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Honeywell Improves IH40 RFID Handheld Reader Design for an Enhanced USB Communication

In rare cases, USB communication between the IH40 RFID reader and the installed terminal may be interrupted if the device vibrates or is subjected to shock. While the connection is quickly reestablished, Honeywell has made a design change to eliminate the issue.

WHAT CHANGES WERE MADE

Honeywell redesigned the installation fixture between IH40 RFID reader and terminal bracket with four screws to support a permanent, fixed sled to ensure stable USB communications. The new bracket can be easily installed with the provided screws onto the front of the IH40 housing by the user.



IH40 RFID Reader with terminal installed

WHAT TO DO IF YOU EXPERIENCE THIS ISSUE

For those experiencing this issue, please use the standard RMA process to contact Honeywell. Honeywell Service and Repair will repair the device by replacing with the new screw-hole-designed IH40 front housing and provide a new bracket for installation, as long as it is within the standard warranty period. If the issue does not occur, no action is required.

AFFECTED SKUS

All IH40 devices connected to CT40/CT45 XP/CT30 XP terminals with installed brackets. See the Excel table for a list of the SKUs affected by this notice.



ABOUT THE IH40 RFID READER

The Honeywell IH40 RFID reader offers an easier solution to keep track of high-moving inventory with less effort. Retailers can count inventory in the store and warehouse 25 times faster than with barcodes, often in a matter of a few hours, enabling more frequent inventory updates and closer inventory management. Easy-to-use and ergonomically balanced, when paired with a Honeywell mobile computer, the IH40 offers fast, accurate UHF RFID inventory capture. IH40 has features like tool-less battery change without having to remove the mobile device, direct USB connection to mobile device, and multiple charging options that make it easier to use, handle, charge, and train.

For T&L workers, the IH40 instantly captures the information for incoming shipments and identifies the right destination dock; any exceptions can be handled instantly. With Tag Finder mode, the IH40 can

easily pinpoint the location of a specific package, pallet, or box. When a truck arrives with an incoming shipment, a dock worker can quickly identify which pallet(s) need to be removed.

For additional information, please visit the IH40 RFID Reader product page [HERE](#).

REGIONS AFFECTED

- | | |
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| ☒ Asia Pacific (APAC) | ☒ Middle East, Turkey, Africa (META) |
| ☒ Europe (EU) | ☒ Latin America (LATAM) |
| ☒ Greater China (GrCH) | ☒ North America (NA) |

KEY DOCUMENT LINKS

- [Product datasheet on website](#)
- [Product webpage on website](#)

PROTECT YOUR INVESTMENT

With Honeywell Repair Services, it's easy to get the level of repair coverage and protection that makes the most sense for your business. Honeywell repair service programs not only protect your device investment, but also provide predictable repair costs for the duration of your agreement. In addition to repairs, with every depot service, we also provide required preventative maintenance, as well as relevant engineering, software, and firmware updates.

FOR MORE INFORMATION

Honeywell is committed to providing you with a superior level of customer service. Please contact your Honeywell representative for additional information regarding this communication.