May 2017

S&PS TECHNICAL SUPPORT NEWS

Honeywell
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Overview

S&PS Technical Support News

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You can reach us for feedback and suggestions at HSMSupportSolutions@honeywell.com

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Enhanced Data Rate (EDR) support

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Honeywell Bluetooth scanners in general support a data transmission rate of 1 MB/s.
The applicable hardware / Bluetooth radio often supports EDR (Enhanced Data Rate) with 3Mb/s, but as this is rarely been demanded for barcode scanners, Honeywell has not gone through certification for this part to avoid the costs will be added to the standard product.
The EDR functionality cannot be enabled by customers, to avoid infringement of the legislation.

If there is technical justification for enabling EDR depends on the amount of data that needs to be transferred. (The usual barcode reading does not require this).
For customers that technically require EDR it would be theoretically possible to enable EDR, and whether Honeywell would do that will be a commercial decision.
To achieve enabling EDR reach out to the pre-sales teams, to discuss the use case scenario and sales opportunity.

NOTE: EDR was introduced in Bluetooth 2.0 in 2004. Bluetooth 2.0's main enhancement was the introduction of an EDR for both data (ACL) and voice (eSCO) packets. Although the nominal signaling rate of EDR is specified as 3 megabits per second, the practical data transfer rate is around 2.1 megabits per second.

Bluetooth

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Honeywell announces Level VI External Power Supplies for all Scanner Products

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This notice serves as formal communication that Honeywell Safety & Productivity Solutions has updated level V external power supplies of all scanner products to level VI. The Level V power supplies has already being retired and replaced by the level VI power supplies in North America.

The Product Update Notice PUN 17 - 02 > January 13, 2017 can be downloaded from here.

NOTE: The Level V and VI defines the 'EFFICIENCY STANDARDS' for external power supplies and no-load power draw. This started in 2004, since the California Energy Commission (CEC) implemented the first mandatory standard. Mandating higher average efficiencies in external power supplies has had a real impact on global power consumption.

Recognizing that California, China, and Australia were quickly defining their own standards, Energy Star defined the International Efficiency Marking Protocol to minimize confusion between regions and their similar standards. The defined markings set minimum efficiency and no-load levels for external power supplies:

- Level I: Power supply does not meet any of the standards defined.
- Level II: Power supply meets minimum efficiencies that were set by China in November 2005.
- Level III: Power supply meets Energy Star Tier 1, CEC Tier 1, and Australian MEPS standards.
- Level IV: Power supply meets CEC Tier 2 and the Australian MEPS High Efficiency category.
- Level V: Future Energy Star Tier II Level that was TBD at the time.
- Level VI and Level VII: Reserved for future levels and now applies for US.

TABLE 1: CURRENT STANDARDS FOR NO-LOAD POWER AND EFFICIENCY

Level	No-load power* requirement	Average efficiency requirement
I	None of the cases below fit	
II	No criteria were ever established	No criteria were ever established
III	≤1 W	≥ power x 0.49
	≤10 W: ≤0.5 W of no-load power	1 to 49 W: ≥[0.09 x Ln(power)] + 0.49
	10 to 250 W: ≤0.75 W of no-load power	49 to 250 W: ≥84%
IV	0 to 250 W: ≤0.5 W of no-load power	≤1 W: ≥ power x 0.50
		1 to 51 W: ≥ [0.09 x Ln(power)] + 0.5
		51 to 250 W: ≥85%
V	0 to 49 W: ≤0.3 W of no-load power	Standard voltage ac-dc models (>6 V_{Out})
	50 to 250 W: ≤0.5 W of no-load power	≤1 W: 0.48 x power + 0.140
	50 to 250 W: ≥87%	1 to 49 W: [0.0626 x Ln(power)] + 0.622
		Standard voltage ac-dc models (<6 V_{Out})
	0 to 49 W: ≤0.3 W of no-load power	≤1 W: 0.497 x power + 0.067
	50 to 250 W: ≤0.5 W of no-load power	1 to 49 W: [0.0750 x Ln(power)] + 0.561
	50 to 250 W: ≥86%	

*i.e., the power designated on the label of the power supply

LEVEL	COUNTRY
VI	United States
V	European Union
IV	Canada

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RTC – Real Time Clock – Does Honeywell Barcode Scanner support RTC?

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There are use cases where customers asking for support to add a ‘Time and Date Stamp’ to the scanned data.

In most cases this is asked for the Bluetooth devices using any kind of Batch Mode (Inventory Mode).

As the Honeywell Barcode Scanner do not have an internal clock, there is no way to add a Time and Date Stamp.

A real-time clock (RTC) is a computer clock (most often in the form of an integrated circuit) that keeps track of the current time.

Time and date tagging is usually done when the data is stored, for scanners that would be on the host system, which runs on local time.

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Trigger Toggle Mode

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Since spring 2017 the Xenon 1900 and 1902 supports Trigger Toggle Mode, a feature that allows the scanner to temporarily operate in a different mode, by switching upon a number of quick repetitive trigger pulls, comparable with a PC's double mouse click. This allows the user to temporarily alter the set-up for a somehow exceptional predefined scanning action. The usual or normal mode is referred to as the scanners primary mode and the by this functionally enabled temporarily setting is called the scanners secondary mode.

With the parameter TRGTGM [0-3] it is possible to select from some predefined options what the secondary functionality will be, and with TRGTPC [2-9] the amount of trigger-pulls for entering the secondary mode is set (default is 3 clicks). Furthermore TRGTGT [0-65] Controls the time in seconds the scanner remains in this secondary mode (default = 5 sec.). This time is refreshed on a successful decode. TRGTGT0. sets 'no timeout' and the toggle sequence has to be repeated to exit to primary mode.

