



September 2017

SPS Technical Support News

Honeywell
THE POWER OF **CONNECTED**

SPS Technical Support

Please click on the below pictures for each category overview



Important



Scanners



Mobility



Printers



Software and Firmware Lists



Frequently Asked Questions

You can reach us for feedback and suggestions at SPSKnowledgeManagement@Honeywell.com

 [Back to General Overview](#)



1 [Honeywell Download Manager for https://hsmftp.honeywell.com](https://hsmftp.honeywell.com)

2 [SL42 iPhone 5: USB Charge Ports Breaking. Captuvo No Longer Charging.](#)

3 [Scanner does not support the command 'IDMAPP'](#)

4 [Introduction to the Granit 1920i DPM reader](#)

5 [Scanner not reading UPC-E starting with char "1".](#)

6 [Unable to properly terminate the read thread with Win 10 hidscanner.dll driver](#)

 [Back to General Overview](#)

 [Back to Scanners Overview](#)

In February 2017, Honeywell SPS introduce Software Download Page.

In order to use this page, the user does have to download, install and use the Honeywell Download manager tool on the local PC.

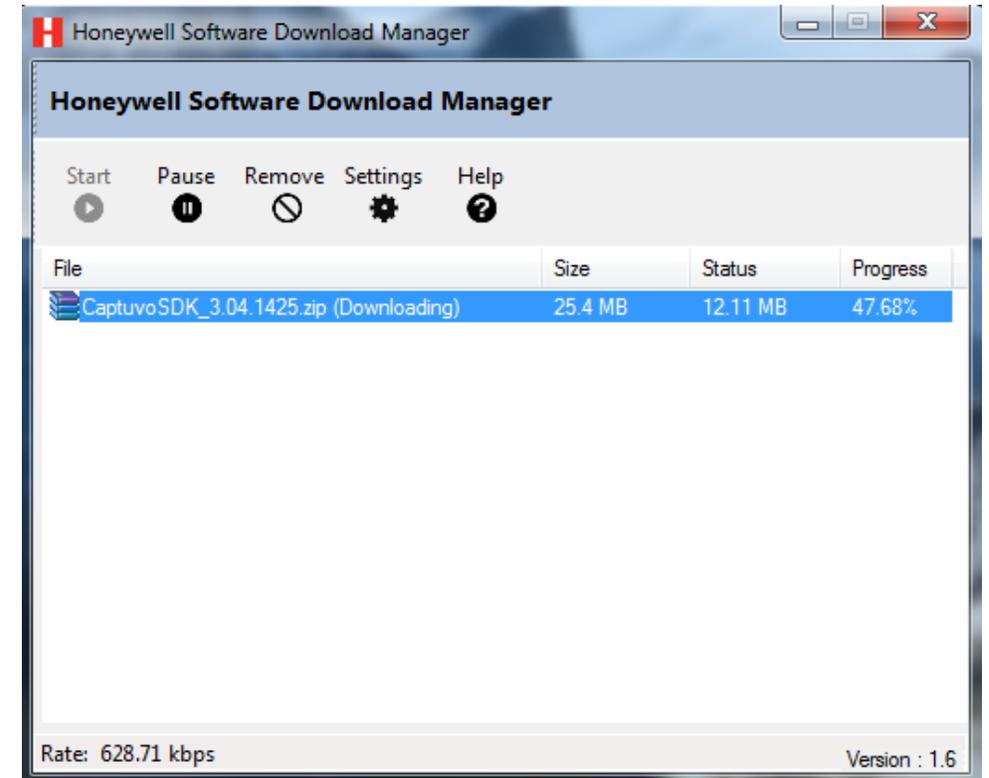
Customers have raised security concerns regarding this software tool!

The Download Manager tool is just for managing the download.

This tool will allow customers to start, pause, resume, or cancel downloads and will pick right back up where it left off.

The Download Manager tool is not tracking any personal information, but is tied into the Honeywell Website, so metrics can be pulled as to what software is being downloaded and how often.

No personal data is captured at all from this tool and it is safe to use.



 [Back to General Overview](#)

 [Back to Scanners Overview](#)

There have been complains about Captuvo USB ports becoming loose over time, hence charging becomes impossible.

Postmortem investigation attributed this problem to an attempt to insert the USB cable into the Captuvo connector upside down. Since the USB cable was upside down the user would inadvertently apply excessive force to insert which would break the internal anchor point of the connector allowing it to be pushed further into its housing. If then the cable was oriented correctly, the pins would not mate and therefore a no charge condition would occur.

Below is a picture of a Captuvo "pushed in port". Notice how far the internal connector has been pushed in.



 [Back to General Overview](#)

 [Back to Scanners Overview](#)

The current Honeywell Imager Scanner does not support the 'Data Matrix Append' Mode.

Following information can be found in the Imager User's Guides

Data Matrix Append

This function allows the scanner to append the data from several Data Matrix bar codes together before transmitting them to the host computer. When the scanner encounters an Data Matrix bar code with the append trigger character(s), it buffers the number of Data Matrix bar codes determined by information encoded in those bar codes. Once the proper number of codes is reached, the data is output in the order specified in the bar codes. Default = On.



