

KDC FAQ

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1. Common

1.1 Barcode

1.1.1 Barcode recognition distance is short.

- Please check if the protective vinyl on the front scan window has been removed.
- Please check if scan window is clean and not damaged.

1.1.2 No barcode data appears in the application after correctly scanning a barcode.

- Please check your KDC Bluetooth profile (mode): HID or SPP.
- Custom applications require KOAMTAC SDK integration to use the KDC in SPP mode.
- Please use the KDC in HID mode, which functions as a simple keyboard input mode.
- If the KDC is already paired, go to your host device's Bluetooth settings and "Forget" or "Unpair" the KDC.
- Please scan the following special HID mode change and pairing barcode based on your OS.



1.1.3 KDC/SKX fails to read barcodes.

- The barcode may be damaged, badly printed, or too small.
- Please try scanning a clear, high-quality sample barcode to verify KDC operation.
- The barcode symbology type may not be enabled. Go to KDC Menu → Set barcodes and enable the appropriate barcode symbology type.
- Check the barcode length and minimum barcode length setting located in KDC Menu → Scan Options → Min. Length.
The Min. length should be equal to or less than the barcode length.

1.1.4 Why is the KDC/SKX reading the wrong barcode when multiple codes are close together?

- Narrowing the decoder window size would help to read correct barcode, when multiple barcodes are close together.
- Please scan the barcode below to enable window centering.

Scan Options>Scan windows Centering>Enable

**1.1.5 Can the KDC/SKX read very small barcodes?**

- A 1 mil barcode size means the smallest bar or space ([X-Dimension](#)) is 1/1000th of an inch (0.001") or 0.0254 millimeters.
- The KDC/SKX can read 3–5 mil high-density barcodes, depending on the model.
- Custom models may also be available upon request.

1.1.6 Can the KDC/SKX read long-range barcodes?

- The KDC/SKX can read long-range barcodes up to 26 meters (85 feet), depending on the model (ex: 100mil Code39, depending on barcode size and scanning environment).
- Custom models may also be available upon request.

1.1.7 Can the KDC/SKX scan inverted (white-on-black) barcodes?

- Yes, select "Reverse Only" or "Both" in BarSpace Mode or Video Mode under KDC Menu → Scan Options.

- It is only supported on the Honeywell scan engines.

1.1.8 Laser aimer is hard to see in direct sunlight.

- Some KDC models are equipped with an improved aimer that is much more visible in bright sunlight. Ask for more information.

1.1.9 When a barcode is scanned, the "@" character is added at the end of the data.

- Perform a Factory Default reset.

1.1.10 The KDC beeps multiple times when scanning a barcode.

- The KDC memory is full and must be cleared. To erase the memory, scan the barcode below.

System>Erase Memory>Empty data memory



- Set memory auto erase to enabled using below barcode.

System>Auto Erase>Enable



- If not want to store barcode, scan below barcode.

Data Process>Wedge / Store>Wedge Only



1.1.11 When the scanner first connects to the host in HID mode, a "CR" is inserted as a prefix before the first scanned barcode.

- Disable the "HID AutoLock" option in KDC Menu → BT Config, or scan the barcode below.

Bluetooth(HID)>HID AutoLock Time>Disable



1.1.12 How to add a leading zero to a scanned barcode?

- This may be related to UPC-E to UPC-A or UPC-A to EAN-13 conversion..
- UPC-E to UPC-A conversion using below barcode.

For 1D model,

Barcode Options(1D)>UPCE as UPCA>Enable



For 2D model,

Set Options-II(2D)>UPCE as UPCA >Enable



- UPC-A to EAN-13 conversion using below barcode.

For 1D model,

Barcode Options(1D)>UPCA as EAN13>Enable



For 2D model,

Set Options-II(2D)>UPCA as EAN13 >Enable



1.1.13 How to transfer saved barcodes without using KTSync?

- Use following sync barcodes:

For HID,

Bluetooth(HID)>HID Sync>Synchronize barcode through HID



For SPP,

Bluetooth>SPP Sync>Synchronize barcode through SPP



1.2 Bluetooth

1.2.1 How do I connect the KDC to my host device with Bluetooth?

- First, ensure the KDC is charged and powered on. Set it to Bluetooth pairing mode by pressing and holding the SCAN button for 3 seconds.
- Open the Bluetooth settings on your host device (e.g., phone or tablet) and select the KDC displayed in the format KDCXXX[SSSSSS] from the list of available devices. Please refer to the 'KDC Mini/Quick Guides for Bluetooth Connections' in the <https://koamtac.com/support/downloads/manuals-and-guides/>.

