

# PC42d

Desktop Printer



User Instructions

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## **Patent**

For patent-related information please refer to [www.hsmpats.com](http://www.hsmpats.com).

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# Customer Support

If you need help during product installation or troubleshooting you can contact us using any of the following means:

Knowledge base: [www.hsmknowledgebase.com](http://www.hsmknowledgebase.com)

We provide thousands of immediate solutions in our knowledge base. If they are not helpful to you please visit our technical support portal and submit or post your questions.

Technical support portal: [www.hsmsupportportal.com](http://www.hsmsupportportal.com)

Visit our technical support portal to search our database, submit your questions, apply for return call or provide your feedback. When completing the forms please provide as much information as possible. You can even send in attachments.

Users in Mainland China are more than welcome to call **4006396841** to contact our service hot-line, or visit our website at [www.honeywellaidc.com/locations](http://www.honeywellaidc.com/locations).

For our latest contact information please visit our website.

## Product services and repair

Honeywell International Inc. provides services for all its products through its service centers around the world. To find our service center near you, please visit [www.honeywellaidc.com](http://www.honeywellaidc.com). Select **'Support' > 'Contact Support' > 'Service and Repair'**. Before returning the product, please contact our service center to obtain authorization code for return of materials (RMA #).

If you wish to obtain warranty repair or non-warranty repair service, please return the product to Honeywell (postage prepaid) and provide duplicate of dated purchase record.

## Limited warranty repair

For more information on warranty repair, please visit [www.honeywellaidc.com](http://www.honeywellaidc.com). Click **'Resources' > 'Warranty'**.

## Send feedback

Your feedback is most important for continuous improvement of our files. To provide feedback on this Handbook, please contact our Technical Communications Department through [ACSHSMTechnicalCommunications@honeywell.com](mailto:ACSHSMTechnicalCommunications@honeywell.com).



Warning: The printer's operating parts will be exposed if its cover is opened. Please make sure to close the cover before operating the printer.

Warning: The printer head/motor may cause scalding after use. Please wait for it cool down.

Warning: Do not place your fingers in the printer when connecting to power.

Warning: The paper-cutting device contains sharp edges. Please take care to avoid having your fingers or other parts of the body coming into contact with it.



Note: Please read carefully and review all precautionary information contained in this Handbook before connecting the printing.

Note: Please comply with all safety and accident-prevention regulations in the specification region and application venues.

Note: Do not cause water to splash onto the printer. Remove the printer when cleaning industrial environment with a soft hose, or take precaution to protect it against splashing and humidity.

Note: Both hardware and software safety precaution measures must be taken to prevent the occurrence of abnormal system status.

Note: Please ensure that no danger will occur under any circumstances, not even for a short duration.

Note: Please read thoroughly the warnings on the cover of the cleaning card before using it.

Note: To reduce the risk of electrocution or fire, please close the printer cover and switch off power supply to the printer. There are no parts in the printer which can be maintained by the user.



# 1

## About the Printer

This Chapter describes PC42d printer's features and basic operations.

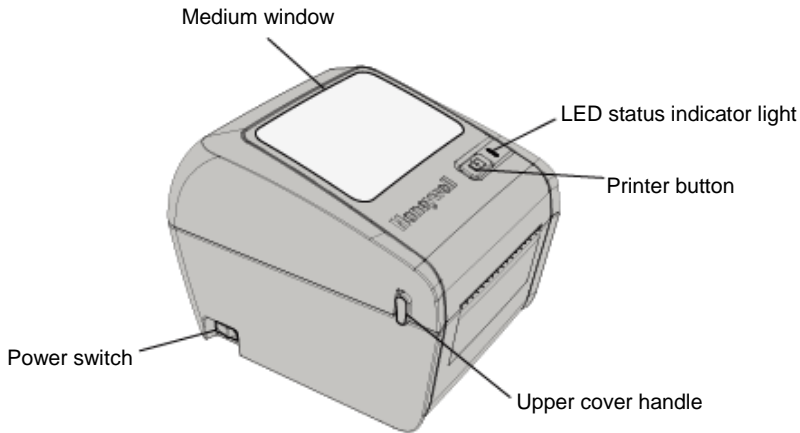
## **About PC42d printer**

PC42d is a compact, lightweight, reliable and easy-to-use printer. It is capable of printing up to 1,000 labels daily. Its features include:

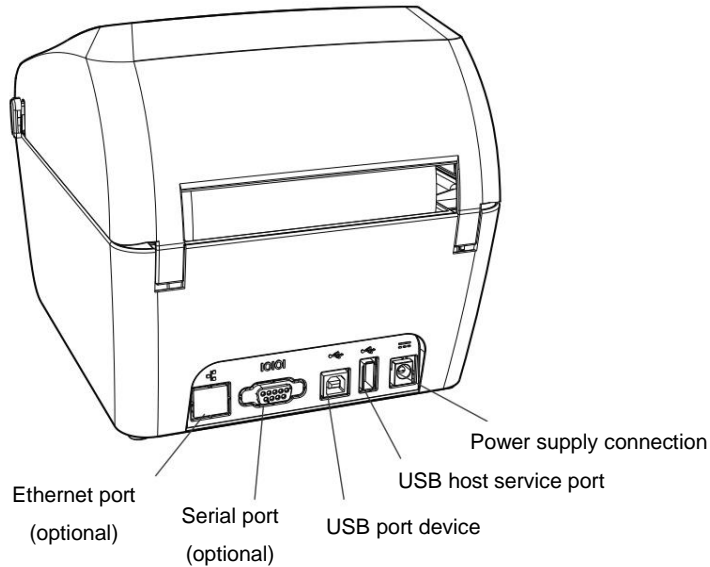
- Printing resolution of 203 dpi (8 dots/mm);
- Printing speed: 2 to 4 ips (inches per second);
- It can be connected to storage devices, scanners or the USB port of a keyboard;
- It can also be connected to USB port of a PC;
- It supports programming languages for printers including Direct Protocol, ZSim and ESim etc.;
- Optional, factory-installed Ethernet port;
- Optional, factory-installed RS-232 serial port.

## **Printer features**

Use the illustration below to find the printer's features



***PC42d front panel***



*PC42d rear panel*

## Printer button

The printer button's functions are set out in the Table below.



Note: Do not press the upper cover and button with excessive force when the printer is in operation; this may cause paper alignment or paper-feeding to be inaccurate.

### *Using Printer Button*

Printer Button Operation	Description
Press the printer button (during activation of the printer)	The printer will align the medium, print configuration label before reminding you to select the printer's command language: Direct Protocol, ESim or ZSim. After the printer has printed the command language of your choice, release the printer button.
Press the printer button for 2 seconds before released (when the printer is in 'idle' mode)	The printer will print a number of labels in order to calibrate the medium sensor (paper-feeding test).
Press the printer button until the printer begins to print configuration label before releasing (when the printer is in 'idle' mode)	The printer will print a number of labels (paper-feeding test) before printing configuration label.

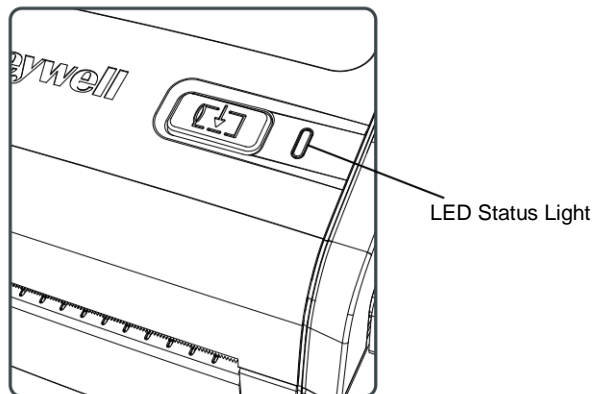
## Chapter 1: About the Printer

*Using Printer Button (continued)*

Printer Button Operation	Description
Press and release the printer button	If the printer is in 'idle' mode, it will begin to feed paper until it reaches the initial position of the next label. If printing is in progress, it will be suspended. If printing has been suspended, it will restart.
Press the printer button for 3 seconds	If printing has been suspended, the printing job will be terminated, and all printing jobs will be discarded. The printer will return to 'idle' status.

## LED Status Light

The LED status light can be in green, orange or red, with each indicating the printer's current status. Use the Table below to view the corresponding status of the LED light's color.



*LED Status Light*

LED Status	Description
Off	The printer is not connected to power.
Steady green color	The printer is in 'idle' mode and awaits the next printing job.
Green flickering light after activation	There is an error in the printer's RAM and firmware upgrade is required. See " <a href="#">Firmware Upgrade</a> " on Page 22 for more information.

