



Turn on the value of data

HF340/380
Sharp 340/380
User Manual



Welcome to become user of Hopeland RFID products.

Thank you for choosing the multi-port reader Sharp 340/380,

hope to bring convenience for your work



CONTENTS

1. TECHNICAL SPECIFICATIONS	5
1.1 FEATURES	5
1.2 FCC/CE RULES	5
1.2.1 Part 15 FCC Rules	5
1.2.2 CE Rules	6
1.3 MAIN FUNCTIONS AND TECHNICAL PERFORMANCE	7
1.3.1 Product Features	7
1.3.2 Performance Parameters	7
1.3.3 Environmental Parameters	8
2. SKETCH MAP	9
2.1 PHYSICAL CONSTRUCTION	9
2.2 NET WEIGHT	9
2.3 INTERFACE DIAGRAM	9
2.3.1 Power, Communication and I/O Interfaces	9
2.3.2 I/O Interface Definition	10
2.3.3 Coaxial RF Feeder Cable (optional)	13
2.3.4 Network Connection Diagram	13
3. INSTALLATION INSTRUCTIONS	14
3.1 PRECAUTIONS	14
3.2 INSTALLATION CONDITIONS	15
3.3 DEVICE CONNECTION	15
3.3.1 Connect Power Adapter Or PoE Switch	15
a. Connect Power Adapter	15
b. Connect PoE Switch	15
3.3.2 Connect External Antenna and RF Cable	16
3.3.3 Connect to PC	16
3.4 INSTALL READER	17
3.5 ACCEPTANCE	17
3.5.1 Structural Acceptance	17
3.5.2 Performance Acceptance	17
4. WEB PAGE OPERATION INSTRUCTIONS	18

4.1 SYSTEM LOGIN.....	18
4.1.1 Login	18
4.1.2 System Navigation	18
4.2 PARAMETER CONFIGURATION.....	19
4.2.1 Antenna Configuration	19
4.2.2 RFID Configuration	20
4.2.3 Network Configuration	21
4.2.4 Output Configuration	22
4.2.5 GPI Configuration.....	23
4.2.6 Web Parameter Configuration Example	24
4.3 SYSTEM MANAGEMENT.....	27
4.3.1 System Management	27
4.3.1.1 Clock Sync	28
4.3.1.2 Application Upgrade	28
4.3.1.3 Baseband Upgrade	30
4.3.2 Change Password.....	32
5. COMMON FAILURES	33
5.1 DAILY MAINTENANCE	33
5.2 COMMON FAILURE ANALYSIS AND SOLUTION.....	33
6. PACKAGING ACCESSORIES AND STORAGE	35
6.1 PACKAGE	35
6.2 ACCESSORIES	35
6.3 STORAGE REQUIREMENTS.....	36
7. AFTER-SALE SERVICE	37

1. Technical Specifications

1.1 Features

Sharp HF340/380 is a high performance four-port/eight-port fixed UHF RFID reader, it supports ISO18000-6C/6B protocols. The work frequency includes China standard dual frequency 920MHz~ 925MHz and 840MHz - 845MHz, FCC 902MHz ~ 928MHz and ETSI 865MHz ~ 868MHz.

Output power from 0 ~ 33dBm optional, with long identification distance, fast reading speed, high accurate rate, strong anti-interference ability, good protection performance and easy installation.

1.2 FCC/CE Rules

1.2.1 Part 15 FCC Rules

This device complies with Part 15 of the FCC Rules. Operation is subject to the following three conditions:

This device may not cause harmful interference

This device must accept any interference received, including interference that may cause undesired operation.

The distance between user and products should be no less than 20cm

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.

-- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

-- Consult the dealer or an experienced radio/TV technician for help.

Note: The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment. such modifications could void the user's authority to operate this equipment

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

1.2.2 CE Rules

Manufacturer: Shenzhen Hopeland Technologies CO., Ltd.

Address: 17/F, Block A, Clou Bldg, Baoshen Road, Hitech Industrial Park North, Nanshan District, 518007, Shenzhen, China

Hereby, Shenzhen Hopeland Technologies CO., Ltd. declares that this device is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU

Importers: XXXXXXXX

Address: XXXXXXXX

A copy of the declaration of conformity can be obtained with this user manual; this product is not restricted in the EU.

Hardware Version: V2

Software Version: V0.1.12

The wireless operation frequency

RFID: 865MHz-868MHz, Max EIRP Power 30.14dBm

Safety warning and Attentions

If use adapter, adapter must be comply 2014/30/EU Directive

Adapter Caution: Adapter shall be installed near the equipment and shall be easily accessible. Do not store or use your product in temperatures higher than 70°C RF Exposure Statement

The distance between user and products should be no less than 20cm

1.3 Main Functions And Technical Performance

1.3.1 Product Features

- ◇ Support protocol: ISO18000-6B/C EPC C1G2
- ◇ Built-in Linux OS
- ◇ Rich communication interfaces:RJ-45, RS232, RS-485, USB, WiFi, Bluetooth, Wiegand interface
- ◇ Support tag data filtering
- ◇ RSSI support: the strength of the signal can be sensed.
- ◇ Adjustable RF output power
- ◇ Working mode: fixed frequency/frequency hopping optional
- ◇ Support for tag caching, breakpoint continuation
- ◇ Support antenna detection function
- ◇ Support online upgrade
- ◇ I/O interface: 4 optocoupler inputs, 4 relay outputs (drive capacity: DC 30V/ 2A, AC 125V/0.3A)
- ◇ Support web management Platform

1.3.2 Performance Parameters

- ◇ Working frequency: GB,920MHz~925MHz、 GB,840MHz~845MHz、 FCC,902MHz~928MHz、 ETSI, 865MHz~868MHz
- ◇ RF output power (port): 35dBm±1dB (MAX)
- ◇ Output power adjustment: 1 dB step
- ◇ Reading distance: 0m~20m (related to factors such as transmitting power, antenna type, tag type and application environment)
- ◇ Channel occupied bandwidth: <200KHz
- ◇ RS232 interface communication rate: 115200bps(default),19200 bps,9600bps
- ◇ RS485 interface communication rate: 115200bps(default),19200 bps,9600bps

- ✧ Support weigand format 26,34,66
- ✧ AC-DC power adapter: AC input 100V~240V,50Hz~60Hz DC output 24V/2.5A
- ✧ POE: IEEE802.3af/at/bt standard (optional)
- ✧ High protection level: IP53

1.3.3 Environmental Parameters

- ✧ Working temperature: -20°C~+70°C
- ✧ Working humidity: 5%~90%RH (+25°C)

2. Sketch map

2.1 Physical construction

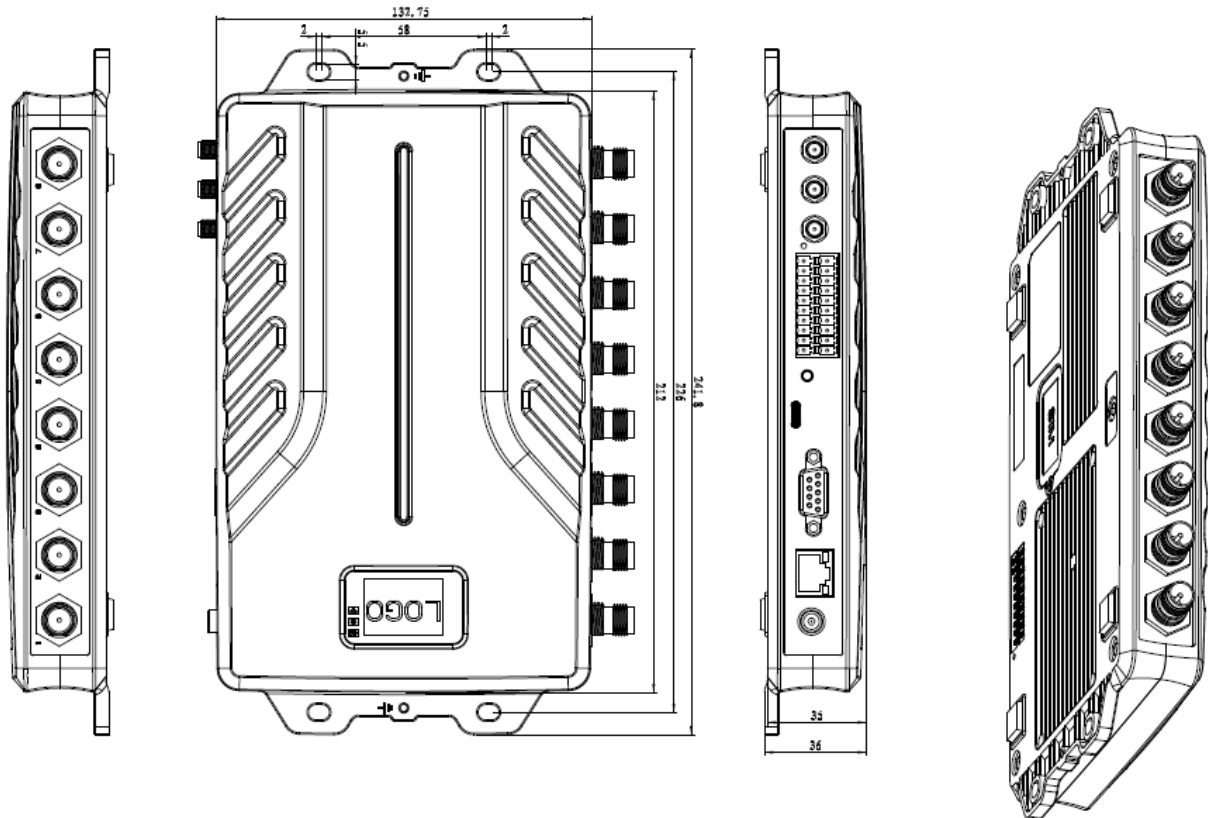


Figure 2-1 Structure diagram of Sharp 340/380 reader

Sharp 340/380 Reader Volume Parameter is:

241mmx132mmx36mm

2.2 Net Weight

HF340: 0.9kg

HF380: 1kg

2.3 Interface Diagram

2.3.1 Power, Communication and I/O Interfaces

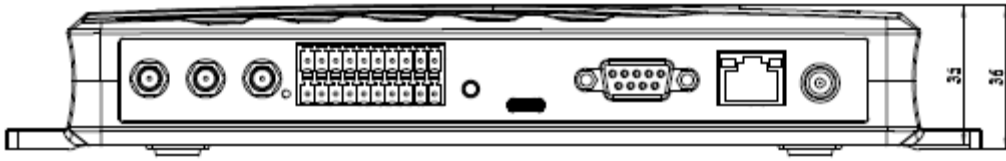


Figure 2-2 Schematic diagram of reader power, communication and I/O interfaces

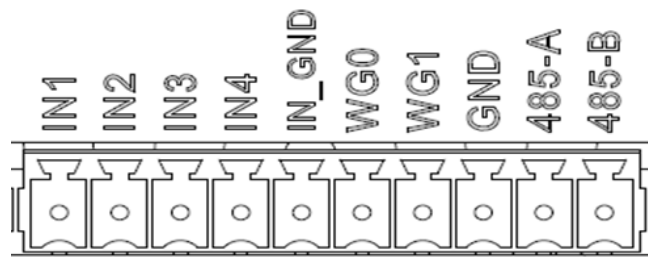
Picture 2-2 is a schematic diagram of the reader and the power supply, communication and I/O interface panel. For details, see Table 2-1.

