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TROUBLESHOOTING GUIDE

Honeywell RP2 and RP4 troubleshooting guide: errors, faults and fixes

Updated 21 October 2026 · By TIMCOD maintenance technicians · Source: official Honeywell documentation, RP2f/RP4f user guide (RP2f4f-EN-UG-01) and RP2f/RP4f quick start guide (list at the end of the page)

TIMCOD PRODUCT PAGE (IN FRENCH)

See the Honeywell RP Series product page →

In brief. The Honeywell RP2 and RP4 are direct thermal mobile printers for labels and paper, with a maximum print width of 48 mm (RP2) and 104 mm (RP4). They have no display: they show their status through lights, the illuminated Media button and beeps. This guide is based on Honeywell documentation for the current RP2f/RP4f generation, whose user guide covers the RP2B, RP2D, RP4B and RP4D models. The causes Honeywell cites most often are incorrectly loaded or uncalibrated media, a dirty printhead and a battery that is too low. Click a question to open the entry.

- **A light is flashing or the printer beeps** (red Media button, three beeps, all lights red...): find the state in the [lookup table](#) and open the matching entry.
- **No error light, but the print is poor:** start with [calibration](#), then check [label loading](#) and [print quality](#).

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

Which light is on on my Honeywell RP2 or RP4? Lookup by lights, beeps and alerts

The RP2 and RP4 have no display: they report errors through the illuminated Media button, the Power, battery, Bluetooth and Wi-Fi lights, and beeps. The table links each state documented by Honeywell to its cause and to the troubleshooting entry.

Message or state	Lights (Honeywell guide)	Likely cause	Entry
Media button flashing red	● Media (Feed) button flashing red	No media detected in the printer	No media
Media button red after a single label	● Media button flashing red	Wrong media type selected in the configuration	Media error after one print
All lights flashing red	● All lights flashing red	Printer too hot or too cold to print	Temperature error
Battery light flashing red and 3 short beeps	● Battery flashing red, 3 short beeps	Battery critical (10% or less) or missing	Critical battery
Battery light flashing orange	● Battery flashing orange (not charging)	Charge between 10 and 30%	Charge the battery

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Message or state	Lights (Honeywell guide)	Likely cause	Entry
Battery light pulsing while charging	● ● ● Battery pulsing red, orange or green, then solid green	Charging (red: less than 10%, orange: 30% or less, pulsing green: 30% or more)	<u>Charge the battery</u>
Power light pulsing green	● Power pulsing green	Printer in sleep mode	<u>Does not switch on or does not respond</u>
Power light flashing red	● Power flashing red	Shutting down	<u>Does not switch on or does not respond</u>
Bluetooth light off	○ Bluetooth off	Radio switched off or disabled, printer not paired or switched off	<u>Bluetooth</u>
Bluetooth light flashing and 1 beep	Bluetooth flashing blue (up to 30 s)	Pairing request waiting for confirmation with the Media button	<u>Bluetooth</u>
Wi-Fi light off	○ Wi-Fi off	Radio switched off or disabled, printer not associated with a network	<u>Wi-Fi</u>
Error-Out of media	—	System alert: out of media	<u>System alerts</u>

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Message or state	Lights (Honeywell guide)	Likely cause	Entry
Error-Printhead lifted	—	System alert: printhead lifted	<u>System alerts</u>
Warning-Clean printhead	—	System alert: printhead needs cleaning	<u>Printhead cleaning</u>

The light states and beeps come from the “Printer Display and Buttons” chapter of the RP2f/RP4f user guide and from the RP2f/RP4f quick start guide; the system alerts come from the “Default Settings” appendix of the user guide. The Bluetooth (blue) and Wi-Fi (white) lights have no colour dot in the table. A dash means that the documentation consulted does not specify the state of the lights.

Honeywell RP2 and RP4 error lights and alerts: causes and solutions

Honeywell documentation describes five error situations: no media, false end of media, error after a single label, temperature error and system alerts. For each one: the short answer, the cause, the steps to follow and, where the guide provides for it, the point at which you should hand over to a technician.

Why is the Media button on my Honeywell RP4 flashing red?

Light: Media (Feed) button flashing red.

Short answer: According to Honeywell, the Media button flashes red when there is no media in the printer. Reload the roll, close the cover until it latches, then press the Media button to clear the alert.

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LIKELY CAUSE

The RP2f/RP4f quick start guide states that the button flashes red when there is no paper in the printer. If a roll is loaded nonetheless, see the [out of media although the roll is loaded](#) entry.

WHAT TO DO

1. Press the latch and lift the cover.
2. Spread the hubs apart, insert a roll in the direction shown in the guide, then let the hubs close on the roll.
3. Close the cover, pressing down until it latches.
4. Press the Media button 2 or 3 times: each press feeds the paper to the start of the next label.
5. The Troubleshooting chapter of the user guide specifies that once the problem has been corrected, you must press the Media button to clear the alert.

The guide also states that, with media present, pressing and holding the button performs a test feed.

Sources: [RP2f/RP4f Mobile Printers Quick Start Guide](#)  – Honeywell RP2f/RP4f quick start guide (RP2f4f-EN-QS Rev C) · RP2f/RP4f User Guide – Mobile Printers – Honeywell RP2f/RP4f user guide (RP2f4f-EN-UG-01) (official documentation).

Why does my Honeywell RP2 say it is out of paper when the roll is loaded?

Symptoms: the printer reports no media even though a roll is in place.

Short answer: Honeywell cites paper dust on the media sensor. Clean the sensor with compressed air, then recalibrate by holding the Media button for about 2 seconds while the printer is idle.