### LED Status Light (continued)

LED Status	Description
Flickering green light	The printer has just been activated. Printing is suspended. Press the printer button again to resume printing or press it for 3 seconds to cancel the printing job.
Rapidly-flickering green light	The printer is communicating. Simulator (ZSim and ESim) is being activated.
Stable constantly-lit orange light	The printer head has over-heated. Wait until it has cooled down to acceptable temperature before resuming printing.
Flickering orange light	The printer is using the USB thumb drive to upgrade its firmware. Remove the USB thumb drive after the LED light shows stable constantly-lit green light.
Flickering red light	The printer is in 'Error' mode. It could be because: The medium has run out; the printer head is lifted; printing channel is cluttered with labels, or paper-feeding test has not be carried out (press the printer button to print a few test labels). Once the error is corrected, press the printer button again to restart printing.
Inter-changing flickering red and green lights	There is a problem with the printer's hardware. Send the printer to Honeywell for repair. Please see Page VII " <a href="#">Product Services and Repair</a> " for more information.

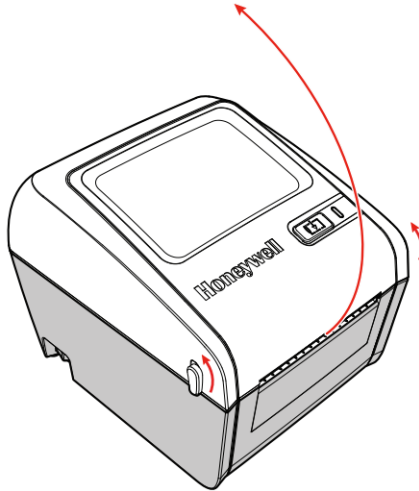
## Medium

The printer is capable of printing labels, tags and continuous (receipts and lined-paper) medium. It also supports direct thermo-sensitive medium. The printing width supported by PC42d printer is 1-4.33 inches (25-110mm).

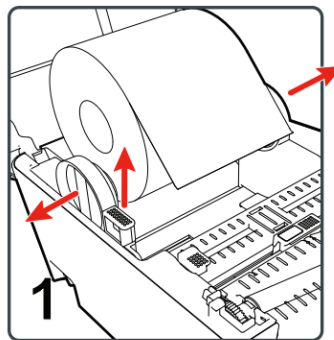
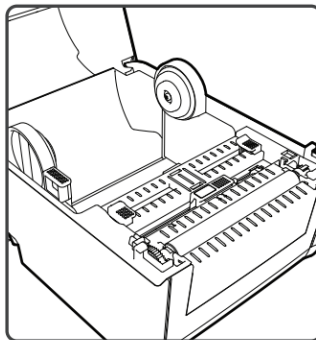
## Installation of inlaid paper-roll medium

Under the “Inlaid Paper-Roll” printing mode, you can manually tear the medium along the paper-cutting device by pulling the medium upwards.

1. Turn the handles on both sides of the printer and lift the printer cover.

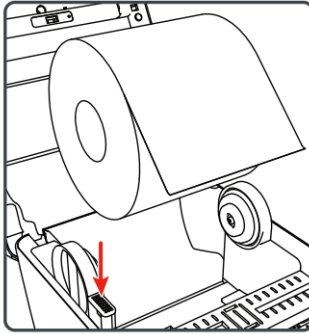


2. Slide the medium brackets to adjust the distance between them. Then place the medium roll between the brackets.

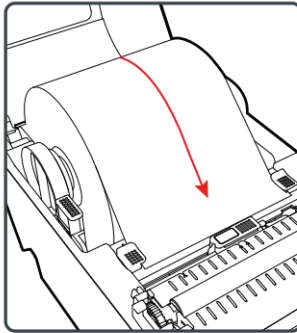


## Chapter 1: About the Printer

3. Make that the medium roll is tightly held between the brackets. Press the locking keeper to lock the bracket.



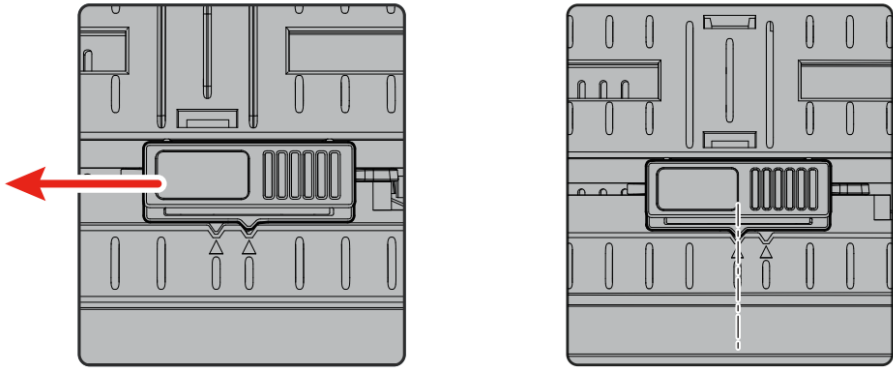
4. Slide the medium through the medium guide rod and adjust the guide rod's width to that of the medium. Make sure that the medium is flat at all times.



## Chapter 1: About the Printer

5. Adjust the sensor's position in accordance with the Table below:

Type of Medium	Position of Sensor
Black Label	Below the Black Mark
Gap	Aligned with left triangular mark
Other media	Aligned with right triangular mark (default position)



*Move the sensor to the triangular mark on the left of the 'gap' medium*

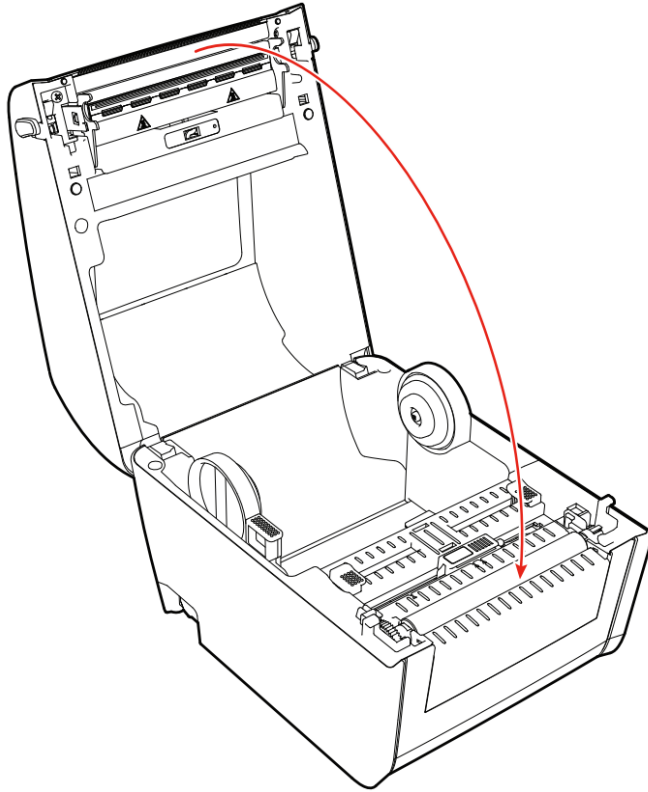


Note:

1. When moving the sensor position, the user would need to re-align the paper; otherwise the printing position may be inaccurate or paper-feeding may stop because of incorrect position when pressing the "FEED" button, or flickering red light which is an indication of irregularity.
2. When a user switches between different types of paper, the user must re-align the papers each time. Otherwise the printing position may be inaccurate or paper-feeding may stop because of incorrect position when pressing the "FEED" button, or flickering red light which is an indication of irregularity.



6. Close the printer cover until you hear a 'click' sound.



7. Make sure to configure the following settings of the printer:
  - Type of medium
  - Width and length of medium
8. Press the printer button to feed the medium until the first label on the medium roll can be seen. For more information please see Page 14 "[Testing Labels](#)".

## **Installing external medium**

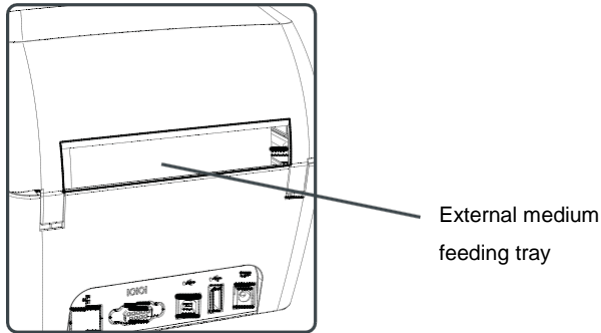
You can place the medium (such as duplicate receipts or tags) behind the printer. In such a case you would have to buy an external medium supporting tray.



Note: It is essential to prevent the medium from being under direct sunlight or coming into contact with dust, dirt or other substances that can hinder printing quality or cause unnecessary wear-and-tear of the printer head.