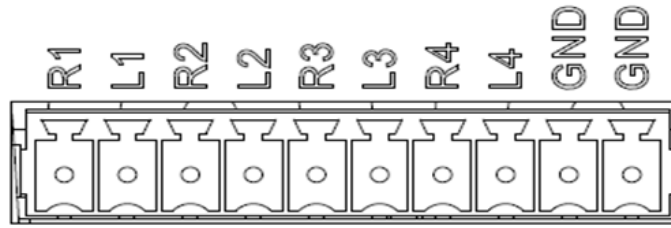
Table 2-1 Reader power supply, communication and I/O interfaces

Interface ID	Interface Name	Detailed Description
	Power supply interface	DC, 10~30V, power capacity not less than 30W.
	Ethernet interface	10/100M Ethernet interface, reader control and communication interface. POE:IEEE802.3af/at/bt standard (optional)
	RS232	Serial port, reader control and communication interface.
	USB interface	The USB TYPE-C interface can be connected to a computer
	I/O interface	See 2.3.2 for detailed definition
	Antenna (optional)	The left first one is WIFI, the second one is Bluetooth antenna
	Reset button	Long press for 10 seconds to restore factory settings

2.3.2 I/O Interface Definition

Upper Row:



Bottom Row:


I/O control signal definitions are shown in Table 2-2:

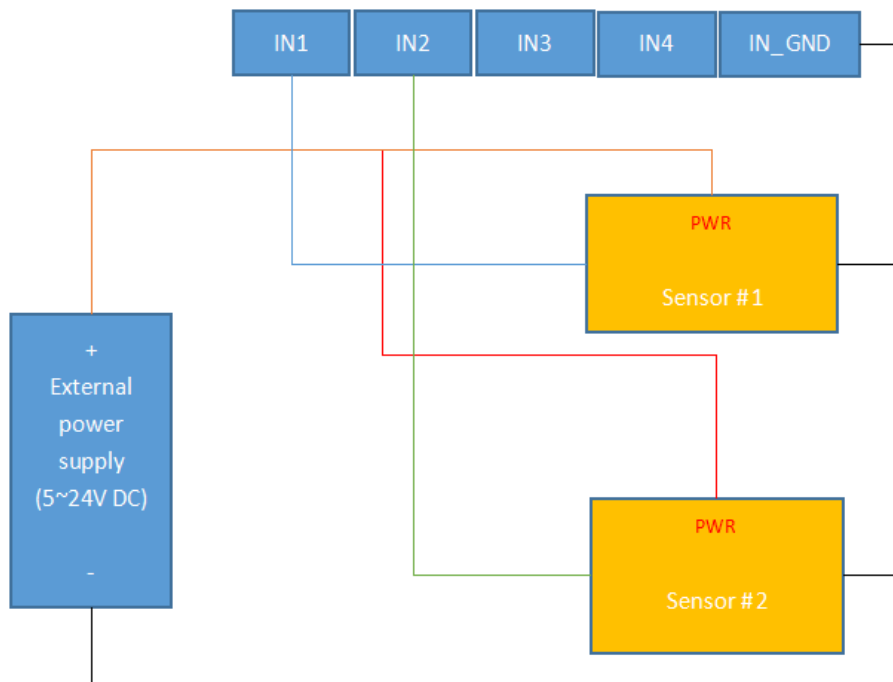
Table 2-2 I/O control interface signal function definition

Pin ID	Pin Description
R1	Relay 1# output; DC_MAX: 30V, 2A; AC_MAX: 125V, 0.3A; logic '0' indicates open circuit, logic '1' indicates closed, default is open circuit.
L1	Relay 1# output; DC_MAX: 30V, 2A; AC_MAX: 125V, 0.3A; logic '0' indicates open circuit, logic '1' indicates closed, default is open circuit.
R2	Relay 2# output; DC_MAX: 30V, 2A; AC_MAX: 125V, 0.3A; logic '0' indicates open circuit, logic '1' indicates closed, default is open circuit.
L2	Relay 2# output; DC_MAX: 30V, 2A; AC_MAX: 125V, 0.3A; logic '0' indicates open circuit, logic '1' indicates closed, default is open circuit.
R3	Relay 3# output; DC_MAX: 30V, 2A; AC_MAX: 125V, 0.3A; logic '0' indicates open circuit, logic '1' indicates closed, default is open circuit.
L3	Relay 3# output; DC_MAX: 30V, 2A; AC_MAX: 125V, 0.3A; logic '0' indicates open circuit, logic '1' indicates closed, default is open circuit.
R4	Relay 4# output; DC_MAX: 30V, 2A; AC_MAX: 125V, 0.3A; logic '0' indicates open circuit, logic '1' indicates closed, default is open circuit.
L4	Relay 4# output; DC_MAX: 30V, 2A; AC_MAX: 125V, 0.3A; logic '0' indicates open circuit, logic '1' indicates closed, default is open circuit.
GND	Ground
GND	Ground
IN1	Optocoupler 1# input, DC, 0~24V, higher than 1V is high level, lower than 1V is low level
IN2	Optocoupler 2# input, DC, 0~24V, higher than 1V is high level, lower than 1V is low level
IN3	Optocoupler 3# input, DC, 0~24V, higher than 1V is high level, lower than 1V is low level
IN4	Optocoupler 4# input, DC, 0~24V, higher than 1V is high level, lower than 1V is low level
IN_GND	Optocoupler input ground, reader optocoupler external input signal ground
WG0	Wiegand data 0 signal, the default state is high level
WG1	Wiegand data 1 signal, the default state is high level
GND	Ground

485-A	RS485 A signal
485-B	RS485 B signal

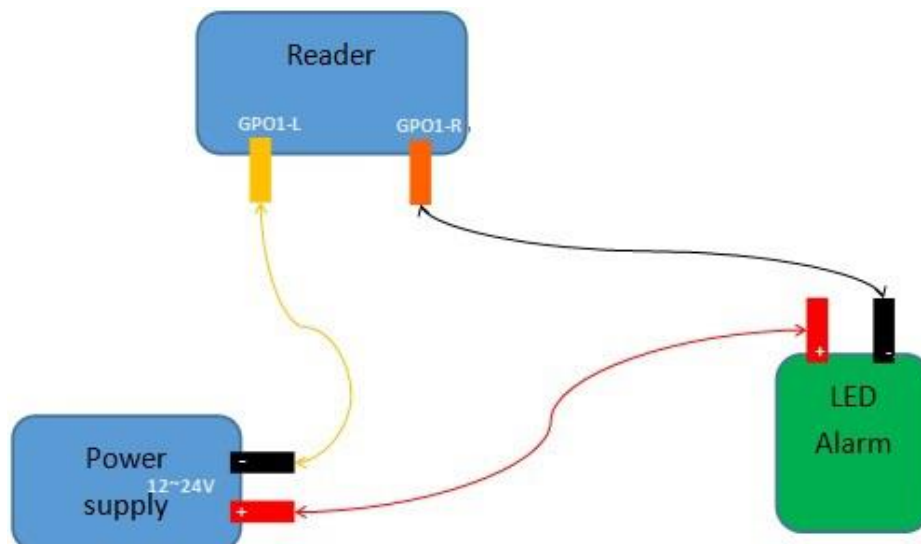
GPI Usage Example:

Infrared sensor type selection: Choose PNP NO type, which means that the infrared is normally low, when the object is detected, the signal line outputs a positive voltage signal.



GPO Usage Example:

Relay type GPO: GPO is equivalent to a switch, logic '0' means open circuit, logic '1' means closed, default is open circuit state. You can connect the alarm light, buzzer, etc. to the GPO for use. The usage is shown in the following figure.



Wiegand Connection Instructions:

Connect reader Wiegand 0 to Wiegand 0 of controller,

Connect reader Wiegand 1 to Wiegand 1 of controller,

Connect reader GND to Wiegand controller GND

2.3.3 Coaxial RF Feeder Cable (optional)



Figure 2-3 schematic diagram of feeder line

RF cable TNC(Reverse polarity, internal thread, inner pin) connector connect with reader antenna TNC connector, RF cable SMA connector connect with external circular polarization antenna's SMA connector, cable maximum length is 5m, impedance 50Ω, insertion loss is less than 2dB, high-performance cable can also be selected, and the length can be increased appropriately, insertion loss is less than 2dB.

Note: Poor contact of cable connector or an ultra-long RF cable can cause excessive attenuation of the transmitted signal and received echo signal, resulting in deterioration of read/write performance.

2.3.4 Network Connection Diagram

The network interface is used for long-distance high-speed connection (not greater than 80 m). It can be connected to a switch or router via a network cable or it can be directly connected to a PC network interface. The specific connection is shown in Figure 2-4:

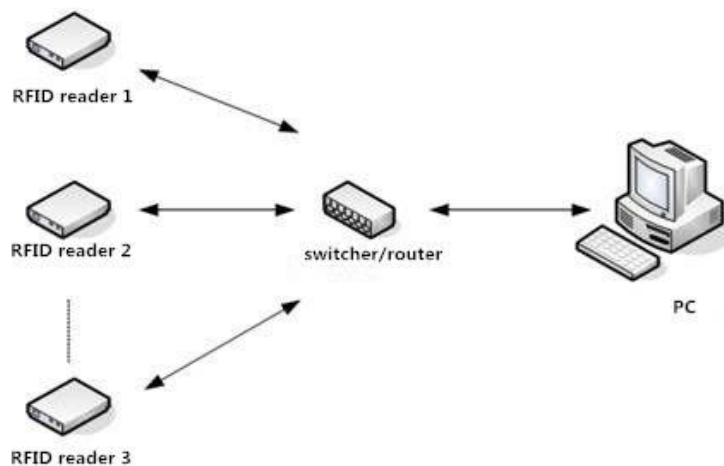
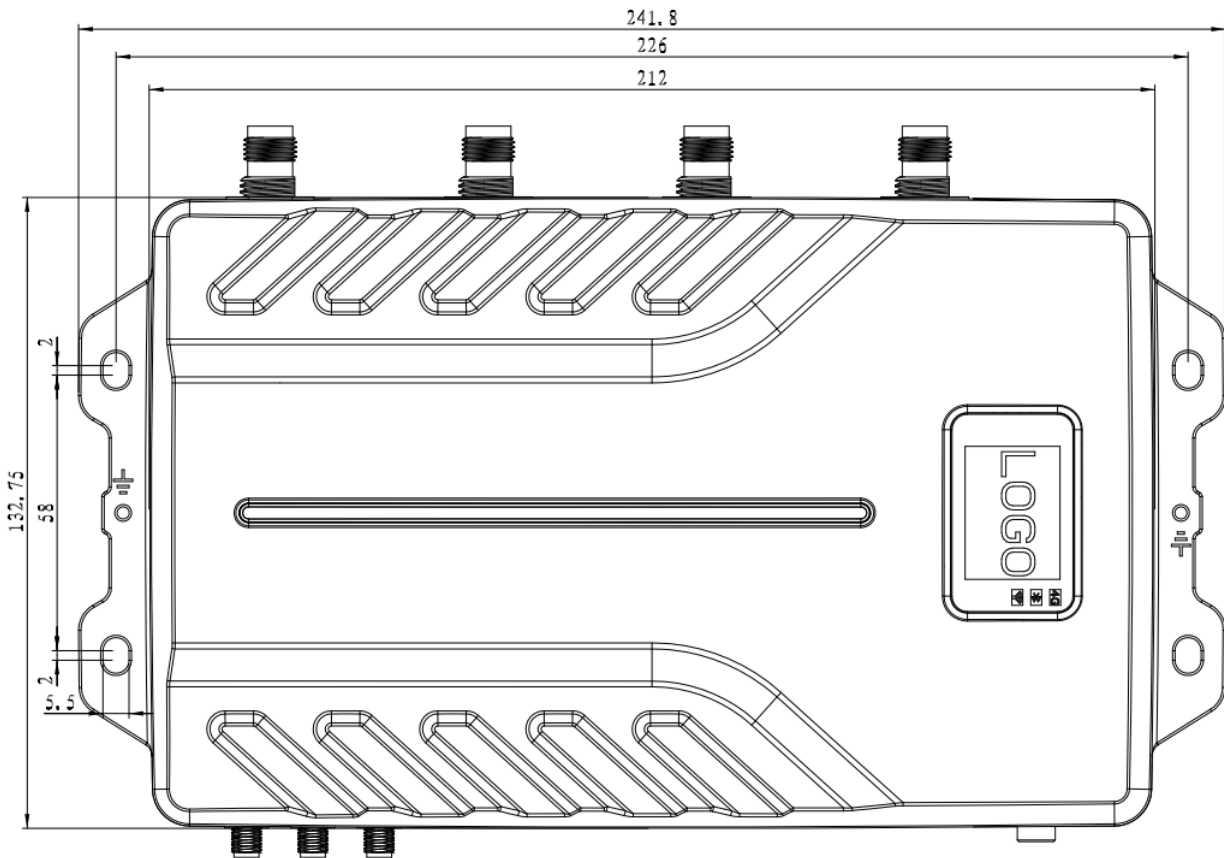


Figure 2-4 Network application connection diagram

3. Installation Instructions



3.1 Precautions

To ensure the normal and stable operation of the device and your personal property and safety, please carefully read the following notes before install HH340/380 reader.

1. Firstly, check whether the power socket is connected to the ground, and to see whether the local power supply voltage is in accordance with the applicable voltage range of the reader;
2. Check the device and the external connection if is closely connected;
3. Pay attention to the type selection and the length limit of the network cable and the serial cable:
 - Network cable connects directly, no longer than 80 meters
 - Serial cable connects directly, no longer than 10 meters
4. When installing several readers, the antenna position and the antenna spacing should be appropriate to avoid interference with each other.

3.2 Installation Conditions

Before installing the reader, please check carefully whether the product is in good condition and the accessories are complete. If there is any parts missing or damage, please contact the supplier in time.

3.3 Device Connection

3.3.1 Connect Power Adapter Or PoE Switch

a. Connect Power Adapter

- ✧ Plug the power cord into the AC power supply outlet and then plug the other end of the power cord into the power connector of the reader and fasten it.
- ✧ Power on the reader, wait for about 10 seconds, the system completes the initialization process and enters the standby state.

b. Connect PoE Switch

A complete PoE system includes two parts: Power Sourcing Equipment (PSE) and Powered Device (PD). PoE switches are PSE devices, and readers are PD devices. According to the power consumption required by the reader, it belongs to 802.3at class 4 or 802.3bt class 5 devices.

Choose the PoE switch according to the maximum output power of the reader that needs to be used in the actual project.

0dBm to +35.0dBm (PoE++)

0dBm to +33dBm (PoE+)

PD Classes:

IEEE802.3af(PoE) include Class 0~3, IEEE802.3at (PoE+)include Class 4, IEEE802.3bt(POE++) include Class 5 ~ 8

Class	PD available power	Class	PD available power
0	13W	5	40W
1	3.84W	6	51W

2	6.49W	7	62W
3	13W	8	71W
4	25.5W		

PoE protocols supported by various network cables:

	PoE(AF)	PoE+(AT)	PoE++(BT)
CAT 5E	√	√	
CAT 6	√	√	
CAT 6A UTP	√	√	
CAT 6A FTP	√	√	
CAT 7 S/FTP	√	√	√
CAT 7A S/FTP	√	√	√
CAT 8.2 S/FTP	√	√	√

3.3.2 Connect External Antenna and RF Cable

The reader built with four/eight TNC coaxial cable connectors for connecting external antennas, select low consumption RF cable, connectors should be tightened (Ensure to be waterproof when install outdoors);

The reader antenna angle or tilt need to adjust to the best position through the actual test according to the specific application.

3.3.3 Connect to PC

- ✧ The reader is supplied with different dedicated connection cables for the network, USB and power interfaces.
- ✧ USB interface is used for short-distance communication (not greater than 2m), directly connected to the PC USB interface through a USB TYPE-C cable to realize the communication between the PC and the reader;
- ✧ The RJ45 network port is used for long-distance communication (not greater than 80m), and an extended network cable can be used to connect to a PC.

3.4 Install Reader

The reading and writing range of the reader depends on the on-site application, the tilt angle of the antenna is adjusted to achieve the best reading and writing performance.

3.5 Acceptance

The acceptance criteria are mainly given from two aspects: structure and performance.

3.5.1 Structural Acceptance

- ✧ Whether the reader is fixed firmly without looseness;
- ✧ Whether the cables are connected firmly;
- ✧ Whether the screws are tightened.

3.5.2 Performance Acceptance

- ✧ Whether the reader is working normally;
- ✧ Whether the reading range is reasonable.

4. Web page Operation Instructions

4.1 System Login

4.1.1 Login

It is recommended to use Google Chrome to log in. When logging in, please enter the URL of the reader in the address bar, such as: `http://192.168.1.116/`. The login interface is shown in Figure 4.1.1. Enter the username and password, and click the "GO" button to log in. (The default administrator account is admin, and the password is admin)

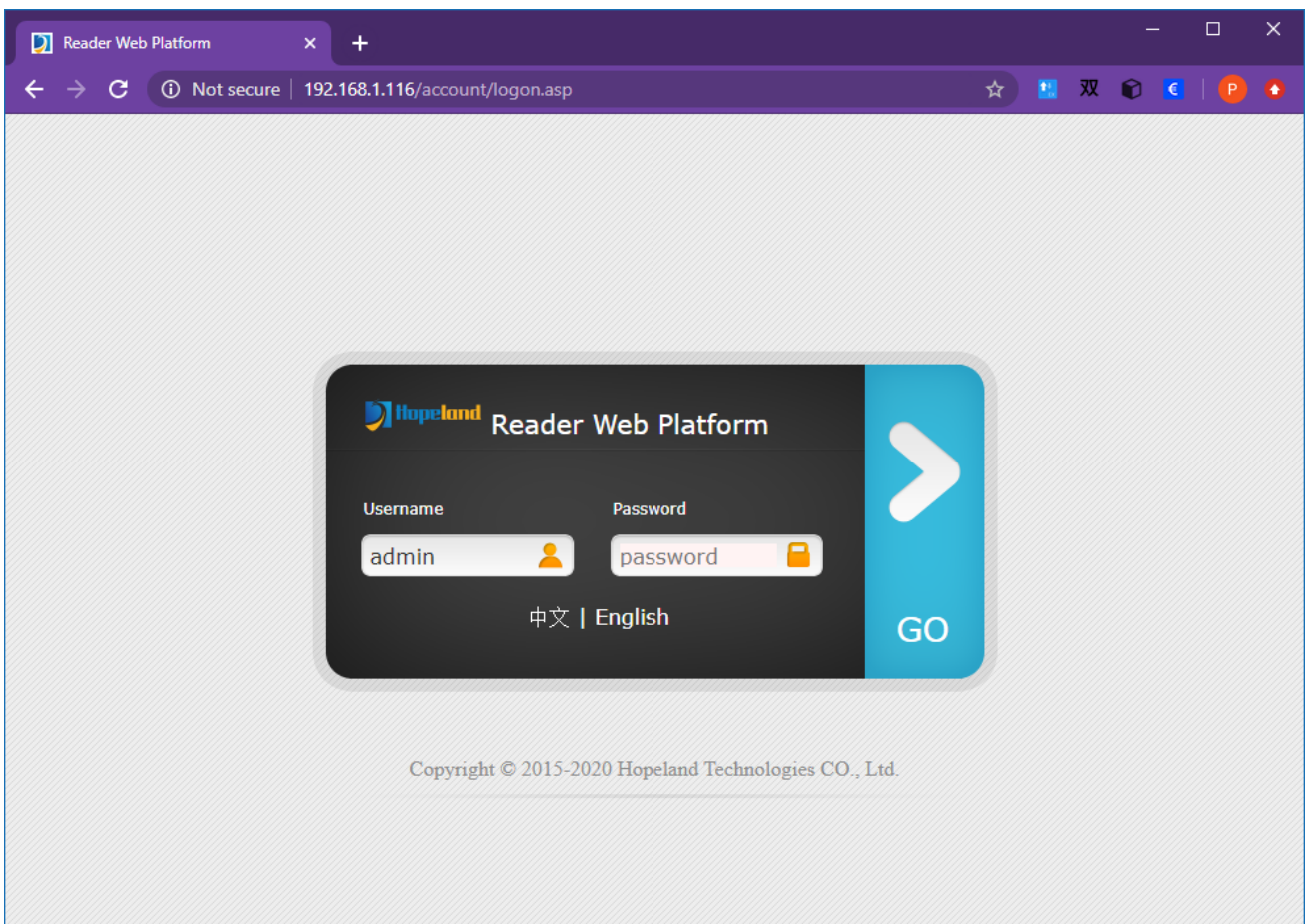


Figure 4.1.1

4.1.2 System Navigation

After login successfully, the system is shown in Figure 4.1.2, the left side of the system is menu navigation, with the functions of parameter configuration and system management; the right side of the system is the current function page, and the default content is the antenna configuration.

