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Xenon 1900h/1902h – Scanning of GS1 DataBar Barcodes Issue

Honeywell Safety and Productivity Solutions (HSPS) has received a few reports regarding an issue with some of its Xenon 1900h and 1902h Healthcare scanners manufactured before 25 November 2013. In some rare situations involving GS1 DataBar barcodes, the scanner can output incorrect data. This usually involves outputting a duplicate of a previous scan to the host application. In short, the scanner will read barcode A but will output barcode B to the application. Our testing has determined that this only occurs when the scanner is used to read GS1 DataBar barcodes with very similar data characters.

HSPS has corrected this in newer firmware versions and has identified a configuration setting which will prevent this error from occurring. To ensure this issue does not arise in your operations, please scan the following configuration barcode.



Please note: Resetting the scanner to its factory default configuration will recreate the issue. As such, if the scanner is reset to the factory default configuration, you must rescan the configuration barcode above. In addition, updating the firmware will permanently resolve this issue. HSPS is committed to providing you with high quality products that meet your needs. We apologize for any inconvenience this issue may have caused. If you have any questions or comments, please contact; [Chris Jones at 800-782-4263 option 2 \(TS\), option 1 \(scanning\)](tel:800-782-4263). Or Email: Chris.Jones4@honeywell.com.

For additional product materials, including manuals, downloads, and sales resources, please visit the [Xenon 1900h and 1902h Healthcare scanners product webpage](#).

REGIONS AFFECTED

- Asia Pacific (APAC)
- Europe
- Middle East, Turkey, Africa (META)
- Latin America (LATAM)
- North America and Canada (NA)

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