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> [Intermec PC43d Direct Thermal Printer User Manual](#)

## Intermec PC43d

# Intermec PC43d Direct Thermal Printer User Manual

Model: PC43d (PC43DA00100201)

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## 1. INTRODUCTION

This manual provides instructions for the safe and efficient use of your Intermec PC43d Direct Thermal Printer. The PC43d is a compact and user-friendly desktop label printer designed for light-duty label printing applications. It features a direct thermal printing method, a multi-language LCD or icon-graphics user interface, and flexible connectivity options to meet various business needs.

Please read this manual thoroughly before operating the printer and retain it for future reference.

## 2. SAFETY INFORMATION

Observe the following safety precautions to prevent injury and damage to the printer:

- **Electrical Safety:** Use only the power adapter supplied with the printer. Do not use damaged power cords or plugs. Ensure the printer is connected to a grounded outlet.
- **Heat Warning:** The print head can become very hot during and immediately after printing. Avoid touching the print head to prevent burns.
- **Moving Parts:** Keep hands and loose clothing away from moving parts inside the printer during operation.
- **Ventilation:** Ensure adequate ventilation around the printer to prevent overheating. Do not block ventilation openings.
- **Environment:** Operate the printer in a clean, dry environment, away from direct sunlight, excessive dust, moisture, and extreme temperatures.
- **Cleaning:** Disconnect the power before cleaning the printer. Use a soft, damp cloth; do not use abrasive cleaners or solvents.

## 3. PACKAGE CONTENTS

Verify that all items are present in the package. If any items are missing or damaged, contact your supplier.

- Intermec PC43d Direct Thermal Printer
- Power Supply Unit

- Power Cord
- USB Cable
- Quick Start Guide
- Documentation CD (may contain drivers and full user manual)
- Sample Roll of Labels



**Figure 3.1:** Intermec PC43d Direct Thermal Printer. This image shows the compact design of the printer, suitable for desktop use, with its front panel and label output slot visible.

## 4. SETUP

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### 4.1 Unpacking and Placement

1. Carefully remove the printer from its packaging.
2. Place the printer on a stable, flat surface with adequate space for ventilation and cable connections.
3. Ensure the printer is near a grounded electrical outlet.

## 4.2 Loading Print Media (Labels)

1. Open the printer cover.
2. Place the roll of direct thermal labels onto the media supply spindle. Ensure the labels feed from the bottom of the roll.
3. Thread the leading edge of the labels through the media guides and under the print head assembly.
4. Adjust the media guides to fit the width of your labels snugly but without restricting movement.
5. Close the printer cover.

## 4.3 Connecting Power

1. Connect the power supply unit to the printer's power input port.
2. Plug the power cord into the power supply unit.
3. Plug the power cord into a grounded electrical outlet.

## 4.4 Connecting to a Computer (USB)

1. Ensure the printer is powered off.
2. Connect one end of the USB cable to the USB port on the printer.
3. Connect the other end of the USB cable to an available USB port on your computer.
4. Power on the printer. Your operating system should detect the new hardware.

## 4.5 Driver Installation

Install the printer drivers from the provided documentation CD or download the latest drivers from the official Intermec support website. Follow the on-screen instructions to complete the installation.

# 5. OPERATING INSTRUCTIONS

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## 5.1 Powering On/Off

- **Power On:** Press the power button located on the front panel. The LCD or icon display will illuminate.
- **Power Off:** Press and hold the power button until the printer shuts down.

## 5.2 Basic Printing

1. Ensure the printer is powered on and connected to your computer.
2. Open the document or application from which you wish to print labels.
3. Select "Print" from the application's menu.
4. Choose the Intermec PC43d printer from the list of available printers.
5. Adjust print settings (e.g., label size, orientation) as required in the printer driver preferences.
6. Click "Print" to send the job to the printer.