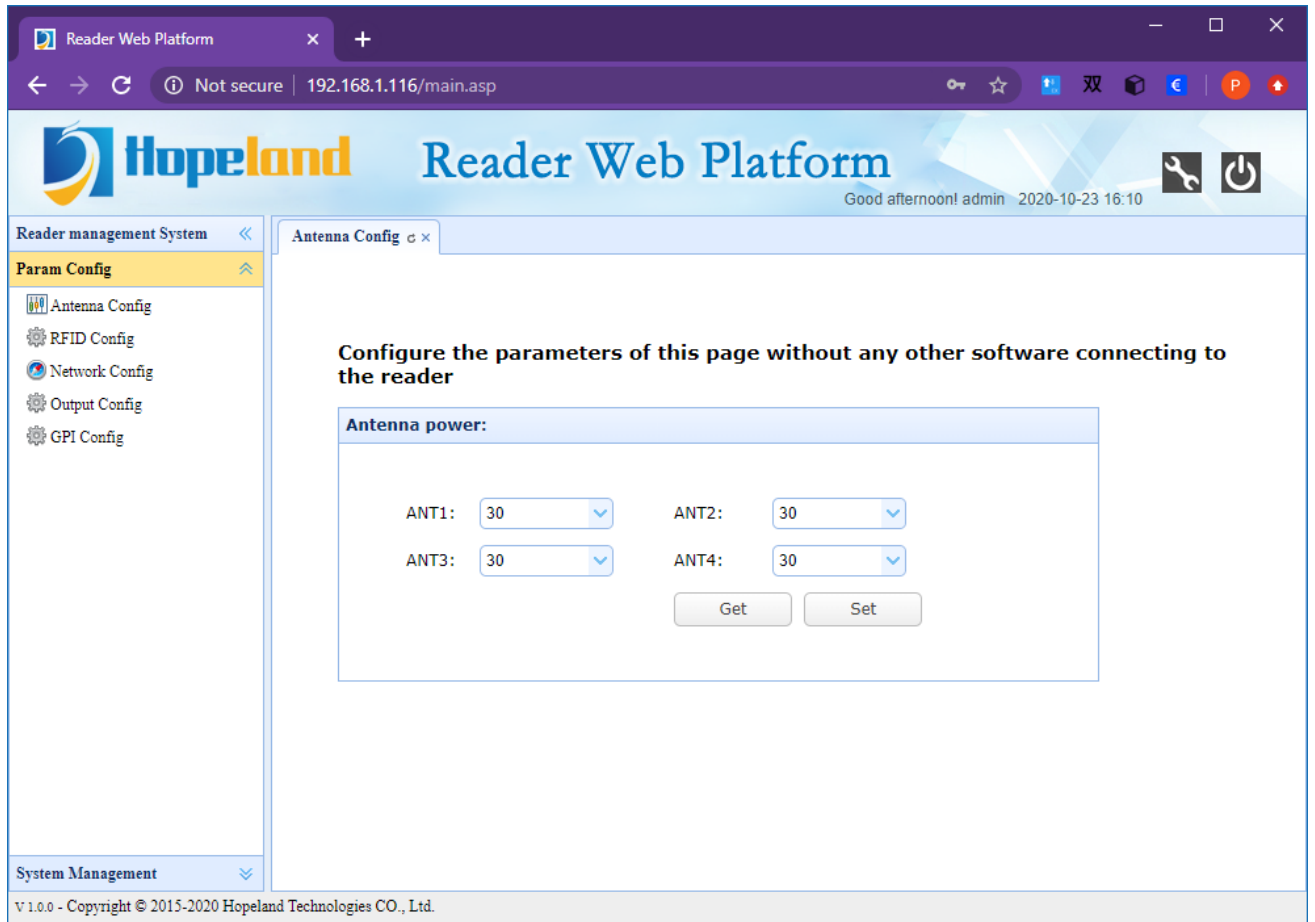


Figure 4.1.2

4.2 Parameter Configuration

The parameter configuration menu contains antenna configuration, RFID configuration, network configuration, output configuration and GPI configuration.

4.2.1 Antenna Configuration

Click Param Config-->Antenna Config under the left navigation to enter the antenna configuration page, which is shown in Figure 4.2.1.1.

In the antenna configuration page, you can set the antenna port RF output power, click the corresponding drop-down list to select the power you want to set and click the Set button, the prompt box of successful configuration will pop up.

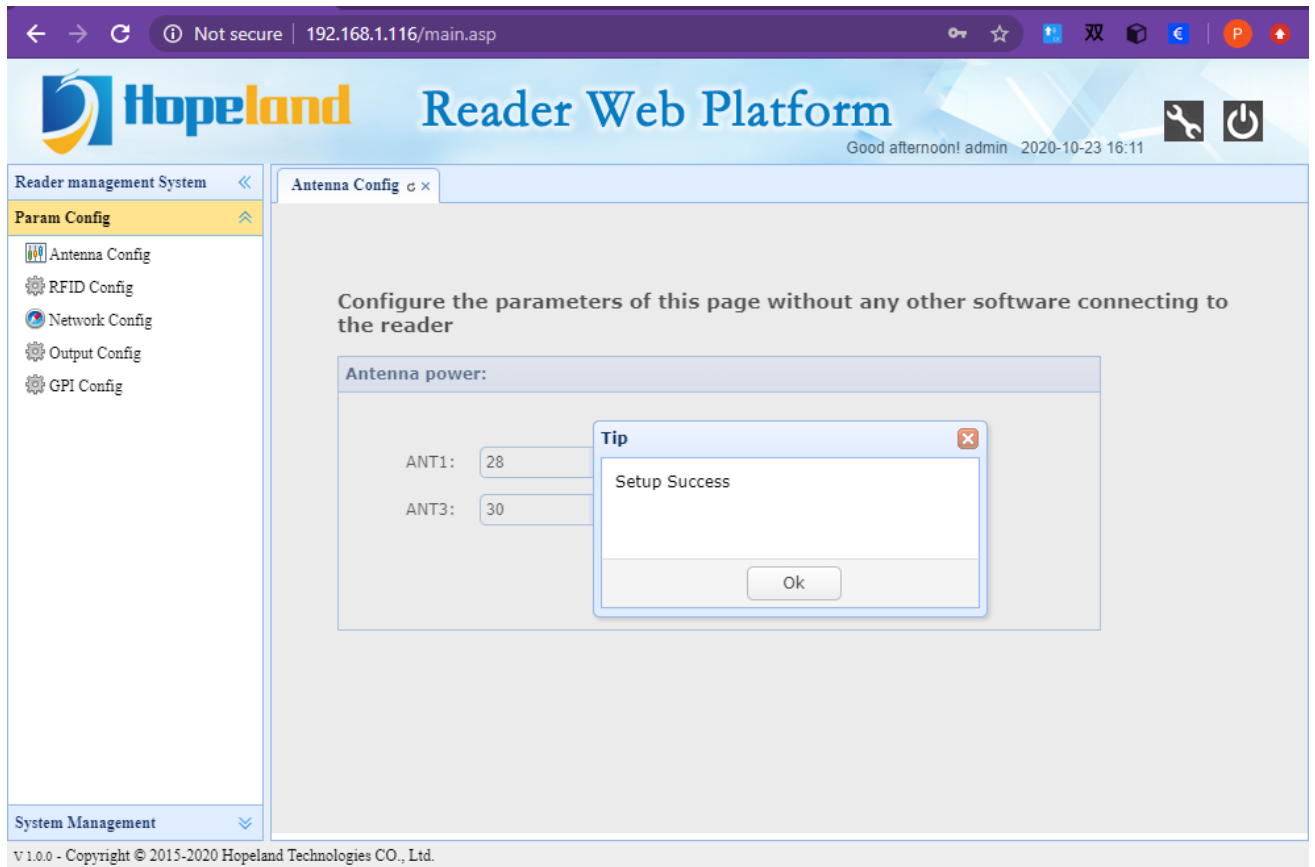


Figure 4.2.1.1

4.2.2 RFID Configuration

Click Param Config-->RFID Config under the left navigation to enter the RFID configuration page, which is shown in Figure 4.2.2.1.

In the RFID configuration page, you can set the frequency range, frequency point list and baseband parameters of the device. The frequency point list is not selectable when the auto option of the frequency hopping is selected. If the reader does not support certain frequency ranges, setting these frequency ranges will fail

You can also set the tag upload filtering parameters, including the duplicate tag upload filtering time and RSSI threshold parameters.

Filter time: The same tag data will be uploaded only once within the specified duplicate tag filter time.

RSSI Threshold: If the RSSI value returned by the tag is lower than the threshold, the tag data will not be uploaded and the tag data will be discarded.

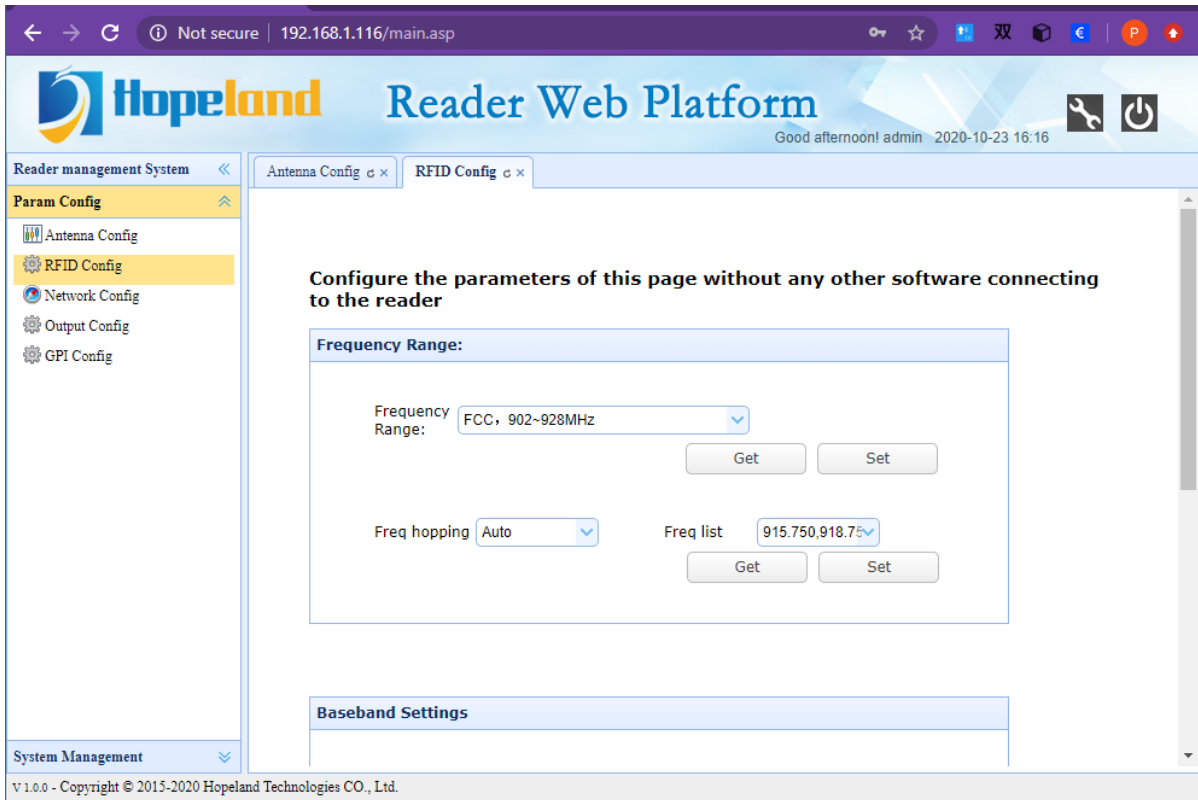


Figure 4.2.2.1

4.2.3 Network Configuration

Click Param Config-->Network Config under the left navigation to enter the Network configuration page, which is shown in Figure 4.2.3.1.