The selectable modes are:

1. TRGTGM0 configures the scanner, that when the operator quickly pulls the trigger the with TRGTPC preconfigured amount of times, it does NOT go into a secondary toggle mode.
2. TRGTGM1 configures the scanner, that when the operator quickly pulls the trigger the with TRGTPC preconfigured amount of times, will go into image snap and ship mode where it waits for one more trigger pull to capture the image, and automatically ship or send the image to the host, in accordance with the configured set-up for images. (this avoid this ship or send process has to reside on the host)
3. TRGTGM2 configures the scanner, that when the operator quickly pulls the trigger the with TRGTPC preconfigured amount of times, The scanner will temporarily enter cell phone reading mode as if PAPHHC were scanned. Upon return to primary mode the unit is configured as if PAPHHF was scanned (configured for Manual trigger - Full Depth Of Field Reading Mode)
4. TRGTGM3 configures the scanner, that when the operator quickly pulls the trigger the with TRGTPC preconfigured amount of times, the scanner temporarily enables decode centering feature where the scanner behaves as if DECWIN1 menu setting was scanned.

In all circumstances the scanner will return to the primary mode when there is no activity for the by TRGTGT configured time out.

A last applicable command is the Timer Trigger Interval TRGTTI that allows to configure the maximum time in between the quick repetitive trigger pulls that initiate to toggle between primary and secondary trigger mode. By default this value is set to 400ms and ranges from 50-2000ms.

NOTE: There is no audible or visible feedback the scanner toggled successfully to or from its secondary mode.

EZConfig doesn't provide the regular options to select 2D postal codes (1 of 2)

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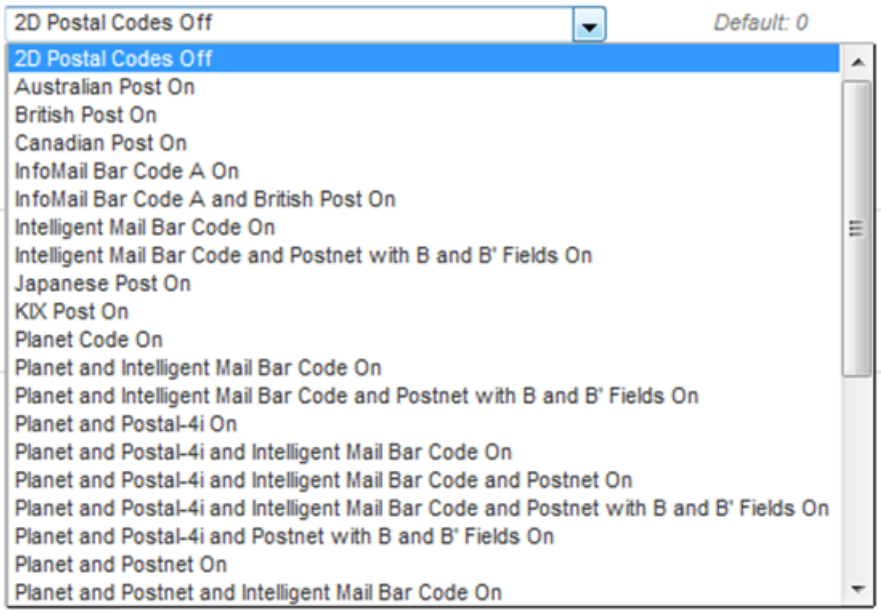
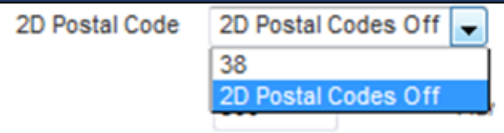
Normally EZconfig provides about 30 different options for 2D postal symbologies, but with EZConfig Ver: 4.5.15 and Ver: 4.5.20 (recently Modified per 10/27/2016) for various 2D products there is only one option listed, being the numeric value '38'.
When selecting the option 38, it actually sets the serial command POSTAL38. to be send to the scanner, however the user documentation does not list any options above POSTAL30.

Usual Options





EZConfig provides one option for;

- N6600
- Voyager 1602g
- Granit 19080 and 1981i
- Solaris 7980g
- HAP (Honeywell BT Access-point)

EZConfig provides usual options for;

- Xenon 1900 series
- Voyager 1450 series
- N5600
- N8600
- Granit 1910i, 1911i
- Vuquest 3310g
- Genesis 7580g

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EZConfig doesn't provide the regular options to select 2D postal codes (2 of 2)

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This is a bug in EZConfig, and although EZConfig does not provide the relevant options, the device does support the full range of postal symbologies, and conforms to the respective user documentation (User Guide).

Workaround:
Until fixed in EZConfig, Honeywell suggests to temporarily select the 'Xenon 1900 Area-Imaging scanner (in the EZConfig 'Category'; 'Hand-held General Purpose')' as 'Disconnected Device' , and then while having selected 'Symbologies' and 'Postal', select the required '2D Postal Code' option from the drop down menu.
Once you have selected the 2D Postal Code option, click on 'Generate Bar Code" in the EZConfig 'Barcode Generation' pane on the left of the screen. The barcode that will be displayed can be scanned with the scanner at hand.