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LIKELY CAUSE

According to the troubleshooting table in the RP2f/RP4f user guide, paper dust covering the sensor prevents it from seeing the media. The maintenance schedule in the same guide calls for monthly cleaning of the media sensor with compressed air.

WHAT TO DO

1. Open the cover and remove the roll.
2. Blow compressed air onto the media sensor.
3. Reload the roll and close the cover until it latches.
4. Calibrate the media (see the [calibration](#) entry).

Source: RP2f/RP4f User Guide – Mobile Printers – Honeywell RP2f/RP4f user guide (RP2f4f-EN-UG-01) (official documentation).

Why does my Honeywell RP4 go into a media error after a single label?

Light: Media button flashing red just after the first print.

Short answer: Honeywell's online help for the RP4F states that if the wrong media type is selected, the printer shows a media error after a single print. Correct the media type in the configuration, then recalibrate.

LIKELY CAUSE

The media type set in the printer does not match the media loaded. According to the user guide, the default setting is "Media With Gaps" (labels separated by a gap).

WHAT TO DO

1. On a PC connected to the same network, open a browser and enter https:// followed by the printer's IP address.
2. Click Login and sign in with an administrator account (credentials: see the Honeywell user guide).
3. Open Configure > Printing > Media.

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4. Set Media Type to match the media actually loaded, then click Save.
5. Run a calibration (see the [calibration](#) entry).

According to the user guide, “Smart Calibration” detects by itself whether the media has gaps, black marks or is continuous, and calibrates its length.

Sources: [Honeywell RP4F Printer](#)  – Honeywell online help (Voice Solutions Help) · RP2f/RP4f User Guide – Mobile Printers – Honeywell RP2f/RP4f user guide (RP2f4f-EN-UG-01) (official documentation).

Why are all the lights on my Honeywell RP2 flashing red?

Lights: all lights flashing red.

Short answer: According to the Honeywell guide, all lights flashing red indicate a temperature error: the printer is too hot or too cold to print. Move it back to a temperate environment before printing again.

LIKELY CAUSE

Printer temperature outside its operating range. The user guide gives a maximum operating temperature of 55 °C and a maximum charging temperature of 40 °C with the Honeywell power supply; the note on the power supply mentions a range of 0 to 40 °C.

Caution: Honeywell asks you not to place the printer near a heat source, and to keep the battery away from fire and heat.

WHAT TO DO

1. Stop using the printer and move it away from any heat source (or from the cold).
2. Let it return to a temperature suitable for printing.
3. Do not charge it above 40 °C.

Source: RP2f/RP4f User Guide – Mobile Printers – Honeywell RP2f/RP4f user guide (RP2f4f-EN-UG-01) (official documentation).

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What do the “Error-Out of media” and “Error-Printhead lifted” alerts mean on my Honeywell RP4?

System alerts: Error-Out of media , Error-Printhead lifted , Warning-Clean printhead ...

Short answer: These are system alerts listed in the default settings of the Honeywell guide. Only “Out of Media” and “Printhead Lifted” are enabled by default; the other alerts remain disabled until you enable them.

LIKELY CAUSE

The guide classifies the alerts into three levels. Errors: Next Label Not Found , Out of Media , Printer in Pause Mode , Application Break , Printhead Lifted , Printhead Not Detected , Printhead Too Hot , Motor Too Hot , Power Supply Too Hot , Memory Full , Flash Memory Full . Warnings: Upgrading Firmware , counters (Odometer) that have reached their threshold, Replace Printhead , Clean Printhead , Faulty Dot , Memory Low , Flash Memory Low . Information: end of job, start-up, restart.

WHAT TO DO

1. Error-Out of media : reload the media (see the [no media](#) entry).
2. Error-Printhead lifted : check that the cover is closed until it latches, as the loading procedure requires.
3. Error-Next label not found : recalibrate the media (see the [calibration](#) entry).
4. Warning-Clean printhead : clean the printhead (see the [faded print](#) entry).
5. The printer and printhead counters (Printer Odometer) can be viewed on the printer's web page, System Information tab.

When to call a technician: if the printhead is faulty, the Honeywell guide asks you to contact service.



The guide lists these alerts in its default settings appendix, without detailing how they are delivered. The RP2 and RP4 have no display to show them.

Source: RP2f/RP4f User Guide – Mobile Printers – Honeywell RP2f/RP4f user guide (RP2f4f-EN-UG-01) (official documentation).

Calibration problems: my Honeywell RP2 or RP4 skips labels or does not detect the start of the label

Honeywell recommends calibrating the media after loading if necessary, after a firmware update and whenever the printer skips labels or feeds several at once.

How do I calibrate a Honeywell RP2 or RP4 printer?

Short answer: With the printer on and idle, hold down the Media button for about 2 seconds, then release it when calibration starts. You can also start calibration from the printer's web page (Services > Media Calibration).

LIKELY CAUSE

Honeywell recommends calibrating after loading media if necessary, when the printer does not print or feeds several labels at once, when it skips labels, and after a firmware update.

OFFICIAL CALIBRATION PROCEDURE

1. Load the media and close the cover until it latches.
2. Check that the printer is idle (no print job in progress).
3. Press and hold the Media (Feed) button for about 2 seconds, then release it as soon as calibration begins.

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4. Alternative method: on the printer's web page, open Services > Media Calibration, click the blue Media Calibration button and wait for the message saying calibration is complete.
5. After loading, press the Media button 2 or 3 times to even out the feed: each press brings the paper to the start of the next label.

By default, pressing and holding the Media button runs a "Smart Calibration", which recognises the media type and calibrates its length. The default calibration mode is "Slow"; Honeywell recommends this mode if the printer has trouble finding the gaps or marks.