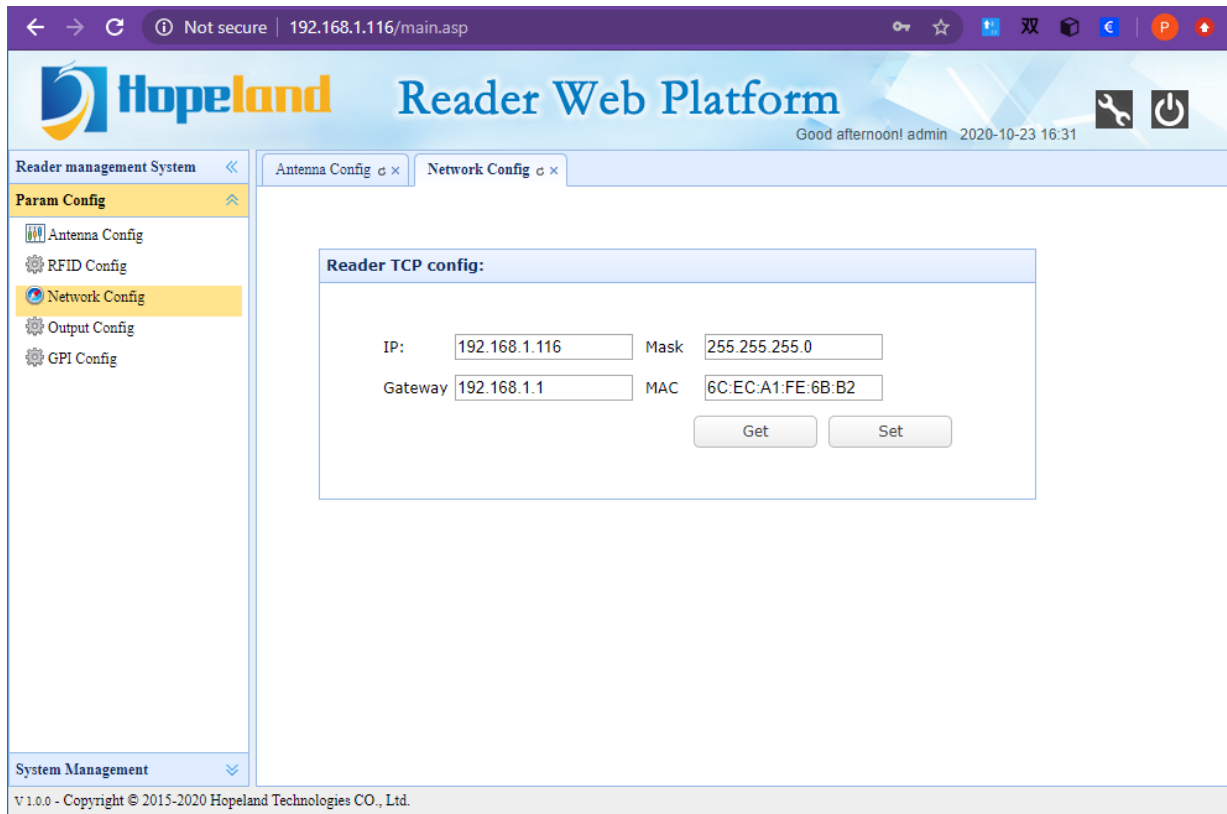


Figure 4.2.3.1

4.2.4 Output Configuration

Click Param Config-->Output Config under the left navigation to enter the output configuration page, which is shown in Figure 4.2.4.1. In this interface, you can customize the data output format, specify the UDP host address and port number, and set wiegand parameters.

The output switch has three options, off, current link output, and UDP, select the current link output if you want to receive custom tag data over the serial port, or select the UDP option if you want to receive custom label data over the network.

Selecting either Current Link Out or UDP means that the custom output data function is enabled.

Note: If the custom output data function is turned on, you will not see any tag data when you use the demo software to test the tag reading, because the tag data at this time is no longer a standard data format, if you want to use the demo software to test the tag reading function, please turn off the custom output data function first.

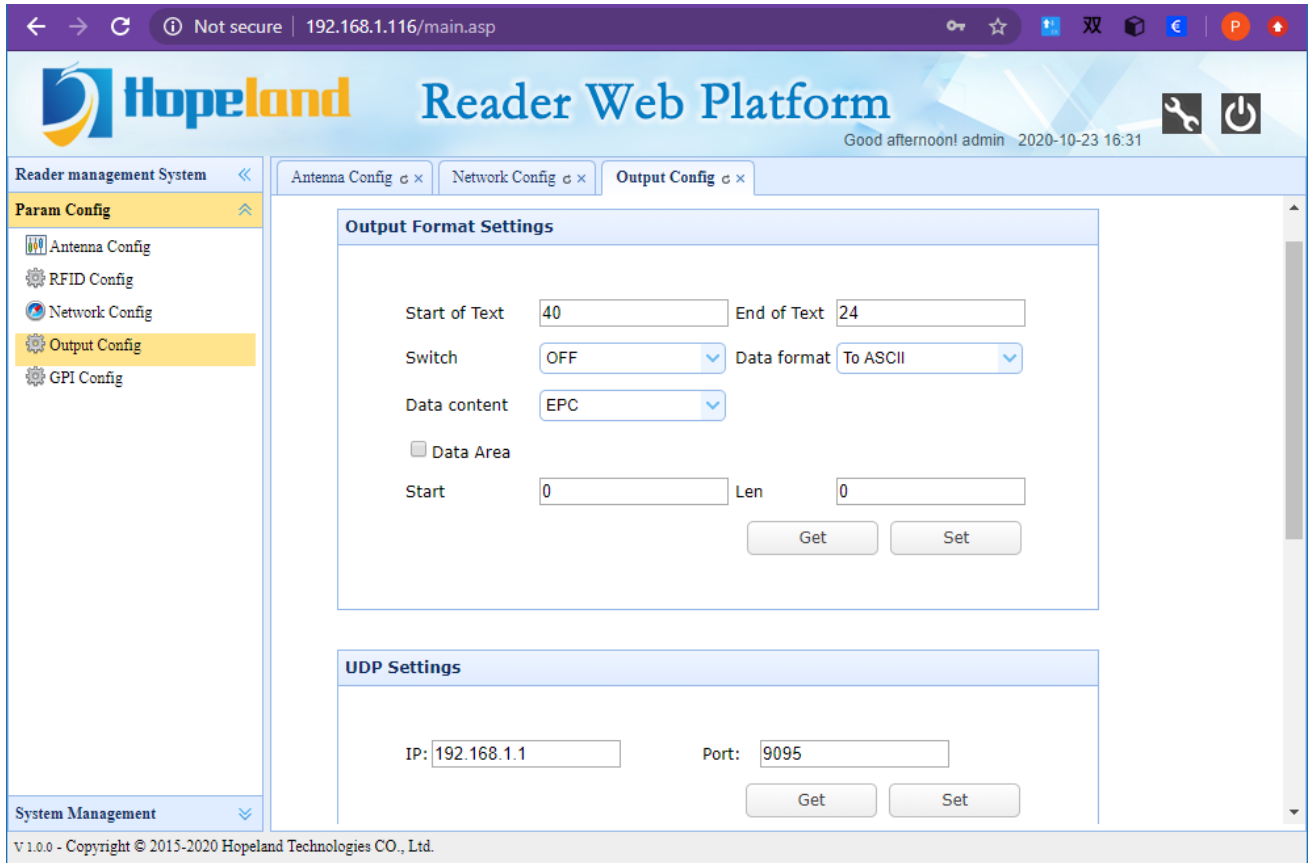


Figure 4.2.4.1

4.2.5 GPI Configuration

Click Param Config-->GPI Config under the left navigation to enter the GPI configuration page, which is shown in Figure 4.2.5.1.

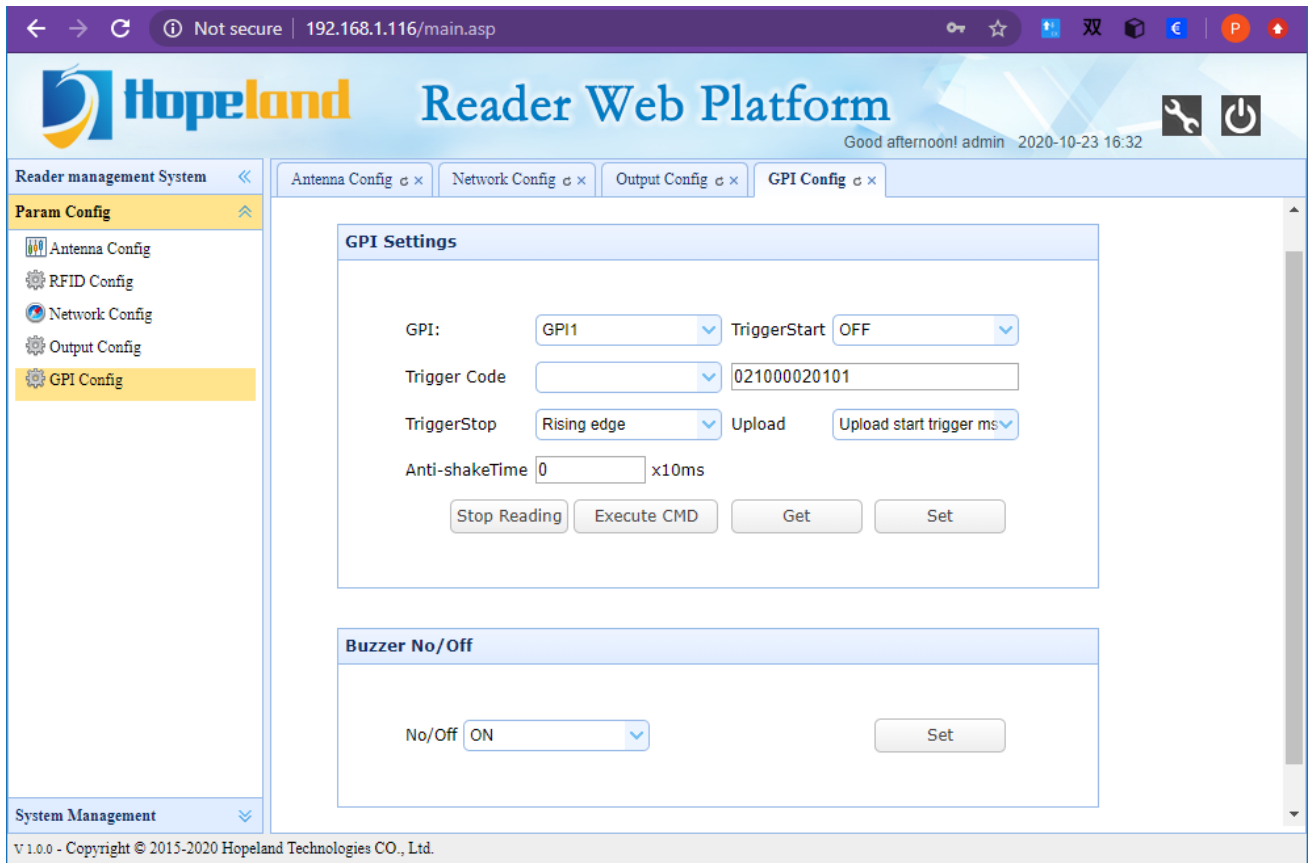


Figure 4.2.5.1

4.2.6 Web Parameter Configuration Example

Assuming an application scenario, this application scenario requires the reader to automatically read tags when the reader is turned on, and the custom tag data is transmitted to the port of the IP address of the designated computer host via UDP at an upload interval of one second. The parameters that need to be configured are as follows:

Repeat tag upload interval

As shown in Figure 4.2.6.1, set RepeatTime to 100x10ms, then the same tag be read multiple times in one second but only uploaded once.

