guide points out that some connection commands may need to be sent several times. As long as the network type is Wireless 802.11, the Ethernet port no longer communicates.

Source: PX4i | PX6i High Performance Printer User Guide – Honeywell PX4i and PX6i user guide (Honeywell International Inc., © 2000-2018) (official documentation).

How do I connect my Honeywell PX6i to a PC via USB or the serial port?

Ports: USB (type B connector), RS-232 serial, optional IEEE 1284 parallel.

Short answer: For USB, first install the Honeywell driver on the PC, then connect the USB type A to type B cable: no settings are required, but PrintSet does not work over USB. For serial, the PC port must be set like the printer: by default 9600 baud, 8 data bits, no parity, 1 stop bit.

LIKELY CAUSE

According to the Honeywell guide, the USB connection requires a USB type B to type A cable and the Honeywell print driver, which can be downloaded from the Honeywell website. For the RS-232 serial port, the PC parameters must match those of the printer.

WHAT TO DO

1. Download the Honeywell Print Driver from the Honeywell website and install it on the PC.
2. Connect the USB cable to the type B connector at the back of the printer, then to the PC.



3. For serial, connect the RS-232 cable to the back of the printer and to a COM port on the PC, then set the PC port if necessary (default: 9600 baud, 8 data bits, no parity, 1 stop bit).

When to call a technician: the optional IEEE 1284 parallel interface requires an adapter that an authorised Honeywell service technician can install.

The PrintSet software does not work over the USB connection.

Source: PX4i | PX6i High Performance Printer User Guide – Honeywell PX4i and PX6i user guide (Honeywell International Inc., © 2000-2018) (official documentation).

Cutter and peeling on a Honeywell PX6i: “Cutter error” and “Label not taken”

The cutter (cut-off mode), the peel-off module and the label taken sensor are options; here are their messages and the instructions in the Honeywell guide.

Why does my Honeywell PX6i show “Cutter error” or “Open & Shut Cutter”?

Message: **Cutter does not respond** (1059), **Cutter error1** to **Cutter error3** (1701 to 1703), **Cutter open** (1704) in Fingerprint; **Open & Shut Cutter** in IPL · Ready-to-Work light flashing (not specified for Cutter open).

Short answer: The optional cutter is in error or open. According to the Honeywell guide, open and then close the cutter; for “Cutter open”, close it.

LIKELY CAUSE

The Honeywell guide associates errors 1059, 1701, 1702 and 1703 with a cutter that is not responding or in error, with the same remedy: open and then close the cutter. Error 1704 “Cutter open” signals an open cutter: a switch prevents it from operating when it is

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open.

Caution: According to the Honeywell guide, the cutter blade rotates when the printer is switched on and restarted: keep the cutter closed during operation, switch the printer off or disconnect the cutter before cleaning it, and keep your fingers away from the blades.

WHAT TO DO

1. Open the cutter, then close it so that it is held by its latch.
2. For **Cutter open**, close the cutter.
3. If you need to reload the media in cut-off mode: switch the printer off, open the cutter and the media cover, load the roll as in tear-off mode ([label loading](#) entry), then pass the media through the cutter, between its two guide plates.
4. Close the cutter while pulling on the end of the media, close the media cover, switch the printer back on and press Feed to feed the media and adjust the feed.

The cutter is designed for paper-based media (60 to 175 µm) and must be enabled in Setup mode. It must not cut through adhesive labels: if this happens, the guide asks you to tilt the cutter downwards and clean it with isopropyl alcohol.

Source: PX4i | PX6i High Performance Printer User Guide – Honeywell PX4i and PX6i user guide (Honeywell International Inc., © 2000-2018) (official documentation).

Why does my Honeywell PX6i show “Label not taken”?

Message: **Label not taken** (Fingerprint) · Ready-to-Work light flashing.

Short answer: The Honeywell table lists this message without further explanation. The guide specifies that, on a printer fitted with the label taken sensor (option), the next copy is only printed once the current copy has been removed: remove the printed label.



LIKELY CAUSE

The Honeywell guide describes a label taken sensor, available as an option for tear-off, peel-off and cut-off modes: it prevents the next copy from being printed until the current copy has been removed.

