


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.

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iOS

Connect Scanner

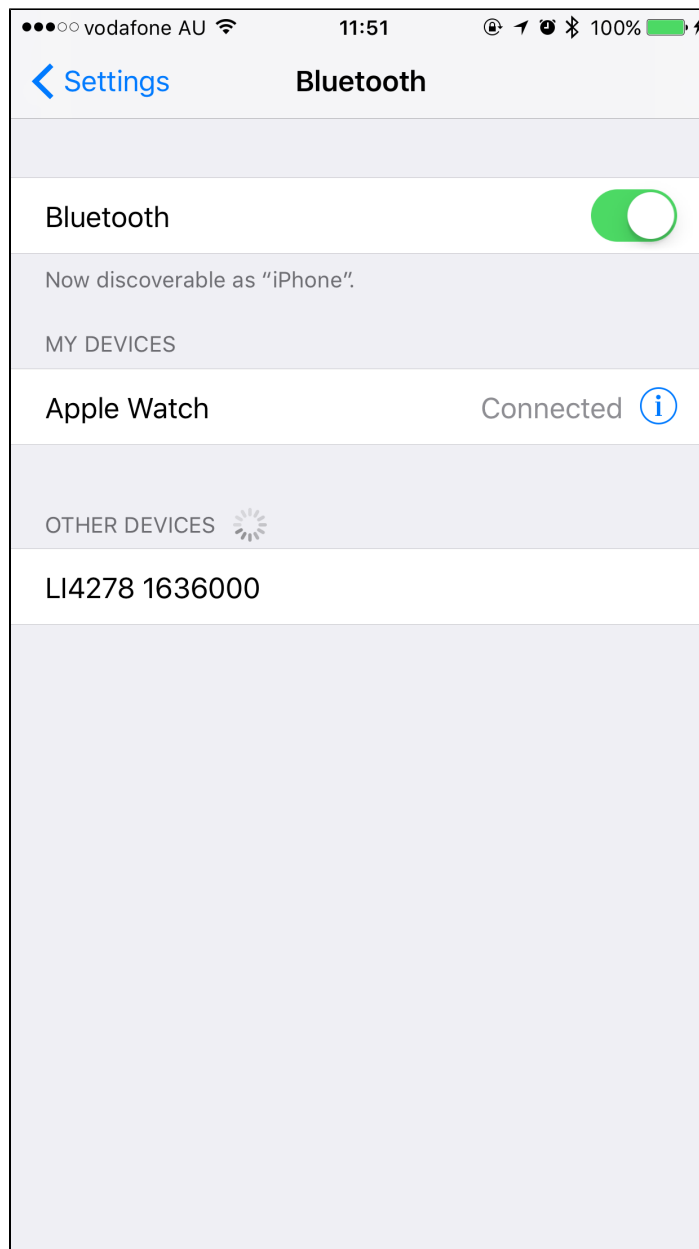
- Ensure your bluetooth scanner is **charged and switched on**.
- Ensure your bluetooth scanner is in "**discoverable**" mode. This may require you to scan a barcode provided in the device manual to choose how the scanner connects to your iOS device.
- If the option is given, please choose for your scanner 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.



