Connect a Bluetooth Barcode Scanner

In order to make the most of some of the CartonCloud mobile apps' features, a connected barcode scanner is required.

> ⓘ Setup / connection processes may vary from device to device. If in doubt, please consult your device manual and follow the manufacturer's instructions.
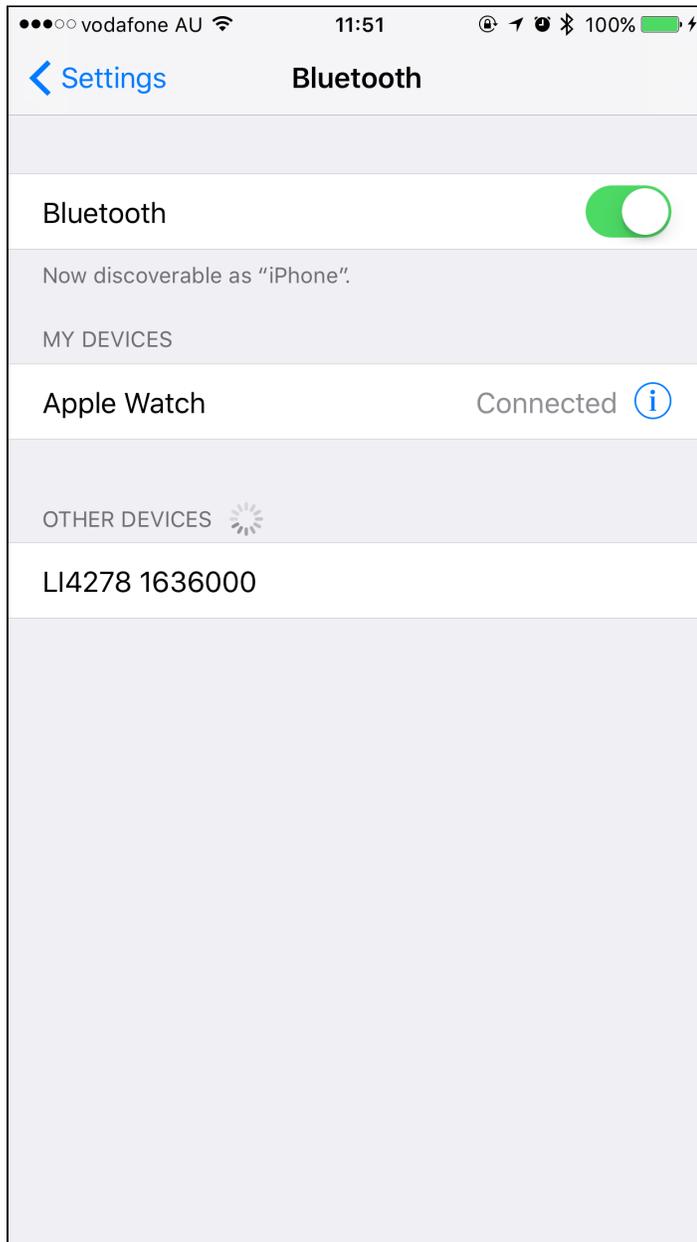
iOS

Connect Scanner

- Ensure your bluetooth scanner is **charged and switched on**.

- Ensure your bluetooth scanner is in "**discoverable**" mode. This may require you to scan a barcode provided in the device manual to choose how the scanner connects to your iOS device.

- If the option is given, please choose for your scanner to operate in **HID mode**, ensuring that HID features for Apple iOS are enabled.

> ⓘ HID features can normally be enabled/disabled by scanning the corresponding barcode in your bluetooth barcode scanner's manual.
>
> HID mode allows you to still bring up the iOS software keyboard while a scanner is connected. To bring up the iOS keyboard, double-pressing the scanner trigger may be required for some scanning devices.
>
> More information about this behaviour: Issue: Keyboard Not Showing (iOS)

- On your iPhone/iPad, navigate to the **Bluetooth settings**: Settings > Bluetooth

- On your list of **Other Devices** you should now be able to see your bluetooth scanner. Beware that some devices may be listed under a relatively cryptic name, often representing the model number + serial number.