1.2.2 The KDC won't pair with my device.

- Ensure the KDC is powered on and in pairing mode. If previously paired, go to your host device's Bluetooth settings, and "Forget" or "Unpair" the KDC. Then, try again.

1.2.3 What is the KDC default Bluetooth profile?

- The default Bluetooth profile for KDC scanners is SPP. For SKX SmartSled, please see [section 3.3.1](#). KDC 1000/1100/1200 SmartSled, please see [section 3.1.4](#).

1.2.4 How do I know which Bluetooth profile the KDC is currently in?

- Go to KDC Menu → BT Config → ConnectDevice and check the currently selected profile.
- In pairing mode, the color of the LED will indicate the mode.
 - i. Red – SPP
 - ii. Orange – HID
 - iii. Green – Mfi for classic devices

1.2.5 Does the KDC reconnect automatically after losing connection?

- KDC BLE models cannot be reconnected automatically.
- An application should try to reconnect upon detecting the disconnection.
- However, Android and iOS reconnect automatically in HID mode when lost connection.
- The KOAMTAC SDK provides for auto-reconnect in SPP mode.

1.2.6 The KDC does not appear in Bluetooth settings of the host device.

- The device may be running old firmware. Update to the latest firmware. Please see <https://koamtac.com/support/downloads/firmware/>.
- If BLE firmware version is 5.00.XX then it requires to update to 5.00.35 or later.

1.2.7 The KDC does not appear as an available device using Android 15, but it does when using Android 13.

- If the KDC BLE firmware is 05xxxx, the user should update the BLE 5.x firmware to 050035 or later.
- Also, please update the KDC firmware to the latest version.

1.2.8 In HID mode, the scanned data removes some characters from the input field.

- This depends on the host device and application. An HID inter character delay will be helpful on this case.

1.2.9 How to bring up iOS on-screen keyboard in HID mode?

- If using KDC companion scanners (KDC80/180/185/280/380), press right (down) button.
- If using KDC480/485, press left button beside the battery door.
- If using KDC1000/1100/1200, keep pressing the right scan button for 3 seconds.

1.2.10 In iOS, the on-screen keyboard disappears after a barcode is scanned.

- Set the iOS Keyboard to “Enabled” in the KDC Menu → BT Config.
- Or, you may scan following barcode.

Bluetooth(HID)>HID SendEjectKey>Enable

**1.2.11 In Windows, the KDC keeps disconnecting after being connected in BLE HID mode.**

- Use HID Windows mode instead of HID mode.
- Scan following barcode to set to HID Windows mode.

Bluetooth>Bluetooth Device Type>BLE HID Windows



1.2.12 Barcode data is only transmitted when the scanner and host are near each other in Bluetooth mode.

- It seems the Bluetooth antenna may be broken. Request RMA to rma@koamtac.com.

1.2.13 An application for the KDC200 cannot connect to new KDC devices.

- The old, now discontinued, KDC200 connects via Classic Bluetooth, while new KDC devices use Bluetooth Low Energy (BLE).
- The application needs to be updated with new SDK.

1.3 System

1.3.1 Where can I find the KDC/SKX configuration barcodes?

- Major configuration special barcodes are listed in Mini/Quick guides and reference manual
- Complete configuration barcodes are posted on our website:
<https://services.koamtacon.com/webkdc/kdc/release/spebarcode.html>.

1.3.2 How do I perform a Factory Default reset?

- Enter KDC Menu → System Config and press 'Fac. Default' menu.
- Or, scan following barcode.

System>Factory Default>Restore factory default settings

**1.3.3 Are online firmware upgrades supported?**

- Yes. KTSync Menu → Upgrade FW.
- KDC80/180/185/280/380 supports online firmware update starting at firmware version 240117.0037
- KDC480/485/1000/1100/1200 supports online firmware starting from firmware version 240108.0082
- SKX scanners do not support online firmware upgrade.

1.3.4 How to erase KDC memory and set it not to store barcode data in the KDC memory?

- Go to KDC Menu → System Config → Reset Memory and select 'Memory' or scan the barcode below.

System>Erase Memory>Empty data memory



- Go to KDC Menu → Data Process → Wedge&Store and select 'Wedge only' or scan the barcode below.