Sources: RP2f/RP4f User Guide – Mobile Printers – Honeywell RP2f/RP4f user guide (RP2f4f-EN-UG-01) · RP2f/RP4f Mobile Printers [Quick Start Guide](#)  – Honeywell RP2f/RP4f quick start guide (RP2f4f-EN-QS Rev C) (official documentation).

Why does my Honeywell RP4 skip every other label?

Symptoms: skipped labels, every other one or from time to time.

Short answer: The Honeywell guide first cites content placed too close to the top edge of the label: leave about 0.5 mm of white space at the top. Then calibrate the media; if the skipping continues, the media sensor may be faulty.

LIKELY CAUSE

Honeywell gives three causes: a layout too close to the top edge of the label, uncalibrated media, or a faulty media sensor (or sensor circuit).

WHAT TO DO

1. In your label template, leave about 0.5 mm (0.02 inch) of white space above the content.
2. Calibrate the media (see the [calibration](#) entry).
3. If the skipping persists, have the media sensor checked.

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When to call a technician: if labels are still skipped after correcting the layout and calibrating, Honeywell suggests a faulty media sensor and refers you to service.

Source: RP2f/RP4f User Guide – Mobile Printers – Honeywell RP2f/RP4f user guide (RP2f4f-EN-UG-01) (official documentation).

Why does my Honeywell RP2 print nothing or feed several labels at once?

Symptoms: no printing, or several labels fed with each job.

Short answer: Honeywell cites incorrectly loaded labels or uncalibrated media. Reload the roll, then calibrate; if nothing changes, the media sensor circuit may be at fault.

LIKELY CAUSE

According to the Honeywell troubleshooting table: incorrectly loaded labels, uncalibrated media, or a faulty media sensor circuit.

WHAT TO DO

1. Reload the roll following the [label loading](#) entry.
2. Calibrate the media (see the [calibration](#) entry).
3. If the printer does nothing at all any more, also check the battery charge (see the [pending print jobs](#) entry).

When to call a technician: if the fault persists after reloading and calibrating, the guide suggests a faulty sensor circuit and refers you to service.

Source: RP2f/RP4f User Guide – Mobile Printers – Honeywell RP2f/RP4f user guide (RP2f4f-EN-UG-01) (official documentation).

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Label loading problems: my Honeywell RP4 does not feed the paper properly

The RP2 and RP4 print in direct thermal mode, without a ribbon: feed problems mainly come from a roll that is incorrectly seated in the hubs or misaligned with the sensor.

How do I load a roll of labels into a Honeywell RP4?

Short answer: Press the latch, lift the cover, spread the hubs apart and insert the roll the right way round. Let the hubs close, close the cover until it latches, then press the Media button 2 or 3 times.

OFFICIAL LOADING PROCEDURE

1. Press the latch and lift the printer cover.
2. Spread the hubs apart and hold them open.
3. Orient the roll as shown in the guide and insert it.
4. Release the hubs so that they close on the roll, then press the cover down until it latches.
5. Press the Media button 2 or 3 times to even out the feed; if necessary, calibrate the sensor (see the [calibration](#) entry).
6. External media (RP4f only): with the hubs open, fit the media spacer, then feed the paper through the opening provided for external media and then through the printer.

According to the specifications in the guide: roll width from 25 to 57 mm for the RP2f and from 51 to 111 mm for the RP4f, outside diameter up to 58 mm, thickness from 0.05 to 0.16 mm.

Sources: RP2f/RP4f User Guide – Mobile Printers – Honeywell RP2f/RP4f user guide (RP2f4f-EN-UG-01) · [RP2f/RP4f Mobile Printers Quick Start Guide](#)  – Honeywell RP2f/RP4f quick start guide (RP2f4f-EN-QS Rev C) (official documentation).

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Why does my Honeywell RP2 feed about twenty centimetres before going into error?

Symptoms: the label feeds about 8 inches (20 cm) before a fault appears.

Short answer: Honeywell links this symptom to incorrectly loaded media. Check that the hubs are touching the roll and that the gaps or marks pass in front of the sensor; otherwise, the sensor circuit may be faulty.

LIKELY CAUSE

According to the Honeywell troubleshooting table: incorrectly loaded media, or a faulty media sensor circuit.

WHAT TO DO

1. Open the cover and check that the hubs are in proper contact with the roll.
2. Check that the gaps or black marks on the media are aligned with the sensor.
3. Close the cover and calibrate (see the [calibration](#) entry).

When to call a technician: if the fault recurs with correctly loaded media, the guide suggests a faulty sensor circuit and refers you to service.

Source: RP2f/RP4f User Guide – Mobile Printers – Honeywell RP2f/RP4f user guide (RP2f4f-EN-UG-01) (official documentation).

Why do the labels drift from left to right in my Honeywell RP4?

Symptoms: the media moves sideways while feeding.

Short answer: According to Honeywell, the media is incorrectly loaded. Reload it, checking the position of the hubs and the alignment of the gaps or marks with the sensor, then press the Media button 2 or 3 times.

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LIKELY CAUSE

Incorrectly loaded media: hubs not positioned correctly against the roll, or gaps and marks misaligned with the sensor.

WHAT TO DO

1. Open the cover, spread the hubs apart and reposition the roll.
2. Release the hubs so that they hold the roll, then close the cover until it latches.
3. Press the Media button 2 or 3 times to even out the feed.

Sources: RP2f/RP4f User Guide – Mobile Printers – Honeywell RP2f/RP4f user guide (RP2f4f-EN-UG-01) · RP2f/RP4f Mobile Printers [Quick Start Guide](#) – Honeywell RP2f/RP4f quick start guide (RP2f4f-EN-QS Rev C) (official documentation).