This is a bug in the User's Guide for the Imager devices.
This bug will be corrected with the next release of the User's Guide.
Honeywell is apologizing for this error!

Honeywell Imager Scanner are supporting Aztec and QR Code Append for 2D Symbologies!

 [Back to General Overview](#)

 [Back to Scanners Overview](#)

Introduction to the Granit 1920i DPM reader

We will soon release this new Class-B DPM reader. With this new DPM reader Honeywell provides an affordable reader to read the most commonly used DPM symbols we come across.

This reader is meant to replace the SR61TDPM, and meets and exceeds the performance of that scanner, while adding the valuable durability, the Granit series is well known for.

This 1920i reader targets those whose workflow and range of DPM-marks, fit the Class B performance level and is not meant to equal premium priced Class-A DPM readers, but fill the mid segment where it competes with products such as:

- ✓ **Zebra DS3508-DP and 3608-DP,**
- ✓ **Datalogic PD9530-DPM,**
- ✓ **Code CR6000**

The scanner has the exact same form factor as the existing Granit products, but has an enhanced configurable illumination system that can cycle through various red and blue illumination schemes.

It can be used with existing Granit accessories and cables, and is configurable (through standard menu barcodes), with a set of predefined illumination schemes, which can be customized where needed. It uses the same multi-interface solution as Granit 1910i (standard USB options, RS232-TTL, with Keyboard wedge option)

Expected availability of the scanner is August/September 2017



Granit 1920i DPM scanner

Scanner not reading UPC-E starting with char "1".

 [Back to General Overview](#)

 [Back to Scanners Overview](#)

Customer wants to scan an in house created UPC-E1 bar code.

UPC-E0 sample showing the number system and check digit:



Number system 1 is not supported for UPC- E for laser products and the understanding is that it is not used at retail. Inclusion of UPC-E1 can cause misreads when scanning EAN13 codes.

Some manufacturers still use UPC-E1 in house crated symbologies, but it is better to read this with an Imager- like the Xenon 1900, Voyager 14X0g series or the Hyperion 1300g. None of Honeywell laser products have ever supported UPC-E1.

The wording in the Honeywell Laser User's Guide is confusing on this topic, as it is referring the EAN/JAN symbology, by meaning the user should use this symbology!

UPC-E1 – no support for Laser Scanner.

There is a possibility for misread on EAN13, as a laser scanner can read partial an EAN13, when UPC-E1 is enabled



EAN-13 with 31313083133 encoded (Check Digit is 8)



UPC-E1 with 1131308 encoded (Check Digit is 3)



[Back to General Overview](#)



[Back to Scanners Overview](#)

With Windows 10, Microsoft uses a different driver for POS HID barcode scanners than they did with Windows 7. Windows 7 uses the generic "HID-compliant device", which uses hidclass.sys via input.inf. Windows 10 defaults to "POS HID Barcode scanner" using hidscanner.dll via hidscanner.inf which apparently cannot handle I/O cancellations correctly, and the following occurs:

1. During activation of the scanner, the application retrieves a file handle to the scanner, by calling the WINAPI CreateFile() function.
2. A read thread is set off that opens a .NET FileStream on the scanner file handle that calls FileStream.BeginRead() asynchronously.
3. This is waiting for either one of the following:
 - A read operation completion
 - A manual thread termination event
4. The application in which is being scanned will not know when or if any data will arrive and therefore the BeginRead() function will wait for indefinitely for anything to be scanned. The developer may want to terminate this at some point. It seems impossible to end this BeginRead() function without errors. Since the BeginRead() function was called asynchronously, it must be possible to terminate the thread cleanly from the calling thread. However, doing so will always cause the Windows' hidscanner.dll driver to crash.

When exiting a thread, normally any outstanding read operations will be cancelled automatically by Windows. This works as expected with the old "HID-compliant device" driver, i.e. no driver crash. With the new hidscanner.dll driver, any attempt to cancel an outstanding read will invariably result in the driver crashing. Manually cancelling the read by calling the WINAPI functions Canceled() or CanceledEx() does not help (the driver crashes as soon as those functions are called). It seems the driver can't handle any terminations.

As the problem clearly resides within the Microsoft Windows hidscanner.dll, the solution will have to come from Microsoft. While waiting for a solution the following two-step workaround can be used:

- Make the barcode scanner use the generic HID driver, after changing the device driver to hidclass.sys, the issue disappears.
- Disable Windows' Enhanced Power Management for the device to prevent it from immediately going into sleep.

 [Back to General Overview](#)



1 [Summit radio disconnects randomly with Cisco WLC controlled Access Point](#)

2 [Virtual Wedge on VM3 is slow when scanning in specific applications](#)

3 [Vulnerability to WannaCrypt / WannaCry Ransomware Attack \(1 of 4\)](#)

4 [Pairing the BTLE DEX Adapter using a UWP application](#)

5 [SwiftDecoder demo "Honeywell Barcode scanner" for iPhone, iPad and iPod](#)

6 [Enterprise Client Pack \(ECP\) for Android 6](#)

 [Back to General Overview](#)

 [Back to Mobility Overview](#)

For Cisco Controller based WLAN networks the following Summit radio settings are recommended:

1. Open the SCU (Summit Configuration Utility)
2. Go to the tab 'Global settings'
3. Set the value of 'CCX Features' to 'Off'.
4. Set the value of 'PMK Caching' to 'OPMK'.