Data Process>Wedge / Store>Wedge Only



1.3.5 Can I disable the LED light when scanning barcodes?

- Yes, the KDC has an option to disable scanner illumination light.
- Go to KDC Menu → Scan Options → Illumination and select 'Disabled' or scan barcode below.

Scan Options>Illumination>Disabled



1.3.6 Can I replace the KDC battery?

- Yes, Yes. The KDC180, KDC185, KDC480, and KDC485 feature easy-to-replace battery packs.
- The KDC80, KDC280, KDC380, and KDC1200 require tools for battery replacement (PH0 screwdriver).
- For KDC1000/1100 SmartSled for iPhone 13/14, please contact KOAMTAC for battery replacement.t.

1.3.7 The KDC keeps beeping or rebooting.

- The KDC firmware could be corrupted. Request RMA to rma@koamtac.com.

1.3.8 What is the IP rating of the KDC/SKX?

- The IP (Ingress Protection) rating measures resistance to dust and water. Most KDC scanners have an IP65 rating, providing strong durability for harsh or industrial environments. For more details, check the device's product page on our website.

1.3.9 Does cold weather affect battery life?

- Yes. Batteries drain faster in low temperatures.

1.3.10 Does KDC380 WiFi support both 5 and 2.4 Ghz?

- No, only the 2.4 Ghz band is supported.

1.3.11 How to update firmware via USB connector?

- Download Windows PC KDC device driver from below link and install it.

<https://koamtac.com/support/downloads/drivers/>

- Download correct KDC firmware in below link and run it.

<https://koamtac.com/support/downloads/firmware/>

1.3.12 [KDC185] Barcode scan is not possible.

- The device might have suffered a drop. Request RMA to rma@koamtac.com.

1.3.13 [KDC180] DBLookup and Inventory are not selectable in the KTSync and KTSync Plus.

- Old KDC180 which firmware version is v2.85.180T doesn't support it.
- New KDC180 which firmware version is v5.08.180 does support it.

1.4 Application

1.4.1 Can the KDC/SKX be used with web-based applications?

- Yes, KDC and SKX scanners can connect in HID for web-based applications. We also offer an SDK for custom web-based applications.
- KDC/SKX devices support Edge and Chrome browsers.

2. Companion

2.1 Display

2.1.1 The KDC screen will not turn on.

- Connect the USB cable and charge the KDC for up to 30 minutes to determine whether the battery is fully discharged.
- If the KDC emits a scan beam when the SCAN button is pressed, the display may be damaged. Please proceed with an RMA request to rma@koamtac.com.

2.1.2 The KDC display brightness is very low.

- The display or related parts could be broken. Please request an RMA to rma@koamtac.com.

2.2 Battery (Power)

2.2.1 The battery door will not open (KDC180).

- Press and hold the release button next to the battery door, then manually open the battery door while continuing to hold the button.

2.2.2 Does the KDC turn off automatically?

- Yes, if the 'Power off low battery' option is enabled.
- This option is located in the KDC Menu → System Config → Battery.
- When enabled, the KDC powers off automatically if the battery level falls below 5%.

2.3 Wearables

2.3.1 Are there wearable gloves for KDC scanners?

- Yes. The KDC180 and KDC185 are wearable scanners and are compatible with KOAMTAC Safety Glove and Ring Scanner accessories designed for each model.

2.4 System

2.4.1 Does the KDC support vibration (haptic feedback) alerts?

- Yes. Enable vibration in the KDC Menu → System Config → Vibrator.
- Vibration/haptic feedback only supported on KDC180, KDC185, KDC280, KDC380.

2.4.2 Can the KDC work offline with the ability to sync data later?

- Yes. The KDC can store scanned barcode data in the KDC memory.
- Stored data can be synced by using the KTSync application.
- If USB Disk mode is selected, barcode data is stored in the KDC memory in a file that can be transferred to a PC.

2.4.3 Do KDC scanners work with Chromebooks?

- Yes, KDC scanners work with Chromebooks when used in HID mode.

3. SmartSled

3.1 Common

3.1.1 Side key is not working correctly.

- Verify that the correct phone model is inserted into the phone case used with your KOAMTAC SmartSled.
- The side key position varies by phone model, even if the phone size is similar.

3.1.2 Unable to read RFID tags, but barcode scanning works (1.0W UHF Reader).

- Check the battery level of the UHF 1.0W module. A low battery may cause RFID reading malfunctions.
- Restart the KDC480/485 as follows:
 - Remove SmartSled battery.
 - Remove and reinsert the 6000mAh battery inside the 1.0W UHF Reader's grip.
 - Reinsert the SmartSled battery.
- For the KDC1000/1100, restart the SmartSled by pressing both Scan buttons simultaneously.

