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TROUBLESHOOTING GUIDE

Honeywell PX940 troubleshooting guide: errors, faults and fixes

Updated 21 October 2026 · By TIMCOD maintenance technicians · Source: official Honeywell documentation, PX940 data sheet and accessories guide, Honeywell PX940 FAQ, applicator interface board instructions (list at the end of the page)

TIMCOD PRODUCT PAGE (IN FRENCH)

See the Honeywell PX940 product page →

In brief. The Honeywell PX940 is a 4-inch industrial label printer (203, 300 or 600 dpi), thermal transfer and direct thermal, with a colour touch display; it is available with a built-in barcode verifier (PX940V) or without (PX940A). Its official product page states that Honeywell Productivity Solutions and Services is now part of Brady Corporation; Brady announced the completion of this acquisition on 3 August 2026. The public Honeywell documents mainly cover labels voided by the verifier, calibration of narrow labels, the ribbons and media accepted, the display and the web page, and the applicator port messages. This guide covers these cases one by one. Click a question to open the entry.

- **A message is displayed** (APPLICATOR PORT, errors 88 to 90 or 1340 to 1344): find it in the [lookup table](#) and open the matching entry.
- **The verifier rejects labels:** causes and checks in the [rejected barcodes](#) section.

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- **Labels are not detected:** see the [calibration](#) and [ribbon and labels](#) sections.
- **The problem keeps coming back:** the [preventive maintenance](#) section explains how it reduces this type of fault.

Which error is my Honeywell PX940 showing? Lookup by message and by symptom

The PX940 shows its messages on its 3.5-inch colour touch display. The public Honeywell documents consulted describe the applicator port messages, the behaviour of the verifier and the label sensor lights. The table links each message or symptom to its cause and to the solution entry.

Message or state	Lights (Honeywell documentation)	Likely cause	Entry
APPLICATOR PORT: Wait for signal.	—	Waiting for the startprint signal from the applicator	Wait for signal
APPLICATOR PORT: Wait for reprint.	—	Waiting for a reprint signal from the applicator	Wait for reprint
EAPPERR1, EAPPERR2, EAPPERR3 (1340 to 1342)	—	Applicator error input activated	Errors 1340 to 1342
ERTWINEXT (1343)	—	External RTW (Ready-to-Work) input activated	Error 1343
ENODATAREADY (1344)	—	PRINTFEED without the dataready signal in I-Style or Z-Style; label not printed	Error 1344

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Message or state	Lights (Honeywell documentation)	Likely cause	Entry
ERRNOAPP (88)	—	Applicator command while the applicator port is disabled	Error 88
ERRAPP (89)	—	PORTOUT sent to a port used by the applicator	Error 89
ERRINPUTON (90)	—	PORTOUT.DATAREADY or PORTIN GOSUB under Direct Protocol	Error 90
Label voided then reprinted (verifier)	—	Barcode below the defined quality threshold	Barcode rejected
Calibration failure on narrow labels	Blue lights of the front and rear sensors not aligned	Label stop sensors incorrectly positioned under the label	Narrow label calibration

The applicator port messages come from the Honeywell PX940 applicator interface board instructions (50158270-001 Rev B); the sensor lights come from the Honeywell FAQ on the PX940. The dash indicates that the page consulted does not specify the status of the lights. The table is limited to the messages described in the public Honeywell documents consulted.

Honeywell PX940 error messages: applicator port, causes and solutions

The Honeywell PX940 applicator interface board instructions describe six errors and two display messages. For each one: the short answer, the cause and the settings to check.

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Why does my Honeywell PX940 show “APPLICATOR PORT: Wait for signal”?

Message: `APPLICATOR PORT: Wait for signal.` or `APPLICATOR PORT: Wait for reprint.` · PX940 fitted with the applicator interface board.

Short answer: The PX940 is waiting for a signal from the applicator: the start print signal (startprint) for “Wait for signal”, a reprint signal for “Wait for reprint”. Honeywell classifies these texts as display messages, not as errors.

LIKELY CAUSE

The Honeywell PX940 applicator interface board instructions describe these two display messages: the printer is waiting either for the startprint signal or for the reprint signal sent by the applicator.

