

# How to change Security Mode on the Apex Bluetooth printer

## Information

**Article Number** 000040606

**Image Indicator** 

**Question/Problem** How to change Security Mode on the Apex Bluetooth printer  
I can not pair my Apex printer with Windows 8 / Windows 8.1  
I can not pair my Apex printer with Android  
How to fix pairing issues on the Apex printer

**Resolution** If the printer can be discovered via Bluetooth but cannot be paired with Windows 8 or Android, the 'Security Mode' needs to be changed in order to make the Apex match the setting on the other device.

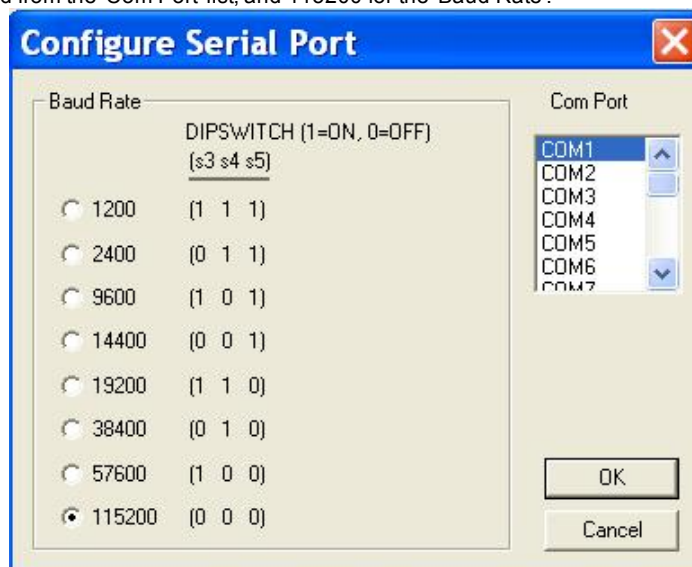
Software requirements:

Cassini Configuration Utility (click [here](#) to download)

USB CDC Class Driver (click [here](#) to download)

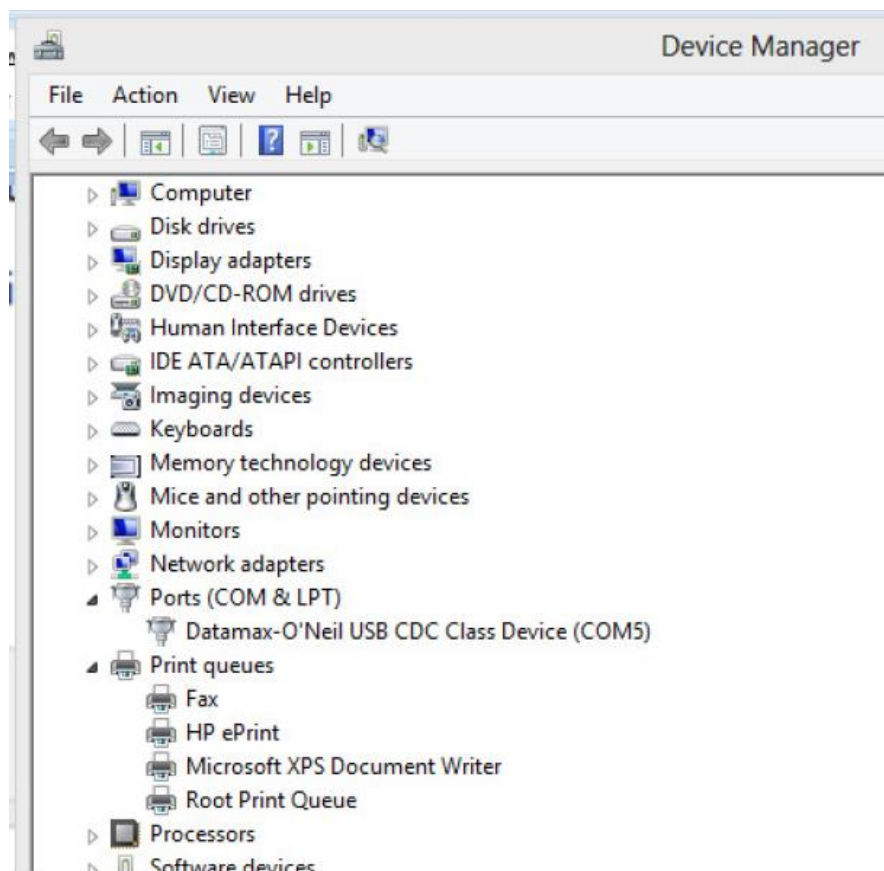
Case 1:

If the printer has a letter 'S' in the Part number (i.e. 78828S1R-3), the printer is a Serial version, The Serial – RJ11 cable, part number 5892RJD9-1 needs to be used. Open Cassini, then click on 'Configure' > 'Serial Port' 'COM1' should be selected from the 'Com Port' list, and 115200 for the 'Baud Rate'.