1. Place the medium behind the printer.

Feed the medium through the external medium feeding tray into the printer.



2. Pass the medium through the printer, and adjust the medium guide rod and sensor in the same way as installation of medium inside the printer.

## **Connecting the printer to its power source**



Note: Use only the AC power adapter that comes with the printer. A power adapter not previously approved by **Honeywell** will certainly cause the product to fail, thus possibly damaging the printer.

Note: Switch off the power source when not using the printer.

1. Connect the power adapter to the power-supply outlet at the back of the printer.
2. Connect the power adapter to AC power source. Upon connection to the AC power source the green LED indicator light on the power adapter will remain lit at all times.
3. Switch on the power supply. Upon activation of the printer, the green LED indicator light will be lit and flickers. Once the printer is ready to print its green LED indicator light will be constantly lit.

At this point you can set the printer's command language or print configured labels. Please refer to Page 12 "[Setting Printer Command Language](#)" or Page 14 "[Testing Labels](#)".

## **Printer Command Language**

Printer command language is a set of commands used to control the printer's functions:

- Configure the printer;
- Return to the printer's status;
- Control peripheral devices;
- Set the format of labels or receipts to be printed.

This printer supports the following command languages and optional language emulators:

- Direct Protocol (DP);
- ESim (EPL command language simulator);
- ZSim Optional (ZPL command language emulator is an optional item)

## About Direct Protocol

Direct Protocol (DP) is a flexible printer language with intuitive grammar similar to that in English. It allows you to combine pre-defined layout and variable data to construct labels, tickets and tags. If you use bar code software (such as BarTender), you should select Direct Protocol (which is a default setting) as your printer command language.

## About ESim

ESim (EPL command language simulator) interprets Eltron® printer command language. If you send EPL label documents to the printer, you should select ESim as your printer command language. For more information, please refer to [ESim command reference manual](#).

## About ZSim

ZSim (ZPL-II command language simulator) interprets Zebra™ programs without requiring any revision to the mainframe program. If you send ZPL label documents to the printer, you should select ZSim as your printer command language. For more information, please refer to [ZSim command reference manual](#).

## Setting printer command language

You can use any of the following means to change the printer's command language:

- Printer button;
- Printer portal (Ethernet option is installed);
- Simple diagnostic tools. Please refer "[Using simple Diagnostic Tools to Configure the Printer](#)" at Page 21.

When setting the printer's command language through the printer portal or printer configuration software, you may be required to configure the medium type (does not apply if setting of printer command language is by way of printer button).

## Setting command language using printer button

1. Please ensure that the printer has been installed with the medium;
2. Switch off the printer's power supply;
3. Press the printer button;
4. Switch on power supply; the green LED indicator light should be lit and flickering.

The printer will align the medium and print a configuration label. Use different command languages at two-second intervals to print a label;

5. After you have printed a label using a command language of your choice, release the printer button.

## Setting command language using printer portal

To set the printer's command language through the printer portal, the printer would have to be connected to Ethernet.

1. Please ensure that the printer has been installed with the medium;
2. Launch a browser on your PC;
3. Key in the printer's IP address at the address toolbar and press 'Enter'. The printer's portal will be displayed.

The screenshot shows the Honeywell printer portal for a PC42d printer. The interface includes a navigation menu with options like Home, Configs, Manage, IPnet, System Information, Services, and Contact. The main content area is divided into three sections: Printer Information, Communications, and Media Settings. A 'Ready' status indicator with a green checkmark is visible on the left.

PC42d	S/N: 1624383F44
Printer Configuration Number	PC42dL00201
Command Language	Direct Protocol
Firmware Version	T16.12.08013036
USB Flash Drive	Connected

Serial	115200 8-NONE-1	
Ethernet	172.31.199.67	00:16:40:9E:CC:37

Media Type	Media With Gaps
Print Method	No Ribbon (P1)
Media Margin (X)	0 dots
Media Width	812 dots
Media Length	1219 dots

4. Click 'Login' to launch the 'Login' page;
5. Enter 'Username' and 'Password', then click 'Login' again. The default user name is 'itadmin' and default password is 'pass';
6. Click 'Configure' option;
7. Click 'System Settings' > 'General';
8. Select the required printer command language from the 'Command Language' list, then click 'Save';
9. Click 'Services' option;
10. Click 'Restart Printer' followed by 'Restart'; the printer will restart with the selected command language.

## About test label

You can print test labels to check the printing quality and obtain configuration information, including the fonts, image and list of programs installed in the printer. Use any of the following ways to print test labels:

- When switching on the printer;
- When the printer is on standby mode;
- Use printer configuration software.

You can also print test label using the printer portal, but this would require that your printer be connected to the computer. You would need to know the printer's IP address before you can check its portal. When connected to the Ethernet, it would take about 10 seconds to obtain the printer's IP address. If the test label shows the printer's IP address as 0.0.0.0, wait for 10 seconds before printing another test label.

## Print a test label when the printer is switched on

You can print a test label when you activate the printer for the first time.

1. Please ensure that the printer has been installed with the medium;
2. Connect the printer to the power source and switch it on;
3. Press the printing button. The printer will align the medium, print a configuration label, Before reminding you to select the printer command language.

## **Printing a test label when the printer is on standby mode**

You can print a test label when the printer is in 'idle' mode and is on standby for printing jobs.

1. Please ensure that the printer has been installed with the medium;
2. Press the printer button. Paper will feed into the printer until the beginning of the next label. After that it will print a configuration label.

# 2

## Connecting the Printer

This Chapter describes how to connect your PC42d printer to your PC and Ethernet by downloading Windows® printer driver.



## **Installation of printer driver program**

Use InterDriver to install Microsoft Windows printer driver program on your PC. The Printer Companion CD provided with the printer contains InterDriver. If you have not installed any driver programs on your PC, you can use the Printer Companion CD to do so by following instructions on connection with the printer and installation of driver.

If you do not have the Printer Companion CD but still wish to install driver, please following the process below by downloading InterDriver from the Honeywell portal before installing the driver.

1. Launch the web browser and visit [www.honeywellaidc.com](http://www.honeywellaidc.com);
2. Select '**Products**' > '**Printers and Media**' > '**Pc42d Economy Desktop Printer**' ;
3. From the software labels, select the latest version of InterDriver and save it on your PC;
4. Double-click the '.exe' document to install InterDriver;
5. When the system prompts you about whether or not to allow the program to make changes to your PC, click '**Yes**';
6. Following the instructions to install InterDriver.

## Connecting the printer to your PC

You can use any of the following cables to connect the printer to your PC:

- USB cable;
- Serial cable (optional).

## Using USB cable to connect the printer

This printer supports connection to PC using USB cable, without requiring setting any specifications for USB communication.



**Note:** You must install InterDriver before you can use USB cable to connect the printer to a Windows PC. For more information please refer to the Printer Companion CD provided along with the printer or the above instructions on installation.

1. Download and install InterDriver on your PC;
2. Connect one end of the USB cable to the USD port at the rear of the printer. Connect the other end to your PC during the installation of InterDriver when prompted.

## Connecting the printer using serial communication cable

If your printer is equipped with factory-installed optional serial port, you can connect it with the PC's serial port.

1. Connect one end of the serial communication cable to the port at the rear of the printer. Connect the other end to the PC;
2. Use the printer portal or simple diagnostic tools to configure the serial port setting.

# Connecting the printer to the network

If your printer is equipped with factory-installed optional Ethernet port, you can connect it to the network. The printer's default setting is for obtaining IP address through DHCP. If your network uses other means to distribute IP address, you would have to use the printer configuration software to configure the IP address distribution method using USB or optional serial port connection.

1. Switch on the printer;
2. Connect one end of the Ethernet cable to the printer and the other end to the network;
3. Print a configuration label to find the printer's IP address. Please refer to [Page 14 "Testing Labels"](#).

When the printer's LED turns steady green, wait for about 10 seconds to obtain the printer's IP address. If the test label shows the printer's IP address as 0.0.0.0, wait for another 10 seconds before printing another test label.

4. Use the printer portal or simple diagnostic tools to configure the necessary Ethernet setting.

# Connecting to USB devices

You can use the USB port on the printer to connect to the keyboard, bar code scanner or USB thumb drive.

1. When connecting to the USB thumb drive please ensure that it is equipped with a single drive and formatted (FAT16 or FAT32);
2. Connect the device to the USB port.

## Configuring the printer

You can configure your printer in the following manners:

- Using printer portal;
- Using simple diagnostic tools (SDT). SDTs are included in the Printer Companion CD.

## Configuring the printer using printer portal

You can configure the majority of network settings using the printer portal.

1. Launch a web browser on your PC;
2. Key in the printer's IP address on the address toolbar, then press **'Enter'**. The printer portal will be displayed.