‹ Settings   **Bluetooth**

Bluetooth   🟢

Now discoverable as "iPhone".

MY DEVICES

Apple Watch   Connected ⓘ

OTHER DEVICES

LI4278 1636000

- Select your device by tapping on it. The iPhone/iPad will now attempt to pair with the device.

- Once successfully connected, the scanner will be listed under **My Devices** and have a "Connected" label next to it.

‹ Settings   **Bluetooth**

| Bluetooth | 🟢 |

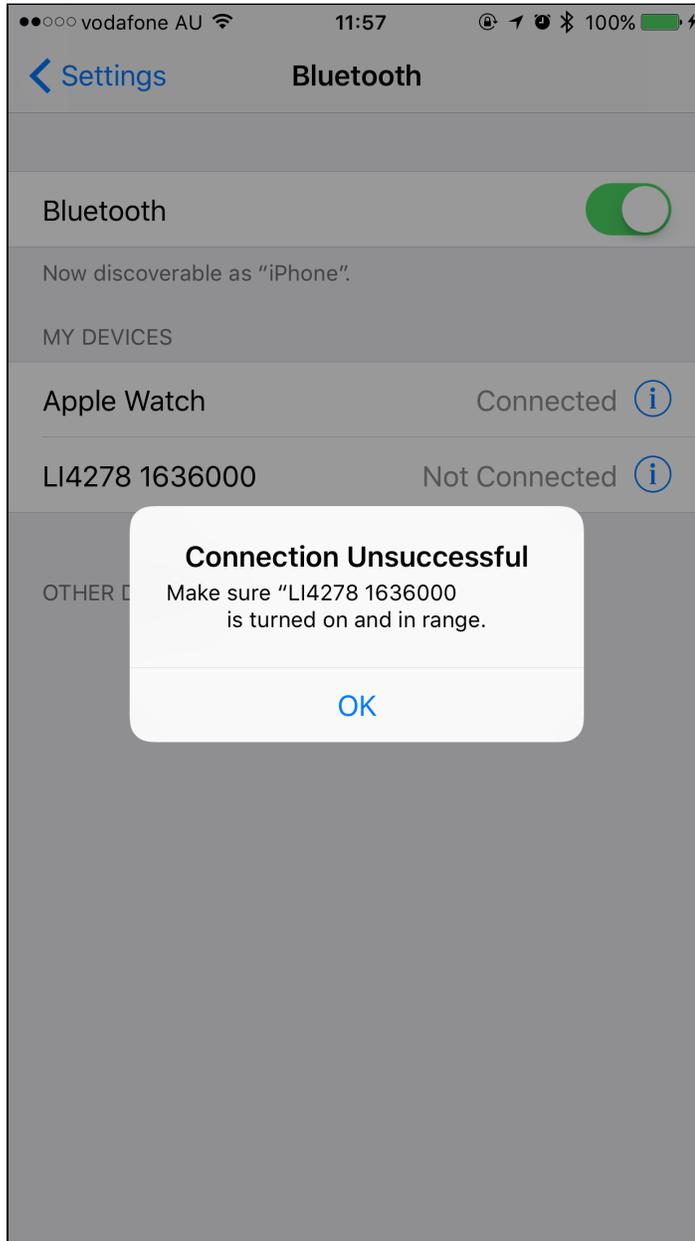Now discoverable as "iPhone".

MY DEVICES

| Apple Watch | Connected ⓘ |
| LI4278 1636000 | Connected ⓘ |

OTHER DEVICES ⟳

- Should the connection attempt fail check the scanner is not currently connected to another device. If you know it is /assume it might be, unpair the scanner following the steps below ("Remove Scanner") and retry the connection steps above.


