

WWS800/850 scanner sends repeated characters when connected by Bluetooth HID to Windows 10 - Firmware v5.58 update

Jason - 2025-01-06 - [WWS800/850](#)

Symptom: When connecting a WWS800/850 scanner with Windows 10 via Bluetooth HID rather than the scanner's radio base, it will repeat the scanned characters several times each if the scanner is allowed to idle for about a minute between scans.

Cause: There is an issue with the timing of the Bluetooth HID communication introduced in the new version of Windows that causes it to echo each character as it tries to re-establish the connection.

Resolution: An updated firmware has been produced for the scanner to overcome this timing issue. The scanner can be updated over a Bluetooth connection in the field using a Windows 7 PC. The procedure does not work on Windows 10. If there is no Windows 7 PC available, the scanner and base can be sent to Wasp for update.

Instructions:

Download and extract this file:

<https://dl.waspbarcode.com/kb/scanner/WWS800Firmware558.zip>

Print all of the .pdf documents and have them ready for scanning.

1. Starting from the WWS800-WWS850-SPP-Bluetooth-with-PIN.pdf document, scan the 14 barcodes in order to put the scanner into the correct mode for the update.
2. If the scanner was already paired in Bluetooth mode, have Windows forget the scanner, then search for and pair it again. When prompted for a pairing code, enter 1111.
3. Windows will spend about 2 minutes loading drivers for the scanner. Once it is ready, right click it and go to Properties > Services and make note of the port number shown.
4. Open hyperterm.exe. Give a name to the connection (it doesn't matter what you name it, it will not be saved) and click OK, then select the correct port number from step 3. Pull the scanner's trigger for a second or two to make sure it is awake, then click OK. The scanner should give 3 rising beeps, and the status in Hyperterm will show Connected. If it says it cannot connect or cannot open port, pull the trigger again for a few seconds, then click the toolbar icon that looks like a phone to have it try again.
5. Once connected, scan Enter Setup, Download from the Download.pdf document. The scanner will commence beeping once per second. Close Hyperterm and click Yes when prompted to disconnect, then No when prompted to save.
6. Open ProgLoad-v1.31.exe. Comm Type should be RS-232 / IrDA. Select the COM port from step 3. Baud rate should be 115200 bps. File type should be .SHX file. Next to File name: click Browse. Browse to the directory where the files were extracted and select 1x66V558.shx and click Open, then click OK to send the file. A new window should open that briefly says Erasing flash memory, then Downloading. When it finishes downloading, the window will disappear and the beeping will finally stop, and a new message will appear that reads "Uploaded successfully!" Click OK, then Exit.
7. Finally, from the WWS800-WWS850-HID-Bluetooth-with-PIN.pdf, scan the 17 barcodes in order to return the scanner to normal operating Bluetooth HID mode. Have Windows forget the existing connection, then pair the scanner again, again with PIN 1111.

If you are pairing the scanner by Bluetooth HID mode with an Android device, and it shows a keyboard icon and

tries to give you a pairing code to type in briefly before saying the connection failed, you will need to scan the barcodes in the [WWS800AndroidClassID.pdf](#) document, then attempt pairing again with the 1111 pairing code as above.

If you find that the scanner drops certain characters scanned while in Bluetooth HID mode, set the scanner to the By Character mode with the [wws800hidcharactertransmitmode.pdf](#) document.

Note: The above timing issue affects only scanners connected by Bluetooth HID. If you are using the scanner's radio base with the USB connection, it will scan to Windows 10 normally with older firmware.