My linerless labels stick or slip in my Honeywell RP4: what should I do?

Symptoms: adhesive deposits on the printhead or rollers, media slipping.

Short answer: On linerless models, Honeywell provides cleaning pens to remove the adhesive deposited on the printhead and rollers, every 3 to 5 rolls. If the media slips, increase the Feed Strength setting, which is set to Low by default.

LIKELY CAUSE

Linerless labels leave adhesive on the parts they touch. The guide also states that the feed force (Feed Strength) must be increased if the media slips, for example with linerless media.

WHAT TO DO

1. Rub the cleaning pen along the sticky part to loosen the adhesive deposits.
2. Rub again to remove the deposits.
3. If there is heavy build-up, use the plastic scraper on the pen cap.
4. If the media slips, increase Feed Strength in the Media settings on the printer's web page (Configure > Printing > Media).

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Honeywell also recommends the cleaning pens for any model that shows adhesive deposits.

Source: RP2f/RP4f User Guide – Mobile Printers – Honeywell RP2f/RP4f user guide (RP2f4f-EN-UG-01) (official documentation).

Several of these faults involve the labels or paper used. TIMCOD, [Honeywell reseller](#), supplies [labels and printheads](#) for thermal printers (pages in French).

Faded or incomplete printing on a Honeywell RP2 or RP4: what should you do?

Honeywell attributes most print defects to a dirty printhead, a darkness setting unsuited to the media or a cover that is not properly latched.

Why is the print on my Honeywell RP2 faded or of poor quality?

Symptoms: faded print, streaks, missing dots, unreadable barcodes.

Short answer: Honeywell first cites a dirty printhead: clean it with a cleaning card or a cotton swab moistened with isopropyl alcohol. Then check that the darkness setting (heat, speed) suits the media.

LIKELY CAUSE

According to the guide, non-compliant barcodes, print voids and streaks are generally caused by debris on the printhead. Build-up that is not removed can shorten the life of the printhead or put it out of service. Other causes cited: a darkness setting unsuited to the media, a faulty printhead.

Caution: Remove all the media before cleaning. Honeywell asks you never to spill liquid into the printer.

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OFFICIAL PRINTHEAD CLEANING PROCEDURE

1. Open the printer and remove all the media.
2. Open the fan-fold paper door, underneath the printer.
3. Insert the cleaning card through this door, then close the cover.
4. Press the Media button several times to feed the card through; repeat if necessary.
5. Reload the media, close the printer and press the Media button to feed the media.
6. If the print is still faded, adjust the heat or speed with PrintSet 5, the printer's web page or commands.

When to call a technician: if the printhead is faulty, Honeywell asks you to contact service.

The guide describes the cleaning card for standard RP4f models. Its maintenance schedule specifies, for the printhead, a cleaning card or a cotton swab moistened with isopropyl alcohol, every 3 to 5 rolls of media (cleaning pens on linerless models).

Source: RP2f/RP4f User Guide – Mobile Printers – Honeywell RP2f/RP4f user guide (RP2f4f-EN-UG-01) (official documentation).

Why is the print on my Honeywell RP4 lighter on the right-hand side?

Symptoms: light print on the right-hand part of the label.

Short answer: The Honeywell guide cites a cover that is not properly latched: close it until it latches. If the print is still light on the right, the printhead may be misaligned and Honeywell refers you to service.

LIKELY CAUSE

Two causes according to Honeywell: cover not latched, or printhead misaligned.

WHAT TO DO

1. Open and then close the cover, pressing down until it latches.
2. Print a test label to check the result.

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3. If the fault persists, have the printhead alignment checked.

When to call a technician: if the print is still light on the right with the cover properly latched, the printhead is misaligned: the guide refers you to service.

Source: RP2f/RP4f User Guide – Mobile Printers – Honeywell RP2f/RP4f user guide (RP2f4f-EN-UG-01) (official documentation).

Why does my Honeywell RP2 not print rotated text?

Symptoms: rotated text or elements missing from the label.

Short answer: According to Honeywell, characters fall outside the label dimensions. Check the row and column values in your layout so that the rotated text fits entirely on the label.

LIKELY CAUSE

Characters positioned outside the label dimensions.

WHAT TO DO

1. Check the row and column values of the rotated elements in your template.
2. According to the guide, the printable area is defined by the Media Margin, Media Width and Media Length settings (Configure > Printing > Media on the web page).

The guide specifies that, by default (Clip Default set to Off), the printer returns an error if part of a barcode falls outside the printable area.

Source: RP2f/RP4f User Guide – Mobile Printers – Honeywell RP2f/RP4f user guide (RP2f4f-EN-UG-01) (official documentation).

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Printhead maintenance on a Honeywell RP4: frequency and method

The Honeywell guide sets out a cleaning schedule for the printhead, the rollers and the media sensor.

How often should I clean the printhead and rollers on a Honeywell RP4?

Short answer: Honeywell specifies cleaning the printhead, the platen roller, the peel roller and the cover roller every 3 to 5 rolls of media. The media sensor is cleaned with compressed air every month, and the interior as needed.

LIKELY CAUSE

Debris built up on the printhead causes streaks, voids and non-compliant barcodes, and can shorten the life of the printhead.

Caution: Remove the media before cleaning, and never spill liquid into the printer.

MAINTENANCE SCHEDULE FROM THE HONEYWELL GUIDE

1. Printhead: cleaning card or cotton swab moistened with isopropyl alcohol (cleaning pens on linerless models), every 3 to 5 rolls.
2. Platen roller and cover roller: cotton swab moistened with isopropyl alcohol (pens on linerless models), every 3 to 5 rolls.
3. Peel roller: cleaning pens, every 3 to 5 rolls.
4. Media sensor: compressed air, once a month.
5. Inside the printer: compressed air, as needed.