Remove Scanner

- **Using the scanner:**
  - Locate the "**Unpair / Disconnect**" barcode in the scanner's user manual and scan.
  - The scanner is now disconnected from any previously connected device.
- **Using the connected iOS device:**
  - Navigate to the **Bluetooth settings** on your iOS device: Settings > Bluetooth
  - Locate the scanner on the **My Devices** list.
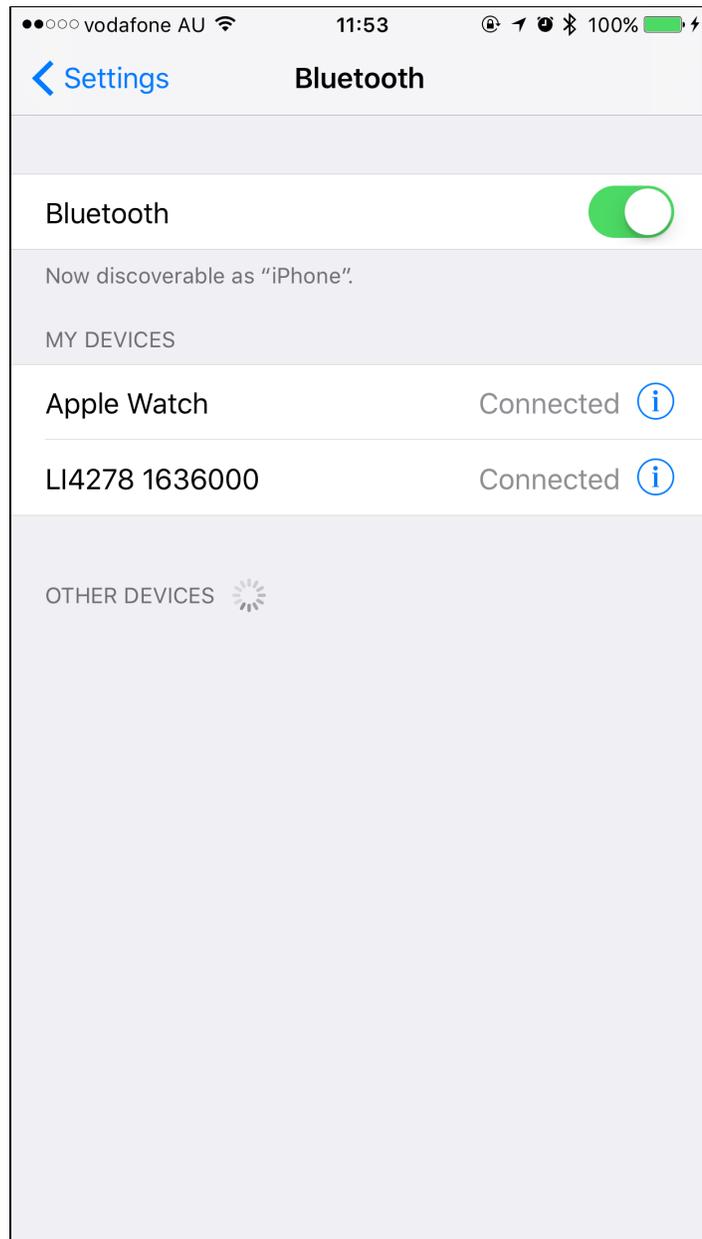
- Select the **Info button** ("i") on the right of the list entry.

- Choose "**Forget This Device**" and confirm your selection.