WHAT TO DO

1. Check that the applicator is actually sending the expected signal to the PX940.
2. Open the applicator port settings: on the web page, Configure > Printing > Applicator; on the touch display, Settings > Printing > Applicator.
3. Compare the Style (I-Style, Z-Style or S-Style), Startprint (Level or Pulse) and Reprint settings with how your applicator works.

These messages only appear if the applicator interface board (option) is installed and enabled.

Source: [Applicator Interface Board for PX940 – Installation Instructions](#)  – Honeywell instructions 50158270-001 Rev B (official documentation).



What do errors 1340, 1341, 1342 and 1343 mean on a Honeywell PX940 with an applicator?

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

Short answer: The fault is reported by the applicator: one of its error inputs is active (1340 to 1342), or the external RTW input, “Ready-to-Work” (1343). Look for the cause on the applicator, then check the Error Port and RTW mode settings on the PX940.

LIKELY CAUSE

According to the Honeywell PX940 applicator interface board instructions, EAPPERR1, EAPPERR2 and EAPPERR3 (1340 to 1342) correspond to an activated applicator error input, and ERTWINEXT (1343) to the activated external RTW input.

WHAT TO DO

1. Identify the input concerned from the number: 1340 to 1342 for the applicator error inputs, 1343 for the external RTW input.
2. On the applicator, find out why it is activating this signal.
3. In the PX940 applicator port settings, check the Error Port and RTW mode parameters.

Source: [Applicator Interface Board for PX940 – Installation Instructions](#)  – Honeywell instructions 50158270-001 Rev B (official documentation).



Why does my Honeywell PX940 not print the label and show error 1344 “ENODATAREADY”?

Error: `ENODATAREADY` (1344) · The label is not printed.

Short answer: A PRINTFEED command was executed in I-Style or Z-Style mode while the “dataready” signal is not enabled: the PX940 does not print the label. The setting to check is therefore whether this signal is enabled.

LIKELY CAUSE

The Honeywell PX940 applicator interface board instructions state that error 1344 occurs when PRINTFEED is executed without the dataready signal enabled, in I-Style or Z-Style, and that the label is then not printed.

WHAT TO DO

1. Note the style configured for the applicator port (Style setting).
2. In both I-Style and Z-Style, check that the dataready signal is enabled.
3. Resend the label once the setting has been corrected.

Source: [Applicator Interface Board for PX940 – Installation Instructions](#)  – Honeywell instructions 50158270-001 Rev B (official documentation).

How do I fix errors 88 “ERRNOAPP”, 89 “ERRAPP” and 90 “ERRINPUTON” on a Honeywell PX940?

Errors: `ERRNOAPP` (88), `ERRAPP` (89), `ERRINPUTON` (90).

Short answer: Error 88 means that an applicator command was sent while the applicator port is disabled: Honeywell says to enable the port. Errors 89 and 90 come from the print program (PORTOUT command to an applicator port, or commands not permitted under Direct Protocol).

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LIKELY CAUSE

According to the Honeywell PX940 applicator interface board instructions: ERRNOAPP (88) = applicator command while the port is disabled; ERRAPP (89) = PORTOUT command sent to a port used by the applicator while the port is enabled; ERRINPUTON (90) = PORTOUT.DATAREADY or PORTIN GOSUB commands used under Direct Protocol.

Caution: Before installing the board: printer switched off, power cord and communication cables disconnected, precautions against electrostatic discharge (ESD).

WHAT TO DO

1. For error 88, enable the applicator port: on the web page, System Settings > Manage I/O, Applicator set to Enable; on the touch display, Settings > System Settings > Manage I/O.
2. For error 89, remove from the program the PORTOUT commands that target a port reserved for the applicator.
3. For error 90, do not use PORTOUT.DATAREADY or PORTIN GOSUB under Direct Protocol.
4. Check that the printer has at least Fingerprint firmware v8.60, which Honeywell requires for the applicator board.

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

Source: [Applicator Interface Board for PX940 – Installation Instructions](#)  – Honeywell instructions 50158270-001 Rev B (official documentation).

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Calibration problems: my Honeywell PX940 does not detect my labels

The PX940 detects labels with a dual label stop sensor. The Honeywell FAQ covers narrow labels, retraction after calibration and the position of the black mark.