The printhead usage counters (Printer Odometer) can be viewed on the printer's web page; "Clean Printhead" and "Replace Printhead" alerts can be enabled (see the [system alerts](#) entry).

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Source: RP2f/RP4f User Guide – Mobile Printers – Honeywell RP2f/RP4f user guide (RP2f4f-EN-UG-01) (official documentation).

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

My Honeywell RP2 or RP4 will not connect: Bluetooth, Wi-Fi and USB

The RP2 and RP4 communicate over USB, Wi-Fi and Bluetooth; they automatically scan all their ports. The Bluetooth and Wi-Fi lights show the status of each wireless link.

How do I pair a Honeywell RP4 via Bluetooth?

Bluetooth light: off (not connected), solid blue (connected), flashing blue (data exchange).

Short answer: Pair the printer using your device's usual Bluetooth procedure: it appears as an available printer. With an Android phone, place the phone on the printer, then press the Media button once within 30 seconds to confirm pairing.

LIKELY CAUSE

According to Honeywell, a Bluetooth light that is off means that the radio is switched off or disabled, that the printer is not paired with any device or that it is switched off.

TAP-TO-PAIR (ANDROID)

1. Place the Android phone on the printer: it recognises the printer and offers to pair.
2. The printer beeps and its Bluetooth icon flashes for up to 30 seconds.
3. Press the Media button once to complete pairing: the icon stops flashing.
4. If the button is not pressed within 30 seconds, pairing is cancelled; pressing the Power button cancels it immediately.
5. Check the pairing in the phone's Bluetooth settings.

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Bluetooth settings can be changed with PrintSet 5 or on the web page (Configure > Communication > Bluetooth). If the Reserve setting is enabled (disabled by default), the first device to connect blocks the others; the Discover setting (enabled by default) makes the printer visible. To print from Android, Honeywell suggests the Print Service by Honeywell app.

Sources: RP2f/RP4f User Guide – Mobile Printers – Honeywell RP2f/RP4f user guide (RP2f4f-EN-UG-01) · [RP2f/RP4f Mobile Printers Quick Start Guide](#) – Honeywell RP2f/RP4f quick start guide (RP2f4f-EN-QS Rev C) (official documentation).

Why will my Honeywell RP2 not connect to Wi-Fi?

Wi-Fi light: off (not associated), white (connected), flashing white (data exchange).

Short answer: A Wi-Fi light that is off means that the radio is switched off or disabled, or that the printer is not associated with any network. Configure Wi-Fi with PrintSet 5 over USB, or from the printer's web page (Configure > Communication > Wireless 802.11).

LIKELY CAUSE

Wi-Fi radio disabled, printer not associated with the network, or unsuitable network settings. The default network setting is DHCP.

WHAT TO DO

1. Connect the printer via USB and configure Wi-Fi with PrintSet 5, or use the web page if the printer is already on the network.
2. On the web page: sign in with an administrator account, click Configure, then Communication > Wireless 802.11; change the settings and click Save.
3. On a network without DHCP, configure Wi-Fi with programming commands sent from a terminal.
4. To find the IP address, wait for the Wi-Fi light to come on, then send the command
`SETUP WRITE "Communications","stdout"` from a terminal program.

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5. For enhanced security, install authentication certificates after setting the printer's date and time.

The Default Settings button on the Wireless 802.11 page restores all the Wi-Fi settings to their defaults. The configuration label also prints the wireless and security settings (see the [configuration label](#) entry).

Sources: RP2f/RP4f User Guide – Mobile Printers – Honeywell RP2f/RP4f user guide (RP2f4f-EN-UG-01) · [RP2f/RP4f Mobile Printers Quick Start Guide](#)  – Honeywell RP2f/RP4f quick start guide (RP2f4f-EN-QS Rev C) (official documentation).

Why does my mobile computer not recognise my Honeywell RP4 over USB?

Symptoms: the mobile computer or PC does not detect the printer connected via USB.

Short answer: The default USB class is Composite (CDC/Printer Class). On some mobile computers with limited support, Honeywell asks you to choose CDC or Printer Class instead.

LIKELY CAUSE

USB class not supported by the host, or driver not installed.

WHAT TO DO

1. Switch off the printer before connecting a power or interface cable.
2. Connect the printer to the host with a Mini B to USB A cable, then switch it on.
3. On a mobile computer, change the USB class to CDC or Printer Class if the connection fails.
4. On a Windows PC, if the installation does not start, open Devices and Printers, then Add a printer.
5. Without a driver: the virtual COM port is active by default; in PrintSet 5, choose Files > Add Printer, then Serial Port/Virtual COM and the active port.

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Honeywell advises keeping the Composite class whenever possible, as it is the most flexible.

Sources: RP2f/RP4f User Guide – Mobile Printers – Honeywell RP2f/RP4f user guide (RP2f4f-EN-UG-01) · [RP2f/RP4f Mobile Printers Quick Start Guide](#) – Honeywell RP2f/RP4f quick start guide (RP2f4f-EN-QS Rev C) (official documentation).

Honeywell RP2 and RP4 battery: charging, beeps and battery life

The RP2 and RP4 run on a lithium-ion battery. Honeywell details charging, the charge level lights, the battery health test and safety precautions.

How do I charge the battery of a Honeywell RP2 or RP4?

Battery light while charging: pulsing red (less than 10%), pulsing orange (30% or less), pulsing green (30% or more), solid green (fully charged).