NOTE:

- The following legacy postal setting enable commands are still available, but hidden, to effectively encourage the use of the new POSTAL setting instead: AUSENA, JAPENA, KIXENA, PLNENA, NETENA, BPOENA, TAGENA, 4CBENA, and CANENA (noting that Canadian Post is not yet supported in POSTAL).
- The 1400g, and 1900hc have their own 2D Postal code implementation for EZConfig,

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Introducing the Xenon 1902g-BF

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Design goals:

Offering a 2D wireless battery-free scanner solution fulfilling the retail store segment requirements of:

- Delivering extraordinary Xenon reading performance
- Ability to read 2D coupons, Mobile tickets (cell phone), GS1 composite product codes etc.
- Fast charging advantage avoiding down time
- Prevent painful field battery replacements over time
- Deliver an environmental friendly green technology

Targeted market segments:

Low volume Retail Stores:

- Scanner being used as a primary scanner for POS checkout

High volume Retail Stores:

- Scanner being used as a:
  - Complement to bi-optic (in-counter) scanners, to add 2D and/or Digimarc support, scan bulky items etc.
  - POS checkout or queue busting in hypermarkets or supermarkets
  - backup when the bi-optic fails.

Postal / administrative;

- Office and counter applications

Xenon 1902g-BF

Key selling points

Offering a 'green' solution

- With a small carbon footprint (saving energy costs / no additional power outlet required)
- Good for 5-10 years of hassle free operation, leaving no environmentaly aggravating waste

While taking away concerns of

- Down-time due to uncharged batteries (charges within minutes)
- Low battery lifecycle (logistics, replacement, disposal of batteries and the costs on all of that)
- The weight of a cordless scanner (wrist stress -> productivity -> costs)

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Mobility Overview

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1. CN51 Android 6 SDK
2. CN51 Android 6 Mobility SDK update
3. Android Screen tool for demonstration purposes
4. Customer Support Forum

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CN51 Android 6 SDK

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CN51 with Android 6 has the well-known Honeywell CommonES.

Therefore it will even use the same SDK as CT50/D75e Android 6. The common released version is **1.00.00.0021**. It is released file to the web. There will be still two different packages for the SDK. The one for CN51 you may find on the CN51 download section and is named “Honeywell_MobilitySDK_Android_CN51_v1.00.00.0021.zip” where the other is just missing “CN51_”. The difference between both are the USB drivers used for CN51 versus CT50/D75E.

As long this download is not available through the web site, you may use article 54386 and the there provided link to download

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CN51 Android 6 Mobility SDK update

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Please note that the CN51 running Android 4.x and Android 6.x do not share the same Mobility SDK.

With the release of Android 6 for the CN51 the same SDK as used by the CT50 (android 6) and D75e (Android 6) is used.

The old 1.10.00.54 SDK is not compatible with CN51 running Android 6.

CN51 Android 4.2
Android Data Collection SDK ver. 1.10.00.54

CN51 (CT50, D75e) Android 6
Honeywell_MobilitySDK_Android_v1.00.00.0021
Honeywell Common ES for Android 6.0 ver. 4.01.00.3566

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Droid@Screen – Android Screen tool for demonstration purposes

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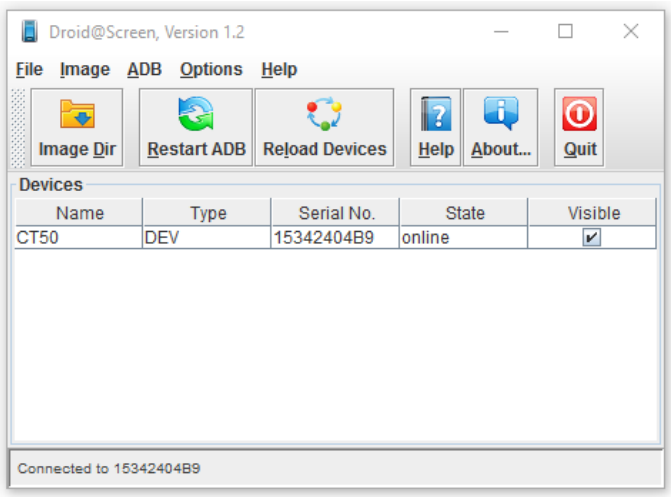
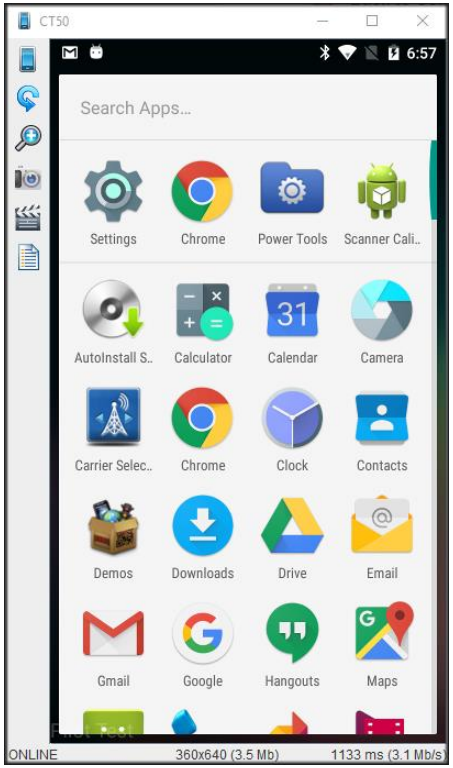
For demonstration purposes and during training sessions, it might be handy to display the screen on an Android device on a projector or in a shared session.