- 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

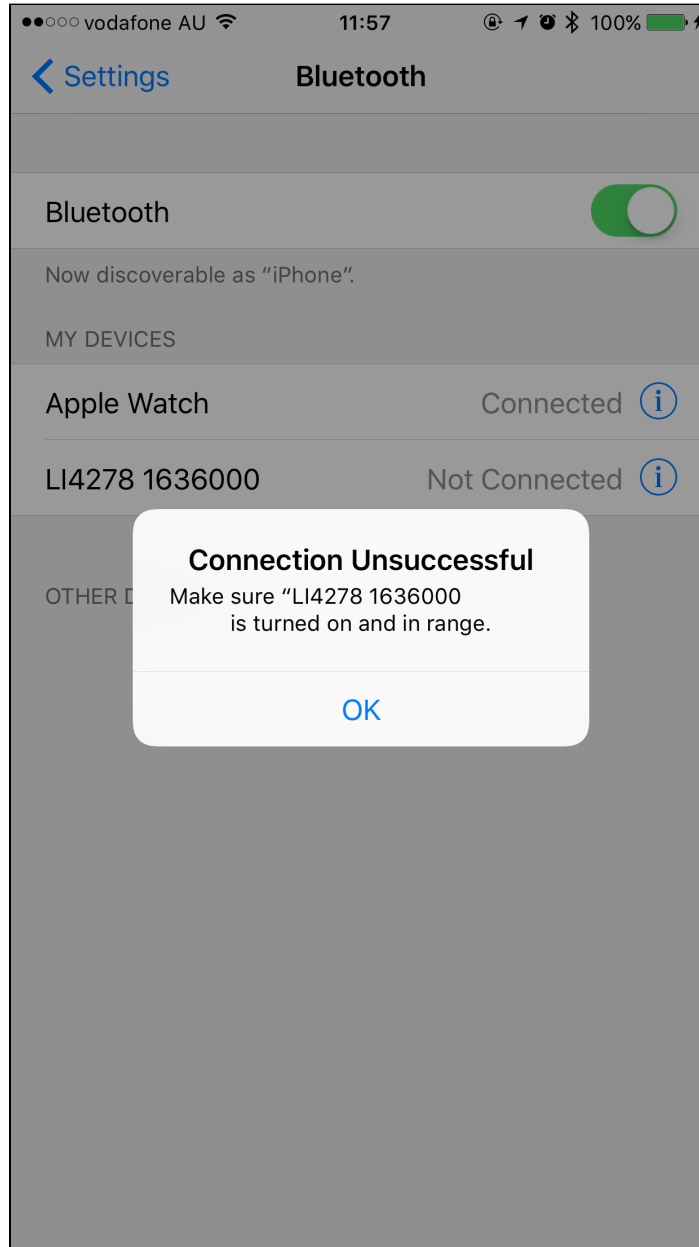
Connected ⓘ

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Connected ⓘ

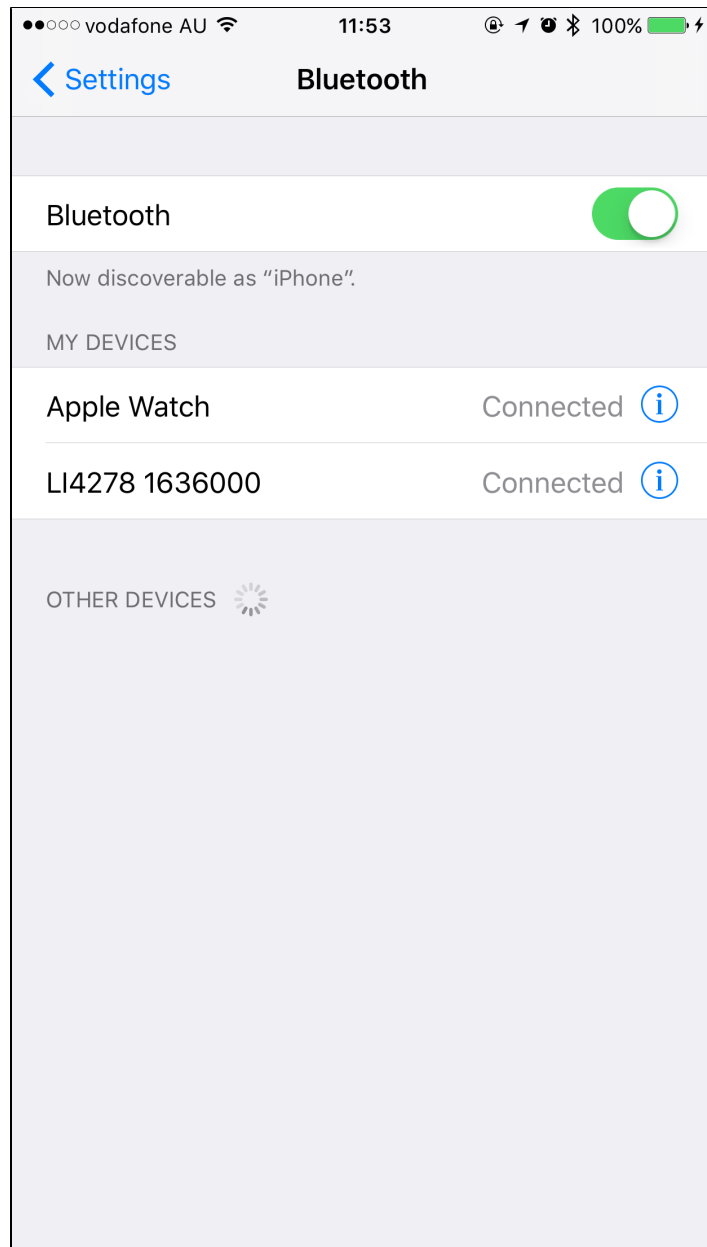
OTHER DEVICES ⌄