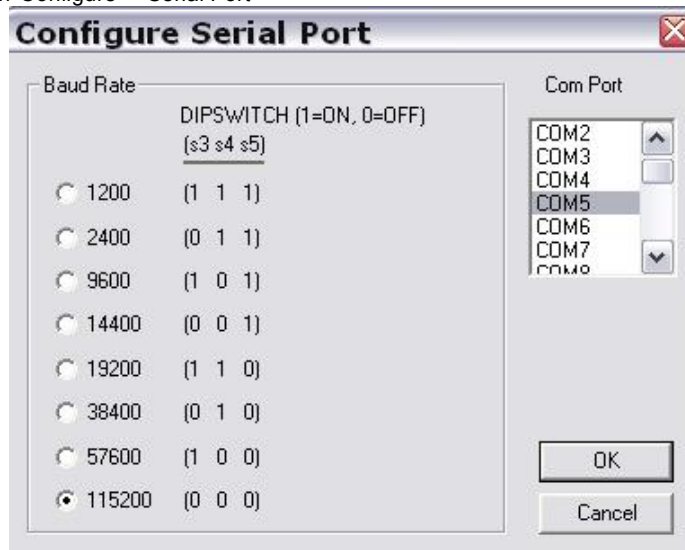


Case 2:

If the printer has a letter 'U' in the Part number (i.e. 78828U1-4) the Printer is a USB version. The USB – RJ11 cable, part number 7A300210 needs to be used. This cable requires the USB-CDC driver to be installed the first time in order to generate the 'USB Virtual COM Port'. Then look in the Device Manager for the COMxx virtual port that was assigned to the cable (COM5 in the picture below)

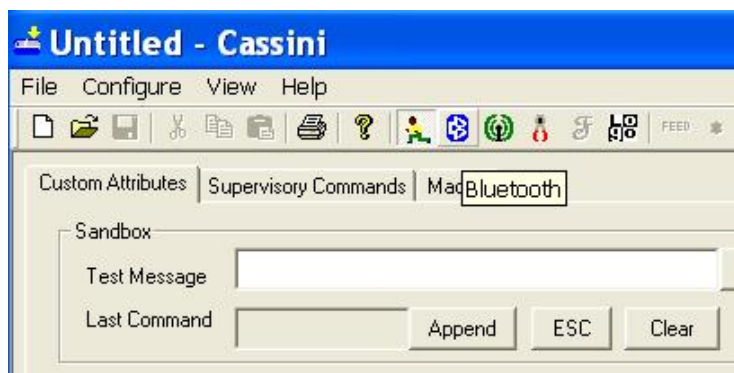


Open Cassini, then click on 'Configure' > 'Serial Port'