Why can my Honeywell PX940 not calibrate narrow labels?

Symptoms: media calibration fails with narrow labels · Blue lights of the front and rear sensors not aligned.

Short answer: The rear and front label stop sensors must both be under the label. If their blue lights are not aligned, unlock the front module and turn the sensor knob to align it with the two sensors.

LIKELY CAUSE

The PX940 uses a dual label stop sensor (LSS), rear and front (data sheet). The Honeywell FAQ addresses calibration failure on narrow labels by aligning these two sensors under the label.

WHAT TO DO (HONEYWELL FAQ)

1. Check that the rear sensor and the front sensor are both under the label.
2. Look at the blue lights of the two sensors: they must be aligned on the same line.
3. If they are not, unlock the front module.
4. Turn the sensor knob until it is aligned with the rear and front sensors.
5. Run the media calibration again.

The full calibration procedure is not described in the public Honeywell documents consulted.

Sources: [Honeywell PX940 Industrial Printer: 22 FAQs about Media, Ribbon Support and User Interface](#) – Honeywell article of 15 July 2020 · [PX940 Series Industrial Printer Data Sheet](#) – Honeywell PX940 data sheet (Rev D, 06/20) (official documentation).

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How do I make the media retract after calibration on a Honeywell PX940?

Symptoms: media advanced after calibration, short labels wasted.

Short answer: Choose a calibration mode with retraction, “fast with retraction” or “slow with retraction”: the PX940 then pulls the media back after calibration. Honeywell recommends this mode for labels shorter than one inch (25.4 mm) and advises against it with a wax ribbon, which can smear.

LIKELY CAUSE

The Honeywell FAQ on the PX940 states that media retraction after calibration is supported by means of these two calibration modes.

WHAT TO DO

1. Set the calibration mode to “fast with retraction” or “slow with retraction”.
2. Preferably reserve this mode for labels shorter than one inch; according to Honeywell, it can also work with longer labels.
3. Avoid it with a wax ribbon, which may smear during retraction.

Source: [Honeywell PX940 Industrial Printer: 22 FAQs about Media, Ribbon Support and User Interface](#)  – Honeywell article of 15 July 2020 (official documentation).

Why does my Honeywell PX940 not detect the black mark on my labels?

Symptoms: black mark not recognised during calibration.

Short answer: Honeywell states that the PX940 only supports black marks located on the underside of the media. A mark placed on the other side is not supported.



LIKELY CAUSE

The Honeywell FAQ on the PX940 limits detection to black marks located on the underside of the media. It also lists the media accepted: labels separated by a gap, tags, marked tickets and continuous media.

WHAT TO DO

1. Check which side of your labels the black mark is on.
2. Use media with the black mark on the underside.
3. If the media is compatible, run the calibration again (see also [narrow labels](#)).

Source: [Honeywell PX940 Industrial Printer: 22 FAQs about Media, Ribbon Support and User Interface](#) [↗](#) – Honeywell article of 15 July 2020 (official documentation).

Honeywell PX940 ribbon and labels: coating, ribbon length, rolls accepted

Honeywell specifies the ribbons and rolls supported by the PX940; a consumable outside these limits can prevent loading.

Does the Honeywell PX940 accept ribbons coated on the inside and on the outside?

Symptoms: unsure about the ribbon type, ink inside (CSI) or outside (CSO).

Short answer: Yes. According to Honeywell, the PX940 accepts ribbons coated on the inside as well as on the outside, and a selector on the printer lets you switch from one type to the other.

LIKELY CAUSE

The Honeywell FAQ on the PX940 states that both coating types are supported, with a selector on the printer to switch from one to the other.

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WHAT TO DO

1. Identify the coated side of the ribbon: inside or outside.
2. Set the printer's selector to the corresponding position.
3. Also check the ribbon length (see [600 m ribbons](#)).

Source: [Honeywell PX940 Industrial Printer: 22 FAQs about Media, Ribbon Support and User Interface](#)  – Honeywell article of 15 July 2020 (official documentation).

Can a 600 m ribbon be used on a Honeywell PX940?

Symptoms: long ribbon impossible to fit.