‹ Bluetooth **LI4278 1636000**

Forget This Device

Forget Device

Cancel
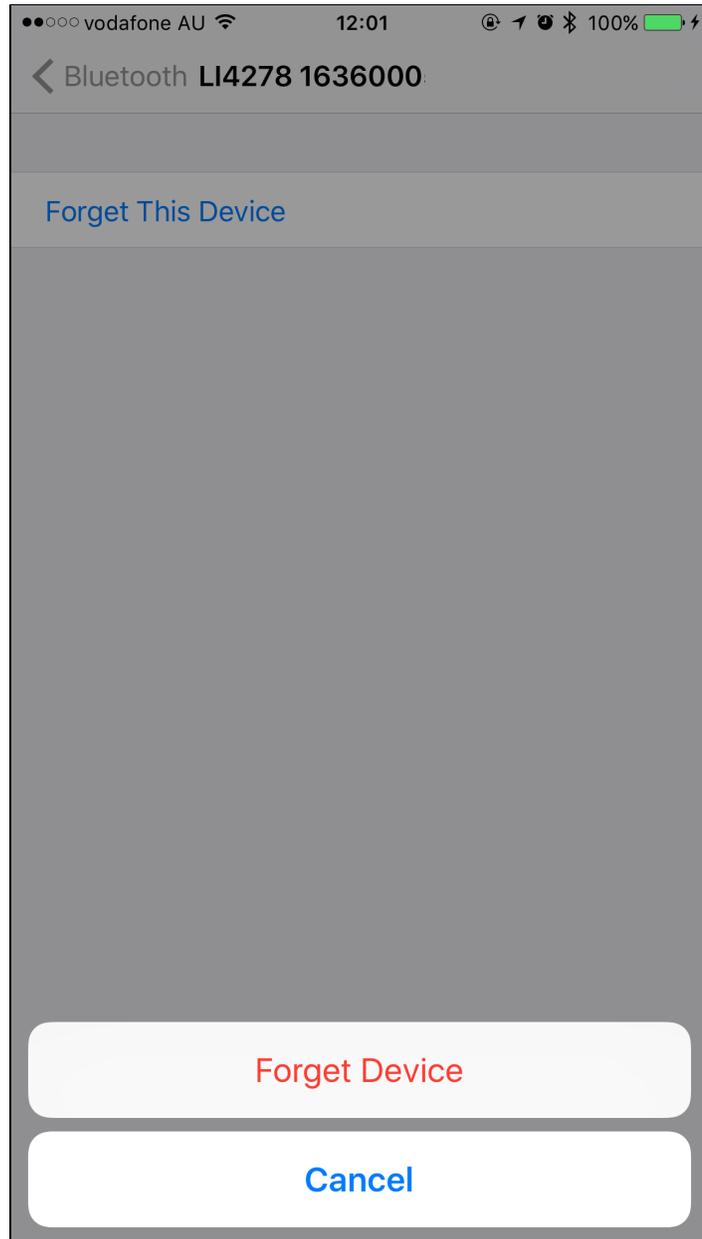
- The scanner is now disconnected from the iOS device.

Troubleshooting

Troubleshooting Barcode Scanning (Mobile App)

Android

Connect Scanner

- Ensure your bluetooth scanner is **charged and switched on**.

- Ensure your bluetooth scanner is in "**discoverable**" mode. This may require you to scan a barcode provided in the device manual to choose how the scanner connects to your Android device.