Short answer: Insert the battery, plug the Honeywell power supply into the printer's socket, then into the mains. Before first use, Honeywell asks for a charge of at least 4 hours, as batteries are shipped partially charged.

Caution: Honeywell sets the maximum charging temperature at 40 °C with its power supply. Use Honeywell batteries and power supplies, and check that all components are dry before inserting the battery.

OFFICIAL CHARGING PROCEDURE

1. Align the battery release tab on the same side as the charging contacts, then push the battery in until it clicks.
2. Connect the power supply to the printer's power socket (Honeywell power supply, 12 V DC and 1.66 A minimum).
3. Plug the mains cord into the power supply, then into a socket.

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4. Watch the battery light until it turns solid green.

Operating the printer while it is connected to the mains can shorten battery life: Honeywell does not recommend it. The quick start guide associates solid green with a charge of 90% or more, the user guide with 100%. The RP Series accessories guide lists spare batteries, 4-bay charging stations and a 4-bay battery charger.

Sources: RP2f/RP4f User Guide – Mobile Printers – Honeywell RP2f/RP4f user guide (RP2f4f-EN-UG-01) · [RP2f/RP4f Mobile Printers Quick Start Guide](#) – Honeywell RP2f/RP4f quick start guide (RP2f4f-EN-QS Rev C) · [RP Series Mobile Printer Accessories Guide](#) – Honeywell RP Series accessories guide (Rev B) (official documentation).

Why does my Honeywell RP4 give three short beeps with a red battery light?

Light: battery flashing red · Audible signal: 3 short beeps.

Short answer: Three short beeps and a battery light flashing red indicate a critical or missing battery. Recharge the battery or fit a charged Honeywell battery.

LIKELY CAUSE

According to Honeywell, when not charging, the battery light flashes orange between 10 and 30% charge and red at 10% or less. The 3 short beeps indicate a low battery or no battery.

Caution: Use only Honeywell lithium-ion batteries: according to the guide, replacing the battery with an incorrect type presents a risk of explosion.

WHAT TO DO

1. Check that the battery is properly inserted and locked (the latch clicks).
2. Connect the Honeywell power supply to recharge, or replace the battery with a charged one.

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3. During a swap, the printer can remain without a battery for at least 20 seconds without losing its connection or restarting.

Sources: RP2f/RP4f User Guide – Mobile Printers – Honeywell RP2f/RP4f user guide (RP2f4f-EN-UG-01) · RP2f/RP4f Mobile Printers [Quick Start Guide](#)  – Honeywell RP2f/RP4f quick start guide (RP2f4f-EN-QS Rev C) (official documentation).

Why has my Honeywell RP2 stopped printing and put my print jobs on hold?

Symptoms: no more printing or paper feed, jobs placed in the queue.

Short answer: When the battery reaches a low level, the printer stops printing and queues the jobs. Replace or recharge the battery without delay: according to Honeywell, if the supercapacitor runs down first, the pending jobs are lost.

LIKELY CAUSE

Battery too low. The Honeywell troubleshooting table also cites this case when the printer does not print and does not feed the paper.

WHAT TO DO

1. Remove the discharged battery and fit a charged one: the printer then prints the pending jobs.
2. Or connect the Honeywell power supply and wait for the battery light to turn solid green.

Source: RP2f/RP4f User Guide – Mobile Printers – Honeywell RP2f/RP4f user guide (RP2f4f-EN-UG-01) (official documentation).

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How can I tell whether the battery in my Honeywell RP4 is worn out?

Symptoms: decreasing battery life, battery that heats up or becomes deformed.

Short answer: Briefly press the TEST button on the battery: the Test light shows its state of health. Held for more than 5 seconds, the same button lights the gauge of four green lights that shows the remaining charge.

LIKELY CAUSE

The RP2f/RP4f guide links the light colour to the number of cycles: green from 1 to 400, orange from 400 to 500, red from 500 to 999. The Honeywell white paper on batteries states that a lithium-ion battery generally lasts 300 to 500 full cycles and should be replaced about every two years.

Caution: If a battery swells, heats up, smokes or gives off an odour while charging, Honeywell asks you to leave the area and alert the safety staff. Never puncture, crush or disassemble a battery; insulate the terminals of used batteries with adhesive tape before recycling them.

WHAT TO DO

1. Press the TEST button on the battery once quickly to read its state of health.
2. Hold the TEST button for more than 5 seconds to display the remaining charge.
3. The battery status (remaining percentage, health, temperature) can also be read on the printer's web page: System Information, then Statistics > Supply.
4. According to the Honeywell white paper, replace the battery if its health falls below 70%, if battery life drops noticeably, if it is deformed, swollen or discoloured, if its surface exceeds 60 °C or if it has been in service for more than two years.

The white paper also advises recharging from 30%, avoiding going below 10% and storing batteries at between 30 and 50% charge.

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Sources: RP2f/RP4f User Guide – Mobile Printers – Honeywell RP2f/RP4f user guide (RP2f4f-EN-UG-01) · [Battery Maintenance for Portable Devices](#)  – Honeywell white paper (V1, 05/19) (official documentation).

My Honeywell RP2 no longer switches on: what should I do?

Power light: solid green (ready), flashing green (starting up), pulsing green (sleep), flashing red (shutting down).

Short answer: Honeywell says to charge the battery. Then press the On/Off button: whatever the length of the press, it switches the printer on when it is off; a short press wakes it from sleep.

LIKELY CAUSE

Discharged battery, according to the Honeywell troubleshooting table. A pulsing green Power light simply indicates that the printer is in sleep mode.

