

## Frequently Asked Questions

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### PD43 and PD43c Light Industrial Thermal Printer



#### GENERAL QUESTIONS

**Q: How is the PD43 printer positioned within the HSM printer line?**

**A:** The PD43 is targeted at the industrial commercial or low end industrial printer market segment. For most applications, PD43 is an ideal replacement for PD41 and PD42. The application instances where PD43 does not represent an ideal replacement are outlined in the Migration Consideration Document.

**Q: How is the PD43c printer positioned?**

**A:** The PD43c is targeted primarily at passenger service applications: printing boarding passes and baggage tags. Other potential applications for PD43c are applications that require an industrial duty cycle and where space is very limited (shallow countertops, pull-out cabinets, kiosks).

**Q: What is the difference between PD43 and PD43c?**

**A:** Both the PD43 and PD43c have the same user interface, electronics and print mechanism. The longer PD43 with standard dome door has the capability to completely cover a full roll of media up to 8.375 in (213 mm) in diameter. The PD43 using optional flat top door can completely cover media up to 6.0 in (152 mm) in diameter. Keep in mind that the compact PD43c can accommodate both media sizes above, including the larger media by way of an external media holder—but in this case, the media would not be covered and would be completely accessible to the user.

**Q: How can I tell PD43 apart from PD43c?**

**A:** The “c” model is more compact as it does not have media holder as a standard feature.

**Q: What kind of output volume can I expect from PD43 and PD43c? How many labels per day will it print?**

**A:** These printers have the same duty cycle as PD41 and PD42: between 1,000 and 5,000 4x6" (10x15 cm) labels per day, depending on the nature of the industrial environment.

**Q: What is the target user environment for the new PD series?**

**A:** The PD43 is targeted at industrial user environments:

- Warehouse / Distribution Center
- Low Volume Manufacturing
- Healthcare

**The PD43c is targeted at:**

- Transportation Passenger Services
- Retail, Kiosks & Shallow Cabinets

**Q: What are the print resolution options of PD43 and PD43c?**

**A:** 203 or 300 dpi

**Q: Does PD series support RFID?**

**A:** Yes, PD43 can be ordered with a UHF or HF RFID module. The PD43c does not support RFID.

**Q: What connectivity options do I have with PD series?**

**A:** The PD43 and PD43c come standard with a USB 2.0 port (USB A) and a 2x USB Host port (USB B). Additionally, PD series printers have a factory-installable 802.11 W-Fi + Bluetooth dual radio card, and Ethernet modules and well as Serial and Parallel adapters.

**Q: Why are the USB 2.0, 1 USB Host and Ethernet ports located underneath (on the bottom of) the printer?**

**A:** Ports are located at the bottom of the printer to provide security to the connection through a cable safety feature located also on the bottom plate of the printer. This position also provides better security for the USB thumb drives when used to extend memory. If the customer wants to remove the printer frequently and move it from workstation to workstation, and prefers to make connections at the back of the printer, cable adapters are available as accessories.

**Q: Can a USB keyboard be used to enter variable data for a label with the PD series?**

**A:** Yes, but only if an HSM (Legacy Intermec) "Smart Printing" application is running.

**Q: Can I use a scanner to input data into a label form right into the PD series, without the need for an external computer?**

**A:** Yes, but you must first set up appropriate preambles and postambles on the scanner. Both USB and Bluetooth scanners may be used.

**Q: Are LAN and WLAN available as user-installable options?**

**A:** No, LAN and WLAN are only available as factory-installable options.

**Q: How much memory does the PD series have and can I add more?**

**A:** All PD printers come with 128MB Flash and 128MB RAM (DDR2) and can be upgraded via the USB host port to 32GB with a thumb drive that is FAT16 or FAT32 file format.

**Q: Is the PD series available in different user languages?**

**A:** Yes, the icon version has graphics depicting status and error conditions which can be understood by all users. The LCD version is available in ten different user languages: English, French, German, Italian, Korean, Portuguese, Russian, Spanish, Simplified Chinese and Traditional Chinese. Korean, Simplified and Traditional Chinese are only available on select configurations or via download.

## **USER INTERFACE QUESTIONS**

**Q: What types of user interfaces are available for the PD series?**

**A:** An LCD user interface is standard. In some regions, PD series printers are also available with an icon user interface.

**Q: What are the icons and what do they mean on the PD series (icon) printers?**

**A:** The graphical back-lit icons are: data status, wireless status (if installed), Bluetooth® status (if installed), paper out, ribbon out (PC43t), cover open, pause, general error/maintenance and thermal printhead too hot. There is also a blue ready-to-work LED and one Print/Feed button. See below for icon images and descriptions.