- If the option is given, please choose for your scanner to operate in **HID mode**. HID features can normally be enabled/disabled by scanning the corresponding barcode in your bluetooth barcode scanner's manual.
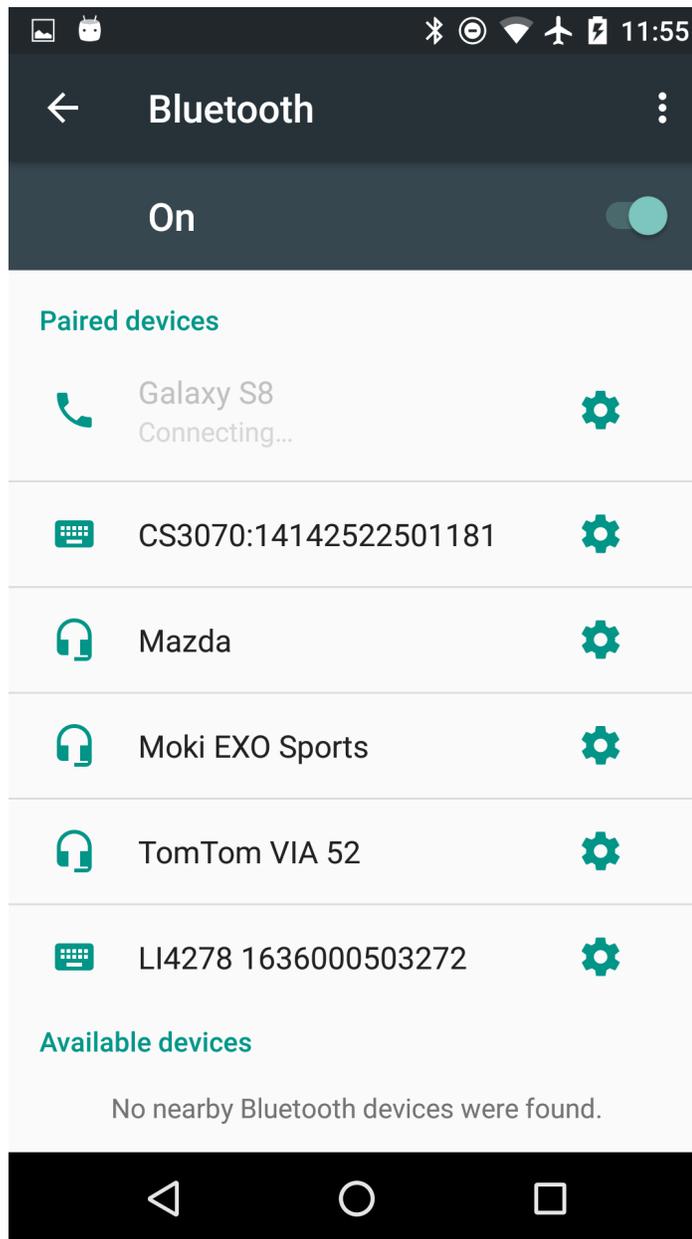
- On your mobile device, navigate to the **Bluetooth settings**: Settings > Bluetooth or Settings > Connections > Bluetooth.