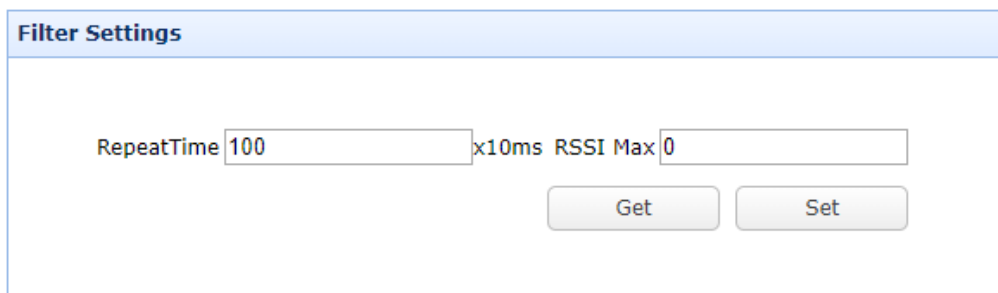


Figure 4.2.6.1

Set custom data format

Output Format Settings

Start of Text End of Text

Switch Data format

Data content

Data Area

Start Len

Figure 4.2.6.2

Assuming the tag EPC is ABCDED123515D4BB5E580000, then the format of the data output is:

	Head	Tag ID	End
Hex numbers	@	ABCDEDED123515D4BB5E580000	\$
ASCII chars	40	41 42 43 44 45 44 31 32 33 35 31 35 44 34 42 42 35 45 35 38 30 30 30 30	24

Set the computer IP address and port number used to receive data

UDP Settings

IP: Port:

Figure 4.2.6.3

Set GPI to realize automatic tag reading

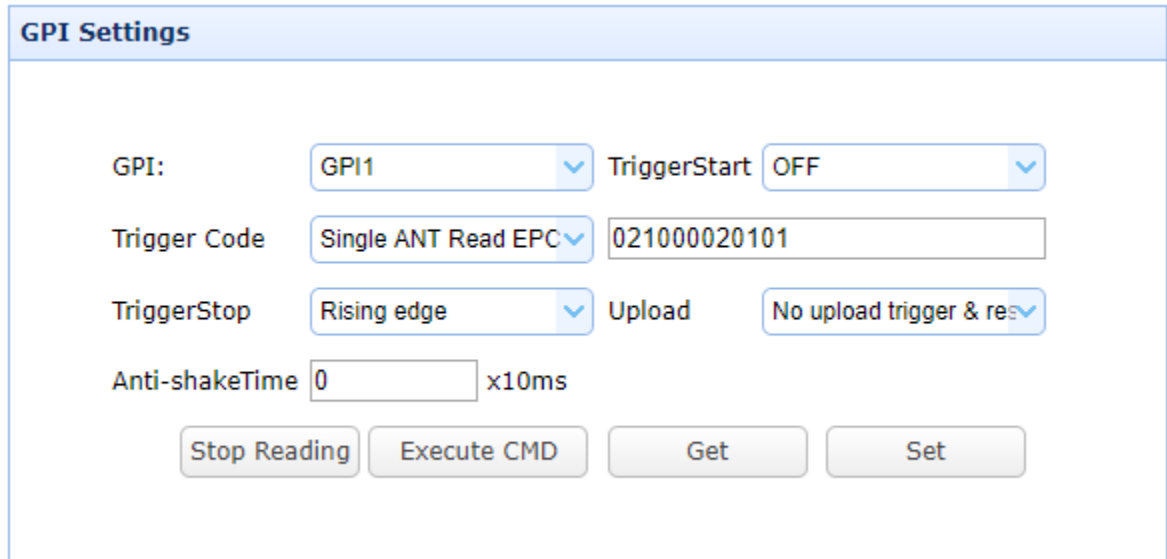


Figure 4.2.6.4

GPI: GPI1

TriggerStart: Low level //We specially designed to realize automatic tag reading by setting the trigger start condition of the reader's GPI1 to low level. In this way, no external sensor is needed, and the reader can automatically execute the preset tag reading command (trigger code)after powering on.

Trigger Code: 021000020101 // Antenna 1 continuously reads EPC, that is, the tag read command executed automatically by the reader after powering on.

Trigger Stop: OFF, that is, do not stop reading, and keep the reader always reading tags.

Upload: Upload when the conditions are met. This parameter does not affect the automatic tag reading function.

After click Execute CMD or restart the reader, the reader starts to read tags and uploads the data to the port of the specified IP address.

Note: When the reader is in the tag reading state, some parameters cannot be configured. If you want to configure other parameters, you need to stop reading first.

Use TCP TEST tool to verify receiving the custom data from the reader:

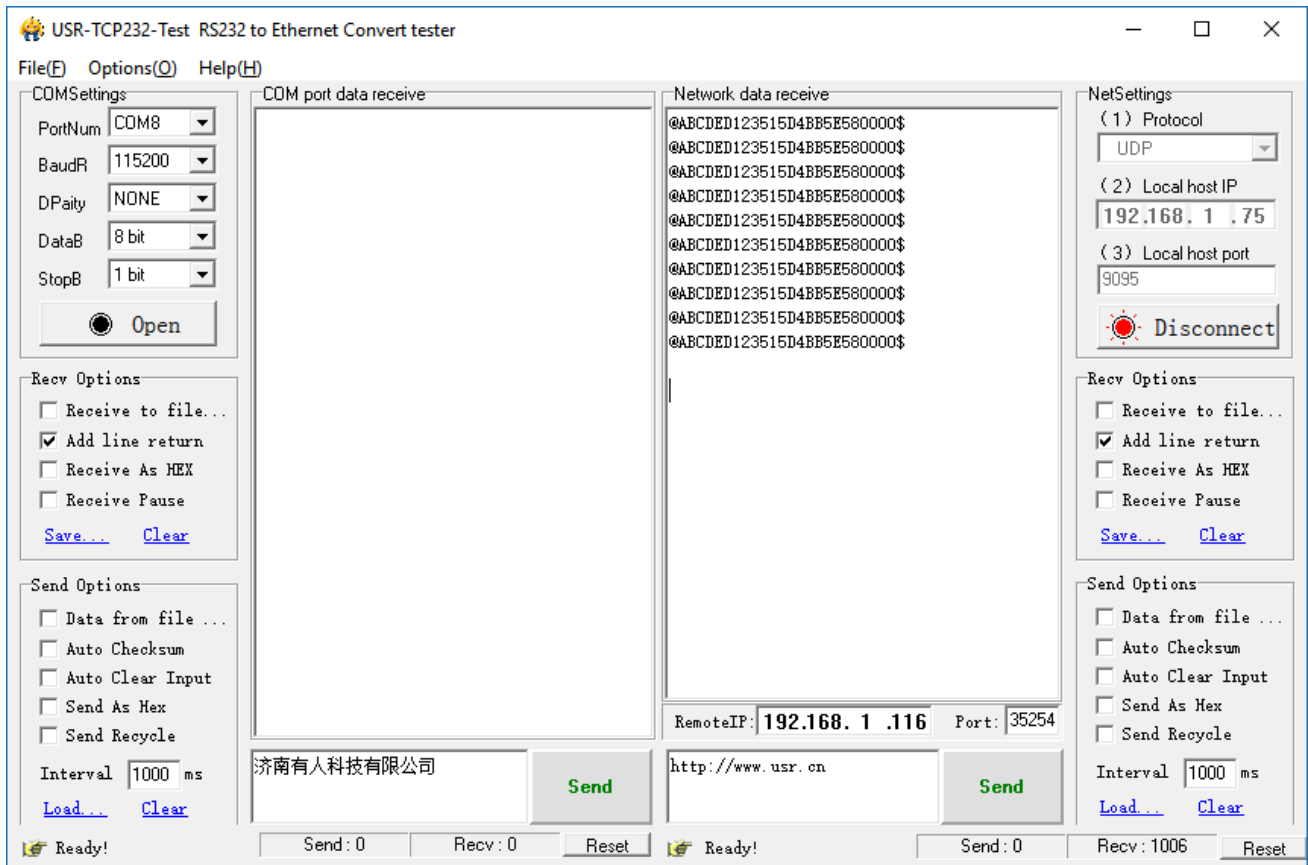
The TCP TEST tool network settings on the computer receiving the data are as follows.

Protocol type: UDP

Local host IP: the host address set in the reader

Local host port: the port number of the host IP address set in the reader

Click the “Listening” button to start the port listening of the TCP TEST tool software, and the tag data will be displayed in real time.



4.3 System Management

The system management menu includes system management and password modification.

4.3.1 System Management

Click System Management-->System Management under the left navigation to enter the system management page, which contains three functional modules: clock synchronization, application software upgrade, and baseband software upgrade. The page is shown in Figure 4.3.1.1.