Short answer: No. Honeywell states that the PX940 does not accept 600 m ribbons: the maximum length is 450 m.

LIKELY CAUSE

The Honeywell FAQ on the PX940 sets the maximum ribbon length at 450 m.

WHAT TO DO

1. Order ribbons of 450 m maximum.
2. Choose the coating (inside or outside) that matches the setting of the printer's selector (see [ribbon orientation](#)).

Source: [Honeywell PX940 Industrial Printer: 22 FAQs about Media, Ribbon Support and User Interface](#)  – Honeywell article of 15 July 2020 (official documentation).



Why is my inward-wound label roll causing problems on the Honeywell PX940?

Symptoms: roll that cannot be fitted or does not unwind correctly.

Short answer: Honeywell states that the PX940 accepts outward-wound rolls and fan-fold media, but not inward-wound rolls. Only rotating supply cores of 1.5 and 3 inches are supported.

LIKELY CAUSE

The Honeywell FAQ on the PX940 lists the supported media and excludes inward-wound rolls.

WHAT TO DO

1. Check the winding direction of the roll: labels facing outwards.
2. Check that the roll core measures 1.5 or 3 inches.
3. For high volumes, fan-fold media is also accepted.

Source: [Honeywell PX940 Industrial Printer: 22 FAQs about Media, Ribbon Support and User Interface](#) – Honeywell article of 15 July 2020 (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).

Barcode rejected by the Honeywell PX940 verifier: causes and solutions

On the version with a verifier, a label below the quality threshold is voided and then reprinted. Honeywell reports several causes of rejection or low grades related to use and to the media.

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Why does my Honeywell PX940 void a label and then reprint it?

Symptoms: label voided and then reprinted · PX940 with built-in verifier.

Short answer: On the PX940 with a built-in verifier, each barcode is checked after printing. According to Honeywell, a label that does not reach the defined quality threshold is voided and a new label is printed. If rejections keep happening, check the media contrast, how the verifier arm is used and the shape of the labels.

LIKELY CAUSE

The PX940 data sheet states that the verifier checks 1D codes to ISO/IEC 15416 (2016) and 2D codes to ISO/IEC 15415 (2011), and also offers a read / no-read check. The Honeywell application notes specify that the result is given as pass / fail and as ANSI grades from 1 to 4. The maximum void length is 152.4 mm (6 inches) in batch mode and 304.8 mm (12 inches) in print-on-demand.

WHAT TO DO

1. Consult the verification results to find out the grade obtained (see [verification reports](#)).
2. On coloured labels, check the contrast between the barcode and the background (see [coloured labels](#)).
3. Make sure nobody tears the labels off against the verifier arm (see [verifier arm](#)).
4. For specially shaped labels, see [verifier position](#).
5. Honeywell also offers a Verifier Calibration Card, for the version with a verifier only.

This entry only concerns the PX940 fitted with the built-in verifier (PX940V); the PX940A does not have one.

Sources: [PX940 Series Industrial Printer Data Sheet](#)  – Honeywell PX940 data sheet (Rev D, 06/20) · [PX940 Barcode Printing in Hospital Pharmacies](#)  – Honeywell application note · [Auto Parts Labeling Application Brief](#)  – Honeywell application note · [PX940 Series Industrial Printers Accessories Guide](#)  – Honeywell PX940 accessories guide (Rev A, 01/20) (official documentation).

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Can labels be torn off against the verifier arm on the Honeywell PX940?

Symptoms: labels detached by pulling them upwards against the verifier arm.

Short answer: No. Honeywell advises against using the verifier arm as a tear bar by pulling the media upwards, as this can lead to permanent verification failure.

LIKELY CAUSE

The Honeywell FAQ on the PX940 answers this question explicitly: the verifier arm must not be used as a tear bar.

WHAT TO DO

1. Do not pull the media upwards against the verifier arm to detach the labels.
2. Pass this instruction on to operators: according to Honeywell, doing this can cause verification to fail permanently.

Source: [Honeywell PX940 Industrial Printer: 22 FAQs about Media, Ribbon Support and User Interface](#) – Honeywell article of 15 July 2020 (official documentation).

Why do barcodes on coloured labels get a poor grade on my Honeywell PX940?