More recommendations can be found in the KB article [What are the Honeywell recommended Summit Radio settings.](#)

This is applicable for the VM1 CE6, VM2 CE6 and the Tecton CE6 devices.





[Back to General Overview](#)



[Back to Mobility Overview](#)

When scanning in a simple application like Notepad is fast, but in a web application scanning is slow, then the following change in Virtual Wedge will solve the problem:

1. Go to 'Start' > 'Control Panel' and open 'Enterprise Settings'
2. Select 'Virtual Wedge' > '**Virtual Wedge Method**'
3. Change the default setting 'Adapt to Application' to '**Block mode**' and click 'OK'
4. Select 'Menu' > 'Exit' to close 'Enterprise Settings'

In case two or more applications have to be used, and one of these applications cannot handle the 'Block Mode' method, then the following approach will help:

1. On the VM3, create a text file **Windows\vwconfig.ini** with the following contents:

```
[VWConfig]
DumpConfig="1"

[DEFAULT_APPLICATION]
GlobalXmitMethod="EVENT"
GlobalXmitType="PLAIN"
```

2. Leave the value of Virtual Wedge Method on the default Adapt to Application
3. Reboot the VM3

The virtual wedge will now make use of the EVENT method to generate keyboard data.



[Back to General Overview](#)



[Back to Mobility Overview](#)

The WannaCry ransomware attack is an ongoing worldwide cyberattack by the WannaCry ransomware cryptoworm (also known as WannaCrypt, WanaCrypt0r 2.0, Wanna Decryptor) which targets computers running the Microsoft Windows operating system, encrypting data and demanding ransom payments in the Bitcoin cryptocurrency.

Ransomware usually infects a computer when a user opens a phishing email and, although such emails have been alleged to be used to infect machines with WannaCry, this method of attack has not been confirmed. Once installed, WannaCry uses the EternalBlue exploit to spread through local networks and remote hosts that have not been updated with the most recent security updates, to directly infect any exposed systems. A "critical" patch was issued by Microsoft on 14 March 2017 to remove the underlying vulnerability for supported systems.

Those still running exposed older, unsupported operating systems such as Windows XP and Windows Server 2003, were initially at particular risk but Microsoft has now taken the unusual step of releasing updates for these operating systems for all customers.

The Honeywell vehicle mount terminals on the following slides are potentially susceptible to attack if they have not been patched with Microsoft update KB4012598. Systems that support automatic updating should have already received the patch from either Microsoft or your corporate update server.

NOTE: Make sure automatic updates are enabled in the device.

For those operating systems that do not support automatic updates, the patch can be located [here](#).

You can validate the patch has been installed by checking the installed updates on your device in the Install Programs Control Panel applet.

 [Back to General Overview](#)

 [Back to Mobility Overview](#)

Active Terminals				
Terminal	Operating System	Automatic Update	Manual Update Required	Not Vulnerable
CV31	Microsoft® Windows® Embedded Compact 7			X
CV41	Microsoft Windows® CE 6.0			X
VM1	Microsoft® Windows® CE 6.0			X
VM1	Microsoft® Windows® Embedded Standard (WES 2009)		X	
VM2	Microsoft® Windows® CE 6.0			X
VM2	Microsoft® Windows® 7 Pro	X		
VM2	Microsoft® Windows® Embedded Standard 7 (WES 7)	X		
VM2	Microsoft® Windows® Embedded Standard (WES 2009)		X	
VM3	Microsoft® Windows® Embedded Compact 7 (WEC 7),	X		
VM3	Microsoft® Windows® Embedded Standard 7 (WES 7)	X		
VM3	Microsoft® Windows® 7 (Win 7),	X		
VM3	Microsoft® Windows® 10 IoT Enterprise (Win 10 Industry)	X		

 [Back to General Overview](#)

 [Back to Mobility Overview](#)

Retired Terminals				
Terminal	Operating System	Automatic Update	Manual Update Required	Not Vulnerable
VX8	Microsoft® Windows® 7 Pro	X		
VX8	Microsoft® Windows® Embedded Standard (WES 2009)		X	
VX8	Microsoft® Windows® XP Pro		X	
VX9	Microsoft® Windows® 7 Pro	X		
VX9	Microsoft® Windows® Embedded Standard (WES 2009)		X	
VX9	Microsoft® Windows® XP Pro		X	
CV61	Microsoft® Windows® 7 Pro	X		
CV61	Microsoft® Windows® XP Pro		X	
FX1	Microsoft® Windows® 7 Pro	X		
FX1	Microsoft® Windows® Embedded Standard (WES 2009)		X	
FX1	Microsoft® Windows® XP Pro		X	
CV30	Windows® Mobile 5.0 Premium Edition			X
CV30	Microsoft® Windows® CE.NET 5.0			X
CV60	Microsoft® Windows® CE.NET 4.2			X
CV60	Microsoft® Windows® XP Pro		X	
CV60	Microsoft® Windows® Embedded Standard (WES 2009)		X	



Back to General Overview



Back to Mobility Overview

Here are helpful some links from Microsoft:

Updates for affected operating systems

- <http://www.catalog.update.microsoft.com/Search.aspx?q=KB4012598>

Microsoft Guidance

- <https://blogs.technet.microsoft.com/msrc/2017/05/12/customer-guidance-for-wannacrypt-attacks/>

Specifics on this attack (helps customers understand the implications)

- <https://technet.microsoft.com/en-us/library/security/ms17-010.aspx>

 [Back to General Overview](#)

 [Back to Mobility Overview](#)

The following is from the Quick Start Guide for the BTLE DEX Adapter:

There are two ways to pair the BTLE DEX adapter with the mobile computer.