This is possible with a free tool called ‘Droid@Screen’, which can be downloaded from http://droid-at-screen.org/

Once an ADB (Android Debug Bridge) session is established over USB to an Android device, start this tool on a PC to show a ‘live’ screen





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Customer Support Forum (1 of 2)

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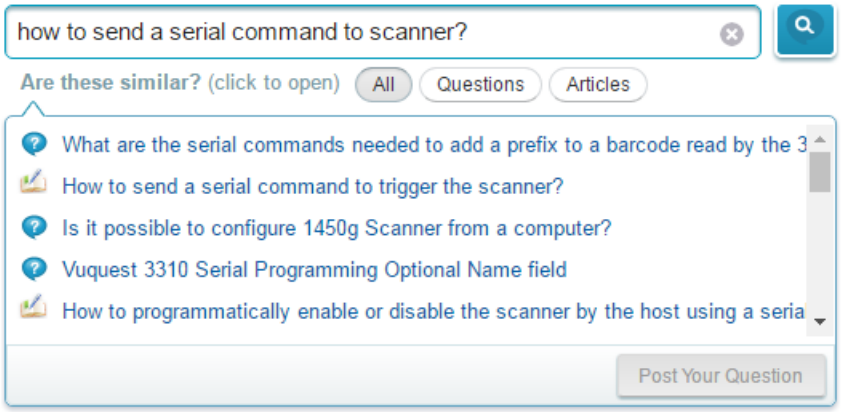
The Technical Support department has always strived to help its customers with all of their questions and issues. For almost a year now, we have introduced a forum-type question and answer area in SalesForce, to aid collaboration among our customers. Our goal is to provide an area where customers can post questions pertaining to issues that they are experiencing with Honeywell devices, in the hopes that other customers who might have run across and resolved those same types of issues will be able to impart their knowledge.

This area is available to all customers who have an account on the Technical Support portal and can be reached by clicking on the "Forum" tab located across the top of the page. The purpose of this forum-style question and answer area is to enhance our ability to provide quality service to our customers, whilst allowing them to experience the satisfaction of helping a fellow user.

Entering a question begins by simply typing the question in the search box (labeled "What would you like to know"). Any similar questions and any viewable articles will automatically be displayed for the customer to choose. The customer can also limit the options to view either questions or articles. Icons help denote the type of the result: a question mark for a question or an open book with a pen for an article.



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Customer Support Forum (2 of 2)

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If the customer does not see any similar questions or articles listed, he can use the button labeled “Post Your Question” to post the question on the forum. Once the question “posts” into the question/answer area, other users of the forum can begin responding with helpful information.

A dedicated team of Technical Support staff monitor all proposed questions to ensure applicability and correct wording of the question. The moderators will allow two business days for the question to be answered by other users of the forum. Should a question remain unanswered for more than two days, the moderators take action and research the Technical Support Knowledge Base and previous cases for a solution. If they find information pertaining to the question, they may provide some of the case information as a response to the customer. This way questions get answers that may help the customer. If no information concerning the question is available, the moderator will create a support case and post the case number as a response on the question, so that the customer can track the case to its resolution.

Up until the beginning of November 2016, the forum has had 351 unique users, and has accumulated 356 questions.

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Printers Overview

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Print via FTP to legacy DO printers (1 of 3)

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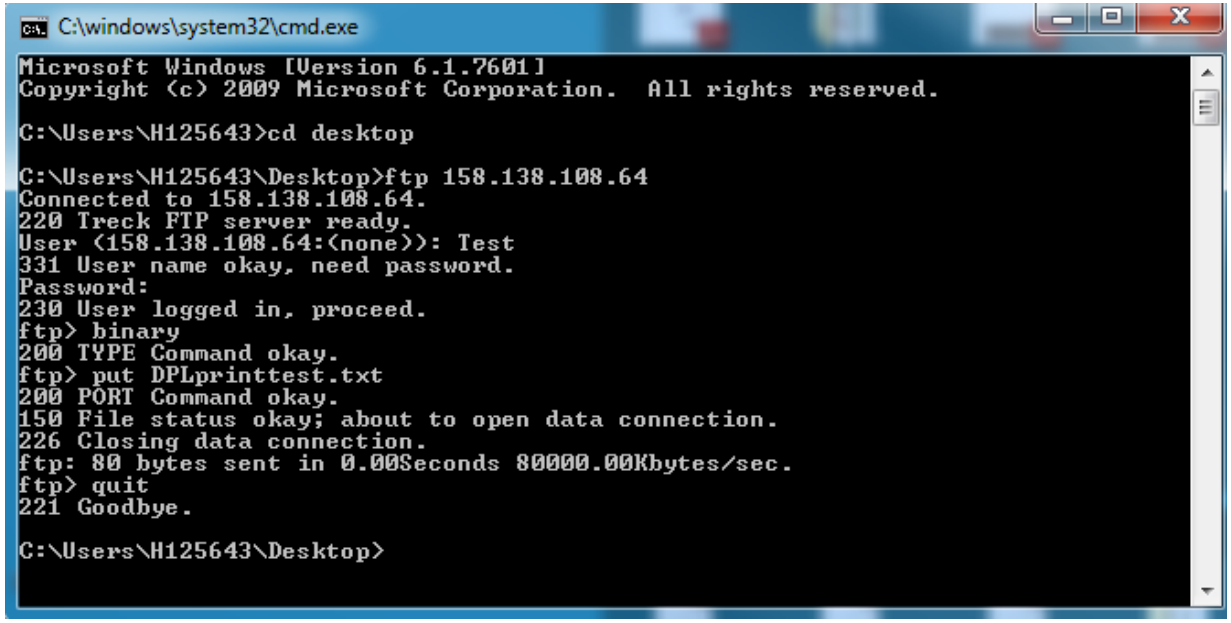
Depending on the printer model that is used the command sequence is different

M-Class MKII

Also note that FTP needs to be enabled in the printer. To enable “FTP support” use the web browser and go to the “General Network Settings” section. Follow the steps below to send a print job via FTP to the printer:

1. Open FTP session with printer.
2. When prompted enter User Name, it can be anything
3. When promoted enter password , the default password is *‘sysadm’*
4. *“binary”* indicates the format of the print job.
5. Now specify files to be printed FTP>put <Directory/path and file name for printing>
6. To close the FTP session use the *“quit”* command

The example below sends the print file “DPLprinttest.txt” to a M-Class MKII printer with IP address 158.138.108.64