Note: If you do not know the printer's IP address, print a configuration label to find it. Please refer to [Page 14 "Testing Labels"](#)

The screenshot shows the Honeywell printer portal for a PC42d printer. The page is titled 'PC42d:PC42-1624383F44' and has a navigation menu with 'Home', 'Configure', 'Manage', 'Print', 'System Information', 'Service', and 'Contact'. A 'Ready' status indicator with a green checkmark is visible on the left. The main content area is divided into three sections: 'Printer Information', 'Communications', and 'Media Settings'.

Printer Information	
PC42d	5/8: 10A483F44
Printer Configuration Number	PC42dL00001
Command Language	Direct Protocol
Firmware Version	T10.12.08013036
USB Flash Drive	Disconnected

Communications		
Serial	115200 8-NONE-1	
Ethernet	172.31.196.67	00:10:40:0E:CC:37

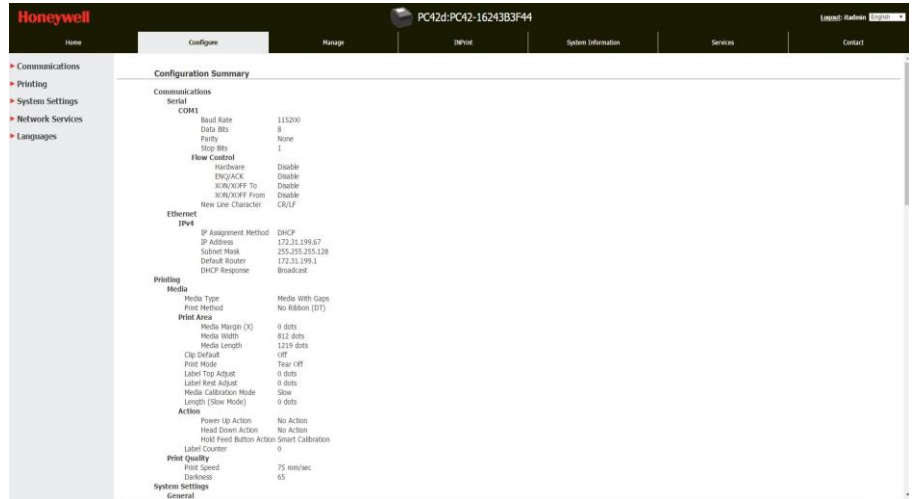
  

Media Settings	
Media Type	Media With Caps
Print Method	No Ribbon (D1)
Media Margin (X)	0 dots
Media Width	812 dots
Media Length	1219 dots

3. Click **'Login ;'**.
4. Enter **'Username'** and **'Password'**, then click **'Login'** again. The default user name is **'itadmin'** and default password is **'pass'**;

## Chapter 2: Connecting the Printer

5. Click '**Configure**' option to the 'Configuration Summary' page;
6. To check the printer's settings, click the '**Configuration Summary**'.



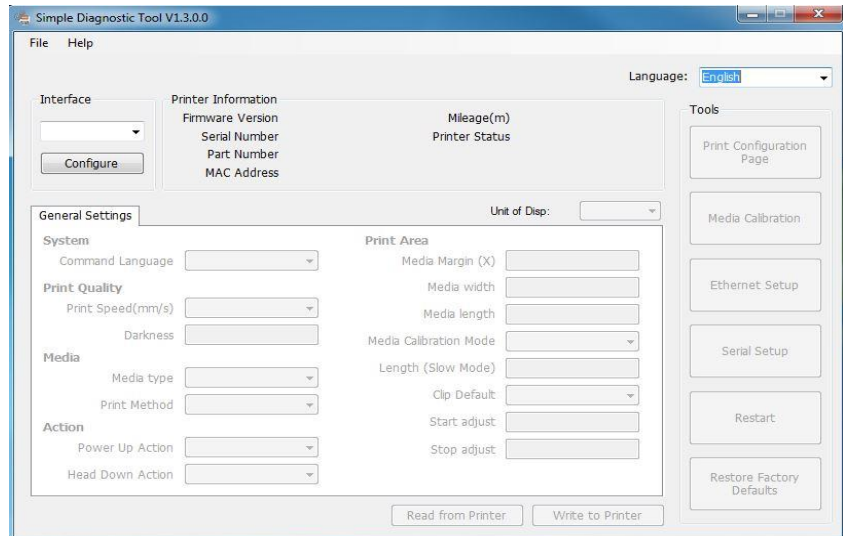
To configure the printer's settings it is possible to use the connection in the navigation pane:

- For serial port setting, click '**Communications**';
- For settings on medium, printing quality or performance, click '**Printing**';
- For display, service, general setting and maintenance warning information trigger, click '**System Settings**';
- To set the trigger conditions for errors, warning and precautionary alarm information, click '**Alerts**'.

## Configuring the printer using SDT

You can use SDTs to configure the printer's settings. You can also use them to print configuration labels, align medium and restore the factory's default setting. Use the **Printer Companion CD** to install SDTs. For more information please refer to [Page 44](#) under "Medium Setting".

1. Launch SDT;



2. Select the type of port from the pull-down menu;
3. Click 'Configure';
4. (Where necessary) enter or select communication setting;
5. Click 'OK';
6. Click 'Read from Printer' to complete general settings;
7. Change the settings that you wish to configure;
8. Click 'Write to Printer' to send the new settings to the printer.

## Upgrading firmware

You should check regular updates for your printer's firmware. Updated firmware would include patching or other functions that may be of use to you. You can download the latest versions of firmware for PC42d printer at [www.honeywellaidc.com](http://www.honeywellaidc.com) under 'Downloads'.

You can also upgrade your printer firmware using USB thumb drive.

### Downloading updated printer firmware

You must download upgrade documents from **Honeywell** website before you can upgrade the printer's firmware.

1. Visit [www.honeywellaidc.com](http://www.honeywellaidc.com);
2. Select 'Products' > 'Printers and Media' > 'PC42d Economy Desktop Printer';
3. Select the latest firmware version from the software tab, And save it on your PC.

### Upgrading firmware using USB thumb drive

Using **USB** thumb drive to upgrade the printer's firmware

1. Make sure that the **USB** thumb drive is formatted to contain only one segment (**FAT16** or **FAT32**);
2. Download printer firmware from **Honeywell** website;
3. Duplicate the upgraded firmware (generally in '.bin' format) to the **USB** firmware's root directory;
4. Switch off the printer;
5. Insert the **USB** thumb drive into a **USB** port of the printer;
6. Switch on the printer.

When downloading the firmware upgrading documents onto the printer, the printer's **LED** light will show flickering orange color. The entire process may take several minutes.

Once the printer's **LED** status light turns constant green, the printer would be ready for printing.

# 3

## Printer Troubleshooting and Maintenance



## **Contact Product Support**

If you are unable to obtain solutions in [Page 27 "Printer Problems and Possible Solutions"](#), you may wish to try any of the following means:

- Search our database at [www.hsmknowledgebase.com](http://www.hsmknowledgebase.com);
- Consult our Chinese experts via hot-line: **400-639-6841**;
- Contact our experts in the U.S. and Canada via [www.honeywellaidc.com](http://www.honeywellaidc.com) > **Contact**.

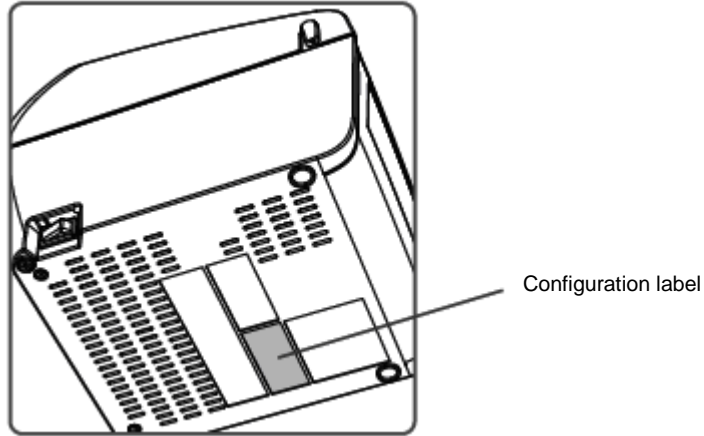
Before contacting our Product Support Department, please ensure that you have the following information:

- Printer serial number;
- Printer configuration number;
- Firmware type and version;
- Printer command language;
- Serial port setting (if applicable);
- Medium setting;
- Ethernet setting (if applicable)

You can obtain all of the above information on the printer's **Web** page or test label.

## **Finding printer configuration and serial number**

You can find the printer's configuration and serial number on the product label at the base of the printer.