- *Read the NFC tag by touching the mobile computer to the adapter*
- *Scan the bar code on the back of the adapter*

The mobile computer initiates the pairing process with the adapter.

While the final statement of the Quick Start guide is true, it is also somewhat misleading. In reality an application is required and it needs to incorporate the following for pairing to take place

- Windows.Device.PointofService – User to incorporate the bar code scanner
- Windows.Network.Proximity - Incorporates the NFC device
- Windows.Device.Bluetooth - Bluetooth pairing and GATT communications protocols
- NDEF Libraries – Provides the capability to read NFC tag records

As this is not an easy process we have created an example application to aid in development. This application explains how to pair to the adapter using either the NFC tag or barcode and provides a very basic example of transmitting data. The application is not intended to be a “full-fledged” application and does not provide the information necessary to write and transmit DEX transactions.

This application is provided AS-IS without warranty of any kind, either expressed, or implied and no support for the application will be provided by Technical Support. **The application is only intended as a source of example code that can be used by a developer in writing an application for the DEX Adapter.**

You can download the application for Windows Mobile Devices by clicking [here](#)

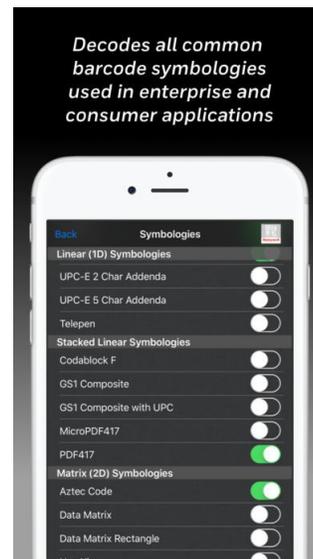


 [Back to General Overview](#)

 [Back to Mobility Overview](#)

Honeywell now offers [SwiftDecoder Mobile barcode scanning software development kits \(SDK\)](#) that enable professional app developers to utilize Honeywell decoding algorithms in mobile devices. Honeywell provides a with the IOS SDK developed scanning app '[Honeywell Barcode Scanner](#)' that showcases the performance of the Honeywell SwiftDecoder algorithms and tools.

The app is intended to be used by professional app developers only and it is not intended for consumer use. Download the app to evaluate the features and functionality of SwiftDecoder decoding software.



The App Requires iOS 9.0 or later. Compatible with iPhone, iPad, and iPod touch.
Current release of the app is 4.10.2

[Back to General Overview](#)[Back to Mobility Overview](#)

We have released **Enterprise Client Pack (ECP)** for Android 6 devices.
(Enterprise Terminal Emulation + Enterprise Browser + Launcher)

CN51

OS 74.01.02.0038
CommonES Honeywell_CommonES_Android_ReleaseMelbourne_4.01.00.3854
ECP file ClientAppsInstall_CN51_2.01.02.0070

75E

OS 69.01.07.0050
CommonES Honeywell_CommonES_Android_4.01.00.3713
ECP file ClientAppsInstall_2.01.02.0070

CT50

OS 71.01.07.0050
CommonES Honeywell_CommonES_Android_4.01.00.3713
ECP file ClientAppsInstall_2.01.02.0070

CK75 (Pre-installed on CK75 with '4' in the 14th digit)

OS 82.01.01.0012
CommonES 4.02.00.3993
ECP file ClientAppsInstall_legacy_2.10.03.0200.zip



[Back to General Overview](#)



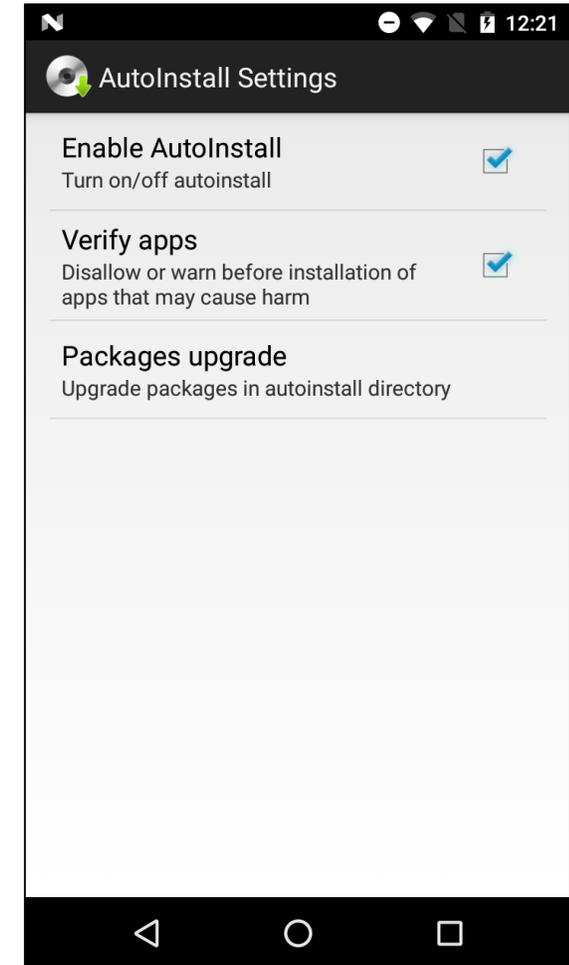
[Back to Mobility Overview](#)