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Print via FTP to legacy DO printers (2 of 3)

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Depending on the printer model that is used the command sequence is different

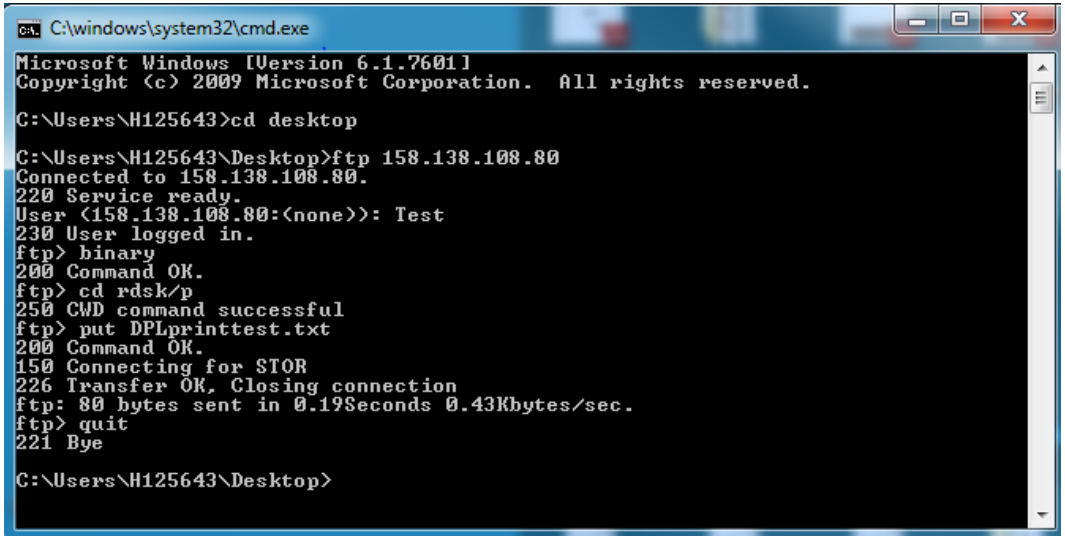
I-Class MKII

Also note that FTP needs to be enabled in the printer. To enable “FTP support” use the web browser and go to the “General Network Settings” section. Alternatively it is possible to activate it on the printer by using the following steps: 'Menu' > 'Communications' > 'Network Interface' > 'Generic Settings' > 'FTP Server enable' > select 'Yes‘

Use the steps below to send a print job via FTP to the printer:

1. Open FTP session with printer.
2. When prompted enter User Name, it can be anything
3. When promoted enter password , the default password is *”sysadm”* (password is not always required)
4. *“binary”* indicates the format of the print job.
5. *“cd rdsk/p”* indicates to the printer that print job will be send
6. Now specify files to be printed *“FTP> put <Directory/path and file name for printing>”*
7. To close the FTP session use the *“quit”* command

The example below sends the print file “DPLprinttest.txt” to a I-Class MKII printer with IP address 158.138.108.64.



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Print via FTP to legacy DO printers (3 of 3)

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Depending on the printer model that is used the command sequence is different

RL3e/RL4e

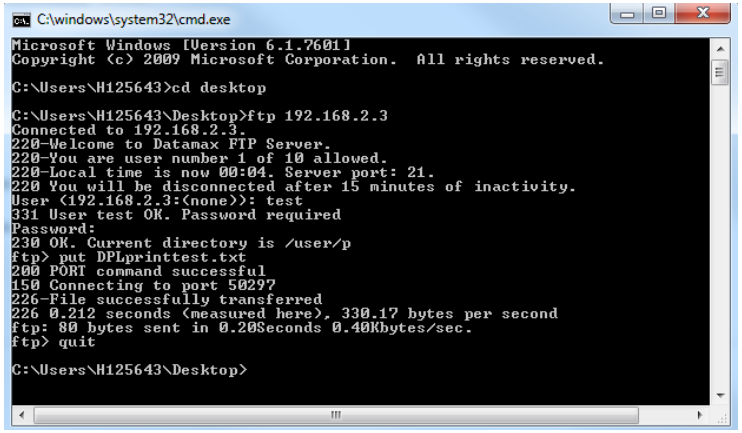
In the configuration utility NetiraCT go to ‘General Network’ and set the following values:

- ‘FTP Enable’ set to ‘Yes’
- ‘FTP Server Directory’ set to ‘/user/p’
- ‘FTP Server Password’ can be chosen randomly and default password is ‘sysadm’
- ‘FTP Server Port’ set to ‘21’
- ‘FTP Server Username’ can be chosen randomly

Once the correct FTP values are set, use the steps below to send a print job via FTP to the printer:

1. Open FTP session with printer.
2. When prompted enter User Name
3. When promoted enter password , the default password is *”sysadm”*
4. Now specify files to be printed *“FTP> put <Directory/path and file name for printing>”*
5. To close the FTP session use the *“quit”* command

The example below sends the print file “DPLprinttest.txt” to a RL3e/RL4e printer with IP address 192.168.2.3.