- 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.

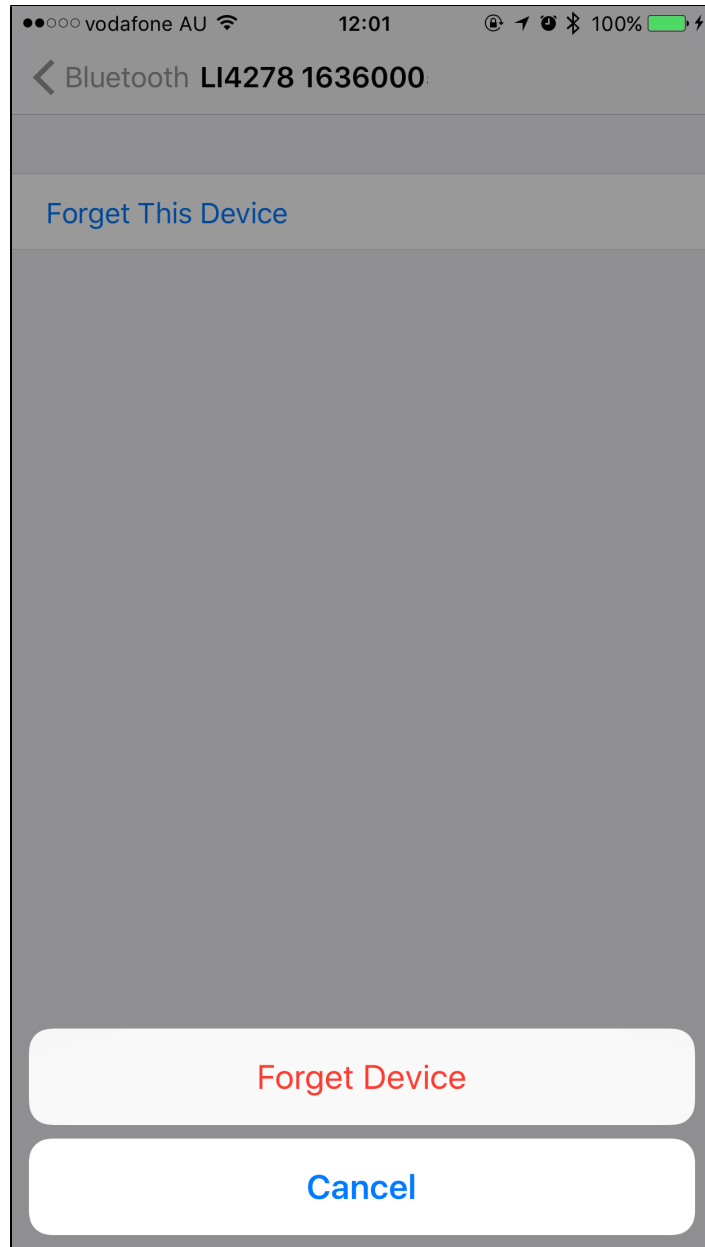


Remove Scanner

- **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.



- The scanner is now disconnected from the iOS device.