Prerequisites for installation:

- 1 – Install the kernel version indicated on the previous page (or higher)
- 2 - Install Common ES indicated version on the previous page (or higher)

Installations instructions:

- 1 Copy ECP version indicated in the previous page into the IP\SM\honeywell\autoinstall folder of your device
- 2 On the device main menu tap on 'Autoinstall' > 'Packages upgrade'





[Back to General Overview](#)



[Back to Mobility Overview](#)

There are several things that may go wrong with ECP installation and we have already many cases on our system where customer contacted Tech Support being stuck with ECP installation on Android 6.

Some failing reasons could be:

- ECP is installed when Common ES is not installed.
- ECP is installed on a device where older OS or Common ES version than required.
- Tried to install ECP for Android 4.4 on an Android 6 device.

When reaching to a status where it is not possible to install ECP anymore follow the steps here below:

On 'Settings' go to 'About Phone' then tap 10 times on 'Build Number'
You should enter then developer mode and enable 'Developer Options' under 'Settings'.

Enter into that menu and select 'Honeywell Developer Options' then click on 'Erase the user data/IPSM/OEM partition'.
Then turn off the device.

Reboot the device while keeping pressed the keys Power + Volume Down to enter recovery mode.

Once on recovery mode select "Apply Update from IPSM" and install files in the following order:

- 1 - OS
- 2 - Common ES
- 3 - ECP

While installing the files, take a look at the log to check if they are correctly installed.

 [Back to General Overview](#)



1 [Nova MKII & MP Compact MKIII - Install and recall TTF fonts in Labelpoint](#)

2 [How to break out of a running Fingerprint program](#)

3 [Nova MKII & MP Compact MKIII: LED & Button sequence for MP-Compact MKIII](#)

4 [How to avoid print quality issues](#)

5 [Changing default storage location for LP Macros](#)

 [Back to General Overview](#)

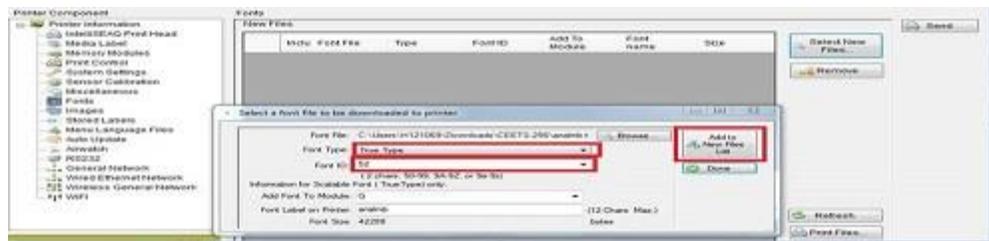
 [Back to Printers Overview](#)

See below procedure in how to download TTF (True Type Font) fonts to the Nova MKII & MP Compact MKIII:

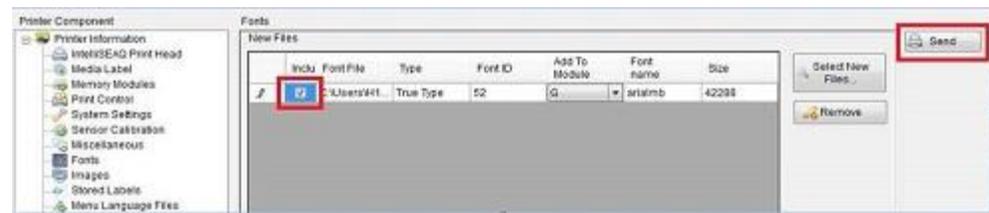
1. Connect printer with NETiraCT using the serial or Ethernet connection.
2. From NETira Click on "**Fonts**" and "**Select New Files...**" and then browse the required TTF font file.



3. After selecting the font file, select the "**Font Type**" > "**True Type**" and select the "**Font ID**" any numeric number from the available list. Click on "**Add to new files List**".



4. After adding to the list select the font file and click on "**Send**" button, after successful installation you can find the installed font under "**Memory Modules**".



Note:

- Labelpoint handles fonts differently. It assigns font numbers automatically. Whatever font is installed first is automatically assigns 10000 as font number. If an additional font is installed it will be 10001 and so on.
- Firmware APP_MPCompact_15.04_0156_S8391 or higher is required to support this functionality.



Sometimes it happens that customers get printers with a running application on it and need to break out, or to delete such a program (in general, if they buy any second hand printer).