Symptoms: low verification grades or rejections on coloured media.

Short answer: Honeywell advises against certain combinations of background and barcode colour: low contrast between the code and the background gives low grades from the verifier. Choose a high-contrast combination.

LIKELY CAUSE

According to the Honeywell FAQ on the PX940, the verifier grades barcodes more severely when their contrast with the label background is low.

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WHAT TO DO

1. Choose a background colour and a barcode colour that provide high contrast.
2. Then compare the grades obtained in the verification reports (see [verification reports](#)).

Source: [Honeywell PX940 Industrial Printer: 22 FAQs about Media, Ribbon Support and User Interface](#)  – Honeywell article of 15 July 2020 (official documentation).

Why does the verifier on my Honeywell PX940 not work with specially shaped labels?

Symptoms: verification not working on die-cut shaped labels.

Short answer: The verifier is fixed on the left-hand side of the printer and its position cannot be adjusted. According to Honeywell, it may not work with all media, in particular specially shaped labels.

LIKELY CAUSE

The Honeywell FAQ on the PX940 specifies that the verifier is fixed, on the left-hand side, and that the Label Taken Sensor cannot be moved either.

WHAT TO DO

1. Take the fixed position of the verifier, on the left, into account when designing the labels.
2. Before putting specially shaped labels into production, check that they are compatible: Honeywell states that the verifier may not work with them.

Source: [Honeywell PX940 Industrial Printer: 22 FAQs about Media, Ribbon Support and User Interface](#)  – Honeywell article of 15 July 2020 (official documentation).



How do I retrieve the barcode verification results from a Honeywell PX940?

Need: traceability of verification grades.

Short answer: The Honeywell data sheet states that the verification reports can be accessed via USB, via FTP/SFTP or from the printer's web page. The verifier can also be controlled through the VII (Verifier Integration Interface).

LIKELY CAUSE

The PX940 with a verifier produces verification reports; Honeywell describes the VII in a dedicated manual, the “PX940V Verifier Integration Interface Command Reference Manual”.

WHAT TO DO

1. Retrieve the reports on a USB flash drive, via FTP/SFTP or from the printer's web page.
2. To send the results to a host system, use the VII described in the dedicated Honeywell manual.

Sources: [PX940 Series Industrial Printer Data Sheet](#)  – Honeywell PX940 data sheet (Rev D, 06/20) · [PX940 Industrial Printer | Honeywell](#)  – official PX940 product page (official documentation).

Honeywell PX940 printhead: cleaning and replacement

The PX940 accessories guide lists the cleaning cards and the printhead kits by resolution.

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How do I clean the printhead on the Honeywell PX940?

Printhead maintenance.

Short answer: Honeywell lists printhead cleaning cards (Printhead Cleaning Card, box of 25 cards measuring 114.3 × 152.4 mm) among the PX940 accessories, and its application notes mention a built-in printhead cleaning routine. The public documents consulted do not detail the procedure: follow the one in the PX940 user guide.

LIKELY CAUSE

According to the Honeywell application notes, the built-in printhead cleaning routine is designed to maintain print quality throughout the life of the printer.

WHAT TO DO

1. Use the printhead cleaning cards provided by Honeywell for the PX940.
2. Follow the procedure in the Honeywell user guide “User Guide: PX940 Industrial Printer”.

Sources: [PX940 Series Industrial Printers Accessories Guide](#)  – Honeywell PX940 accessories guide (Rev A, 01/20) · [PX940 Barcode Printing in Hospital Pharmacies](#)  – Honeywell application note · [Auto Parts Labeling Application Brief](#)  – Honeywell application note (official documentation).

Which printhead should I order for a Honeywell PX940?

Need: replacement of the printhead or the platen roller.

Short answer: The printhead must match the printer's resolution. Honeywell offers three printhead kits, at 200, 300 and 600 dpi, valid for the PX940 with or without a verifier, as well as a platen roller kit.

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LIKELY CAUSE

The PX940 accessories guide lists the “Printhead 200 DPI”, “Printhead 300 DPI” and “Printhead 600 DPI” kits and the “Platen Roller” kit, for the PX940A and PX940V versions.