Icons	Color and Description	Printer Models
	Flashing white-sending or receiving data; None-no data in motion	All
	White-WiFi is connected; None-No Wifi connection	WiFi enabled only
	White-BT is enabled; None-BT is not enabled or not installed	BT-enabled only
	Red-Media is jammed or empty; None-no error	All
	Red-ribbon is jammed or empty; None-no error	TT only
	Red-printer lid is open or not latched properly; None-no problem	All
	White-printer is paused; None-printer is not paused	All
	Red-general error in some other area; None-no problem	All
	Red-printhead too hot; None-no error	All

**Q: What are the specifications of the LCD?**

**A:** The LCD is a 2.36" VGA display with a resolution of 480x234 pixels.

**Q: Are PD series user interfaces the same as PC Series?**

**A:** Yes.

## CONFIGURATION

**Q: What printer configuration and software tools are available for the PD series?**

**A:** The following tools are compatible with PD series:

- Windows printer driver package;
- BarTender label design and print package;
- PrintSet for printer configuration, font and firmware uploading tool. Fonts, graphics and firmware may also be uploaded via the USB host port on the LCD printer.

## FIRMWARE

**Q: What programming languages are available on the PD series?**

**A:** The following programming languages are supported:

- DP (Direct Protocol)
- Fingerprint
- C# for Printers
- IPL (Intermec Printer Language)
- ESIM (EPL command language simulator)
- ZSIM (ZPL command language simulator)
- DSIM (DPL command language simulator)

**Q: Which PD series printers have the ESim/ZSim autoconfig feature?**

**A:** The LCD configurations have the feature where the user can select "ESim/ZSim autoconfig" and when they send a print job, the printer will select the correct printer command language between EPL and ZPL. This feature is not available on the Icon printer configurations.

**Q: Can users input any information via a USB keyboard plugged into the printer?**

**A:** Since the printer is normally in a mode where it only accepts print commands, keyboards and scanners are only able to input information from Intermecc "Smart Printing" applications designed to accept data from them.

**Q: How do I reset the defaults on the icon version of the PD43?**

**A:** With printer turned off, open the cover, press and hold feed button, turn on the printer and continue to hold down feed button until the printer is fully booted.

**Q: How do I upgrade the firmware using the USB host port with a memory stick/thumb drive?**

**A:** First, make sure your thumb drive is formatted to FAT (insert thumb drive into computer, select the path to the thumb drive, right click on the thumb drive and select "format"). Next, copy the unzipped firmware files. Make sure there are no other files on the thumb drive. With the printer turned off, insert the thumb drive into the printer USB host slot and follow the directions on the screen (LCD version). The icon version will activate all LEDs while it is upgrading and will signify that the firmware has been upgraded by the solid blue ready-to-work light.

**Q: What is the password for the ZSim menu?**

**A:** The password is: 1138.

**Q: How do I enable the parallel adapter?**

**A:** Enabling the parallel adapter is simple. Just plug the USB part of the adapter in to the printer and it will begin working automatically.

## ACCESSORIES AND PERIPHERALS

**Q: What accessories are available for PD series?**

**A:** See the PD43/43c Accessory Guide linked on the PD43/43c product web page.

## MEDIA

**Q: What is the maximum roll size the PD series supports?**

**A:** With its standard dome door, PD43 can accommodate rolls up to 8.3" (213 mm) in diameter. With the optional flat top door, it can accommodate rolls up to 6" (152 mm) in diameter. With the external media holder, the PD43c can accommodate rolls up to 8.3" (213mm) in diameter.

**Q: What media core size is supported on PD series?**

**A:** Media core sizes of 1", 1.5", and 3" are all supported.

**Q: What is the minimum and maximum label length supported on PD series?**

**A:** Minimum label length is 0.25" (6.4 mm) and maximum is 68.0" (172.7 cm).

**Q: Does PD series support both ink-in and ink-out ribbons?**

**A:** Yes. On the ribbon mechanism, there is switch that allows the user to set the ribbon configuration to ink-in or ink-out.

**Q: What is the maximum ribbon diameter on PD43 printer?**

**A:** The maximum ribbon diameter is 2.68" (68 mm).

**Q: What are the ribbon core sizes available for PD series?**

**A:** Supported ribbon core sizes are 0.5" with notches and 1" with notches. Also, 1" core sizes without notches are supported by use of a standard ribbon adapter.

**Q: What is the supported ribbon length for PD43?**

**A:** 984 ft (300 m).

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**Honeywell Scanning & Mobility**

9680 Old Bailes Road

Fort Mill, SC 29707

800.582.4263

[www.honeywell.com](http://www.honeywell.com)

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