# Printer Problems and Possible Solutions

Use this Section to find possible solutions to your printer problems

### Printer Problems and Possible Solutions

Problem	Possible Solution
LED indicator light is off but the printer is still connected to power supply	Make sure that the cable is securely connected to the printer and the plug is securely inserted into the power socket.
LED indicator light shows green color but paper cannot be fed into the printer	Make sure that the correct type of connecting cable is used. Also make sure the cable is securely connected to the printer and the PC.
Only part of the label contents is printed	Try the following possible solutions: <ul style="list-style-type: none"><li>• Ensure that the printing mechanism is securely locked. Open the printer and press the printer head until it is completely locked by the flexible locking mechanism on both sides.</li><li>• Check whether there are any labels that are jammed on the printer head. If so, clear them and clean the printer head. For assistance please refer to <a href="#">Page 30 "Cleaning the Printer Head"</a>.</li></ul>
Poor printing quality	Try the following possible solutions: <ul style="list-style-type: none"><li>• Clean the printer head. For assistance please refer to <a href="#">Page 30 "Cleaning the Printer Head"</a>.</li><li>• Ensure that the darkness setting is suitable for the medium.</li></ul>
Printer appears to be working but does not print any contents	For thermo-sensitive printing please try the following solutions: <ul style="list-style-type: none"><li>• Make sure that the medium's thermo-sensitive side is facing the printer head.</li><li>• Make sure that the medium is for thermo-sensitive direct printing. To check, run your fingernail over the medium's surface. The medium would be thermo-sensitive if black line occurs.</li></ul>
Printing stops and the LED indicator light shows red	Try the following possible solutions: <ul style="list-style-type: none"><li>• Use SDTs to check the printer's error status.</li><li>• It may be due to jammed paper. Open the printer's cover to check whether labels are jammed. Look out for torn punch-hole portions.</li><li>• Check to see if the medium has run out, and check to see if the network cable is loose.</li></ul>
Printer continues to print or feed paper even though it should stop printing	Check whether any jammed labels are blocking the label-separation sensor. Open the upper cover and remove the label. Clean the printer head. For assistance please refer to <a href="#">Page 30 "Cleaning the Printer Head"</a> .

## Restoring Default Setting

You can use any of the following to restore factory default setting at any time:

- Printer button;
- Printer portal (**Web** page);
- SDT.

## Using printer button to restore default setting

The easiest way of restoring default setting of the printer is to use the printer button.

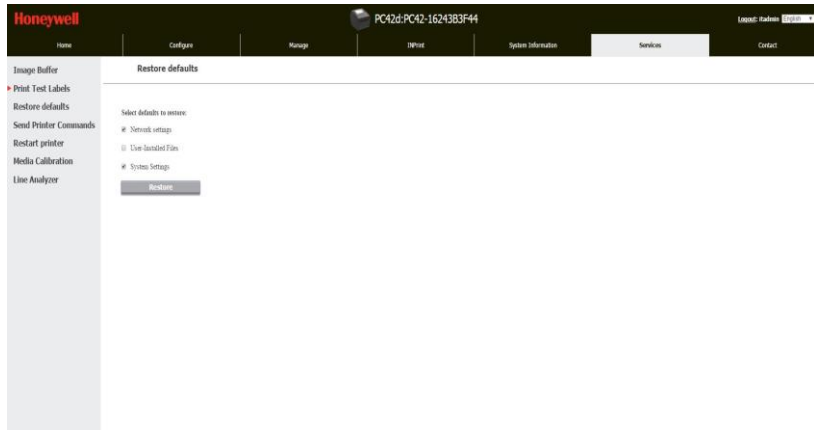
1. Switch off the printer;
2. Press the handle on both sides of the printer to open its cover;
3. Switch on the printer;
4. When the **LED** status light shows flickering green light, press the printer button until the **LED** light is off;
5. Make sure that the medium is correctly installed;
6. Close the printer cover.

Note: Using the printer button to restore default setting will also reset the printer's current '**Network Settings**'; '**User-Installed Files**' and '**System Setting**'.

# Using printer web page to restore default setting

If your printer is connected to the Ethernet you can restore default setting using the printer's web page.

1. Launch a **web** browser on your desktop **PC**;
2. Key in the printer's **IP** address on the address toolbar, then press '**Enter**'; the printer web page will be displayed.
3. Click on '**Login**' on the top right-hand corner to show the Login page;
4. Enter your '**Username**' and '**Password**', then click '**Login**'. The default username is '**itadmin**' and the default password is '**pass**';
5. Click '**Services**' options > '**Restore Defaults**'.



6. Select the setting that you wish to be restored:
  - Select '**Network settings**' for default setting of all network connections, e.g. IP address, network name;
  - Select '**User-Installed Files**' check box to delete all documents that are uploaded to and stored in the printer;
  - Select '**System Settings**' check box to restore the system settings' default value, e.g. medium width.

7. Click **'Restore'**;
8. Click **'Yes'**, then reactivate the printer. Your printer will now be in default setting.

### Sing SDT to restore default setting

If you have installed SDTs, you can use them to restore the printer's setting.

- In the SDTs select **'Restore Factory Defaults'**;

Note: Using SDTs to restore default setting will also reset the printer's current **'Network Settings'**; **'User-Installed Files'** and **'System Setting'**.

### Cleaning the printer head

Regular cleaning of the printer head is particularly important for extending its lifespan and maintaining best printing quality. You should therefore clean the printer head each time you change the medium. Please do so by using the cleaning card to clean the printer head according to the procedure specified below. If you need to clean residues off the roller or tearing rod, please use cotton buds dipped in isopropanol.

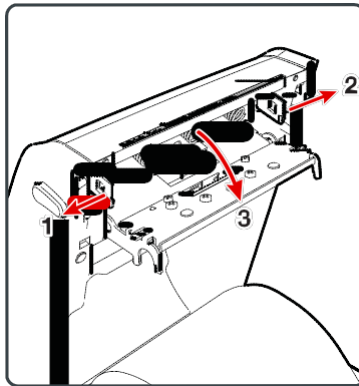
Note: You must not under any circumstances using hard or sharp tools to remove jammed labels or other materials. This will easily cause damage to the highly-sensitive printer head.

1. Switch off the printer and remove its power supply;
2. Open the printer's cover and printing mechanism before removing the medium (if it is already installed);
3. Insert the greater part of cleaning card into the printer head's base, then lower the printing mechanism;
4. Pull the cleaning card upwards while raising the printer head;
5. Wait for about 30 seconds to allow residues to be dissolved by the cleaning liquid;
6. Print a test label to check the printing quality. If you need help, please refer to [Page 15 "Printing a test label when the printer is ready for printing"](#);
7. If so required, repeat Step 3 after Step 5;
8. If so required, use cotton buds dipped in isopropanol to clean residues off the roller or tearing rod;
9. The printer's medium should be replaced when the parts are dry;
10. Close the printer, reconnect it to power and switch it on.

## **Changing printer head**

As the printer head undergoes wear and tear as a result of rapid heating and cooling during the printing process, you would be required to regularly replace it. The duration between each replacement of the printer head is dependent on many factors, including the type of images printed, the medium use, the energy volume of the printer head, printing speed and the room temperature of the room in which the printer is situated. When the printer is being re-activated, its firmware will check the printer head.

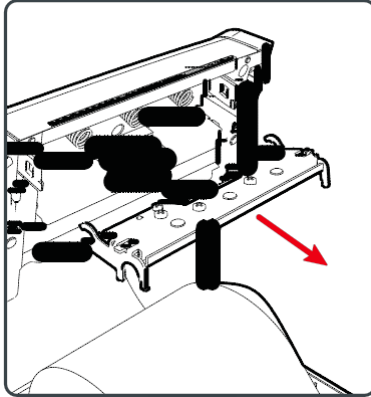
1. Switch off the printer and remove its power supply;
2. Open the printer's cover by turning the handles on both sides of the printer;
3. Simultaneously turn the flexible locking mechanism on both sides of the printer head such as to enable the printer head to move forward away from the printing mechanism.



4. Carefully remove the printer head from the printing mechanism using a cross screwdriver in such a way that the printer head is still be connected to it but only by way of electric cable and ground screw;
5. Use #2 cross screwdriver to remove the ground screw.

### Chapter 3: Printer Troubleshooting and Maintenance

6. Sever the electric cable connection to the printer head, and remove the printer head from the printer.



Warning: Do not touch the surface of the printer head.

7. Re-insert the ground screw into the lug of the ground cable, before screwing it tightly onto the new printer head;
8. Connect the electric cable to the new printer head;
9. Push the new printer head into the supporting base of the printing mechanism;
10. Slightly incline the printer head upwards such as to enable it to enter the printer cover, before pressing it in place;
11. Once the printer head is in the correct position the printer head flexible locking mechanism will lock it on both sides;
12. Close the printer's cover until you hear a 'click' sound;
13. Print test label.