Troubleshooting

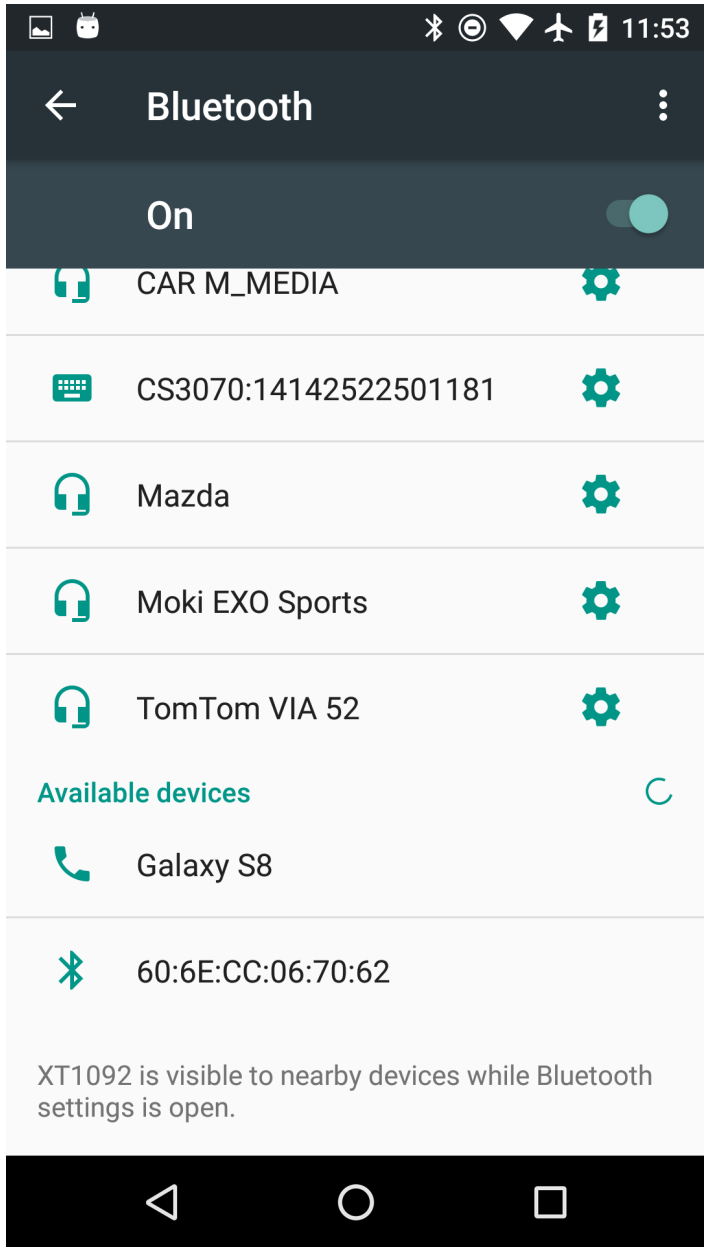
[Troubleshooting Barcode Scanning \(Mobile App\)](#)