Note: FTP functionality on the RL3e/RL4e printer requires firmware 18.06_0070 or higher

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How to set Channels and improve roaming on a D-O printer using NetIra (1 of 2)

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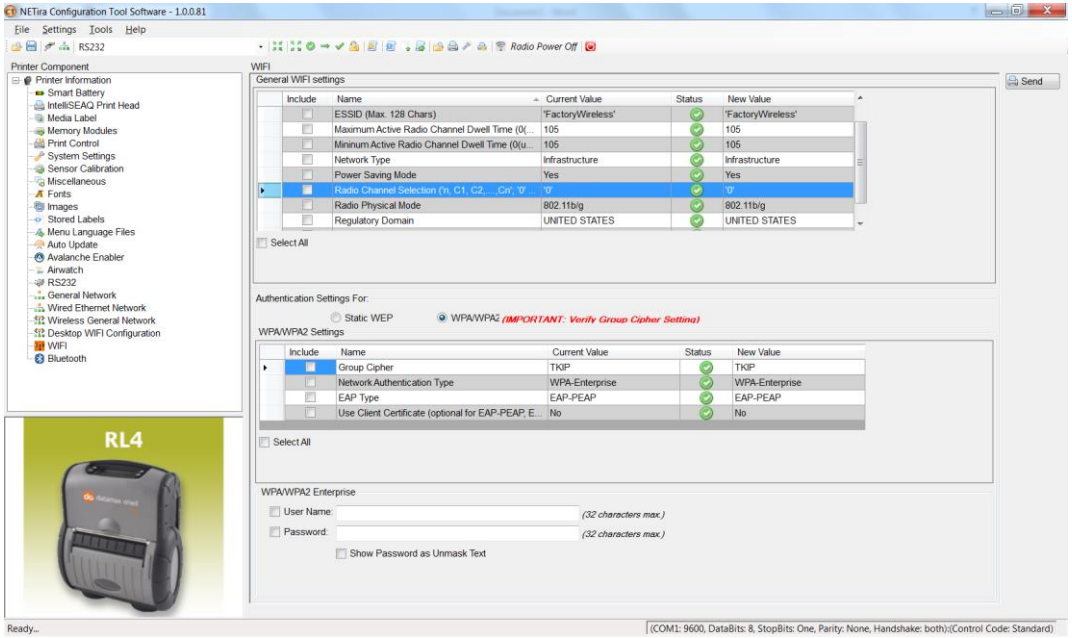
NetIra has a way of allowing the printer to only connect to certain Channels. In a normal roaming environment the printer will look to roam to the next channel to the one it is currently connected to. For example if the printer is attached to an Access Point on Channel 1, when it needs to roam it will look for channel 2 and if it does not find one it will look to Channel 3 and then 4 etc. etc.

This is a great way to ensure that the printer will attach to the next available access point. However in a lot of cases a Wifi back bone is only configured to run 3 channels (namely Channels 1,6 and 11). In an environment where there are only 3 channels in use it is pointless for the printer to look at other channels. In other words if a backbone is only configured with Channels 1,6 and 11 there is no point the printer looking for Channels 2,3,4 etc. as it will not find any of these channels. This has the effect of slowing down the roaming procedure.

To minimise the amount of time looking to roam the printer can be told to just look for the channels in use. In this example we can set the printer to only look for Channels1,6 and 11 and as such if the printer is connected to an Access point on Chanel 1 then it can be configured to next look for channel 6 and then 11.



To configure the printer for specific channels connect to the printer with Netira and select the “Wifi” option in the left field. You can then change the Radio Channel Selection to represent the channels required. A “0” indicates that ALL channels will be available.

The following screen shot shows where you can do this in Netira:-

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How to set Channels and improve roaming on a D-O printer using NetIra (2 of 2)

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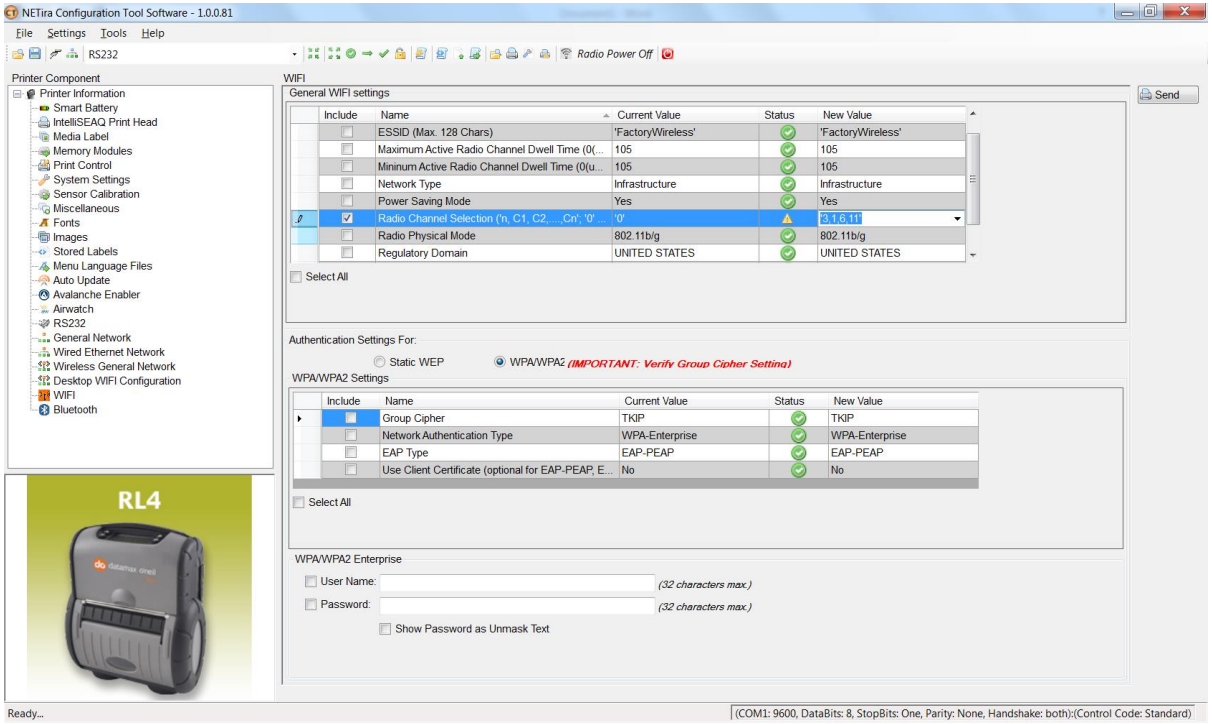
To Set the channels individually you first have to specify how many channels are in use. You then specify the channels to use. In the example below (not yet sent to the printer) you can see that 3 channels have been selected (this is the '3,) and you can see that the three channels are 1,6 and 11. So the entire entry would be '3,1,6,11'



WARNING: If you set the printer to look for only 3 channels it can NEVER connect to any access points on anything other than these three channels. In this example If the printer is used in an area where channels 2,5 and 9 are the only channels in use it will never connect to the wireless network.