WHAT TO DO

1. Note the resolution of your PX940 (203, 300 or 600 dpi according to the data sheet).
2. Order the printhead kit with the same resolution.
3. If the platen roller is worn, also order the Platen Roller kit.

Sources: [PX940 Series Industrial Printers Accessories Guide](#)  – Honeywell PX940 accessories guide (Rev A, 01/20) · [PX940 Series Industrial Printer Data Sheet](#)  – Honeywell PX940 data sheet (Rev D, 06/20) (official documentation).

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

Honeywell PX940 connection: web page, Wi-Fi and Bluetooth

The PX940 connects via USB, Ethernet and RS-232 as standard; Wi-Fi is an option and Bluetooth is used for the Print Set MC app.

Why can I not log in to the web page of my Honeywell PX940?

Symptoms: connection to the printer's web interface refused.

Short answer: Honeywell states that the web page can be locked by another browser that is already logged in. Switch the printer off and on again to release access. The default credentials are given in the Honeywell documentation.

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LIKELY CAUSE

According to the Honeywell FAQ on the PX940, a session open in another browser can block access to the web page.

WHAT TO DO

1. Check that no other computer has a session open on the printer's web page.
2. Switch the printer off and on again to release the lock.
3. Log in again with your site's credentials; for the default values, refer to the Honeywell documentation.
4. For encrypted access, see [HTTPS](#).

Source: [Honeywell PX940 Industrial Printer: 22 FAQs about Media, Ribbon Support and User Interface](#)  – Honeywell article of 15 July 2020 (official documentation).

How do I add Wi-Fi to a Honeywell PX940?

Symptoms: no wireless network available on the printer.

Short answer: On the PX940, Wi-Fi is an option: Honeywell offers a field-installable Wi-Fi kit (internal board and antenna), in a North America (United States and Canada) or European Union version. The data sheet specifies the IEEE 802.11 a/b/g/n/ac standard.

LIKELY CAUSE

The PX940 data sheet lists USB 2.0, 10/100 Mbit/s Ethernet and RS-232 as standard; the wireless board is optional. The accessories guide specifies that each Wi-Fi kit is restricted to its region (NA or EU).

WHAT TO DO

1. Check whether the printer is fitted with the optional wireless board.
2. Order the kit for your region: the EU version is restricted to the European Union, the NA version to the United States and Canada.

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3. In the meantime, Ethernet, USB and RS-232 remain available as standard.

Sources: [PX940 Series Industrial Printers Accessories Guide](#)  – Honeywell PX940 accessories guide (Rev A, 01/20) · [PX940 Series Industrial Printer Data Sheet](#)  – Honeywell PX940 data sheet (Rev D, 06/20) (official documentation).

Can I print via Bluetooth on a Honeywell PX940?

Symptoms: unable to print from a Bluetooth device.

Short answer: According to the Honeywell data sheet, the PX940's Bluetooth Low Energy is used only for the Print Set MC app, to configure and manage the printer from an Android or iOS smartphone. To print, use USB, Ethernet, the RS-232 serial port or the optional Wi-Fi.

LIKELY CAUSE

The PX940 data sheet mentions “Bluetooth LE (Print Set MC only)”. Honeywell describes Print Set MC as a mobile app for managing the printer, with an augmented reality guide and alerts.

WHAT TO DO

1. Install the Print Set MC app, available according to Honeywell on Google Play and the iTunes Store.
2. The printer carries a static NFC tag that contains its Bluetooth MAC address (this is not RFID).
3. For printing, use a supported interface: USB, Ethernet, RS-232 or Wi-Fi (option).

Sources: [PX940 Series Industrial Printer Data Sheet](#)  – Honeywell PX940 data sheet (Rev D, 06/20) · [Honeywell PX940 Industrial Printer: 22 FAQs about Media, Ribbon Support and User Interface](#)  – Honeywell article of 15 July 2020 · [PX940 Industrial Printer | Honeywell](#)  – official PX940 product page (official documentation).

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Honeywell PX940 firmware and languages: HTTPS, IPL at 600 dpi, C# applications

Some functions depend on the firmware version, the resolution or the program running on the printer.

Can the web page of my Honeywell PX940 be accessed via HTTPS?

Symptoms: web page only accessible via HTTP.