- On your list of **Available devices** you should now be able to see your bluetooth scanner. If not, click on the button normally named "**SCAN**" or the 3 dot image on the top right corner to bring up a pop up menu, which will give you the option to refresh the list of devices. Beware that some devices may be listed under a relatively cryptic name, often representing the model number + serial number.
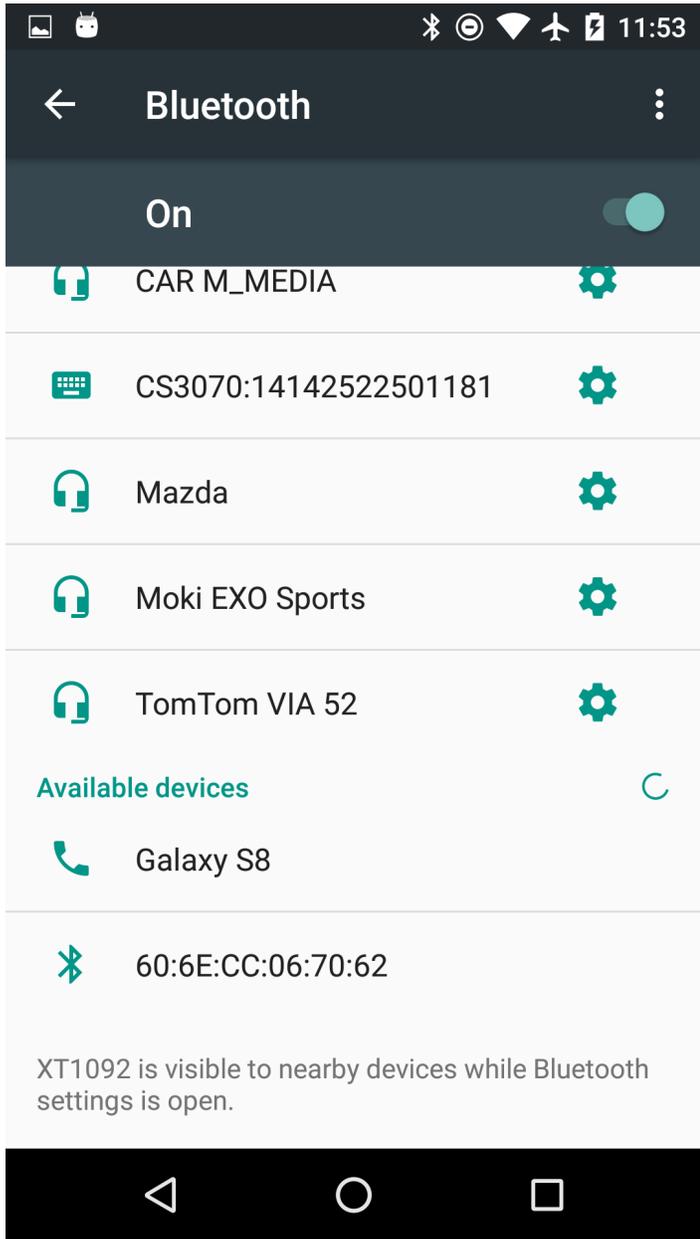
- Select your device by tapping on it. You mobile device will now attempt to pair with the device. A window will pop up. Press "**PAIR**" to continue the pairing.
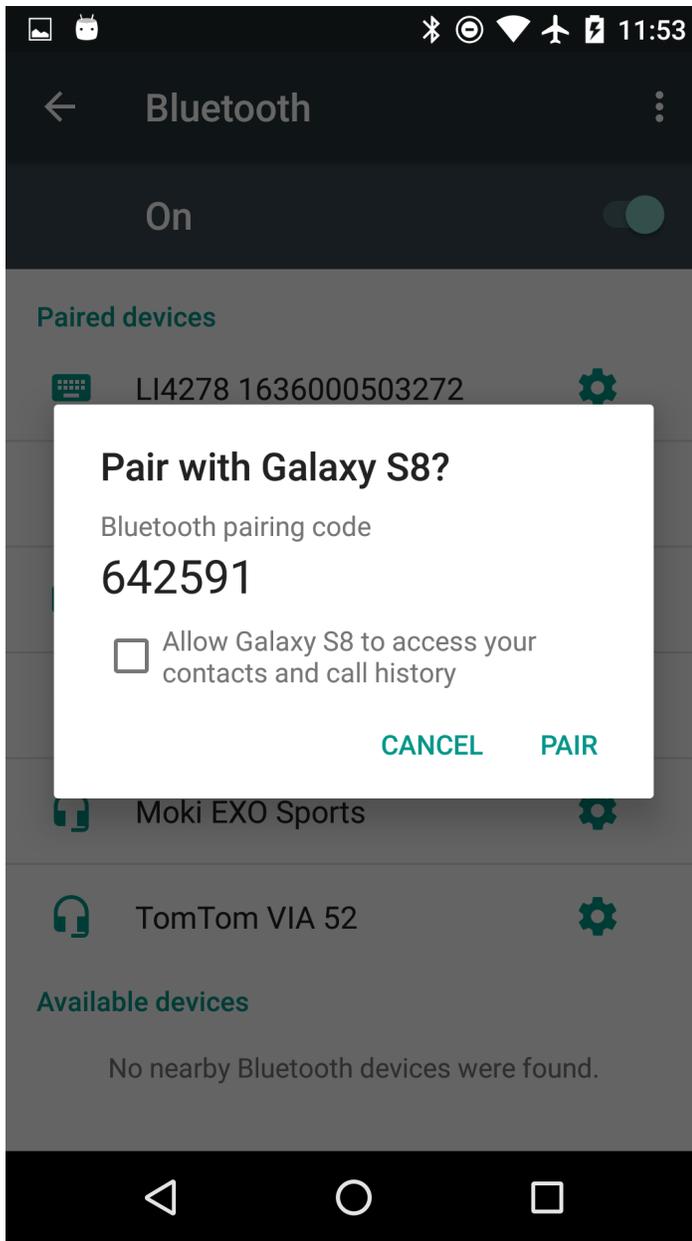

- Once successfully connected, the scanner will be listed under **Paired devices** and may have a "Connected" label next to it. To make sure, you can also tap the device to get it connected again.