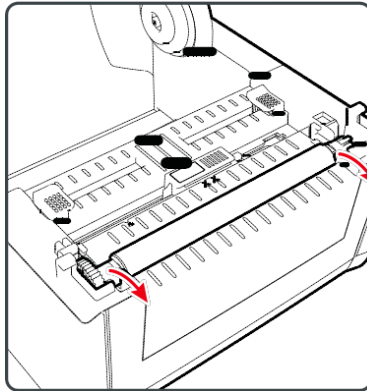
## **Cleaning the roller**

During maintenance of standard printer, remove, clean and re-install roller in accordance with the procedure below. Each time you install medium you should check whether there is debris on the roller. If it is dirty it should be cleaned.



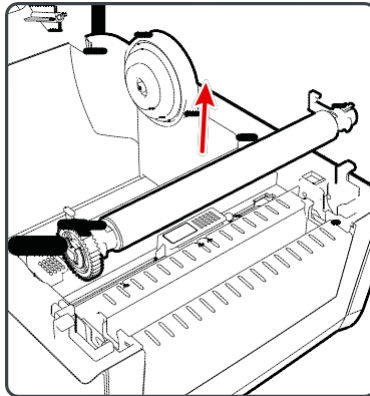
Note: Use of hard or sharp tools to remove jammed labels or other materials is strictly prohibited. As the roller is highly precise it can be easily damaged.

1. Switch off the printer and remove its power supply;
2. Open the printer's cover by turning the handles on both sides of the printer;
3. Remove the installed medium;
4. Push the spring lock on both sides of the roller inwards such that the roller is inclined upwards.



## Chapter 3: Printer Troubleshooting and Maintenance

5. Pull the thumb latch on both sides of the roller upwards in order to remove the roller from the printer.



6. Use cotton bud dipped in isopropanol to clean any residual adhesive on the roller;
7. Install the roller in the reverse order stated in Steps 4 and 5;
8. Close the printer's cover until you hear a 'click' sound.

## Cleaning the printer's interior

Ensure that the printer's interior is clean at all times:

- Ensure the medium channel is clean;
- Ensure that the polyester film on the sensor is covered with fingerprint, oil, dirt or dust.

### Cleaning the printer's exterior

Ensure that the printer's exterior is also clean. A clean exterior will have lower risk of dust particles entering the printer's interior and affecting its printing function. Please also ensure cleanliness of the area around the printer.

Honeywell has tested the following cleaning products for their compatibility with the surface of PC42d printer. They are recommended for use.

#### *Recommended cleaning agent*

<b>Manufacturer</b>	<b>Product</b>
Homax	Goo Gone
Johnson	Virex TB
Metrex	Cavi Wipes
Multiple suppliers	70% isopropanol Ammonium chloride 10% Glycol screen cleaning agent Sodium hypochlorite 6%
Orange-Sol	Multi-Use Citrus
PDI	SANI-CLOTH HB SANI-CLOTH PLUS SUPER SANI-CLOTH
PDI and others	Alcohol pad
Quest Chemical Corporation	Grime Buster
Spartan	Super HDQL 10
Surgipath	Cloro-Wipe Towelette
Techspray Renewal	Eco-Shower
Veridien	Viraguard ®
Vernacare	Tuffiewipes

# A

## Specifications

This appendix sets out the specifications for PC42d printer.

## Appendix A - Specifications

# Printer Specifications

### *PC42d Physical Specifications*

Measurements:	184 mm x 222.5 mm x 174 mm (7.3 in x 8.8 in x 6.9 in)
Weight:	1.5 kg (3.3 lbs)
Power Requirements:	100-240 VAC, 50-60 Hz, 1.5 A
Work Temperature:	5 °C - 40 °C (41 °F - 104 °F)
Storage Temperature:	-40 °C - 60 °C (-40 °F - 140 °F)
Relative Humidity:	15 - 80% RH, non condensation

### *PC42d Printing Speed, Resolution and General Specifications of Medium*

Printing Mode:	Direct thermo-sensitive
Printing Speed (Variable):	50, 75 and 100 mm/s (2, 3 and 4 ips)
Resolution:	203 dph: 8 dots/mm
Printing Width:	Maximum 104 mm (4.09 in)
Medium Width:	25.4-110 mm (0.99 - 4.33 in)
Label Roll Diameter (Maximum):	127 mm (5 in)
Label Length (Minimum):	9.6 mm (0.38 in)
Interval between Labels:	2-4.5 mm (0.08 - 0.18 in)
Black Label Length:	Can be adjusted by 3-5 mm (0.12 - 0.19 in) from center to left
Medium Thickness:	0.0762-0.224 mm (3 - 8.8 mil)
Lining Opacity (Maximum):	58% (TAPPI T425)

### *Random Access Memory (RAM)*

128 MB Flash memory

64 MB SDRAM (use of the printer's RAM will reduce its capacity)

(Optional) USB storage device, maximum 32 GB

### *Command languages supported*

Direct Protocol

ESim

ZSim

### *Sensor*

Label interval sensor

Printer head lifting sensor

Black label sensor

### *Network services*

FTP

Line printer remote (LPR) protocol

Telnet 9100

DHCP

Original TCP

BOOTP

Web page

### *General font scale technology and standard Latin alphabets*

Andale Mono

Andale Mono bold

Univers

Univers bold

Univers Condensed bold

OCR-A

OCR-B

CG Triumvirate block letter

MHeiGB18030C\_中 (Simplified Chinese GB18030)

## ***Appendix A - Specifications***

### *Type of fonts supported*

TrueType  
OpenType  
Bitmap

### *Type of image documents supported*

Supports only 1-bit color depth (black and white):

PCX  
PNG  
GIF  
BMP

### *Drivers*

Supports Microsoft Windows XP, Vista, Windows 7, Server 2003 and Server 2008  
Supports both 32-bit and 64-bit versions  
InterDriver also supports Windows 8, Windows 8.1, Windows 10 and Windows Server 2012

## **Supports bar code and symbolic notation standards**

1D bar code and symbolic notation standards:

- Codabar
- Code 11
- Code 39:
  - Code 39 full ASCII
  - Code 39 with checksum
- Code 93
- Code 128:
  - Code 128 Subset A
  - Code 128 Subset B
  - Code 128 Subset C
  - Code 128 UCC
- DUN-14/16
- EAN:
  - EAN-8
  - EAN-13
  - EAN 128
  - EAN 128 subset A
  - EAN 128 Subset B
  - EAN 128 Subset C
- HIBC 39
- HIBC 128
- Industrial 2 of 5
- Interleaved 2 of 5
- ISBT-128
- Matrix 2 of 5
- Straight 2 of 5
- UPC
- Add-on bar code and symbolic notation standards:
  - Add-on 2



## ***Appendix A - Specifications***

- Add-on 5
- UPC-5 digits Add-on code

2D bar code and symbolic notation standards:

- Aztec
- Code 16K
- Code 49
- Data Matrix
- Dot Code
- Grid Matrix
- GS1 DataBar (formerly RSS-14):
  - GS1 DataBar Expanded
  - GS1 DataBar Expanded Stacked
  - GS1 DataBar Limited
  - GS1 DataBar Stacked
  - GS1 DataBar Stacked Omnidirectional
  - GS1 DataBar Truncated
- Hanxin
- MaxiCode
- MicroPDF417
- MSI (revised Plessey)
- PDF417
- Planet
- Plessey
- Postnet
- QR Code
- USPS 4-State Customer Bar Code
- Composite bar code and symbolic notation standards:
  - EAN-8 Composite (CC-A, CC-B)
  - EAN-13 Composite (CC-A, CC-B)
  - GS1 Composite (formerly EAN.UCC Composite)
  - UPC-A Composite (CC-A, CC-B)
  - UPC-E Composite (CC-A, CC-B)

# B

## Default Setting

The following appendix includes all the default settings for the printer.

## Default settings

Use this Appendix to check the printer's default settings. If you had restored the printer to its factory default values, it will use the values listed here. The settings' sequence is similar to the layout in the printer's web page.

## Serial port settings

This section explains the serial port settings. To check the settings:

- On the printer web page, click '**Configure**' option > '**Communications**' > '**Serial**'.



Note: Unless you have installed the optional serial port on the printer and it is connected to your PC, you will not be allowed to access the settings.

