

FAQ FOR RT200, RT220, RT840, RT850---

BAR CODE SCANNER

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Q: Does the RT200 scanner support TTL interface?

A: Yes, its TTL level serial interface with 12 pins , and accept 3.3v-5v power input range.

Q: what's the best scanning distance of the RT200 scanner?

A: For a common bar code, 10cm-20cm usually performance better; but if the bar code very small, then reduce the scanning distance. E.g: for a 4mm*4mm small Data Matrix code, 6cm-15cm would be the better scanning distance.

Q: Does the bar code scanner can decode a bar code from smart phone screen? How about the performance of reading from phone screen?

A: Yes, it scan decode bar codes either from phone screen/ iPad screen or from paper. All of RTscan's 2d bar code scanners can read mainstream 1D and 2D bar code from phone screen sensitively.

Q: Does the bar code scanner can decode inverse bar code (usually bar code printed with white background and the bar code itself is black, but a inverse bar code with white color itself and with black background)?

A: Yes, scan the inverse setting code from the configuration tool to turn on the inverse bar code scanning.

Q: Can we control the scanning by host to make the scanner only work when we need it work?

A: Yes, the scanner supports command control, for example: host send : 0x32 0x75 0x01 in hex to the scanner, then the RT200 will run one time scanning; host send: 0x21 0x61 0x41 0x03 in hex to the scanner, then the RT200 will detect and decode bar code automatically. For full commands list, please refer to the: RT200-Protocol-Instruction.pdf

Q: Do you provide API ?

A: Yes, RTscan provides powerful API documents , includes: RT200 Quick User Guide.pdf; RT200 User Guide.pdf; Configuration Tool.exe; RT200-Configuration-tool-user-guide.pdf; Demo Circuit diagram for hardware design.pdf; RT200 API Instruction.pdf; RT200-Protocol-Instruction.pdf.

Q: What's MOQ?

A: Basically, there is no MOQ limited for the first and second time order, but for the third or more orders, we would require MOQ like 20-50units according to different models. And the price will be differ for different order volume.

Q: what's lead-time for your bar code scanners?

A: For samples, within 3 days after payment receive. And usually around 10-20 days for bulk volume order.

Q: The scanner's configuration tool cannot be connected

A:

1. Check if the tool connect to the right com port
2. Check the baud rate, it is 115200 by default.

Q: After some setting by configuration tool, the scanner does not work or crash

A. Solution:

1. Scan the factory reset code, or:
2. Disconnect the scanner and reconnect it, or:
3. Upgrade the firmware

Q: After reading the combined setup code, the scanner failed to setup. Why?

A: You would combine the factory reset setting code together, so please do not combine the factory reset settings with others setting codes and try again.

Q: Cannot upgrade the firmware for the scanner.

A: Please refer to the document firmware upgrade method guide to operate again.

Q: Does the scanner can read multiple setting codes one time for a quick setup?

A: Yes. Use the configuration tool and find out all of required setting codes, then click the "merge setting codes" in the top manual, then you can get a single PDF417 code which

combine all of those setting codes. Scan it, all done.

Q: Does the scanner can be controlled by command?

A: Yes, it support, please refer to the programming command guide. But it only supports for USB-COM, RS232, and TTL interfaces. USB-HID interface do not support this.

Q: For RT220 RT220 RT840, after upgrade the firmware, the scanner do not output data

A: After upgrade the firmware, the scanner restores all of factory default setting: button trigger mode and USB virtual com, so you need to re-setup the scanner.

Q: For RT200, the decoded data if not full, some data lost

A: usually this happen when you use the scanner with USB-HID interface, the scanner works with continuous mode or sensing mode with the time interval between twice scan is 0 or very short, this way the decode speed faster than the data upload speed (in USB-HID mode, the decoded data upload to PC one by one just as we input via keyboard) and some of decoded data would be lost because no time to be uploaded.

Solution: increase the time interval between the same bar code or the different bar codes.

RT200 Without any response after connect to PC, no beeper no light

A: 1. The hardware damage or program issue in chip because of some incorrect operation

Solution: try to upgrade firmware, if succeed, means the hardware not damaged, and if failed, would need ship the scanner to factory for repaire.

Q: When use USB HID interface, no decoded data output

A: Try to scan the USB-HID setting code again, or

Scan the factory default setting code, and then scan the USB-HID setting code.

Q: What is the difference between USB Virtual-COM and USB-HID?

A:USB HID interface is keyboard simulation interface, no need driver install, it's plug-and-play, the decoded data can be output directly to any document just like you type and input by keyboard. For USB-COM interface, a driver is required, and only software that support serial signal transmit can communicate with the bar code scanner, and the software's parameters (COM port number, baud rate...) also must be properly configured. If

for test purpose, you can ask RTscan sales representatives for COM tool test software.