WHAT TO DO

1. Remove the label presented at the printer exit.
2. In peel-off mode, check the conditions of use: according to the guide, this mode only works with self-adhesive labels on a liner and requires the optional peel-off module.
3. To reload in peel-off mode: with the printer switched off, raise the printhead (locking handle lowered on the PX6i), remove the wound liner by pulling the green clip off the takeup hub, place the roll and feed the media into the mechanism until it stops.
4. Pull out about 40 cm of labels and peel them off the liner. Pass the liner around the tear bar and then under the print unit, attach it to the takeup hub with the green clip and turn the hub until it is taut.
5. Lower the printhead, raise the locking handle (PX6i), adjust the green guides, close the front door and the cover, then press Feed.

Source: PX4i | PX6i High Performance Printer User Guide – Honeywell PX4i and PX6i user guide (Honeywell International Inc., © 2000-2018) (official documentation).

Honeywell PX6i firmware, command language and applications

Firmware update, choice of language (Fingerprint, IPL, ZSim, DSim) and Fingerprint application messages, based on the Honeywell guide.

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How do I update the firmware on my Honeywell PX6i?

Methods: PrintSet, CompactFlash card, USB flash drive, serial or USB port, web page.

Short answer: Download the firmware from the Honeywell website, then install it using the Firmware Wizard in PrintSet, a CompactFlash card, a USB flash drive (“upgrade” folder), commands sent over the serial or USB port, or the printer’s web page (Maintenance, then Upgrade).

LIKELY CAUSE

The Honeywell guide describes several firmware update methods. During the update, the Ready-to-Work light is off.

WHAT TO DO

1. Download the latest firmware from the Honeywell website (Support > Downloads section), then unzip the .zip file.
2. With PrintSet: File > Add Printer to select the printer, then Printer > Firmware Wizard.
3. With a CompactFlash card: copy the file to the card, insert it into the rear slot and switch the printer on.
4. With a USB flash drive (2 GB maximum): create a folder named upgrade at the root and copy the .bin file into it (name of eight characters at most, plus .bin), then insert the drive: the update starts. According to the guide, the display shows “Time Out” during the update, then “Check Integrity”; then remove the drive and restart if necessary.
5. Over the network (Ethernet or Wi-Fi): open the printer’s home page, click Maintenance, select the file with Browse, then click Upgrade.
6. Over the serial or USB port, the file is sent with Fingerprint or IPL commands.

Restrictions on who is allowed to update the firmware are set in Network Admin > General on the printer’s web page.

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Source: PX4i | PX6i High Performance Printer User Guide – Honeywell PX4i and PX6i user guide (Honeywell International Inc., © 2000-2018) (official documentation).

How do I change the command language (Fingerprint, IPL) on my Honeywell PX6i?

Languages: Fingerprint, Direct Protocol, IPL, ZSim, DSim.

Short answer: The language is chosen at first start-up (F1 Fingerprint, F2 IPL, F3 ZSim, F4 DSim), then started automatically each time the printer is switched on. To change it, use the CMD LANGUAGE menu in Setup or the web page (Web Shell, Command Language), then restart.

LIKELY CAUSE

According to the Honeywell guide, the PX6i works with the Fingerprint (and Direct Protocol), IPL, ZSim and DSim languages. At first start-up, a screen asks you to choose the language, which then starts automatically each time the printer is switched on.

WHAT TO DO

1. In IPL: Setup > TEST/SERVICE > CMD LANGUAGE.
2. In Fingerprint or Direct Protocol: Setup > PRINT DEFS > CMD LANGUAGE.
3. In ZSim or DSim: press the language access key, enter the required Fingerprint password (see the Honeywell guide), confirm with Enter, then follow the Fingerprint path.
4. From the web home page: Printer > Web Shell, choose Command Language (Fingerprint, Direct Protocol, IPL, ZSim or DSim), then restart the printer to apply the change.

Source: PX4i | PX6i High Performance Printer User Guide – Honeywell PX4i and PX6i user guide (Honeywell International Inc., © 2000-2018) (official documentation).

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Why does my Honeywell PX6i show “Application load error” or “Application break”?

Message: `Application load error` (Ready-to-Work flashing), `Application break` or `Press any key to continue` (Ready-to-Work off).

Short answer: These messages relate to Fingerprint applications. “Application load error” signals an application that starts but does not run, for example because of a syntax error in the program file. “Application break” follows a user stop of the application or a run-time error: switch to Direct Protocol or start an application to turn the Ready-to-Work light back on.