## 5.3 LCD/Icon Interface Navigation

The PC43d features either a multi-language LCD or an icon-graphics user interface. Use the navigation buttons (typically Up, Down, Select/Enter) on the front panel to scroll through menus, adjust settings, and confirm selections. Refer to the full user manual (available on the documentation CD or online) for detailed menu structures.

## 5.4 Media Calibration

After loading new media or changing label types, it is often necessary to calibrate the printer to ensure accurate label sensing and printing. This can typically be initiated through the printer's front panel menu or via the printer driver software.

Consult the full user manual for specific calibration procedures.

## 6. MAINTENANCE

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Regular maintenance ensures optimal performance and extends the life of your printer. Always power off and unplug the printer before performing any cleaning.

### 6.1 Cleaning the Print Head

The print head should be cleaned regularly, especially if print quality degrades or after changing several rolls of labels.

1. Power off and unplug the printer.
2. Open the printer cover and allow the print head to cool if it has been recently used.
3. Gently wipe the print head surface with a lint-free cloth moistened with isopropyl alcohol (99% pure).
4. Allow the print head to dry completely before closing the cover and powering on the printer.

### 6.2 Cleaning the Platen Roller

The platen roller (the rubber roller that feeds the labels) can accumulate adhesive residue or dust.

1. Power off and unplug the printer.
2. Open the printer cover.
3. Rotate the platen roller manually and wipe its surface with a lint-free cloth moistened with isopropyl alcohol.
4. Allow it to dry before use.

### 6.3 General Cleaning

Wipe the exterior of the printer with a soft, damp cloth. Do not use harsh chemicals or abrasive materials.

## 7. TROUBLESHOOTING

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This section addresses common issues you might encounter with your PC43d printer.

Problem	Possible Cause	Solution
Printer does not power on.	Power cord loose or disconnected. Power outlet not working. Faulty power supply.	Check all power connections. Try a different outlet. Contact support if power supply is suspected faulty.
No print output.	Printer not connected to computer. Incorrect driver installed. Printer paused or offline. No labels loaded.	Verify USB connection. Ensure correct drivers are installed. Check printer status on computer. Load labels correctly.
Poor print quality (faded, lines, gaps).	Dirty print head. Incorrect media type. Print head worn out.	Clean the print head (see Section 6.1). Ensure you are using direct thermal labels. Contact support for print head replacement.
Labels are not feeding correctly or skipping.	Media guides not adjusted. Labels loaded incorrectly. Printer not calibrated.	Adjust media guides. Reload labels. Perform media calibration (see Section 5.4).

For more complex issues, refer to the comprehensive user manual or contact Intermec technical support.

## 8. SPECIFICATIONS

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<b>Model Name</b>	PC43d
<b>Item Model Number</b>	PC43DA00100201
<b>Printing Technology</b>	Direct Thermal
<b>Printer Output</b>	Monochrome
<b>Connectivity Technology</b>	USB
<b>Hardware Interface</b>	USB
<b>Control Method</b>	Remote, Push Button
<b>Print Media</b>	Labels
<b>Compatible Devices</b>	PC
<b>Memory Storage Capacity</b>	128 MB
<b>Product Dimensions</b>	11.7 x 11.4 x 10 inches
<b>Item Weight</b>	0.01 ounces
<b>Manufacturer</b>	INTERMEC
<b>GTIN / UPC</b>	684641530296

## 9. WARRANTY AND SUPPORT

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### 9.1 Warranty Information

The Intermec PC43d printer comes with a standard manufacturer's warranty. For detailed information regarding warranty terms, duration, and coverage, please refer to the warranty card included with your product or visit the official Intermec (now Honeywell) website. Keep your proof of purchase for warranty claims.

### 9.2 Technical Support

For technical assistance, driver downloads, or further documentation, please visit the official Honeywell (formerly Intermec) support website. You may also contact their customer service department directly. When contacting support, please have your printer's model number (PC43d) and serial number ready.

*Note: Intermec is now part of Honeywell. Support resources are typically found on the Honeywell website.*