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WIFI Settings In Netira CT

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There are some settings within Netira that need some explanation, some of these being,

Maximum Active Radio Channel Dwell Ti...	105	✓	105
Mininum Active Radio Channel Dwell Ti...	105	✓	105

These are the minimum and maximum time (in ms) that the radio will stay in a channel before switching to the next channel during scanning.

Below are the comments that come from the source codes:

```
    /* minActChDwellTime determines the minimum active channel dwell time,
within which if the STAT receives any beacon, it
        Remains on that channel until maximum active channel dwell time
(maxActChDwellTime). If the STA does not receive a
        Beacon within the minimum active channel dwell time, it switches to scan
the next channel
     */
    UINT2       minActChDwellTime;      /* default = 0 to use the reset
value*/
    UINT2       maxActChDwellTime;      /* default = 0 to use the reset
value*/
```

Identifying ZPL fonts loaded into D-O printers

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From time to time it may be required to load a specific ZPL font into a D-O printer for use with when printing.

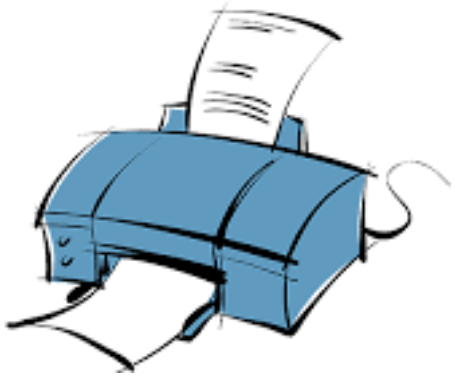
It then becomes important to identify the specific font.

This can be done by sending a file with the following characters:

^XA
^HLN E:*.*
^XZ

This will then report back everything that is stored in Module G on the printer with the correct file name.

Please note: Zebra files are stored in Module E but this is mapped internally to Module G on the D-O Printer.



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How to delete files from the printer with Linux commands? (1 of 2)

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As the printers are now working with a Linux OS it is also possible to work with Linux commands to delete files and directories from the printer memory.

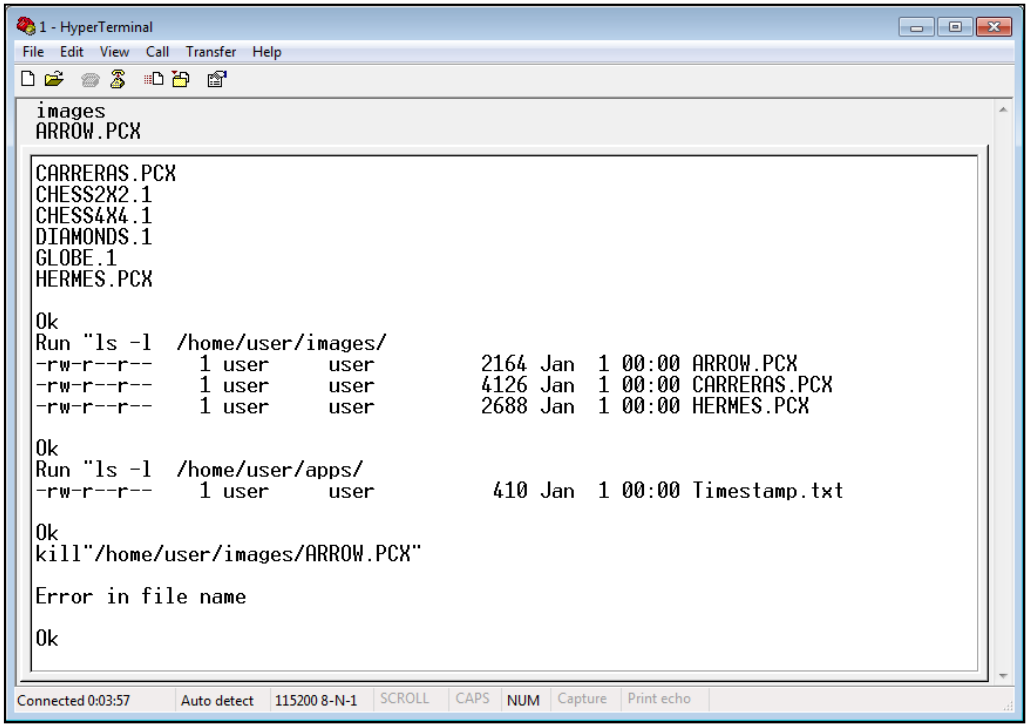
Some knowing Fingerprint commands may not work any longer as the folder structure has been changed as well.
To list files stored in the printer you can use this commands, depends on the different folders.

The commands below will show the real data on the printer, while, for example, with an “image” list command, files can be shown which have already been deleted. To show it correctly the printer need to be rebooted.

Run “ls –l /home/user/images/
Run “ls –l /home/user/fonts/
Run “ls –l /home/user/apps/

This will also work with sub folders like:

Run “ls –l /home/user/apps/app1/TEST



From the screenshot you can see that the image command will list all images in the printer,

The Linux image command will only show the downloaded images or apps or fonts.

