

## Q&A For HF/NFC Ear-Jack Reader

**Phenomenon:** Unable to find HF reader when plug-in

**Reasons of problems:**

- ① LED indicator doesn't work
- ② Authorization needed when setting media volume on some of SamSung mobile phone, without or forgetting confirmation when notice.
- ③ Audio enhancing feature function on some mobiles like HTC, NI must be turned off.
- ④ Audio Jack without connecting physically to the mobile.
- ⑤ The Phone Android Operating System abnormal.
- ⑥ The phone not listed in our tested compatibility menu.

**Solutions:**

- ① Please try again after charging(Note: It is power full will cause indicator light RED);
- ② Popup one notice of Alert dialog when the reader plug-in into audio jack, please select accept quickly, otherwise you have to stop this application program then setup the authorization permit again manually;
- ③ Please find the relevant sound effect setting in the mobile phone settings and turn it off;
- ④ Please plug with slightly strength, it is recommended that operate the software after connection;
- ⑤ Turn off your mobile phone, then get restart mobile and try again;
- ⑥ Please check the related application for suitable model from our official website;

**Phenomenon:** Unable To Identify tag UID

- ① Tag placed wrong position
- ② Not ISO14443A protocol
- ③ Tag too small (like micro tag with the size of 6\*8 mm)
- ④ Tag too large (like smart card with size of 55\*85 mm)

**Solutions:**

- ① Must be placed on the top of the reader (check with usage video from special website);
- ② Using Tag with ISO14443A protocol;
- ③ Need to customize tag or reader again;
- ④ Need to customize tag or reader again;

**Phenomenon:** Unable to read or write data block of the tag;

**Reasons of problems:**

- ① Tag placed wrong position
- ② Not the series tag of Mifare1k, Ultralight, NTAG203
- ③ Tag too small (such as: 6\*8 mm size)
- ④ Tag too large (such as ordinary card 55\*85 mm size)

- ⑤ The label has a password secured
- ⑥ Tag has been written by NFC mobile phone

**Solutions:**

- ① On the top of the product, reading distance is 0~2cm(checking video website for corrected operation);
- ② Have one tag of the series of Mifare1k, Ultralight, NTAG203 and retry;
- ③ Need to customize products;
- ④ Need to customize product;
- ⑤ Please use the correspondent password to read and write;
- ⑥ Please according to NFC's password standard definition to read and write;

**Phenomenon: USB off**

**Reasons of problems:**

- ① USB cable interface using extended mouth;
- ② Patch of solder paste less fixed foot pad is too big lead to plug it with strength and it will fall off;

**Solutions:**

- ① Please inform your customer to replace ordinary short USB cable, the red light will light when plug is ok;
- ② Step1 artificial repair welding fixed seat after patch back,step2 strengthening withstand USB socket by changing the mold shell

## Q&A For RFID UHF Ear-Jack Reader

**Using Phenomenon:** Unable to identify when plug

**Reasons of problems:**

- ① No power, indicator light can't work
- ② It needs authorization when set the highest volume of series of SamSung mobile phone, no timely click allow.
- ③ Audio enhancing feature of HTC, NI and other series mobile did not shout down.
- ④ Audio interface not exactly.
- ⑤ The Android system abnormal.
- ⑥ Not in our tested compatibility list.
- ⑦ The old version can't identify.
- ⑧ Few IPAD occasionally can't identify.

**Solutions:**

- ① Please try again after charging(Note: It is full when the red light out);
- ② Popping alert dialog when plug portable reader, please click permit quickly, otherwise you need to manually stop this application program and start the authorization permit again;
- ③ Please find the relevant sound effect setting in the mobile phone settings and turn it off;
- ④ Please plug with a bit strength, it is recommended that operate the software after plug;
- ⑤ When testing please turn off the mobile phone firstly and then turn on again;
- ⑥ Please check the related application for suitable model in the official website;
- ⑦ Please use our company's website to download the new version;
- ⑧ UHF portable reader's BUG, the product software has been corrected and updated in the later new assembly product

**Phenomenon:** can't identify tag ID

- ① Tag placed wrong position
- ② Not ISO18000-6C protocol
- ③ Tag too small (such as: single chip label)
- ④ The label is too far away from the portable reader

**Solutions:**

- ① Please put on the bottom of the product, reading distance is 0-0.5 m (distance is dependent on the size performance of tag, see video website corresponding product sample);
- ② Please use the ISO18000-6C protocol;
- ③ Need to customize products;
- ④ Please put the tag near the back of portable reader for RFID;

**Phenomenon:** USB off

- ① USB cable interface using extended mouth;

- ② Patch of solder paste less fixed foot pad is too big lead to plug it with strength and it will fall off;

**Solutions:**

- ① Please inform your customer to replace ordinary short USB cable, the red light will light when plug is ok;
- ② The early stage of 1000 sets use artificial repair welding to fix seat and later use plug-in USB socket after changing circuit board ,totally resolved;