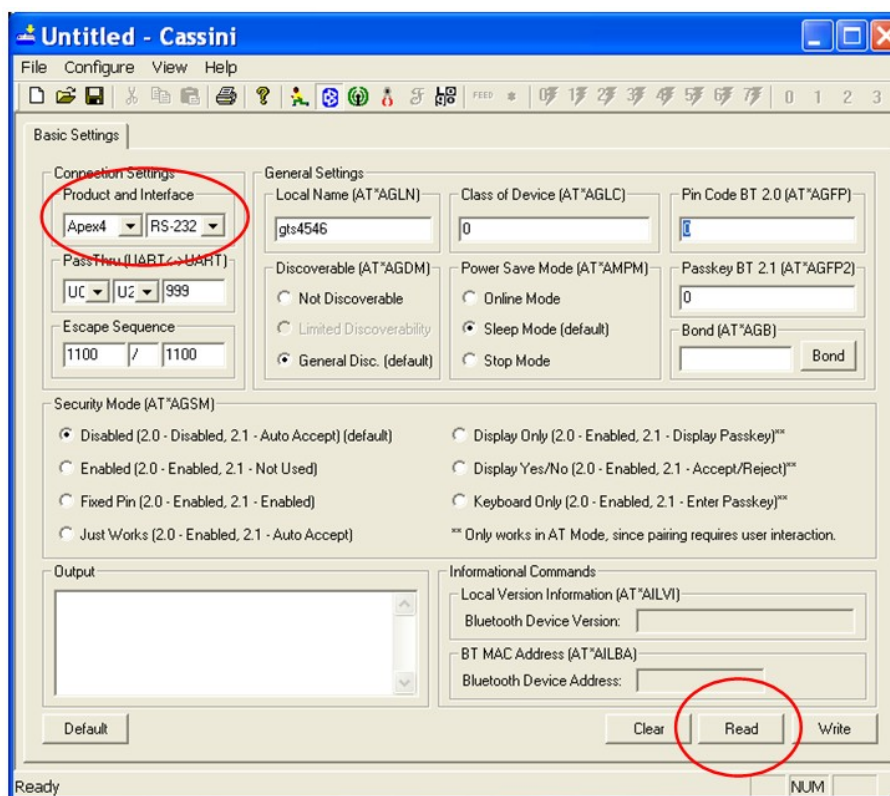


From this point the steps are the same for Case 1 and Case 2

1. Click on the 'Bluetooth' button



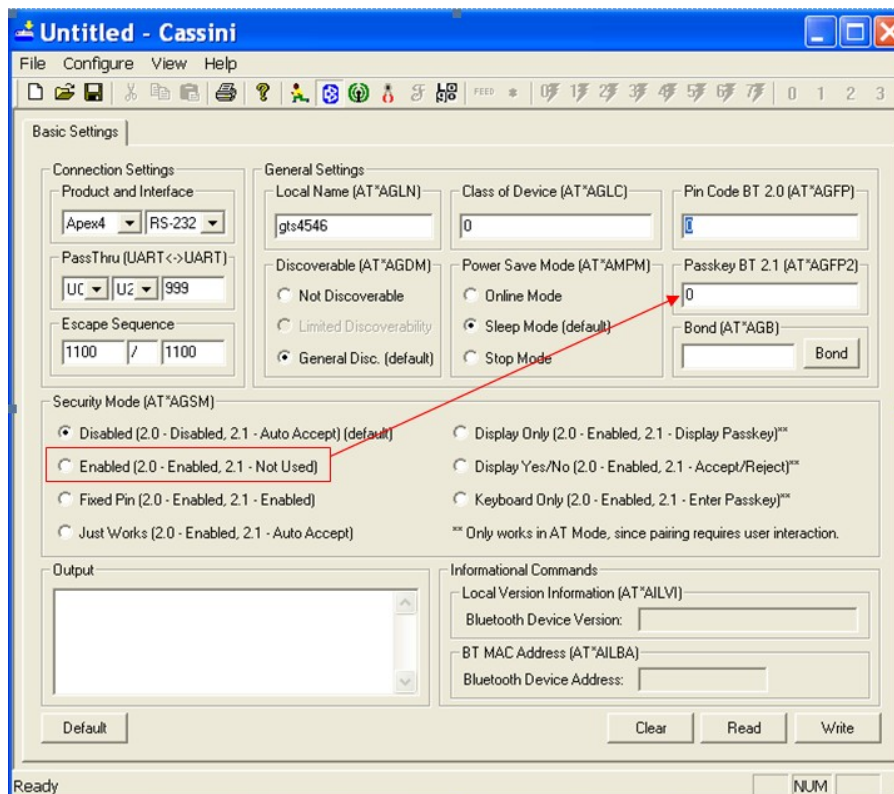
2. Select the appropriate options under 'Product and Interface', then click on 'Read'



The current settings will be shown. There are 2 possible options depending on the Operating System and the Device manufacturer:

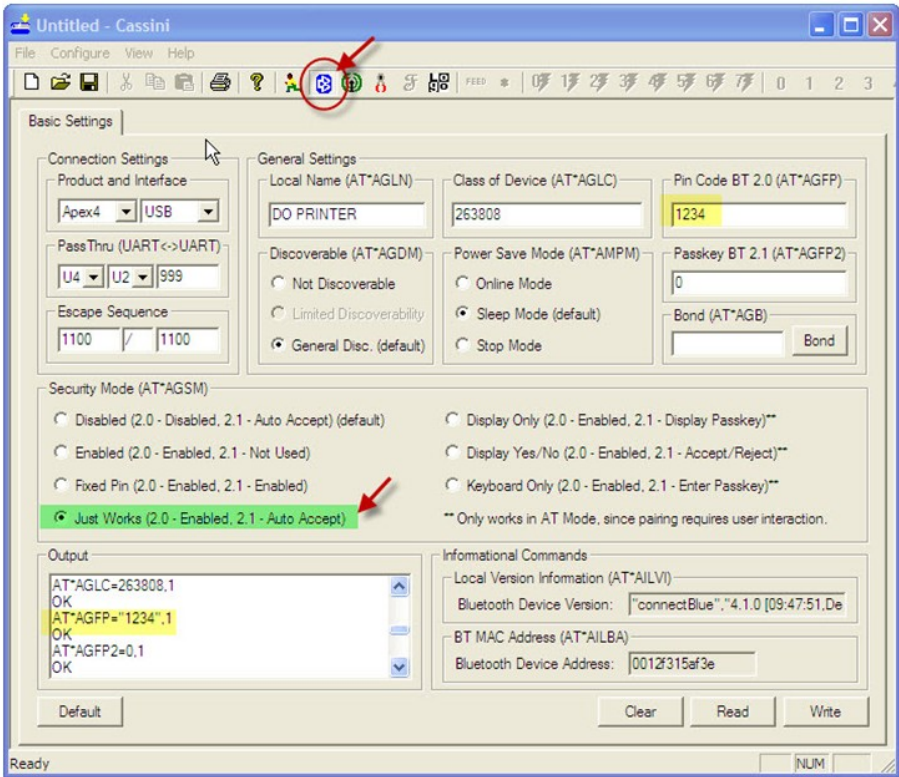
Option 1:

1. Select 'Enabled (2.0 Enabled, 2.1 Not used)' and input "1234" in Passkey BT 2.1
2. Then click on Write in order to apply the setting
3. Change the switches for the Bluetooth Interface and try to pair/print again.



Option 2:

1. Select 'Just Works (2.0 Enabled, 2.1 Auto Accept)' and input '1234' in 'PIN Code BT 2.0' field.
2. Then click on Write in order to apply the setting
3. Change the switches for the Bluetooth Interface and try to pair/print again.



Product Category    Printing

Add Applies to    Must be in draft to edit Applies To

Edit Applies To    [How to change Security Mode on the Apex Bluetooth printer](#)

Applies To

- Printers Hardware: Apex

Related Links2

Related Links    [https://na7.salesforce.com/sfc/p/00000000SK3U/a/A00000000Kpc/VwLC\\_436bowaRysEEscv5VTT8eY9xJ0bzNNq\\_Xiyqus](https://na7.salesforce.com/sfc/p/00000000SK3U/a/A00000000Kpc/VwLC_436bowaRysEEscv5VTT8eY9xJ0bzNNq_Xiyqus)  
<https://na7.salesforce.com/sfc/p/00000000SK3U/a/A00000000L43/Is0zxGXWbMIs5NqVhAmaZvkbteu9bpQkVqg2TM5ACWw>

Internal Notes

Technical Content    ☒

Reason for Confidential

Reason for Not External

Review Date

Cause Test

Root Cause

**Reason for  
Removal****Modified by****LastModifiedDate****LastModifiedby****Last Modified By  
Email Address** jerry.novotny@honeywell.com**Technical Review****Technical Check  
Result** Pass**Technical  
Reviewer** Jerry Novotny**T3 Correction  
Notes****First Tech Check  
Result** Pass**Tech Review  
Status** Pass**First technical  
check date** 7/27/2015 4:18 PM**Times technically  
reviewed** 1**Enhance****Enhance reason****Proposed  
Enhancement  
Assignee****Enhancement  
Identifier****Enhance Reason  
Backup****Statistics****Created by  
Support Level** 2**Created by KCS  
Level** 2**Times Marked  
Enhance** 0**Times Marked  
Remove** 0**Times Marked  
Confidential** 0

**Internal Notes  
Backup****Created Date** 7/23/2015**First Published  
Date\_c** 7/24/2015**Technical Review  
Date** 7/27/2015 4:18 PM**Technical Review  
Failed Date****Technical Review  
Passed Date** 7/27/2015**Date Channel Set****Created -> 1st  
Published Internal** 1**Tech Reviewed ->  
1st Published  
Internal** 3**Tech Reviewed ->  
Published External****Tech Review  
Failed -> Passed****1st Published Int -  
> Published  
External****Published External  
-> Today****Errors****Applies to cannot  
be blank.** ☐**Review Date is not  
in the future.** ☐**Product Category  
cannot be blank** ☐**Technical Ck  
Result cant be  
"Not Reqd"** ☐**Technical Ck  
Result = "Failed"** ☐**Flagged for  
Removal** ☐**Article is being  
enhanced** ☐**Remove is  
checked and  
published** ☐

"Applies to" and "AQI"

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