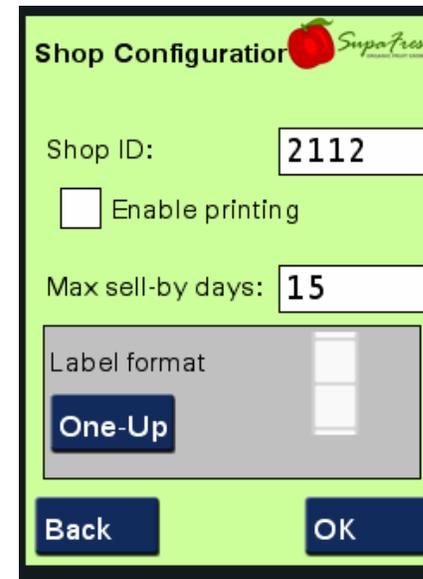
On old printer series, like PM4, PF4, PX4/6 you can try to break out by pressing the SHIFT+PAUSE keys together, if this backdoor will work the printer will show Fingerprint in the display afterwards and act as a normal printer. But this will only break the program and not delete it.

It works in a similar way on new printers, like PC43 or PM43 series, the only difference is that you need to press the SHIFT+ORANGE keys together.

Once the printer is running in Fingerprint you have full access and can use any terminal program to have a look at the printer file system. There should be an AUTOEXEC.BAT file which starts the program automatically when the printer is switched on. You can KILL the Autoexec file and the program will not be started any longer. If you like you can KILL the program then as well.



PM4i

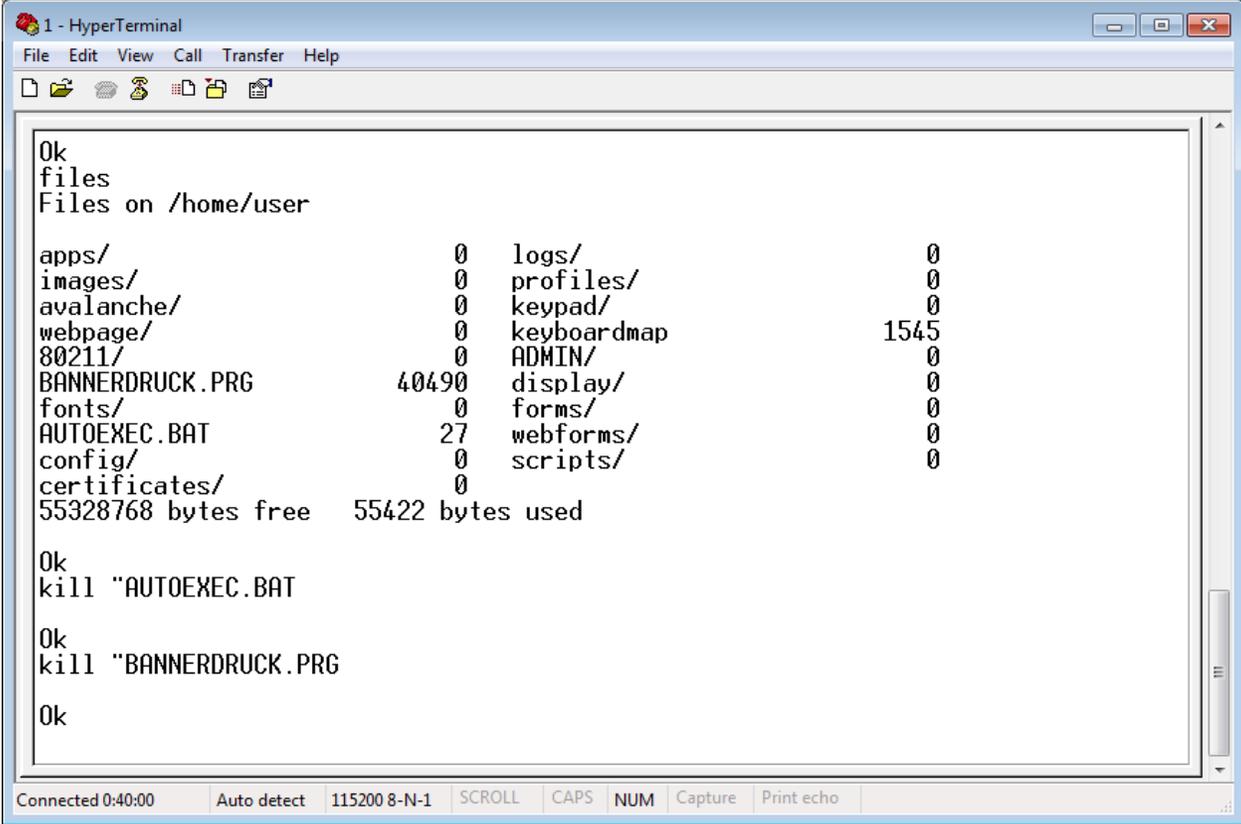


PM43

 [Back to General Overview](#)

 [Back to Printers Overview](#)

See more details on the screen shot below:



```
1 - HyperTerminal
File Edit View Call Transfer Help
Ok
files
Files on /home/user

apps/          0  logs/          0
images/        0  profiles/      0
avalanche/     0  keypad/        0
webpage/       0  keyboardmap    1545
80211/         0  ADMIN/         0
BANNERDRUCK.PRG 40490 display/       0
fonts/         0  forms/         0
AUTOEXEC.BAT   27  webforms/      0
config/        0  scripts/       0
certificates/  0
55328768 bytes free  55422 bytes used

Ok
kill "AUTOEXEC.BAT

Ok
kill "BANNERDRUCK.PRG

Ok

Connected 0:40:00  Auto detect  115200 8-N-1  SCROLL  CAPS  NUM  Capture  Print echo
```

If this will not work, the only other solution is to reset the printer to factory defaults.