Short answer: Yes, from firmware H10.15.017868 onwards according to Honeywell. With an earlier version, a firmware update is required to access the web page via HTTPS.

LIKELY CAUSE

The Honeywell FAQ on the PX940 dates HTTPS support from firmware version H10.15.017868.

WHAT TO DO

1. Note the printer's firmware version.
2. If it is earlier than H10.15.017868, update the firmware.
3. Software downloads are available from the Honeywell PSS Support page (Software Downloads section), which requires a login.

Sources: [Honeywell PX940 Industrial Printer: 22 FAQs about Media, Ribbon Support and User Interface](#) – Honeywell article of 15 July 2020 · [Brady Intelligent Productivity Solutions | Support](#) – Honeywell PSS / Brady Support page (official documentation).

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Why does the verifier on my Honeywell PX940 stop checking barcodes while a C# application is running?

Symptoms: no verification while a C# Smart Printing application is running.

Short answer: The Honeywell data sheet specifies that barcode verification is disabled while a C# application (Smart Printing) is running. This behaviour is intended by Honeywell.

LIKELY CAUSE

The PX940 accepts Honeywell C# applications for Smart Printing, but verification is suspended while such an application is running.

WHAT TO DO

1. Check whether a C# Smart Printing application is running on the printer.
2. If the labels need to be verified, print them without a C# application active.

Source: [PX940 Series Industrial Printer Data Sheet](#) – Honeywell PX940 data sheet (Rev D, 06/20) (official documentation).

Why is the IPL language not available on my 600 dpi Honeywell PX940?

Symptoms: IPL unavailable on a 600 dpi PX940.

Short answer: The Honeywell data sheet states that IPL is only available at 203 and 300 dpi. On a 600 dpi PX940, use another language: Fingerprint, Direct Protocol, ZSim2 (ZPL-II) or DPL.

LIKELY CAUSE

Among the PX940 languages (Fingerprint, Direct Protocol, IPL, ZSim2, DPL), the data sheet restricts IPL to the 203 and 300 dpi resolutions.

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WHAT TO DO

1. Check the printer's resolution.
2. At 600 dpi, choose Fingerprint, Direct Protocol, ZSim2 (ZPL-II) or DPL.

Source: [PX940 Series Industrial Printer Data Sheet](#)  – Honeywell PX940 data sheet (Rev D, 06/20) (official documentation).

Other Honeywell PX940 problems: touch display, transport

Two common situations covered by the Honeywell FAQ on the PX940.

The touch display on my Honeywell PX940 no longer responds: what should I do?

Symptoms: touch display unresponsive or misaligned.

Short answer: Honeywell recommends running the touch display calibration wizard from the printer's internal web page, Services > Screen Calibration menu.

LIKELY CAUSE

The Honeywell FAQ on the PX940 addresses an unresponsive touch display by recalibrating the display from the web page.

WHAT TO DO

1. Open the printer's web page from a browser.
2. Go to Services > Screen Calibration.
3. Follow the display calibration wizard.
4. If the web page refuses the connection, see [web page inaccessible](#).

The PX940 display is a 3.5-inch colour LCD touch display (data sheet).

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Sources: [Honeywell PX940 Industrial Printer: 22 FAQs about Media, Ribbon Support and User Interface](#) – Honeywell article of 15 July 2020 · [PX940 Series Industrial Printer Data Sheet](#) – Honeywell PX940 data sheet (Rev D, 06/20) (official documentation).

How do I prepare a Honeywell PX940 for transport?

Situation: shipping or relocating the printer.

Short answer: Remove the labels and the ribbon before shipping the printer: Honeywell advises against leaving them in place, to avoid damage during transport.

LIKELY CAUSE

The Honeywell FAQ on the PX940 recommends removing the media and ribbon before any shipment.

WHAT TO DO

1. Remove the label roll.
2. Remove the ribbon.
3. Then pack the printer for shipping.

Source: [Honeywell PX940 Industrial Printer: 22 FAQs about Media, Ribbon Support and User Interface](#) – Honeywell article of 15 July 2020 (official documentation).

When should you call a technician for a Honeywell PX940?

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

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- **Installing the applicator interface board:** reserved by Honeywell for an authorised service technician (printer switched off and unplugged, ESD precautions).