WHAT TO DO

1. Recharge the battery (see the [battery charging](#) entry).
2. Press the On/Off button to switch on the printer; start-up takes about 25 seconds, with the Power light flashing green.
3. If the Power light is pulsing green, a short press on On/Off wakes the printer.
4. To switch it off, hold On/Off for 3 seconds and release when the light flashes red.

Sources: RP2f/RP4f User Guide – Mobile Printers – Honeywell RP2f/RP4f user guide (RP2f4f-EN-UG-01) · [RP2f/RP4f Mobile Printers Quick Start Guide](#)  – Honeywell RP2f/RP4f quick start guide (RP2f4f-EN-QS Rev C) (official documentation).

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Driver, language, firmware and reset on a Honeywell RP2 or RP4

Installing the Windows driver, choosing the command language, updating the firmware and restoring the default settings, following the procedures in the Honeywell guide.

How do I install the Windows driver for a Honeywell RP4?

Short answer: Download the Windows driver from the Honeywell technical support download portal, then run DriverWizard.exe (Interdriver folder) and choose USB. Before installation, the printer must be set to Autosense or Fingerprint.

OFFICIAL INSTALLATION PROCEDURE

1. On the Honeywell technical support download portal, install the Honeywell Download Manager tool.
2. Open Software > Printers > Printer Software and Drivers > Printer Drivers > Windows Print Drivers > Current, download the file and extract it.
3. Run the .exe file, then DriverWizard.exe in the Interdriver folder.
4. Choose Install printer drivers, then USB as the connection type.
5. Connect the printer via USB: the wizard detects the model and the port. Choose to install a Plug and Play driver and restart the PC when prompted.

The quick start guide warns that installing under EZ-Print may produce a few spurious prints, because of EZ-Print's line mode.

Sources: RP2f/RP4f User Guide – Mobile Printers – Honeywell RP2f/RP4f user guide (RP2f4f-EN-UG-01) · RP2f/RP4f Mobile Printers [Quick Start Guide](#)  – Honeywell RP2f/RP4f quick start guide (RP2f4f-EN-QS Rev C) (official documentation).

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How do I change the command language of a Honeywell RP2 with the Media button?

Short answer: With media loaded, switch on the printer and hold the Media button before start-up finishes (about 25 seconds). Release it when the paper feeds, then press and release the button when the label prints in the language you want.

LIKELY CAUSE

The RP2 and RP4 accept several languages: Fingerprint, Direct Protocol, IPL, ZSim (Zebra emulation), DPL, Smart Printing (C#), direct PDF printing, EZ-Print and CSim (CPCL emulation).

OFFICIAL PROCEDURE

1. Check that media is loaded.
2. Switch on the printer: the Power light comes on and flashes.
3. Before start-up finishes, press and hold the Media button.
4. Release it when the media starts to feed.
5. When the label prints in the language you want, press and release the Media button: the language is saved.

Source: RP2f/RP4f User Guide – Mobile Printers – Honeywell RP2f/RP4f user guide (RP2f4f-EN-UG-01) (official documentation).

How do I update the firmware on a Honeywell RP4?

Short answer: Download the firmware from the Honeywell download portal, then install it from the printer's web page (Services > Firmware Upgrade) or from a USB flash drive. After the update, Honeywell asks you to restore the default settings and calibrate the sensors.

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OFFICIAL UPDATE PROCEDURE

1. On the Honeywell download portal, open Software > Printers > Mobile - Portable > RP2f RP4f > Current > Firmware and download the file.
2. Via the web page: enter <https://> followed by the IP address, sign in with an administrator account, open Services > Firmware Upgrade, choose the file with Browse, then click Upgrade.
3. Via USB flash drive: copy the file to the root of the drive (preferably with no other files on it), switch off the printer, connect the drive with a USB OTG cable and restart: the update is automatic.
4. Then restore the default settings (see the [reset](#) entry) and calibrate the media (see the [calibration](#) entry).

The USB flash drive must have a single partition, formatted as FAT16 or FAT32. PrintSet 5, Print Set MC and Honeywell Operational Intelligence can also be used for the update.

Source: RP2f/RP4f User Guide – Mobile Printers – Honeywell RP2f/RP4f user guide (RP2f4f-EN-UG-01) (official documentation).

How do I restore a Honeywell RP2 or RP4 to its default settings?

Short answer: Switch off the printer, open the cover, then switch it back on. When the Power light flashes green, hold the Feed button until this light flashes orange, then release it: the default settings are restored.

OFFICIAL PROCEDURE

1. Switch the printer off.
2. Open the media cover.
3. Switch the printer back on.
4. As soon as the Power light flashes green, press and hold the Feed (Media) button until the Power light flashes orange.

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5. Release the button: the printer returns to its default settings.

To reset only Wi-Fi or Bluetooth, use the Default Settings button on the Wireless 802.11 or Bluetooth pages of the web page.

Source: RP2f/RP4f User Guide – Mobile Printers – Honeywell RP2f/RP4f user guide (RP2f4f-EN-UG-01) (official documentation).

Other questions about the Honeywell RP2 and RP4: cancelling a print job, configuration label

Two useful Media button operations, described by Honeywell, to regain control of the printer and read its configuration.

How do I cancel a stuck print job on a Honeywell RP4?

Short answer: Briefly press the Media button to pause printing, then hold it for 3 seconds: the job is cancelled, the jobs waiting in the printer are deleted and the printer returns to idle.

WHAT TO DO

1. During printing, briefly press the Media button: printing pauses (another short press resumes it).
2. With the printer paused, hold the Media button for 3 seconds.
3. The current job and the pending jobs are deleted; the printer returns to idle.