[Back to General Overview](#)



[Back to Printers Overview](#)

Hold the button down, turn on Hold for 2 seconds --- Go to Boot1

Turn on Power wait for green flash (in 1 seconds) Hold the button down --- Go to Boot2.

Normal Power up Sequence

Turn on Power

- In Boot 1 - Amber
- In Boot2 Loading App - Green Flash Slow blinking Amber
- In App Starting System – Green Flash Starting Application – Solid Amber – Fast Blink Amber – Ready

When in App Hold down the button and it will go into hex dump mode after printing a configuration label.

Here is in normal operation Button Sequence:

- 5 Seconds – Flashes Orange – Prints Network Report
- 10 Seconds – Flashes Green – Does Quick Media Calibration
- 15 Seconds – Flashes Red – Resets emulation settings to config file
- 20 Seconds – Flashes Orange – Resets configurations to config file
- 25 Seconds – Flashes Green - Reset Configurations (excluding network settings) to factory defaults
- 30 seconds – NEW! All lights off - Reset all settings to factory defaults (required firmware APP_MPCompact_15.04_0158_S8443 of higher

 [Back to General Overview](#)

 [Back to Printers Overview](#)

There are for sure several answers already in the knowledge base, so this is only a summary.

In general books can be filled with the answer to this question.

Printers are delivered with default settings from factory which should work to give a good print quality out of the box. If this is not the case, then special media combination is used, or, the media combination might be wrong. Also media, ribbon and labels, have a lifetime cycle and can be worn out over the time. Especially if media is stored under wrong conditions. Ideal store conditions are ~20 degrees Celsius and a humidity of ~ 60%.

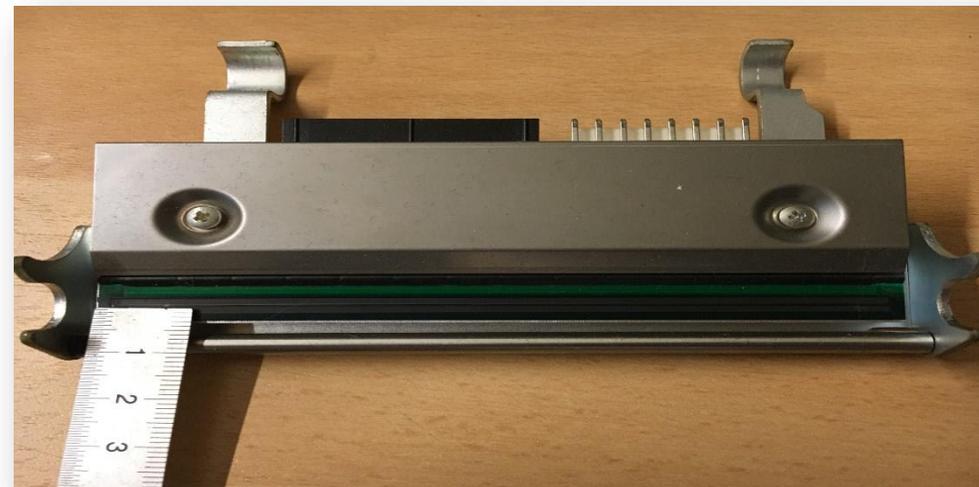
- ✓ If direct thermal media is used and the print quality from factory is not good then it should be an indicator for a bad or to old paper quality, in general there is no other reason.
- ✓ If thermal transfer media is used then the print quality depends on the used ribbon quality.

If the print quality is poor, then the customer should contact his media supplier to find out any solution or the right ribbon quality to use. If the print quality is slightly good, than it can be improved by print speed, heat settings, print head pressure.

There are several further reasons about print quality on printers which are long time in use as well. First of all it is needed to clean the print head in a timely manner.

Best is to clean the head after each printed label roll or ribbon change, but in general no one will do so. Honeywell recommends doing this at least once a week, but it also depends on how many media is printed. Cleaning of the print head can be done with cleaning cards which can be purchased or by using a cotton swab and alcohol to clean the dot line.

As it can be seen in the picture the dot line is located ~1 cm before the corner edge of the print head.