LIKELY CAUSE

The Honeywell guide details the messages related to applications: “Application load error” (application started but not executed), “Application break” (stopped by the user or run-time error), “RtW blink by application” and “RtW off by application” (light state set by the Fingerprint SYSHEALTH command), “Press any key to continue” (error in Fingerprint immediate mode, for example out of paper when the print key is pressed) and “Generic DP error” (error reported in Direct Protocol by the ERROR instruction).

WHAT TO DO

1. For “Application load error”, check the application's program file (for example a syntax error).
2. For “Application break”, switch to Direct Protocol or start an application to turn the Ready-to-Work light back on.
3. For “RtW blink by application” and “RtW off by application”, refer to the SYSHEALTH command in the Fingerprint Command Reference manual.

If the application itself handles the stop (ON BREAK) or the error (ON ERROR GOTO), the light is not changed and the application sets its state. The Pause + Shift combination stops a Fingerprint application.



Sources: PX4i | PX6i High Performance Printer User Guide – Honeywell PX4i and PX6i user guide (Honeywell International Inc., © 2000-2018) · PX4i | PX6i High Performance Printer User's Manual – Intermec PX4i and PX6i user manual, version 003 (1/2014) (official documentation).

Honeywell PX6i RFID: “No tag found” and RFID media settings

On PX6i printers fitted with the RFID option, the Honeywell guide describes two errors and the settings to make after loading RFID media.

Why does my Honeywell PX6i RFID show “No tag found” or “No RFID support installed”?

Message: **No tag found** (1321) or **No RFID support installed** (1320) · Ready-to-Work light flashing.

Short answer: “No RFID support installed” indicates that the optional RFID interface is not installed; “No tag found”, that no RFID tag was found. After each loading of RFID media, restart the printer or run a testfeed so that it identifies the media, and adjust the TAGADJUST variable if necessary to align the labels with the antenna.

LIKELY CAUSE

The Honeywell guide defines error 1320 as the absence of the optional RFID interface and error 1321 as no tag found. It also gives instructions for printing on RFID media.

WHAT TO DO

1. After loading the RFID media, restart the printer or run a TESTFEED so that it identifies the type of RFID media.
2. If necessary, change the TAGADJUST variable to align the labels with the antenna.

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3. For Gen 2 tags, give even values to the start and length parameters of the RFID field (TAGFIELD in Fingerprint, RFID field configuration command in IPL).

The tag makes the label slightly thicker where it sits, which can affect print quality: the guide advises avoiding printing on the thickest part if necessary and, in thermal transfer, using a high-quality ribbon (TMX 2304 or TMX 1500); it gives starting values (Fingerprint: ribbon constant 80 and ribbon factor 25; IPL: sensitivity 565). The TESTPRINT menu offers an RFID test label.

Source: PX4i | PX6i High Performance Printer User Guide – Honeywell PX4i and PX6i user guide (Honeywell International Inc., © 2000-2018) (official documentation).

Other questions about the Honeywell PX6i: lights, beeps and test label

What the PX6i lights and beeps mean, and how to print a test label, based on the Honeywell guide.

What do the lights on my Honeywell PX6i mean, and why is the blue Ready-to-Work light flashing?

Lights: Power (green), Status (green or red), Ready-to-Work (blue).

Short answer: Power green: printer switched on. Status solid green: ready; flashing green: communication in progress; solid red: error. The blue Ready-to-Work light is solid during operation, flashes during initialisation, while waiting for external resources or when there is an error to deal with, and goes off in Setup mode, in Information mode or during a firmware update.

LIKELY CAUSE

The Honeywell guide describes three lights: Power, Status and Ready-to-Work. Its error table specifies, for each message, whether the Ready-to-Work light flashes or goes off. It goes off in particular with “Setup Mode Entered”, “Printhead not found” (“No Printhead”



in IPL), “Initializing”, “Rebooted”, “Printer crash”, “Printer turned off”, “Maintenance” and the overheating errors.

WHAT TO DO

1. If the Status light is red or if the Ready-to-Work light is flashing, press the **i** key: the display shows the error messages, the Ready-to-Work state and information about the communication channels; scroll through them with the arrows.
2. Look up the message in the [lookup table](#) and open the matching entry.
3. If the Ready-to-Work light is off because the printer is in Setup mode (“Setup Mode Entered”), press Setup to exit it.