System management page can view and synchronize system clock, view application version and upgrade application, view baseband software version and upgrade baseband software

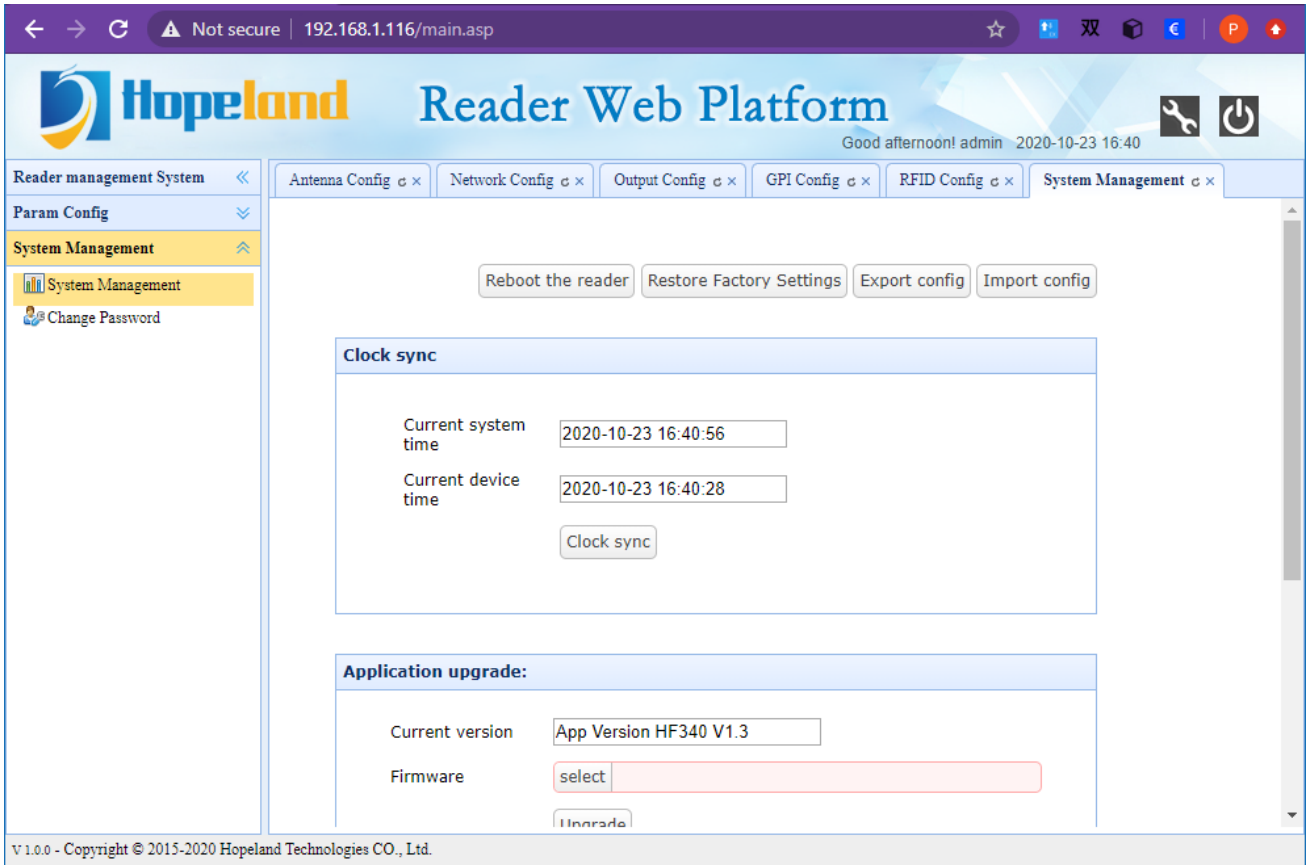
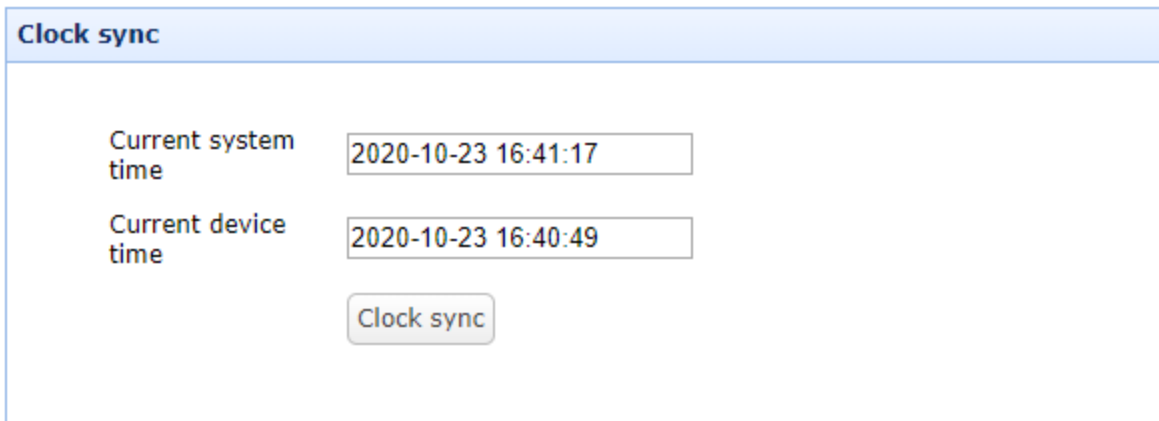


Figure 4.3.1.1

4.3.1.1 Clock Sync

Used to query the reader system clock and synchronize the current computer system clock to the reader



4.3.1.2 Application Upgrade

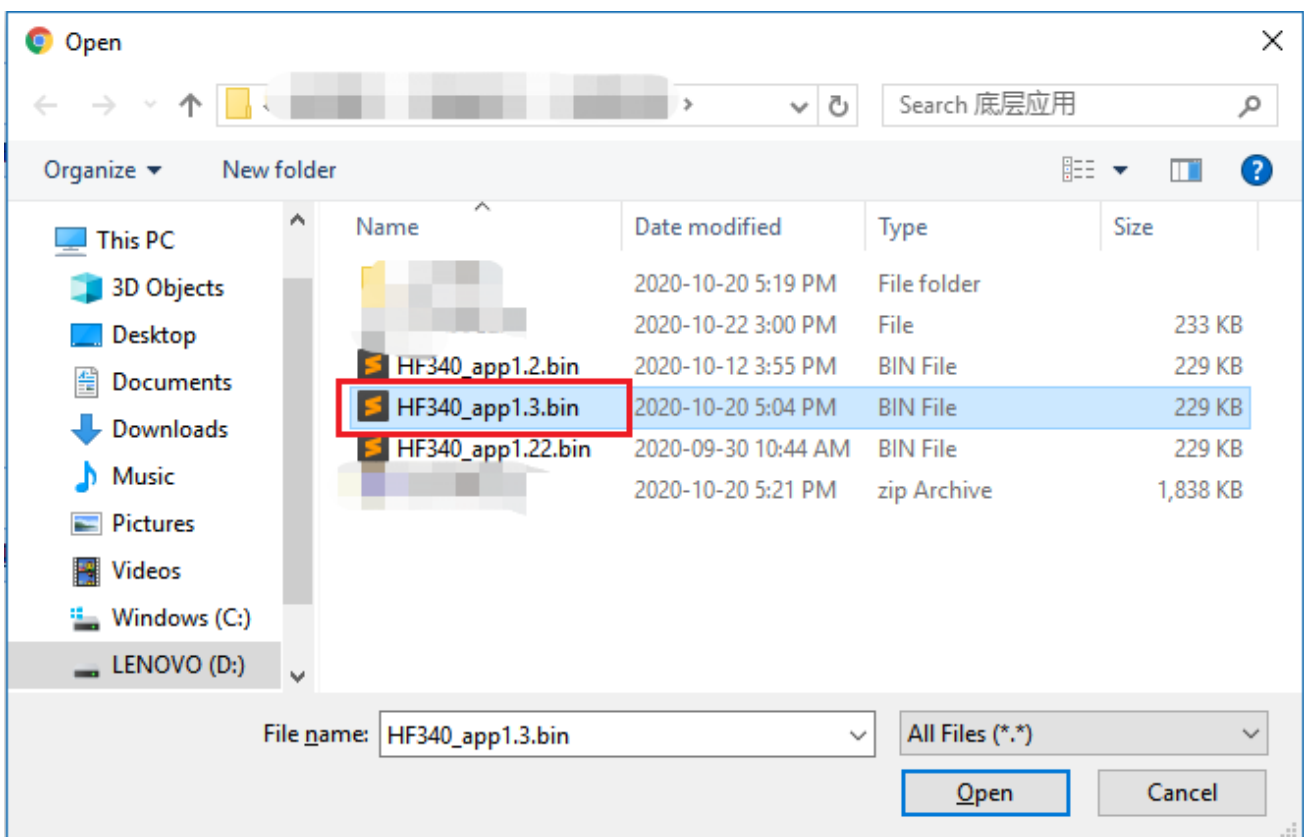
Click the select button to enter the file selection

Application upgrade:

Current version

Firmware

Select the upgrade file



Click Upgrade

Application upgrade:

Current version

Firmware

Wait for the upgrade to complete

Application upgrade:

Current version

Firmware

Tip ✕

Success. Please reboot the reader manually to take effect.

Take effect after restart

4.3.1.3 Baseband Upgrade

The baseband upgrade time is slightly longer than the application software, the upgrade steps are the same as the application software upgrade

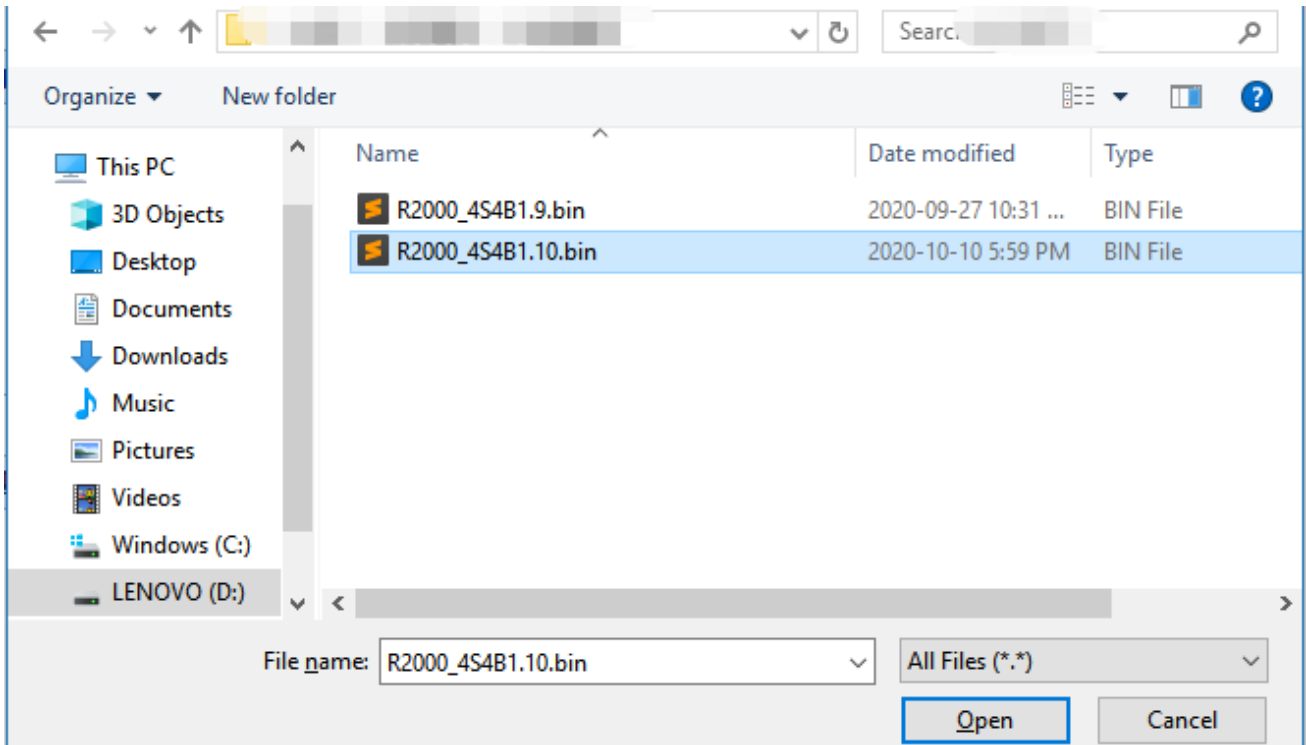
Click the select button to enter the file selection