Android

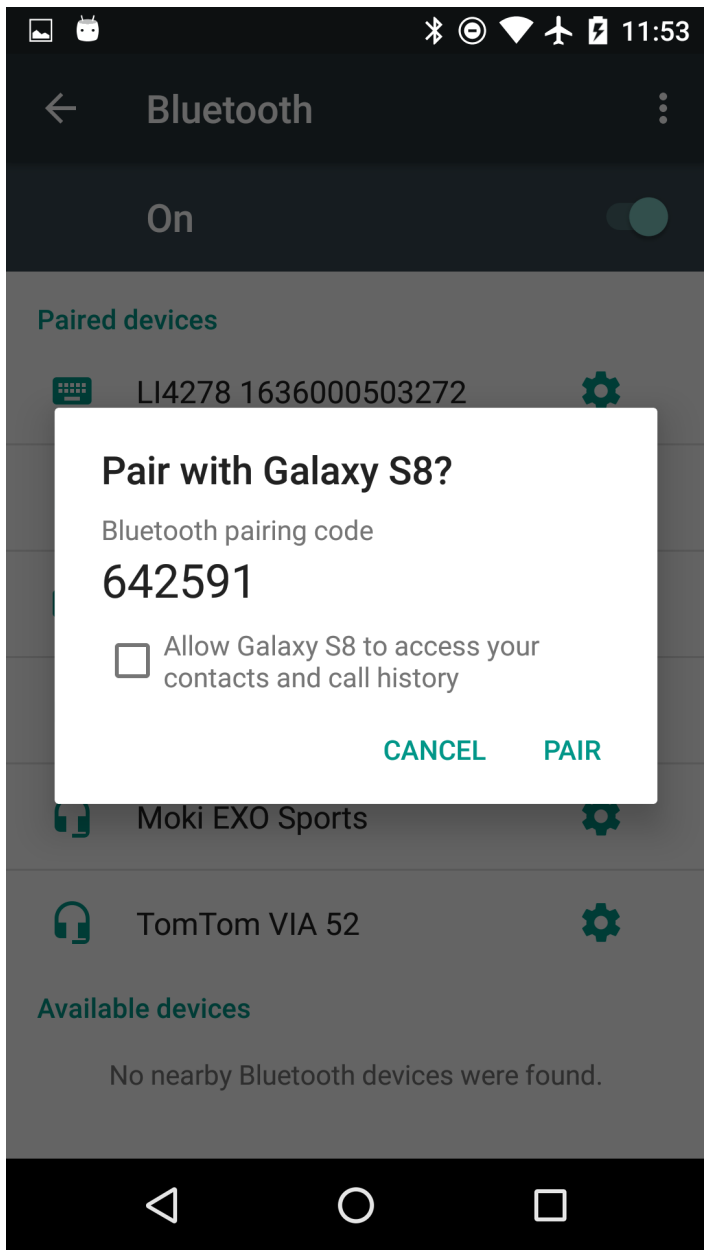
Connect Scanner

- 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.

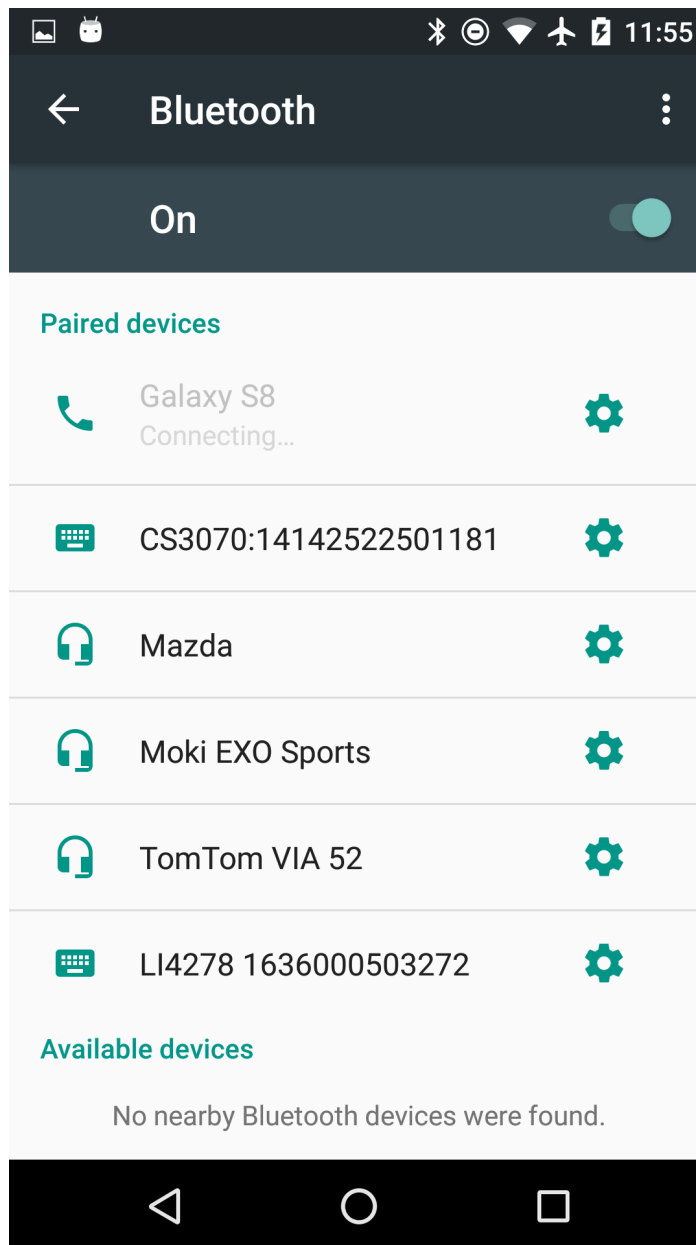
- On your mobile device, navigate to the **Bluetooth settings**: Settings > Bluetooth or Settings > Connections > Bluetooth.
- On your list of **Available devices** you should now be able to see your bluetooth scanner. If not, click on the button normally named "**SCAN**" or the 3 dot image on the top 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. Your mobile device will now attempt to pair with the device. A window will pop up. Press "**PAIR**" to continue the pairing.