- Should the connection attempt fail check the scanner is turned on and not currently connected to another device. If you know it is /assume it might be, unpair the scanner following the steps below ("Remove Scanner") and retry the connection steps above.

Remove Scanner

- **Using the scanner:**
    - Locate the "**Unpair / Disconnect**" barcode in the scanner's user manual and scan.
    - The scanner is now disconnected from any previously connected device.
- **Using the connected mobile device:**
    - Navigate to the **Bluetooth settings**: Settings > Bluetooth, Settings > Connections > Bluetooth
    - Locate the scanner on the **Paired devices** list. Click on the **Settings button** on the right of the list entry.
    - Choose "**FORGET**" and confirm your selection.
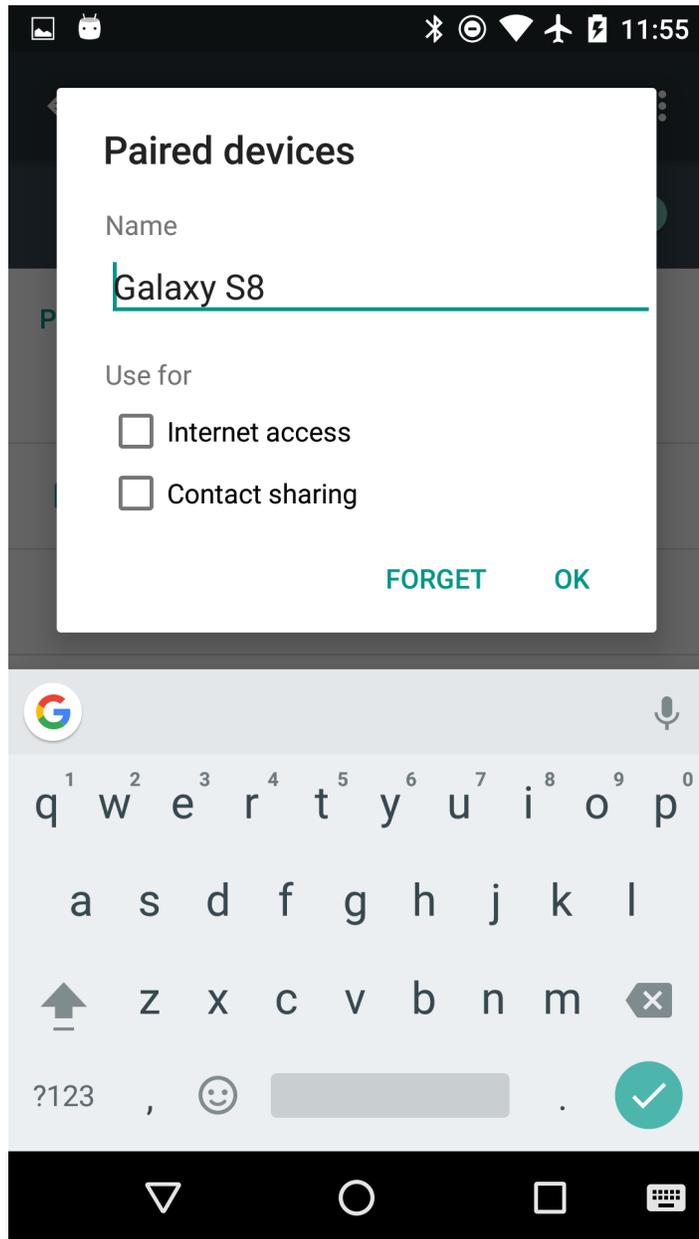
- The scanner is now disconnected from the mobile device.

Troubleshooting

Troubleshooting Barcode Scanning (Mobile App)