Sources: RP2f/RP4f User Guide – Mobile Printers – Honeywell RP2f/RP4f user guide (RP2f4f-EN-UG-01) · [RP2f/RP4f Mobile Printers Quick Start Guide](#)  – Honeywell RP2f/RP4f quick start guide (RP2f4f-EN-QS Rev C) (official documentation).

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How do I print a configuration label on a Honeywell RP2?

Short answer: With the printer idle, hold the Media button for more than 10 seconds, until printing starts. Media calibration takes place first, then the configuration label is printed.

WHAT TO DO

1. Check that media is loaded and that the printer is idle.
2. Press and hold the Media button for more than 10 seconds, until printing begins.
3. Read on the label the system information, the media and print configuration, and the serial port, Wi-Fi, security and Bluetooth settings.
4. Alternative method: on the printer's web page, open Services > Print Test Labels and click Print next to the label you want.

Sources: RP2f/RP4f User Guide – Mobile Printers – Honeywell RP2f/RP4f user guide (RP2f4f-EN-UG-01) ·
[RP2f/RP4f Mobile Printers Quick Start Guide](#)  – Honeywell RP2f/RP4f quick start guide (RP2f4f-EN-QS Rev C) (official documentation).

When should you call a technician for a Honeywell RP2 or RP4?

The entries above first suggest reloading, cleaning or calibrating. In the following cases, the Honeywell documentation refers you to service:

- **Faulty printhead alert:** printhead to be replaced by service.
- **Labels skipped despite calibration:** possible faulty media sensor.
- **No printing or several labels at a time, despite reloading and calibration:** possible faulty media sensor circuit.

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- **Feeds about 20 cm before a fault, media correctly loaded:** possible faulty media sensor circuit.
- **Persistent faded print after cleaning and adjustment:** faulty printhead.
- **Light print on the right, cover latched:** printhead misaligned.

Avoiding recurring faults on the Honeywell RP2 or RP4: 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 RP2 or RP4 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.

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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 RP2 or RP4 troubleshooting: frequently asked questions

How do I calibrate a Honeywell RP4?

With the printer on and idle, hold the Media button for about 2 seconds, then release it when calibration starts. You can also start calibration from the printer's web page, Services menu then Media Calibration. Honeywell recommends calibrating after a firmware update and whenever the printer skips labels. [See the detailed entry.](#)

Why is the Media button on my Honeywell RP2 flashing red?

According to Honeywell, the Media button flashes red when there is no media in the printer. Reload the roll, close the cover until it latches, then press the Media button to clear the alert. If a roll is already loaded, clean the media sensor with compressed air. [See the detailed entry.](#)

What do the 3 beeps on my Honeywell RP4 mean?

Three short beeps and a battery light flashing red indicate a critical or missing battery.

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Recharge the battery or fit a charged Honeywell battery. [See the detailed entry.](#)

Why are all the lights on my Honeywell RP4 flashing red?

According to the Honeywell guide, all lights flashing red indicate a temperature error: the printer is too hot or too cold to print. Move it back to a temperate environment before printing again. [See the detailed entry.](#)

How do I pair a Honeywell RP4 via Bluetooth?

Pair the printer using your device's usual Bluetooth procedure: it appears as an available printer. With an Android phone, place the phone on the printer, then press the Media button once within 30 seconds to confirm pairing. [See the detailed entry.](#)

How long should I charge the battery of a Honeywell RP2 before first use?

Before first use, Honeywell asks for a charge of at least 4 hours, as batteries are shipped partially charged. Use the Honeywell power supply and do not charge above 40 °C. [See the detailed entry.](#)

How do I clean the printhead of a Honeywell RP4?

Honeywell specifies a cleaning card or a cotton swab moistened with isopropyl alcohol, every 3 to 5 rolls of media. For the card: remove the media, insert the card through the door underneath the printer, close the cover and press the Media button several times. [See the detailed entry.](#)

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How do I reset a Honeywell RP2?

Switch off the printer, open the cover, then switch it back on. When the Power light flashes green, hold the Feed button until this light flashes orange, then release it: the default settings are restored. [See the detailed entry](#).

Sources consulted

All the causes, procedures and light states in this guide come from the official Honeywell documents below, consulted on 20 October 2026.

- RP2f/RP4f User Guide – Mobile Printers – Honeywell RP2f/RP4f user guide, RP2f4f-EN-UG-01 Rev B (08/22) **official**
- [RP2f/RP4f Mobile Printers Quick Start Guide](#)  – Honeywell RP2f/RP4f quick start guide, RP2f4f-EN-QS Rev C (07/23) **official**
- [Honeywell RP4F Printer](#)  – Honeywell online help (Voice Solutions Help) **official**
- [Honeywell RP4D Printers](#)  – Honeywell online help (Voice Solutions Help) **official**
- [Battery Maintenance for Portable Devices](#)  – Honeywell white paper, V1 (05/19) **official**
- [RP Series Mobile Printer Accessories Guide](#)  – Honeywell RP Series accessories guide, Rev B (10/25) **official**

The online version of the RP2f/RP4f user guide (RP2f4f-EN-UG-01 Rev E), the RPf Series Mobile Printer Configuration Guide, the instructions for the RP2B/RP2D/RP4B/RP4D multi-bay charger (RP234MBC-EN-IN), the RP4-BAT battery leaflet and the DPL Command Reference on prod-edam.honeywell.com, as well as the user guide for the first-generation RP2/RP4, 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 RP Series](#)

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- [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, PX940)
- [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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PDF version of the page <https://www.timcod.fr/reparation/en/prINTER-troubleshooting/honeywell/rp2-rp4>, updated on 21 October 2026.

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