SAVANCE WORKPLACE

MobileDemand Mustering Barcode Scanner Case Setup

Honeywell Surface Case with Built-in Barcode Scanner

Phone: 248-478-2555

Fax: 248-478-3270

Email: support@savanceworkplace.com

www.savanceworkplace.com

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Introduction

This guide walks you through setting up a MobileDemand Mustering Barcode Scanner case with your Tablet. The barcode scanner can be used in USB Serial mode or Keyboard wedge mode.

Useful Information

- Part Number: SP-DFS-CASE-SCN-ASSY
- Scan Engine: Honeywell N6603
- Quick Guide: Honeywell Mini DB Development Kit Quick Start Guide
- EZConfig for Scanning App - Free application that provides a quick and easy to use solution to configure and update your individual Honeywell barcode scanners
- Case with built in scanner bracket installation guide
- This manual may also apply to other units such as MA-SCAN-A1 or XT1185-IMG

Setting up Barcode Scanner for Mustering

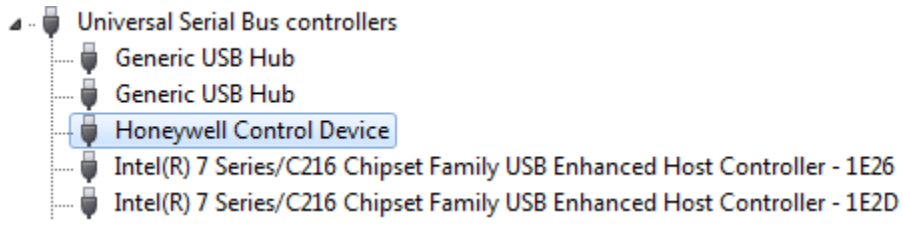
For the most user-friendly and reliable user experience, you should configure the barcode scanner as a virtual COM port. To do this, and to set up the scanner, scan the following barcodes (refer to the Honeywell User Guide if you have issues with the barcodes)

1. Set Scanner to USB Serial Emulation (TRMUSB130)

2. If you'd like to set the Scanner to Presentation mode, Scan (TRGMOD3)

3. Set Scanner to automatically append an Enter or Carriage Return to the scanned data (required for our application to identify the scan) (SUFBK2990D)

4. In some cases the scanner may function without additional drivers. However, installing the Honeywell USB serial driver is recommended for stability and serial-emulation support. To do so, follow these steps:
    a. Validate that the scanner shows up as a serial port. If not, download File 3 on Honeywell KB article or on Google drive: HSM USB Serial Driver version 3.5.35.zip
    b. Unzip to Desktop
    c. For the latest HSM driver version available (3.5.30 or higher), there is a single "Setup.bat" file. Right click on it and choose "Run as an Administrator". Make sure to install for Everyone
    d. Confirm Honeywell Control Device is added to Device Manager



5. The device should now appear as a 'USB Serial Device' under COM Ports to assign in the Mustering application

Reference: How to get the scanner to communicate via virtual COM port / USB serial driver (Honeywell KB Article 000022739)

USB-A to USB-C Converter

If the Surface/Mustering Tablet already has a Prox Badge Reader, or will have one as well, you will need a USB-A to USB-C Converter so it can connect to both the Barcode Reader and the Badge Reader at the same time.

Options

If the scanner is in an unknown state or you want to get it back to defaults, scan this barcode to get to a good known starting spot.