### Serial port settings

Settings	Description	Default Value
Baud Rate	The serial port's transmission speed, designated in bit per second (bps).	115200
Data Bits	The bits that define a character or byte.	8
Parity	Designates the manner in which the printer examines the integrity of transmitted data.	None
Stop Bit	This is the bit number at the end of each character. It allows the signal-receiving hardware to check the character's end and resume synchronization with the character.	1
Hardware	This checks whether the designated hardware flow-control (RTS/CTS) is being used to manage rate of data transmission between the equipment and main unit.	Disabled
ENQ/ACK	This checks whether the designated software flow-control (ENQ/ACK) is being used to manage rate of data transmission between the equipment and main unit.	Disabled
XON/XOFF to	This checks whether the designated software flow-control (XON/OFF) is being use to manage rate of data transmission of the main unit.	Disabled
XON/XOFF from	This checks whether the designated software flow-control (XON/OFF) is being use to manage rate of data transmission of the main unit.	Disabled
Line Feed Character	The defines the printer's echo to the main unit as indication that it has moved to character in the new line.	CR/LF

## Ethernet settings

This section explains the Ethernet IPv4 settings. To view such settings:

- On the printer web page click **'Configure' options > 'Communications' > 'Ethernet'**.

### *Ethernet settings*

Setting	Description	Default Value
IP distribution method	Designates the method with which the printer obtains its IP address.	DHCP
IP address	Designates the sole layer network address assigned to each device in the TCP/IP network (IPv4).	0.0.0.0
Subnet mask	Designates the numerals used to define the IP address in a TCP/IP network.	0.0.0.0
Default router	Designates the router's IP address. The device will send data packet to another subnet or unknown destination through this router.	0.0.0.0
DHCP response	Designates whether the printer receives DHCP response through broadcast or unicast.	Broadcast

## Medium settings

This section explains the medium settings of the printer. To view such settings:

- On the printer web page click **'Configure' options > 'Printing' > 'Media'**.

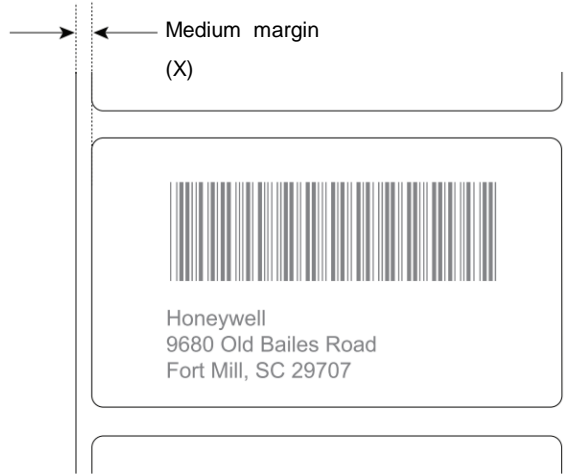


Note: If the printer is not connected to a network, you would be required to use SDTs and configure the medium settings via USB connection.

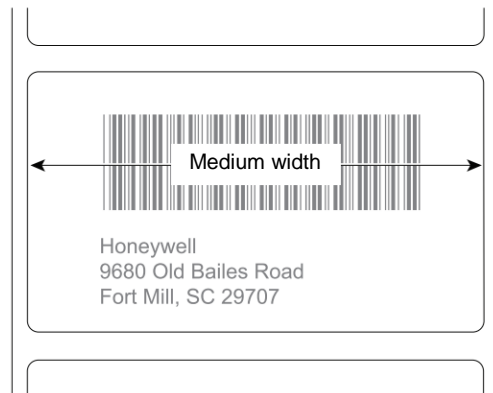
## Appendix B - Default Settings

### Medium Settings

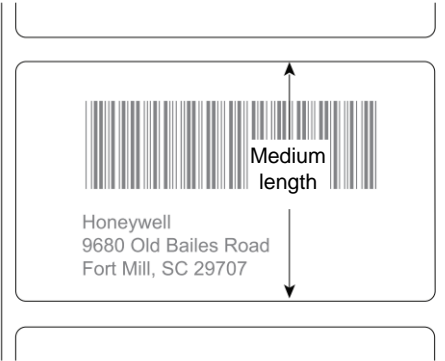
Setting	Description	Default Value
Medium type	Selects the type of medium to be loaded onto the printer.	Medium with interval
Printing Method	Selects the printing method to be used by the printer.	Thermo-sensitive
Medium margin (X)	Sets the width of the margin from the left edge of the label near the printer head to the edge of the printing area. The unit of measurement is defined based on "Measurement Unit" specification.	0



Medium width	Set the width of the printing area from the margin (X) to that measured by the printer head to the edge of the printing area. The unit of measurement is defined based on "Measurement Unit" specification.	812 points
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*Medium Settings (continued)*

<b>Setting</b>	<b>Description</b>	<b>Default Value</b>
Medium length	If the length of the label with intervals or black label exceeds 6 inches (15.54 cm), manual setting of the label's actual length would be required when making medium alignment.	1200 points
		
Editing default value	Check whether the printer is able to print items that are outside the printable area of the label. When the setting is 'disabled', and the printer is unable to print any part of the bar code label because it exceeds the printable area, the printer will return an error. When the setting is 'enabled', the printer will print all bar code labels. However it may also print unreadable, incomplete labels.	Disabled
Start adjustment	Sets the medium length for delivery (positive value) or recover (negative value) before the printer prints the labels. The unit of measurement is defined based on "Measurement Unit" specification. Its range is -9999 to +9999.	-148 points
Stop adjustment	Sets the medium length for delivery (positive value) or recover (negative value) after the printer prints the labels. The unit of measurement is defined based on "Measurement Unit" specification. Its range is -9999 to +9999.	0 point
Medium alignment mode	Selects the mode used by the printer for aligning medium. If the printer is unable to identify the intervals between the medium or markings, it will use "slow speed" mode. In the case of small labels with intervals, selection of "fast speed" mode during alignment of medium will reduce wastage of labels.	Slow speed
Length (slow mode)	If the "medium alignment mode" is set at "slow speed", the printer will in addition to the medium's length, print another 10 mm. The value is for the additional number of medium to be printed. The unit of measurement is defined based on "Measurement Unit" specification. Its range is 80 to 3200..	0 point

## Appendix B - Default Settings

### Medium Settings (continued)

Setting	Description	Default Value
Printer switch	Sets the printer's operation when it is being switched on: <ul style="list-style-type: none"><li>No operation.</li><li>Paper feeding – Label is fed into the printer one at a time.</li><li>Paper-feeding test – The printer prints 2 configuration labels to align medium sensor.</li></ul>	No operation
Close printer cover	Sets the printer's operation when it is being switched off: <ul style="list-style-type: none"><li>No operation.</li><li>Paper feeding – Label is fed into the printer one at a time.</li><li>Paper-feeding test – The printer prints 2 configuration labels to align medium sensor.</li></ul>	No operation

## Printing quality setting

This section explains printing quality settings. To view such settings:

- On the printer web page click 'Configure' options > 'Printing' > 'Print Quality'.

### Printing quality setting

Setting	Description	Default Value
Printing speed	Sets the printer's label-printing speed. The unit of measurement is defined based on "Measurement Unit" specification.	100
Concentration	Sets the medium's image darkness. Use "Concentration" specifications to adjust this. The range is 1-100.	65

## General system settings

This section explains general system settings. To view such settings:

- On the printer web page click '**Configure**' options > '**System Settings**' > '**General**'.

### General system settings

Setting	Description	Default Value
System name	Sets the printer's network identification name (WINS).	Printer model number and serial number, e.g. PC42-14295B1F48
System location	Sets the printer's address.	Blank character string
System contact person	Sets the name of the printer's administrator.	Blank character string
Display language	Sets the language used by the printer when printing the text on test labels.	Simplified Chinese
Display language (Web page)	Sets the language used by the printer when displaying the text on the web page.	Simplified Chinese
Keyboard entry	Selects the language of external keyboard connected to the printer.	US/UK
Time	Sets current time.	System time
Command language	Selects the printer's command language. The printer has to be re-activated after each revision.	Direct Protocol
Measurement unit	Selects the unit of measurement that defines multiple printer specifications.	Point
Zero plus slash	Determines how to print 'zero' or display 'zero' on the screen. (0) is disabled, while (Ø) is enabled.	Disable (0)



### Managing I/O settings

This section explains the I/O settings. To check the settings:

- On the printer web page click **'Configure' options > 'System Settings' > Manage I/O.**

#### *Managing I/O settings*

Setting	Description	Default Value
Ethernet	Allows the printer to communicate using Ethernet.	Enable

### Managing services settings

This section lists the system services that you can manage through the printer. For printers installed with Ethernet module, you can only see "Manage Services" in the menu. To view such services:

- On the printer web page click **'Configure' options > System Settings > Manage Services.**

#### *Managing services settings*

Setting	Description	Default Value
Web Server	Determines whether or not the printer's web server is enabled.	Enable
FTP	Determines whether File Transfer Protocol can be used by the printer.	Enable
Net1	Determines whether Telnet and Direct Protocol communication can be used by the printer.	Enable
LPR	Determines whether the printer can carry out Line Printer Daemon (LPD) background process.	Enable
Telnet	Determines whether the printer can use Telnet to communicate with another device.	Enable

## DNS network services

This section describes the printer's DNS settings. To view such settings:

- On the printer web page click '**Configure**' options > **Network Settings** > **DNS**

### *DNS network services settings*

Setting	Description	Default Value
Primary DNS server	Sets the IP address of the primary server to which the printer sends DNS request. DNS server stores the TCP/IP network's IP address and routing information.	0.0.0.0
Secondary DNS server	Sets the IP address of the auxiliary server to which the printer sends DNS request. DNS server stores the TCP/IP network's IP address and routing information.	0.0.0.0

## Net1 network services

This section describes the printer's Net1 settings. To view these settings:

- On the printer web page click '**Configure**' options > **Network Settings** > **Net1**.