3.1.3 How do I switch the data collection mode between Barcode and RFID?

- Scan the appropriate special barcode from the Mini Guide or Quick Guide or from the special barcode page on our website.
<https://services.koamtacon.com/webkdc/kdc/release/spebarcode.html>.
- For KDC1000/1100/1200/SKX SmartSled: Toggle left and right buttons. Press this button combination L→L→R→R→L→R within 3 seconds.
- For KDC480/485 SmartSled: Press and hold the Right (Down) button for 3 seconds.

3.1.4 How do I change the communication mode between HID and SPP?

- Scan the appropriate special barcode from the Mini Guide or Quick Guide or from the special barcode page on our website.
<https://services.koamtacon.com/webkdc/kdc/release/spebarcode.html>.

- KDC1000/1100/1200/SKX: Toggle left and right buttons.
Press this button combination L→L→L→R→R→R→L→R within 3 seconds

3.1.5 When scanning barcodes, data is only read through the KTSync application.

- To get scanned barcode data into any application, set the KDC to USB HID mode instead of USB serial mode.

3.2 KDC1000/1100/1200 SmartSled

3.2.1 On-screen keyboard does not appear when using USB HID on iPhone 15/16/17.

- iOS does not support the on-screen keyboard when USB HID is used as the connection method.
- Connect to the iPhone 15/16/17 using BLE HID mode instead.

3.2.2 Unable to connect to a smartphone via Bluetooth.

- The KDC1000/1100/1200 SmartSled must be set to Bluetooth mode to use a Bluetooth connection instead of USB.
- Scan the barcode below to switch the connection mode to Bluetooth.

System>Connection Method>Bluetooth



3.2.3 Smartphone (iPhone 13 and 14) is not charging.

- Update the KDC1000/1100/1200 SmartSled firmware to the latest version available on the KOAMTAC website: <https://koamtac.com/support/downloads/firmware/>.

3.2.4 Pistol Grip battery is not charging.

- Update the KDC1000/1100 firmware to the latest version available on the KOAMTAC website: <https://koamtac.com/support/downloads/firmware/>.

3.3 SKX SmartSled

3.3.1 What is the default communication method?

- The default communication method for SKX SmartSled scanners is USB HID.

3.3.2 SKX6Pro/SKX7Pro cannot charge the phone via the USB-C port.

- Some USB-C PD (Power Delivery) chargers are not supported on older firmware versions.
- Update the SKX6Pro/SKX7Pro firmware to version A7VH or later.

3.3.3 SKX6Pro/SKX7Pro can't be used with KTSync.

- The default mode for the SKX6Pro/SKX7Pro is HID mode. It needs to be changed to USB serial mode to be used with KTSync.
- Scan the below barcode to change to USB serial mode.

USB Mode>USB Serial



3.4 KDC480/485 SmartSled

3.4.1 Is there a way to disable the scanner restart when pressing the left and right button simultaneously?

- No, it is a hardware feature.

4. KDC8 Software Decoder

4.1 General

4.1.1 How do I receive an activation code for a free trial?

- Request a trial version here: <https://koamtac.com/products/kdc8-software-decoder/>

4.1.2 How do I test KDC8?

- Download and install KTSync from the Google Play Store or Apple App Store.
- Connect your smart device (phone or tablet) to the internet and activate KDC8 in KTSync using the Activation Code menu.
- Press the SCAN button in KTSync and aim the smart device camera at the barcode

4.1.3 Does the KDC8 read barcodes using the smart device's camera?

- Yes, the KDC8 is a barcode scanner which scans barcodes using your device's camera.

4.1.4 How does KDC8 differ from a hardware scanner?

- **Hardware scanners** use dedicated optical components (laser or imager) for higher speed, consistency, and ruggedness.
- **Software decoders** use the device's built-in camera and advanced algorithms, offering flexibility, lower cost, and high portability.

4.1.5 Does KDC8 work offline?

- Yes, as long as the product has been activated beforehand. KDC8 only requires an internet connection during activation. If the app is uninstalled and reinstalled, it must be activated again, which will require an internet connection.

4.1.6 Which smart devices are supported by KDC8?

- KDC8 is supported on both Android and iOS devices.

4.2 Barcode

4.2.1 What types of barcodes can KDC8 read?

- KDC8 supports most common 1D and 2D barcode symbologies.
- KDC8 also supports OCR, such as passport recognition.