Also visible that the Fingerprint command to delete images will not work in this way.

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How to delete files from the printer with Linux commands? (2 of 2)

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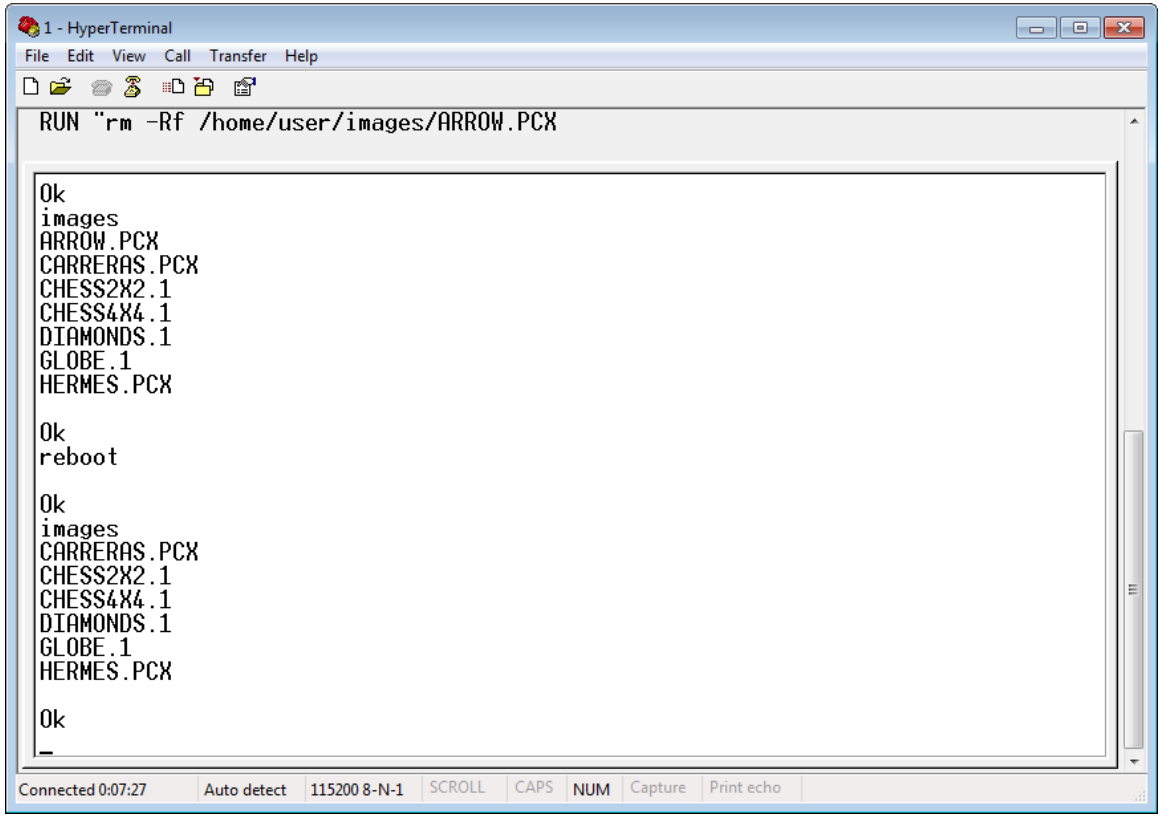
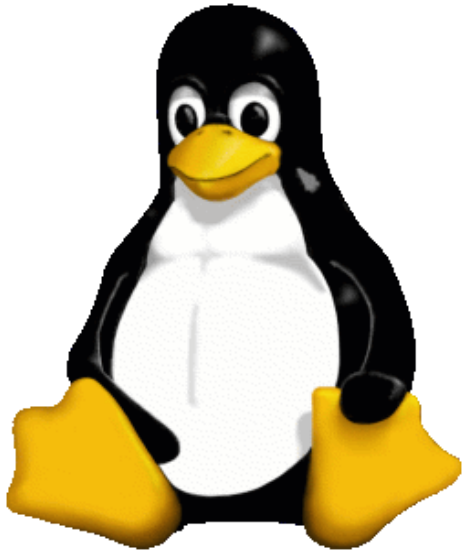
To delete files you can use this commands:

RUN "rm -Rf /home/user/images/ARROW.PCX
RUN "rm -Rf /home/user/apps/Timestamp.txt





The command to delete the image will work, but it is still listed with the image command.

Only after a reboot it is no longer present.

So with the command you are able to delete single files and folder from the printer memory.

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Remember

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Frequently Asked Questions	Links to the Corresponding Knowledgebase Articles
000018176 *How to reset an MS Series scanner to its factory default settings?*	ANSWER
000031683 *How to add a Carriage Return (CR) or Horizontal Tab (HT) after each scan?*	ANSWER
000026006 *How to connect a scanner to a Ruby Verifone cash register?*	ANSWER

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Frequently Asked Questions	Links to the Corresponding Knowledgebase Articles
000027291 *How to get the 'SysInfo.txt' from a Dolphin?*	ANSWER
000035610 *How to clean boot a CK3X / CK3R.*	ANSWER
000040521 *70 Series, CK3X recommended power settings*	ANSWER

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Frequently Asked Questions	Links to the Corresponding Knowledgebase Articles
000040174 *Labels are patchy or faint when printed with Class Series Printers*	ANSWER
000034184 *The printer ejects one extra blank label after every printed label*	ANSWER
000042109 *How to ignore Heat or Speed parameters from Label file or Windows Driver*	ANSWER

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Mobility Firmware List

Printer Firmware Lists

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- Datamax-O'Neil

Supply Chain Firmware List

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Thank you!

You can reach us for feedback or suggestions at
HSMSupportSolutions@honeywell.com