Avoiding recurring faults on the Honeywell PX940: 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 PX940 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

Specialist Honeywell technicians

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A predictable budget instead of unplanned repairs.

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 PX940 troubleshooting: frequently asked questions

Why does my Honeywell PX940 void a label and then reprint it?

On the PX940 with a built-in verifier, each barcode is checked to the ISO/IEC 15416 (1D) and 15415 (2D) standards. A label that does not reach the defined quality threshold is voided and a new label is printed. If rejections keep happening, check the media contrast, how the verifier arm is used and the shape of the labels. [See the detailed entry.](#)

The touch display on my Honeywell PX940 no longer responds: what should I do?

Honeywell recommends running the touch display calibration wizard from the printer's internal web page, in the Services menu then Screen Calibration. [See the detailed entry.](#)

Why can my Honeywell PX940 not calibrate narrow labels?

The rear and front label stop sensors must both be under the label. If their blue lights are not aligned, unlock the front module and turn the sensor knob to align it with the two sensors. [See the detailed entry.](#)

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Can a 600 m ribbon be used on a Honeywell PX940?

No. Honeywell states that the PX940 does not accept 600 m ribbons: the maximum length is 450 m. It does, however, accept ribbons coated on the inside as well as on the outside. [See the detailed entry.](#)

Can I print via Bluetooth on a Honeywell PX940?

According to the Honeywell data sheet, the PX940's Bluetooth Low Energy is used only for the Print Set MC app, to configure and manage the printer from an Android or iOS smartphone. To print, use USB, Ethernet, the RS-232 serial port or the optional Wi-Fi. [See the detailed entry.](#)

Why can I not log in to the web page of my Honeywell PX940?

Honeywell states that the web page can be locked by another browser that is already logged in. Switch the printer off and on again to release access. The default credentials are given in the Honeywell documentation. [See the detailed entry.](#)

Why do barcodes on coloured labels get a poor grade on my Honeywell PX940?

Honeywell advises against certain combinations of background and barcode colour: low contrast between the code and the background gives low grades from the verifier. Choose a high-contrast combination. [See the detailed entry.](#)

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Can labels be torn off against the verifier arm on the Honeywell PX940?

No. Honeywell advises against using the verifier arm as a tear bar by pulling the media upwards, as this can lead to permanent verification failure. [See the detailed entry.](#)

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.

- [PX940 Series Industrial Printer Data Sheet](#)  – Honeywell data sheet (Rev D, 06/20) **official**
- [Honeywell PX940 Industrial Printer: 22 FAQs about Media, Ribbon Support and User Interface](#)  – Honeywell article of 15 July 2020 **official**
- [PX940 Series Industrial Printers Accessories Guide](#)  – Honeywell accessories guide (Rev A, 01/20) **official**
- [Applicator Interface Board for PX940 – Installation Instructions](#)  – 50158270-001 Rev B **official**
- [PX940 Barcode Printing in Hospital Pharmacies](#)  – Honeywell application note **official**
- [Auto Parts Labeling Application Brief](#)  – Honeywell application note **official**
- [PX940 Industrial Printer | Honeywell](#)  – official PX940 product page (banner about the move to Brady, 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: PX940 Industrial Printer” (PX900-EN-UG-01 Rev K), the “PX940V Verifier Integration Interface Command Reference Manual”, the Fingerprint and IPL reference manuals and the Security Guide, on prod-edam.honeywell.com, the Honeywell articles “25 FAQs about Printing Support, Service and

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Maintenance” and “41 FAQs about ANSI Grading and Verification Support” and the sps-support.honeywell.com knowledge base 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 PX940](#)
- [All Honeywell printer troubleshooting guides](#) (PM43, PF4i, PX6i, MP Compact4 Mark III, MP Nova, PC23d, PC42, PC43, PD43, PD45S, PM23c, PM45 and PM45c, PX45 and PX65, 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)
- [Printer cleaning kits](#) (in French)

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125 experts across 7 agencies, from Lille to Aix-en-Provence. Call the reception desk or the technical hotline of the agency nearest to your sites.

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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/repairation/en/printer-troubleshooting/honeywell/px940>, updated on 21 October 2026.

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