



Frequently Asked Questions

PC23d, PC43d, and PC43t Desktop Printers

General Questions

Q) What is the difference between the PC23d, PC43d, and PC43t?

A) The PC23d is the 2" wide version of the new Intermec Desktop printer line. PC43d and PC43t are the 4" wide versions. The d signifies that the printer is a Direct Thermal printer meaning that the label or media has been thermally coated and only needs the heat from the print head to create an image such as a barcode or text the labels. The t signifies that the printer is a Thermal Transfer printer and that it transfers resin to the label from a ribbon to create an image.

Q) How compatible is the PC43d/t with its predecessor the PF8?

A) The PC43d or PC43t should be a drop in replacement for the PF8d and PF8t respectively. The PC43d/t firmware can be set to ESIM so all the commands will be the same. The PC43d/t printers are able to use existing media and the PC43t can accept existing PF8 or PC41 (and many other types) 1" or 0.5" core ribbon with no hardware or firmware change required.

Q) What connectivity options do I have with the PC series?

A) The PC23d and PC43d/t come standard with a USB 2.0 port (USB A) and a USB Host port (USB B). The PC43d/t has two USB Host ports, one on the front and one in the back. Additionally the PC23d and PC43d/t printers have user installable 802.11 W-Fi / Bluetooth dual radio card, and Ethernet modules and well as Serial and Parallel adapters.

Q) How much memory does the PCseries have and can I add more?

A) All PC printers come with 128MB Flash and 128MB RAM (DDR2) and can be upgraded via the USB host port to 2TB with a thumb drive that is FAT16 or FAT32 file format.

Q) What type of user interfaces are available for the PC series?

A) All PC series printers are available with either an icon interface with universal graphics or an LCD providing status updates and maximizing uptime.

Q) What are the specifications of the LCD?

A) The LCD is a 2.36" VGA display with a resolution of 480 x 234.

Q) Is the PC 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 10 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.

Q) Does the PC23d and PC43d/t offer a mobile battery pack?

A) The PC43d offers a battery pack and a battery base bay for mobile printing solutions. The PC23d and the PC43t do not.

Q) What is the significance of the real-time clock that comes as a standard feature of the PC23d and PC43d/t LCD printers?

A) The RTC enables the label to be time stamped with the actual time it was printed versus the time the network issued the print command. The difference in these two times can be significant. Time stamping the label with the real time is important for applications such as specimen labeling in healthcare, or perishable food labeling in the food packaging industry.

Q) Can the PC23d and PC43d be wall mounted?

A) Yes the PC23d and PC43d have hole patterns on the bottom that allow the printer to be hung from a wall to save space.

Q) Can a USB keyboard be used to enter variable data for a label with the PC series?

A) Yes, only if an Intermec “Smart Printing” programmable application is running.

Q) Can I use a scanner to input data into a label form in the PC series?

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

User Interface

Q) What are the icons and what do they mean on the PC23d and PC43d/t 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.

One-Button Interface - Status Icons

| Icon | 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 |

Configuration

Q) What printer configuration and software tools are available for the PC23d and PC43d/t?

- Interdriver™ Windows Printer Driver package
- Intermec 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 PC series?

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

Q) Which PC 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 the 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 Intermec “Smart Printing” programmable applications designed to accept data from them.

Q) How do I reset the defaults on the icon version of the PC23d and PC43d/t?

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 printer is fully booted.

Q) How do I upgrade the firmware using the USB host port with a memory stick/thumbdrive?

A) First make sure your thumbdrive is formatted to FAT (insert thumbdrive into computer, select the path to the thumbdrive, right click on the thumbdrive and select “format”). Next copy the unzipped firmware files. Make sure there are no other files on the thumbdrive. With the printer turned off, insert the thumbdrive into the printer USB host slot and follow the directions on the screen (LCD version). The icon version will light 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.

Media

Q) How does the one handed media loading operation work?

A) This feature makes it super easy to install a new roll of media for busy users. Users open the cover one handed with either the right or left release lever. The empty roll can then be removed by grasping the old roll in one hand and pulling it up and out. Then a new roll can be installed one handed by simply dropping it between the media guides. The media guides only need to be set ONCE for a specific width label or receipt roll. Once they are locked in place no further adjustment is needed. These are the only desktop printers with this feature.

Q) What is the maximum roll size which can be printed with the printer?

A) The printer holds a media roll up to 5" Dia. and can be used with a media roll up to 8" Dia. using the external media slot. Intermec does not offer an external media holder.

Q) Can I use Fan-fold media with the PC23d and PC43d/t?

A) Yes, there is a slot in the back of the printer which will allow fan-fold media to pass through.

Q) Will the printer print receipt paper?

A) The printer specification is a minimum of 0.3 mil but the printer has been successfully tested with 0.2 mil at reduced print speed.

Q) What core size can I put on PC43t?

A) The PC43t can accommodate a 1" and .5" ribbon core. The 1" ribbon core holds the largest ribbon roll (up to 11,811 inches/300m) in a desktop printer maximizing uptime.

Q) How do I switch from the 1" to the .5" ribbon core?

A) No configuration is necessary. Simply switch the ribbon uptake roll, the holder has a built in adapter that compresses for the .5" ribbon uptake roll, it slides in to place. The ribbon roll works that same way.

Accessories and Peripherals

Q) What accessories available for the PC23d and PC43d/t printers?

A) See [Accessory Guide](#)

The PC23d and PC43d/t also support these peripherals:

- USB keyboard for data input to Fingerprint applications
- USB scanner, such as the Intermec SR10, SR20, SR30 or SR61T
- Bluetooth scanner, such as the Intermec SR10, SR20, or SR61B

Q) How can I clean the PC23d and PC43d/t? What kind of chemicals can I use on them?

A) The PC23d & PC43d/t disinfectant resistant plastic case has been tested successfully with the following chemicals:

Note: Cleaning these printers by using a wipe or cloth dampened by any of the disinfectants or cleaning solutions below will not cause damage to the printer case or media window.

Chemical Disinfectants

Viraguard®
Sodium Hypochlorite 6%
Ammonium Chloride 10%
SANI-CLOTH HB
SANI-CLOTH PLUS
SUPER SANI-CLOTH
Cavi Wipes
Super HDQL 10
Cloro-Wipe Towelette
Virex
70% Isopropyl Alcohol
Alcohol Prep Pads
Ethylene Glycol

Brand

Veridien
Multiple suppliers
Multiple suppliers
PDI
PDI
PDI
Metrex
Spartan
Surgipath
Johnson
Multiple suppliers
PDI, others
Multiple Suppliers

Cleaners

Screen Cleaner
Tuffie Wipes

Brand

Multiple Suppliers
Vernacare

As a result these printers are built to withstand the rigors of harsh cleaning environments such as healthcare, for the long term.



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