Baseband upgrade:

Current version

Firmware

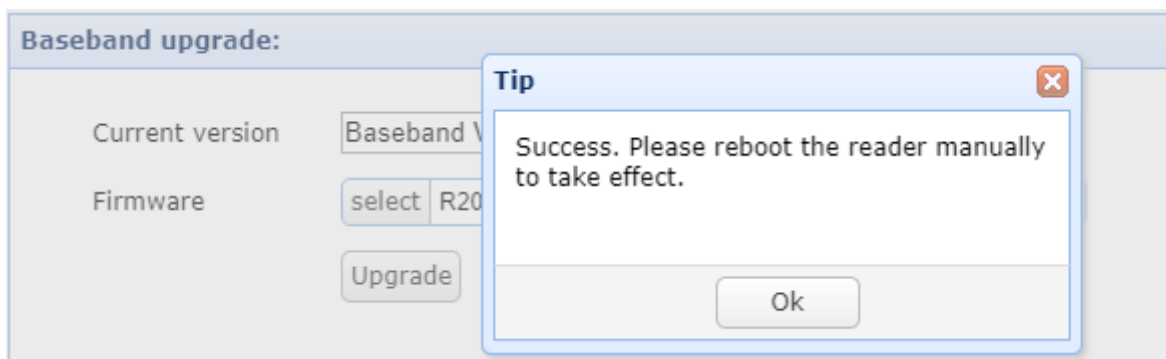
Select baseband software file



Click the upgrade button



Wait for the upgrade to complete



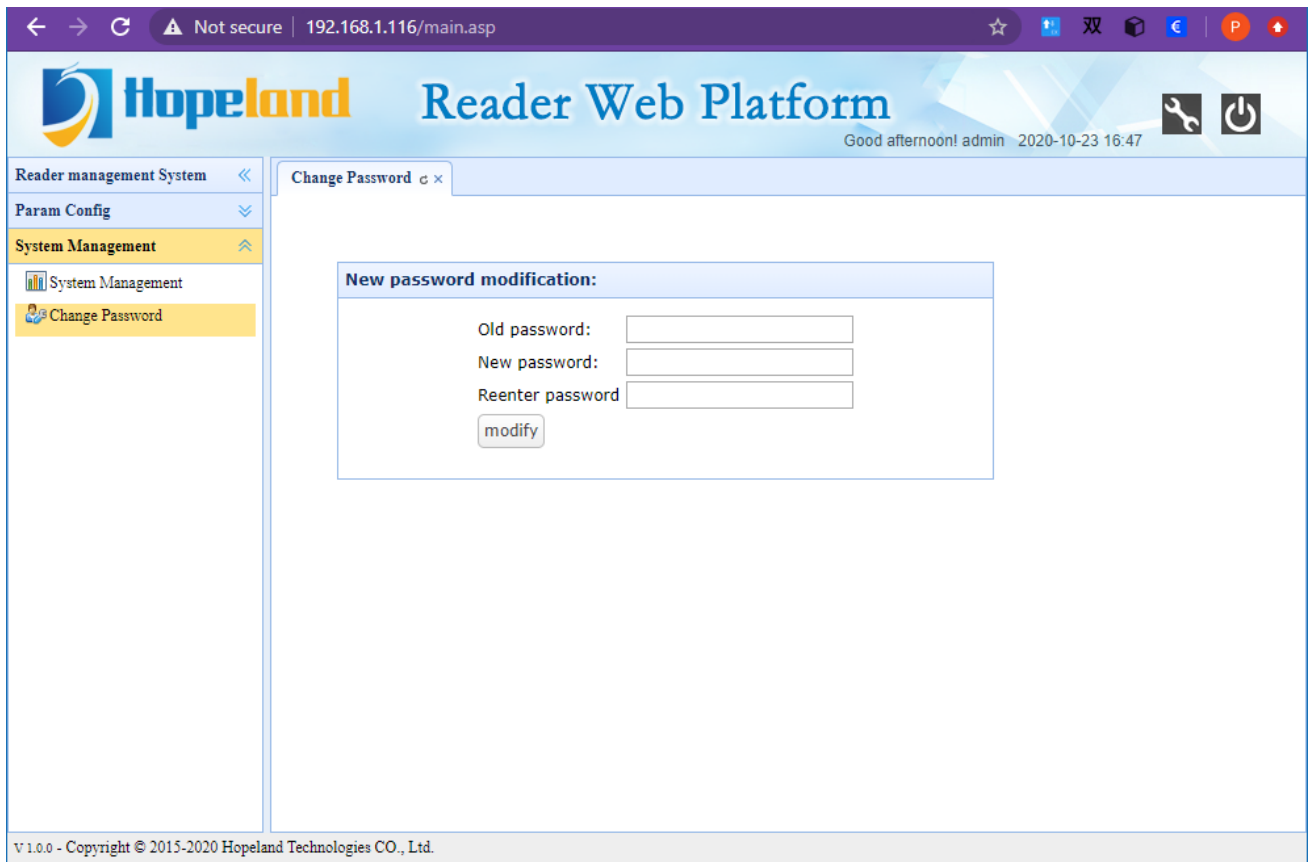
Take effect after restart

4.3.2 Change Password

Click System Management-->Change Password under the left navigation to enter the password modification page, which is used to modify the web login password. The page is shown in Figure 4.3.2.1.

Username: admin

Initial password: admin



The screenshot shows a web browser window displaying the 'Change Password' page of the Hopeland Reader Web Platform. The browser's address bar shows the URL '192.168.1.116/main.asp'. The page header includes the Hopeland logo, the title 'Reader Web Platform', and a user greeting 'Good afternoon! admin' with the date and time '2020-10-23 16:47'. The left navigation menu is expanded to show 'System Management' and 'Change Password'. The main content area contains a 'New password modification:' form with three input fields for 'Old password:', 'New password:', and 'Reenter password:', followed by a 'modify' button. The footer of the page reads 'V 1.0.0 - Copyright © 2015-2020 Hopeland Technologies CO., Ltd.'

Figure 4.3.2.1

5. Common Failures

5.1 Daily Maintenance

Daily maintenance of Sharp 340/380 reader during use:

- ✧ Check whether the RF connector is tightened
- ✧ Check whether the screws fixing the reader and antenna are loose
- ✧ Check whether the outer shielding layer is disconnected at the RF cable connector
- ✧ Check whether the power cord of the reader is connected firmly

5.2 Common Failure Analysis And Solution

✧ **Power supply system failure:**

Check whether the power supply of the power adapter is normal and whether the AC power supply voltage is between 100V and 240V

✧ **After power on, the panel indicator does not light up:**

Confirm whether the communication is normal, if not, please contact after-sales service.

✧ **The serial port cannot be connected:**

The serial port cable is not connected or not firmly connected

Whether the serial port connection baud rate of the reader is correct

Is the selected COM port correct?

✧ **The network port cannot be connected:**

The default IP address of the Sharp 340/380 reader is set at the factory: 192.168.1.116. Make sure that the IP address of the PC and the IP address of the reader are in the same network segment, such as "192.168.1.XXX". Connect with the reader, if you forget the IP address of the reader, you can reset the IP address of the reader through the serial port connection or pressing reset button for 10 seconds.

✧ **The reader cannot read tags**

- Check if the antenna number is set correctly
- Check if the tag is damaged
- Check whether the tag placement position is within the effective reading and writing range of the reader
- Check whether there is electromagnetic interference between readers or other devices
- For problems that users cannot solve by themselves, please contact after-sales service.

6. Packaging Accessories and Storage

6.1 Package



Figure 6-1 Package dimensions

Carton box size: 252mm*271.5mm*53.5mm (inner size)

6.2 Accessories

In order to facilitate future storage and transportation, after unpacking the Shine 340/380 reader, properly store the box and packaging materials. In addition to the reader, the box also includes the accessories required for the use of the product. Please confirm whether the product and accessories are complete according to the product packing list. If there is any discrepancy or damage, please contact the after-sales service in time. The specific packing list is shown in Table 6-1:

Table 6-1 Packing list

No	Name	Unit	Quantity	Remarks
1	Sharp 340/380	1	Set	Included
2	Power adapter 24V/2.5A	1	Pcs	Included
3	AC power cord	1	Pcs	Included
4	LAN Cable	1	Pcs	Included

5	USB type-c cable	1	Pcs	Included
6	Mounting screws M4*28 nickel plated	4	Pcs	Included
7	warranty card	1	Pcs	Included
8	Certificate of approval	1	Pcs	Included
9	10P GPIO connector	2	Pcs	Included
10	Foot pad	4	Pcs	Included

6.3 Storage Requirements

Sharp 340/380 reader should be stored in below conditions:

- ◇ Environmental temperature: $-40^{\circ}\text{C} \sim +85^{\circ}\text{C}$
- ◇ Relative humidity: 5% RH \sim 90%RH

7. After-sale Service

Letter to Customers

Since our aim is to continuously improve our products for better user experience, we may modify the product characteristics, composition and design of circuits without given notifications. Thus the real product may be not in accordance with this manual. Generally, we will provide timely amendments to this manual. If it's not provided timely, please consult our service department.

Shenzhen Hopeland Technologies Co., Ltd.

Guarantee card of Shenzhen Hopeland Technologies Co., Ltd

Product Name		Model No.	
Product Code		Level	
Description of troubles			
User's name		Postcode	
Contact Person		Contact No.	

Warranty Description

In order to offer users better service, our company provide warranty card with each device, please keep it to enjoy the service.

1. Products can replace free under conditions within one month after sale, in the precondition of normal operation without repairing.
2. Free maintenance won't be given under the following circumstance:
 - ✧ The damage of the terminal caused by high voltage of the power grid.
 - ✧ The damage caused by misuse or operated improperly.
 - ✧ The damage caused by excessive vibration when user delivering.
3. The software of this product can be upgraded freely, users can be training in our company for free.
4. Will be charge appropriately if the user doesn't have a warranty card.
5. Users will need to fill out the warranty card for repair service, and sent back to Hopeland.