FQA FOR RT203/ RT830A/ RT830B/ RT860 BARCODE READER

Q: Does the barcode reader support image capture?

Yes, RT203/ RT830A/ RT830B support image capture

Q: Does the barcode reader support Aztec code or Maxi code?

Yes. The RT203/ RT830A/ RT830B support Aztec code or Maxi code, QR code, PDF417 code and others mainstream 1D and 2D bar codes

Q: Does the RT203 / RT830B barcode reader can be connected directly via TTL-RS232? What kinds of interface are supported?

A: Yes. The barcode reader itself with 12 pins TTL-RS232 interface, but if you buy the development kit board together, the interface can be USB-HID, USB Virtual COM, or DB9 RS232.

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-Virtual COM interface, a driver is required, and only software that support serial signal transmit can communicate with the barcode reader, 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: What is the best reading distance of the barcode reader?

A: Please refer to the product integration guide. For RT203, the the "best distance" the better distance is around 10cm-25cm, and RT830A/RT830B/ RT860 is near barcode reader which support 0mm to around 200mm(this would be different for different type and size bar code).

Q: Does the barcode reader support sense / presentation mode?

A: Yes, All of RTscan barcode readers support sense / presentation mode, continuous mode and command trigger mode.

Q: Does the barcode reader support to read multiple bar codes one time simultaneously?

A: Only our RT200 /RT220 series barcode readers support this function.

Q: How to fix the barcode reader RT203/ RT830B in my terminal?

A: The barcode readers with fix screw holes, we provide structure introduction in our integration guide, please refer to the document.

Q: Can the barcode reader work on Linux, Android system?

1. Generally, if you use TTL interface, the barcode reader can work with any OS, because the only thing you need to do is make your system communicate with the reader 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 barcode reader can work with Linux or Android because DB9 RS232 or USB-HID interface no need to install driver.

3. If you need the barcode reader work with USB virtual COM port, we do not ensure the reader work with Linux or Android, and you can test it for compatibility because the reader's driver is not optimized for Linux and Android.

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 reader 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 barcode reader read bar code but without any output

A:

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

If you test the reader with USB virtual Com kit board 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 bar code reader)

2. Check if you chose the wrong baud rate (the baud rate must be the same with the reader's baud rate, you can change the reader's 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, setup to enable all symbologies.

3. If they are inverse bar codes (white code images on a dark background), enable the Video Reverse feature.

4. Move the barcode reader near or far to the bar code and try again.

Q: Incorrect output.

A:

1. If this problem happens to all bar codes and additional characters appear before/after bar code data, disable all prefix/suffix.

2. If this problem only happens to some bar codes and matches one of the following situations:

a) Incomplete bar code data: Enable the check digit verification.

b) Both the first and last characters are asterisks: Disable the transmission of start/stop characters of

Code 39.

Q: Can the barcode reader connect to the Micro-controller?

A. Generally yes, you can connect the barcode reader with micro-controller via the TTL interface, and remember connect the TX of the reader to the RX of the micro-controller, and RX of the reader to the TX of the micro-controller.

Q: Can the barcode reader read more than one setup codes one time?

A. Not support, but you can do multiple setup by serial commands, please refer to the serial command user guide.

Q: Can the reader work in a dark environment?

A: Yes, these barcode readers are equipped a high level flash LEDs light to make them can work in darkness.

Q: Can the reader connect to Wiegand?

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

Q: Does the barcode reader 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 / computer screen or from paper.
All of RTscan's 2d barcode readers 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 barcode reader, configuration/ programming of the reader, but thing like software coding, we do not support at the moment.

Q: Can the output of the reader add prefixes and suffixes with key values such as F1 F2?
A. Yes, please refer to the user guide that with detailed introduction about prefix and suffix, and if you need special prefix like F1 F2 function key, please contact RTscan representatives and we can provide extra detailed setup guide.

Q: Can we use c #, c ++, VB ... program for the barcode readers?
A. For a barcode reader, there is no software development key because it's 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 barcode reader 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: Does the reader can be controlled by using command?
A: Yes, but it only supports for USB-COM, RS232, and TTL interfaces. USB-HID interface do not support this.

Q: Can we control the scanning by host to make the reader only work when we need it work?
A: Yes,

1. Most often, the sense mode (only active when the reader detect a motion) would meet your requirement.
2. The reader 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 barcode reader active and read.

Q: Do you provide API ?

A: RTscan provides powerful/ detailed user guide and integration/ programming command guide, these document can help you for most of technical issue, please ask RTscan representative if you do not have them.

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 barcode reader?

A: Usually within 3 days after payment receive. And usually around 10 days for bulk volume order.

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