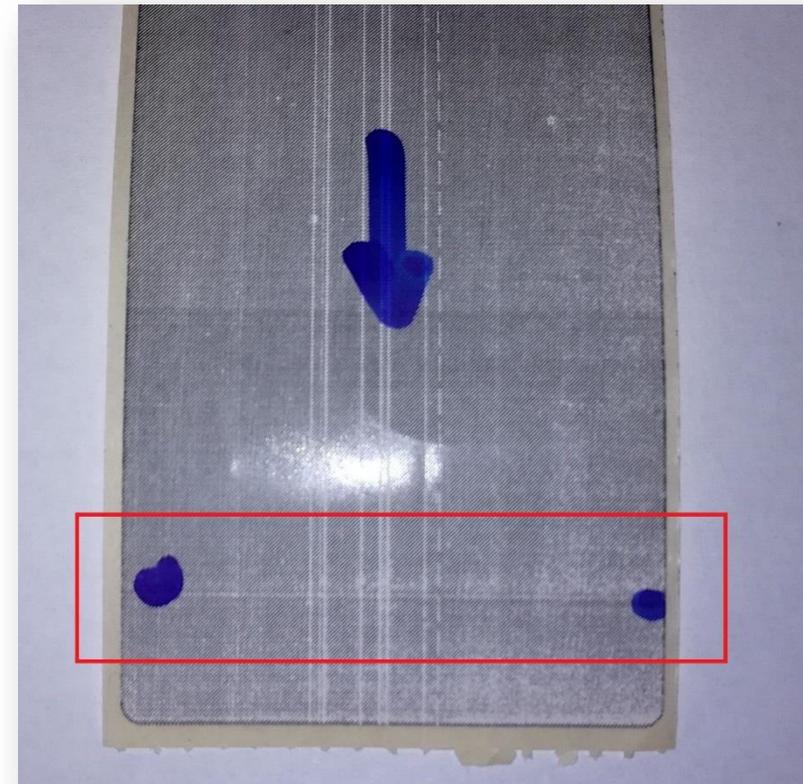


 [Back to General Overview](#)

 [Back to Printers Overview](#)

Also what happens very often is that the platen roller for printing have been damaged by the user, or a cutter have been used to separate label from the roller. Maybe it looks like this one and need to be replaced immediately.

This will cause a print quality similar to this, were the white sharp lines will come from a dirty or damaged print head. If cleaning will not help the print head need to be replaced.



Nova MKII & MP Compact MKIII - Changing default storage location for LP Macros



[Back to General Overview](#)



[Back to Printers Overview](#)

When using Macros in Label Point printing language it will be required to ensure that the Macro is stored in the correct location on the printer, without doing this the default location will be used, which is module D which is a volatile location (RAM memory).

To change the default location, connect to the printer, using any available communication method and send the following command:

- `!!system.parameter.defaultstoragepath!1[CR]` (this command line select module G)

See below list of available modules:

- 0 = "/rdsk/D/", RAM memory, should be always selected as default module
- 1 = "/user/G/", ROM memory, recommend to be used to save LP Macros permanently
- 2 = "/user/X/", ROM memory, not recommend to use
- 3 = "/user/Y/", ROM memory, not recommend to use

To check which path has been selected the following command can be sent:

- `!!system.parameter.defaultstoragepath?[CR]`
- where the response from the printer will appear as !.....

Note: Once the Macro is downloaded to the G location and saved permanently it is recommend to switch back to the default location D.

Important Note: Starting with Firmware APP_MPCompact_15.04_0164_S8556 default storage location for Labelpoint Macros is G. This change was done to have the same functionality like on the MP Compact MKII.



[Back to General Overview](#)



[Scanning Firmware List](#)

[Mobility Firmware List](#)

Printer Firmware Lists

- [Intermec](#)
- [Datamax-O'Neil](#)

[Supply Chain Firmware List](#)



[Back to General Overview](#)



1

[Scanners FAQs](#)

2

[Mobility FAQs](#)

3

[Printers FAQs](#)

Scanners FAQs

 [Back to General Overview](#)

 [Back to FAQ Overview](#)

Remember

In order to have access to the below links, you should first register or log in to the Support Portal [here](#).

Registering to the Portal is very simple and it grants you immediate access to our vast Knowledge Base.

Frequently Asked Questions

Links to the Corresponding Knowledgebase Articles

How to add a Carriage Return (CR) or Horizontal Tab (HT) after each scan?



[ANSWER](#)

How to connect a Bluetooth scanner directly to the Bluetooth adapter of a host without using a base?



[ANSWER](#)

What kind of batch modes are available with the Honeywell Generation 6 scanners?



[ANSWER](#)

Mobility FAQs

 [Back to General Overview](#)

 [Back to FAQ Overview](#)

Remember

In order to have access to the below links, you should first register or log in to the Support Portal [here](#).
Registering to the Portal is very simple and it grants you immediate access to our vast Knowledge Base.

Frequently Asked Questions

Links to the Corresponding Knowledgebase Articles

What are the Honeywell recommended Summit Radio settings



[ANSWER](#)

Creating configuration barcode using ScanNGo



[ANSWER](#)

How to disable the ITE autostart



[ANSWER](#)

Printers FAQs

 [Back to General Overview](#)

 [Back to FAQ Overview](#)

Remember

In order to have access to the below links, you should first register or log in to the Support Portal [here](#).
Registering to the Portal is very simple and it grants you immediate access to our vast Knowledge Base.

Frequently Asked Questions

Links to the Corresponding Knowledgebase Articles

How to do the Initial Setup for PM23c & PM43 (Icon) industrial printers



[ANSWER](#)

How to change different settings in NETira



[ANSWER](#)

How to manually calibrate stock on Honeywell PM23c & PM43 (Icon) printers



[ANSWER](#)

 **Back to General Overview**

Thank you!

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

No reproduction or use of this material may be made without Honeywell's prior written permission