For “Printhead not found”, the Honeywell table gives no particular remedy. The Intermec service manual describes the same lights: Power green, Status green or red, and the blue network readiness light (Ready-to-Work).

Sources: PX4i | PX6i High Performance Printer User Guide – Honeywell PX4i and PX6i user guide (Honeywell International Inc., © 2000-2018) · EasyCoder PX4i and PX6i Service Manual – Intermec EasyCoder PX4i and PX6i service manual (Intermec, © 2004) (official documentation).

Why does my Honeywell PX6i beep continuously?

Symptoms: continuous beep, or a beep with each error.

Short answer: In IPL, the PX6i beeps continuously when it is out of media or ribbon: reload the consumable concerned. In Fingerprint, it beeps when an error occurs: read the message shown on the display.

LIKELY CAUSE

According to the Honeywell guide, in IPL the printer beeps each time a button is pressed and continuously when it is out of media or ribbon; an IPL command can also create an audible alarm. In Fingerprint, it beeps each time a button is pressed (a command can disable this) and when an error occurs; Fingerprint commands set the frequency and duration of the beeps.

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WHAT TO DO

1. Read the message displayed (i key to show it) and look it up in the [lookup table](#).
2. If the media has run out, follow the [Out of paper](#) entry; if the ribbon has run out, the [Ribbon Out](#) entry.

Source: PX4i | PX6i High Performance Printer User Guide – Honeywell PX4i and PX6i user guide (Honeywell International Inc., © 2000-2018) (official documentation).

How do I print a test label on my Honeywell PX6i?

TESTPRINT menu in Setup.

Short answer: Press Setup and open the TESTPRINT menu: PRINT DEFS, then TESTPRINT in Fingerprint; TEST/SERVICE, then TESTPRINT and CONFIG in IPL. Then choose the test label you want.

LIKELY CAUSE

According to the Honeywell guide, the test label lets you check that the printer is working, obtain configuration, hardware, network or RFID information, and check the print quality.

WHAT TO DO

1. Press Setup.
2. In Fingerprint, go to PRINT DEFS > TESTPRINT; in IPL, to TEST/SERVICE > TESTPRINT > CONFIG.
3. Choose the label: in Fingerprint, Diamonds, Chess, Bar Codes #1 or #2, Setup Info, Hardware Info, RFID Test Label or Network Info; in IPL, SW, HW, Network or RFID Test Label (Config), Pitch or Print Quality (Test Labels).

Both languages also let you print all the stored formats, pages, user-defined characters (UDC) and fonts.

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Sources: PX4i | PX6i High Performance Printer User Guide – Honeywell PX4i and PX6i user guide (Honeywell International Inc., © 2000-2018) · PX4i | PX6i High Performance Printer User's Manual – Intermec PX4i and PX6i user manual, version 003 (1/2014) (official documentation).

When should you call a technician for a Honeywell PX6i?

The entries above first suggest reloading, adjusting, cleaning or running a testfeed. In the following cases, the Honeywell guide refers you to a technician or a service representative:

- **Persistent faded areas:** worn platen roller.
- **Print too dark despite the settings:** voltage or energy control problem.
- **Dot line still incomplete:** faulty strobe signal.
- **IEEE 1284 parallel interface:** optional adapter to be installed by an authorised Honeywell service technician.

Avoiding recurring faults on the Honeywell PX6i: 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 PX6i fleet:

Fewer breakdowns, less downtime

Worn parts detected in time

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Fewer production interruptions caused by label printers.

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).

Honeywell PX6i troubleshooting: frequently asked questions

How do I calibrate a Honeywell PX6i?

The PX6i is calibrated with a testfeed: press Feed and Shift simultaneously. The printer feeds a blank label and adjusts the media feed. Honeywell requires it after a change of media type or when the media does not feed correctly. [See the detailed entry.](#)

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What does error 1005 mean on a Honeywell PX6i?

Error 1005 “Out of paper” (Paper Out in IPL) indicates that the media has run out. Load a new roll of labels, close the printer and press Feed to feed the media and adjust the feed. [See the detailed entry.](#)

What does error 1022 Head lifted mean on a Honeywell PX6i?

The printhead is raised. Lower it by turning the printhead lift lever clockwise, raise the locking handle specific to the PX6i, then close the front door and the media cover. [See the detailed entry.](#)

What do LSS too high and LSS too low mean on an Intermec PX6i?