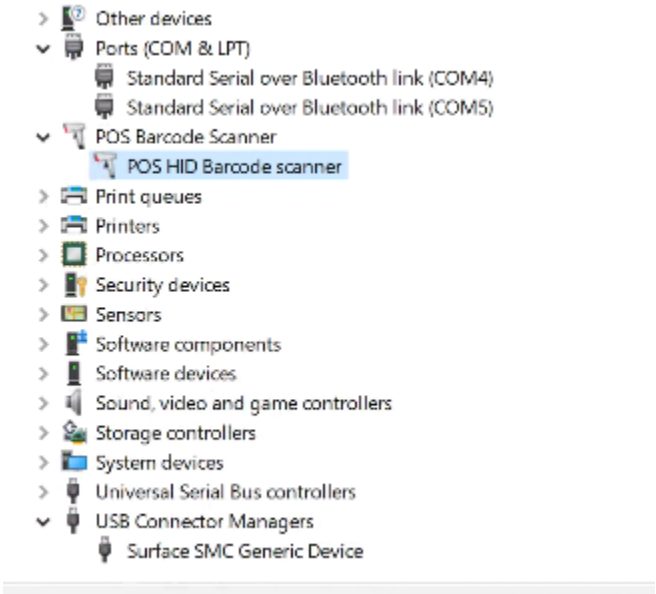
Reset Defaults Scan

Turn Off White Strobe Lights

Default Configuration for Mustering

By default the scanner scans to keyboard as a keyboard wedge

- Sends correct data: Works on web
- Shows as a POS Barcode Scanner, not a COM (4 and 5 are just Bluetooth)



This will work with Mustering as well as long as the Keyboard wedge option is on, but USB Serial Emulation (COM Port Emulation) is recommended for most use cases.

Additional Info and Support

For full information and configuration options on the barcode scanner, please refer to the Honeywell User Guide

For all other questions or additional support with configuring the barcode scanner for your Savance Workplace Mustering system, please contact our support team at support@savanceworkplace.com

Known Issues and Steps for Mitigation

This section documents known or commonly observed barcode scanner issues and recommended mitigation steps based on field experience, vendor guidance, and internal testing. These items are intended to help prevent intermittent failures and reduce the need for reconfiguration or hardware replacement.

Issue: Intermittent Scanner Unresponsiveness or Inconsistent Scanning

Symptoms may include:

- Scanner stops responding entirely (no scan beep, no data output)
- Scanner reads inconsistently after periods of inactivity
- Scanner requires reconfiguration, reconnection, or reboot to resume normal operation

Likely Contributing Factors:

- Scanner not initially configured to a known-good baseline
- USB power management settings placing the device into a low-power state
- Configuration drift over time or after OS updates

Mitigations:

- Always perform full scanner configuration during initial setup using the documented barcode sequence or EZConfig for Scanning
- Confirm scanner mode (USB Serial Emulation or Keyboard Wedge) matches the application's requirements
- Disable USB selective suspend on Windows-based systems (see below)

Issue: USB Device Power Management Causing Scanner Disconnects (Windows)

Description:
On Windows systems, USB selective suspend can place idle USB devices into a low-power state. In unattended or always-on kiosk environments, this may cause barcode scanners to stop responding after periods of inactivity.

Mitigation (Recommended for Kiosk Deployments):

Disable USB selective suspend in Windows power settings.

Steps:

1. Open Control Panel
2. Go to Power Options
3. Select Change plan settings for the active power plan
4. Click Change advanced power settings
5. Expand USB settings
6. Expand USB selective suspend setting
7. Set to Disabled
8. Apply changes and reboot the system

This setting is strongly recommended for systems that are intended for long uptime or continuous operation.

Issue: Scanner Appears in Device Manager but Does Not Output Data as Expected

Symptoms may include:

- Scanner enumerates correctly in Device Manager
- Scan occurs, but application does not detect input
- No Enter/Carriage Return is appended after scan

Mitigations:

- Verify the scanner is configured to append an Enter or Carriage Return suffix
- Confirm the application is listening on the correct input method (COM port vs keyboard input)
- If using USB Serial Emulation, confirm the COM port assignment in the application matches Device Manager

Issue: Scanner Enters an Unknown or Misconfigured State

Symptoms may include:

- Unexpected scan behavior
- Mode changes (e.g., keyboard vs serial)

- Failure to read certain barcode types

Mitigations:

- Perform a Reset to Defaults using the documented reset barcode
- Reapply the full recommended configuration sequence
- Avoid partial configuration changes unless required

Logging and Diagnostics Notes

- MicroTouch hardware does not provide device-specific peripheral logs
- On Windows systems, Event Viewer may be used to review USB, HID, or serial device events
- Persistent or repeat issues should be documented with:
    - Device type
    - Date/time
    - Symptoms observed
    - Mitigation applied
    - Outcome

Important Notes

- These mitigations are intended to reduce intermittent issues and establish a stable baseline
- If scanner issues persist after applying the recommended configuration and power settings, escalate to Savance Support with detailed observations