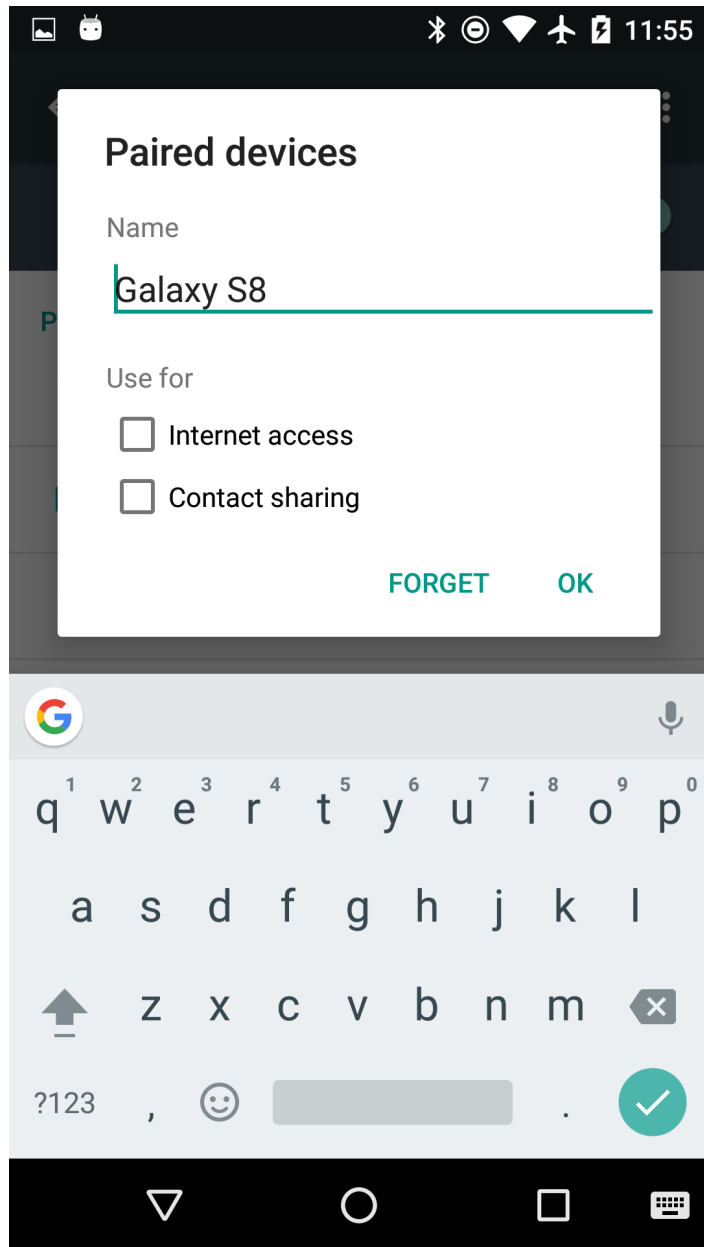
- Once successfully connected, the scanner will be listed under **Paired devices** and may have a "Connected" label next to it. To make sure, you can also tap the device to get it connected again.



- 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 \(Mobile App\)](#)