These errors 1007 and 1008 (Paper Fault in IPL) appear when a testfeed is run without media or with an incorrect media setting. Load the media, select the correct media type, then run a testfeed again by pressing Feed and Shift. [See the detailed entry.](#)

Why is the blue light on my Honeywell PX6i flashing?

The blue Ready-to-Work light flashes during initialisation, while waiting for external resources or when there is an error to deal with. Press the i key to show the error message, then follow the matching entry. [See the detailed entry.](#)

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Why does my Honeywell PX6i print nothing with a ribbon?

According to the Honeywell guide, you need to check that the coated side of the ribbon is facing the media, then reload the ribbon. Also check that the paper type is set to Transfer in Fingerprint or TTR in IPL. [See the detailed entry.](#)

How do I switch a Honeywell PX6i from Fingerprint to IPL?

In Fingerprint, open Setup, PRINT DEFS, then CMD LANGUAGE; in IPL, Setup, TEST/SERVICE, then CMD LANGUAGE. From the web page, choose Command Language in Printer, Web Shell, then restart the printer to apply the change. [See the detailed entry.](#)

How do I update the firmware on a Honeywell PX6i?

Download the firmware from the Honeywell website, then install it with the Firmware Wizard in PrintSet, a CompactFlash card, a USB flash drive containing an upgrade folder, or the printer's web page (Maintenance, then Upgrade). [See the detailed entry.](#)

Sources consulted

All the causes, procedures and messages in this guide come from the official Honeywell user guide for the PX4i and PX6i and from the Intermec documents below (user manual, service manual, parts catalogue, product page), consulted on 20 October 2026. These documents are not freely available on the Honeywell and Brady websites (checked on 21 October 2026): they are cited by their title, reference and version. The Intermec PX Series product profile (ref. 611557-011) is available in English on the [Honeywell website](#) [↗](#).

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- PX4i | PX6i High Performance Printer User Guide – Honeywell PX4i and PX6i user guide (Honeywell International Inc., © 2000-2018): chapters 1 to 3 and the start of chapter 4 (pages 87 to 93: Fingerprint and IPL error messages, print quality problems) **official**
- PX4i | PX6i High Performance Printer User's Manual – Intermec PX4i and PX6i user manual, version 003 (1/2014): chapters 1 to 3 **official**
- EasyCoder PX4i and PX6i Service Manual – Intermec EasyCoder PX4i and PX6i service manual (Intermec, © 2004): chapters 1 to 8 (up to section 8.4) **official**
- PX4i and PX6i High Performance Printer Spare Parts Catalog – Intermec PX4i and PX6i spare parts catalogue, P/N 940-000-002 (12/2009) **official**
- Product profile: 4" and 6" high-performance industrial printers, PX Series – Intermec PX Series product page in French, ref. 611557-01I (11/2009) **official**

The Honeywell PX4i product page (automation.honeywell.com, gb and ca versions), the articles in the Honeywell knowledge base (sps-support.honeywell.com), including “How to Factory Default EasyCoder PFMX series printers using the LCD”, pages 94 onwards of the Honeywell guide (reset, adjustment of the LSS sensor, printhead pressure and pressure arm, cleaning, printhead replacement) and its appendices, chapter 4 of the Intermec manual and chapters 8.5 to 17 of the service manual 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

- [All Honeywell printer troubleshooting guides](#) (PM43, PF4i, MP Compact4 Mark III, MP Nova, PC23d, PC42, PC43, PD43, PD45S, PM23c, PM45 and PM45c, PX45 and PX65, PX940, RP2 and RP4)
- [Maintenance and repair of Honeywell printers](#)
- [All printer troubleshooting guides, all brands](#)
- [Through-life maintenance \(MCO\): preventive and corrective maintenance](#) (in French)
- [TIMCOD, Honeywell reseller](#) (in French)
- [Consumables for thermal printers: labels, thermal transfer ribbons, printheads](#) (in French)
- [RFID labels and RFID printers](#) (in French)

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- [Printer cleaning kits](#) (in French)

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A question, a persistent fault, a repair request? Write to us from the contact page on [timcod.fr](https://www.timcod.fr), or call one of our 7 agencies below.

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PDF version of the page <https://www.timcod.fr/reparation/en/printer-troubleshooting/honeywell/px6i>, updated on 21 October 2026.

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