4.2.2 Can KDC8 decode multiple barcodes in a single image?

- Yes, KDC8 reads multiple barcodes.

4.2.3 What should I do if KDC8 fails to read a barcode?

- Improve lighting and camera focus.
- Ensure the barcode is not overexposed or shadowed.
- Verify that the required barcode symbology is enabled in the KDC8 settings.

5. SLED-mPOS

5.1 General

5.1.1 Which payment card brands are supported??

- IC and MSR support all major card issuers.
- Contactless payments support Mastercard, Visa, and American Express.

5.1.2 How do I access the SLED-mPOS menu?

- Press and hold the Menu button for 3 seconds.
- If the SLED-mPOS LCD is off, press the Scan button to wake the screen.

5.1.3 SLED-mPOS does not charge.

- Verify that the original or genuine power adaptor is being used.

5.1.4 IC card is difficult to insert or does not fit in the slot.

- There may be foreign object inside the slot.
- Do not attempt to clean it yourself; send it for immediate RMA, rma@koamtac.com.

5.1.5 How do update the firmware?

- Using the built-in micro USB connector on the SLED-MSRIC/SLED mPOS.

5.2 Transactions

5.2.1 IC card is recognized, but the payment fails or is declined.

- The card must be fully inserted and **must not be removed** until the payment is complete (indicated by a beep or on-screen message).

- Dirt or wear on the card's chip contacts may cause issues. Gently wipe the chip with a dry cloth and retry.
- Cross-test with another IC card to determine whether the issue is card-related or due to bank restrictions.

5.2.2 MSR card reads, but data is corrupted or intermittently fails.

- Swipe the card at a consistent speed without stopping. The swipe should take approximately 0.2–0.6 seconds.
- Do not twist or lift the card during the swipe. Keep it close to the slot.
- The magnetic stripe may be damaged. IC insertion or contactless payment is recommended.

5.2.3 Contactless (Tap) payment fails intermittently.

- Place the contactless logo side of the card or device on the marked area of the terminal and hold for 1–2 seconds.
- Metal cases, magnets (e.g., MagSafe), or thick phone cases may interfere with NFC communication. Remove the case and retry.
- If repeated failures occur, wait 3–5 seconds before retrying to avoid session conflicts or double tapping.

5.2.4 Mobile wallet payments (Apple Pay, Google Pay, Samsung Pay) fail intermittently.

- Mobile wallet payments are governed by the card brand and issuer policies stored in the phone's wallet, not the physical card. Intermittent failures may occur.
- If payment fails, retry once. If it continues to fail, guide the customer to use an alternative method (IC insert or physical card tap).

5.2.5 Payment stops and a timeout error occurs.

- Restart the application and power-cycle the SLED-mPOS by pressing and holding both left and right Scan buttons for 3 seconds.
- If the issue persists, guide the customer to use another payment method (insert, tap, or swipe).

6. KTSync

6.1 General

6.1.1 How do I install KTSync?

- Download and install KTSync from the Google Play Store (Android) or Apple App Store (iOS).

6.1.2 KDC does not appear on the KTSync “Connect” screen.

- Pair the KDC with the smart device using the device’s Bluetooth settings first.
- Please refer to the KDC Quick Guide for various pairing methods.

6.1.3 KTSync fails to connect to the KDC.

- Confirm the KDC is paired in SPP mode, not HID mode.
- Ensure the KDC is not already connected to another device.
- Forget the existing Bluetooth pairing and pair the device again.

6.1.4 How to use the KTSync Keyboard?

- Connect the KDC to KTSync in SPP mode.
- Enable the KTSync Keyboard in the smart device settings.
- Set the KTSync Keyboard as the default keyboard.
- Refer to the KTSync Keyboard guide on the KOAMTAC website:
<https://koamtac.com/support/downloads/manuals-and-guides/>.

6.1.5 When trying to download KTSync for Android from the Play Store, it says the app is not supported.

- KTSync requires a minimum Android OS version to install.
- Please update your device to the latest available version of Android. If updating is not possible, contact KOAMTAC for an older version of KTSync, if needed.

7. SDK

7.1 General

7.1.1 KDC is not visible when searching for BLE devices.

- Update the SDK to version 3.06.20 or later.

7.1.2 Is it possible to use a single iOS library which supports both simulator and device?

- Yes, request the latest iOS SDK.

7.1.3 Can you upgrade KDC firmware using the SDK?

- Yes, this is supported.