### *Net1 network services settings*

Setting	Description	Default Value
Queue	Selects the manner in which the printer handles multiple Net1 connections.	On
Port numbers	Sets the port number which defines Net1 TCP port. The value's range is 0 to 65535.	9100
Line break character	Defines the character in the printer's echo to the main unit to indicate that it has moved to a new line.	CR/LF

### WINS network services

This section describes the printer's WINS settings. To view such settings:

- On the printer web page click '**Configure**' options > **Network Settings** > **WINS**.

#### *WINS network services settings*

<b>Setting</b>	<b>Description</b>	<b>Default Value</b>
Primary WINS server	Sets the IP address of the primary server to which the printer sends WINS request. WINS server stores the TCP/IP network's IP address and routing information.	0.0.0.0
Secondary WINS server	Sets the IP address of the auxiliary server to which the printer sends WINS request. WINS server stores the TCP/IP network's IP address and routing information.	0.0.0.0

### Web Server network services

This section describes the printer's Web Server settings. To view such settings:

- On the printer web page click '**Configure**' options > **Network Settings** > **Web Server**.

#### *Web Server network services settings*

<b>Setting</b>	<b>Description</b>	<b>Default Value</b>
Image cache	This determines whether or not the printer's web page will display image cache.	Enable

# C

## Using INPrint to print label

This Appendix explains the use of INPrint function to print labels.

# About INPrint page

If Direct Protocol language is used on the printer, the INPrint page will provide template web form to enable the user to print individual labels in a convenient manner, as well as input information in the label's field.

The printer firmware contains numerous pre-defined label formats. The user can also duplicate its own label format and carry out printing using the web page.



PC42d INPrint web page

# Printing INPrint label

If the printer is already connected to Ethernet, the user can enter information through the Web forms in order to print label. The Web forms can be accessed through the printer Web page.

1. Launch a browser on desktop PC;
2. Key in the printer's IP address at the address toolbar and press **'Enter'**. The printer's portal will be displayed;
3. Click **'Login'** to launch the **'Login'** page;
4. Enter **'Username'** and **'Password'**, then click **'Login'** again. The default user name is **'itadmin'** and default password is **'pass'**;
5. Click **'INPrint'**.

## Appendix C: Using INPrint to print label

6. Select the Web form to be printed:
  - If you have already set up your own Web forms, then click '**Customer Downloaded**', then select the web forms from the list;
  - If you wish to use one of the resident web forms, click '**Resident**', then select from the list the web form.
7. You can enter the relevant information in the web forms according to your needs;
8. (Optional) To preview label on the screen, click '**Preview**'.

The screenshot shows the Honeywell INPrint web interface. The top navigation bar includes 'Home', 'Configure', 'Manage', 'INPrint', 'System Information', 'Services', and 'Contact'. The user is logged in as 'admin' with IP address '192.168.1.100'. The main content area is titled 'INPrint' and features a sidebar on the left with two categories: 'Resident' and 'Customer Downloaded'. Under 'Resident', several web forms are listed, including '203\_returnadd\_3x1.lbx'. The main area displays a form for 'Honeywell Scanning & Mobility' with the following fields: 'Senders\_name' (Honeywell Scanning & Mob), 'Address\_1' (1201 25th Ave W), 'Address\_2' (Lynnwood WA 98087), 'Address\_3' ( ), and 'Print Quantity' (1). Below the form are 'Print' and 'Preview' buttons. A preview window on the right shows the label content: 'Honeywell Scanning & Mobility', '1201 25th Ave W', and 'Lynnwood, WA, 98087'.

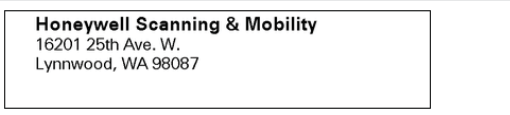
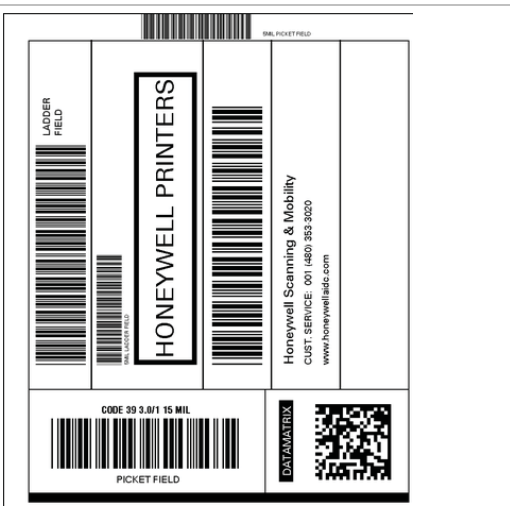
*Illustration of resident return address label*

9. To print label, click '**Print**'.

## Appendix C: Using INPrint to print label

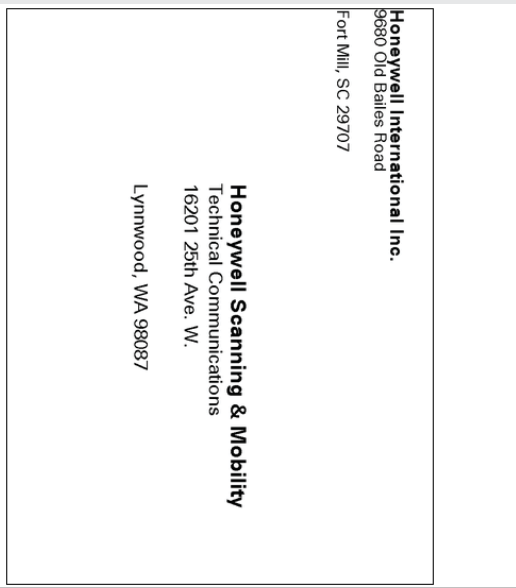
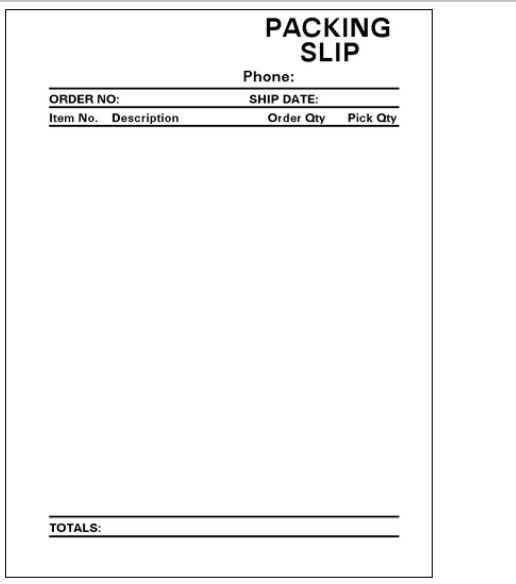
# INPrint pre-defined label formats

### INPrint pre-defined label formats and illustrations

Name of Format	Illustration
203_returnadd_3x1.lbx	
203_in_demo_4x6.lbx	

**Appendix C: Using INPrint to print label**

*INPrint pre-defined label formats and illustrations (continue)*

Name of Format	Illustration
203_shipaddr_4x6.lbx	 <p>The illustration shows a 4x6 shipping address label. The text is arranged in two columns. The right column contains the address for Honeywell International Inc. (9680 Old Bales Road, Fort Mill, SC 29707). The left column contains the address for Honeywell Scanning &amp; Mobility Technical Communications (16201 25th Ave. W., Lynnwood, WA 98087).</p>
203_packslip_4x6.lbx	 <p>The illustration shows a 4x6 packing slip form. At the top right, it says 'PACKING SLIP'. Below that is a 'Phone:' field. There are two main sections: 'ORDER NO:' and 'SHIP DATE:'. Below these are columns for 'Item No.', 'Description', 'Order Qty', and 'Pick Qty'. At the bottom left, there is a 'TOTALS:' field.</p>



## **Honeywell Sensing And Productivity Solutions**

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User Instructions of **PC42d** Desktop Printer

**P/N PC42d-SC-UG Rev A**