Q: Does the bar code scanner support sense / presentation mode?

A: Yes, All of RTscan bar code scanner modules support sense / presentation mode, continuous mode and command trigger mode.

Q: Does the bar code scanner support to read multiple bar codes one time simultaneously?

A: Yes, our RT200 /RT220 series bar code scanners support this function.

Q: How to fix the bar code scanner in my terminal?

A: All of RTscan's bar code scanner modules with fix screw holes, we provide structure introduction in our integration guide, please refer to the document.

Q: Can the bar code scanner work on Linux, Android system?

1. Generally, if you use TTL interface, the bar code scanner can work with any OS, because the only thing you need to do is make your system communicate with the scanner via the 12pins.
2. If your system with DB9 RS232 or USB-HID interface, then you can buy our development kit board together which with DB9 RS232 or USB-HID interface, and then the bar code scanner can work with Linux or Android because DB9 RS232 or USB-HID interface no need to install driver.
3. If you need the bar code scanner work with USB virtual COM port, we do not ensure the scanner work with Linux or Android, and you can test it for compatibility because the scanner's driver is not optimized for Linux and Android.

Q: Does the scanner can capture image?

A: No, not support, but if you need this function, you can use our RT203 scanner that support image capture.

Q: How to improve the scanning speed?

A:

1. Setup the time interval between the same or different bar codes to be shorter, you can also consider to setup it to continuous mode.
2. Adjust the sensitivity of the scanner according to the ambient light. If it's dark, reduce the sensitivity and if bright enough, increase the sensitivity.
3. Disable all of bar codes that you don't need to scan during usage.

Q: The bar code scanner read bar code but without any output

A:

If you test the scanner with USB HID development kit board, please use the scanner to scan setting code: "USB HID-KBW"

If you test the scanner with USB virtual Com or DB9 RT232 kit board:

1. Check if you chose the wrong COM port (from device manager, check which COM port is connected with the scanner)
2. Check if you chose the wrong baud rate (the baud rate must be the same with the scanner's baud rate, you can change the baud rate easily by scanning setting codes)

Q: bar codes cannot be read.

A:

1. Find out the bar code type and verify that the bar code type is enabled. If the bar code parameters include check digit verification, select the Disable option.
2. If you do not know the bar code type, enable all symbologies.
3. If they are inverse bar codes (bright images on a dark background), enable the Video Reverse feature.
4. Move the bar code scanner near or far to the bar code and try again.

Q: Can the bar code scanner connect to the Microcontroller?

A. Normally yes, you can connect the bar code scanner with microcontroller via the TTL interface, and remember connect the TX of the scanner to the RX of the microcontroller and RX of the scanner to the TX of the microcontroller.

Q: Can the scanner work in a dark environment?

A: Yes, the scanner is equipped a flash LEDs light to make it can work in darkness, but the insufficient ambient light will a factor to effect the reading performance.

Q: Can the scanner connect to Wiegand?

A: The scanner itself no, but via a Wiegand adapter / convertor, you can do that, RTscan provide wiegand adapter, please ask our sales people for more information.

Q: Does the bar code scanner can decode a bar code from smart phone screen?
How about the performance of reading from phone screen?

A: Yes, it scan decode bar codes either from phone screen/ iPad screen or from paper.
All of RTscan's 2d scanners can read mainstream 1D and 2D bar code from phone screen sensitively.

Q: Do you provide support for software development?

A: Currently we only provide hardware related support, for example: integration of the bar code scanner, configuration/ programming of the scanner, but thing like software coding, we do not support at the moment.

Q: Can we use c #, c ++, VB ... program for the scanner?

A. For a bar code scanner, there is no software development key because its standard USB signal, standard TTL UART signal or standard RS232 serial signal, you only need to program your software to communicate with these standard USB/TTL/RS232 interface, so basically, you can use whatever language, c# or VB or others.

Q: Does the bar code scanner can decode inverse bar code (usually bar code printed with white background and the bar code itself is black, but a inverse bar code with white color itself and with black background)?

A: Yes, scan the inverse setting code from the user guide to turn on the inverse bar code scanning.

Q: Can we control the scanning by host to make the scanner only work when we need it work?

A: Yes,

1. Most often, the sense mode (only active when the scanner detect a motion) would meet your requirement.
2. The scanner supports command control, you can design a button in your system interface and “link” the button to the trigger command, this way, only when people press the button, the bar code scanner active and read, and other time it keep sleep.

Q: Does the scanner support Aztec code or MaxiCode?

A: They support Aztec code but do not support MaxiCode.

For more information, please feel free to email us: info@rtscan.net

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