

Badge & Track B/XIDScan

Frequently Asked Questions - Scanners



Can I use the scanners straight out of the box?

No, all scanners need to be configured before use. Once the COM Port has been set (please refer to B&T manual) configure the reader from the relevant IDscan Manager window to initialise the scanner hardware settings for use with ComPic. This must be done for each IDscan device before it is used otherwise the scans will not be retrievable. This also calibrates the time on each scanner to that set on your PC.

What is the proper scanning procedure?

To read a barcode, simply press the only button on the scanner, and aim the laser line at the barcode. Ensure the scan line is completely across the barcode you want to scan. Hold the scanner at a slight angle to the barcode to be scanned, rather than at a right angle. Keep the button depressed until you hear a single high pitched beep. The indicator light will also briefly change to green following a successful scan. The optimal scanning distance for the XIDScan reader is between 12 – 18cm (5-7inches)

What if there is no scan line visible when I depress the scanner button?

Depress the scanner button until you hear and feel a click. If the scan line still doesn't appear, check the three 'AAA' batteries for correct installation. Replace the batteries if necessary. If you are in bright sunlight, you may not see the scan line, but the scanner may still operate properly.

What happens if I don't hear a beep when trying to perform a scan?

The beep indicates that your scanner has captured a good scan. If you don't hear the beep after performing the proper scanning procedure, scan the barcode again. If you are using the scanner in a noisy environment it is better to scan it again. Duplicate scans can be filtered out using the Badge & Track software.

What does it mean when I hear three beeps while trying to scan a bar code?

Three beeps during a scan attempt indicate that the scanner memory is full and the scanner cannot store any more bar codes. Connect your scanner to Badge & Track and download the stored bar codes.

I have more than one reader, does it matter which one I use to capture scans?

Not unless you have set up more than one Event within Badge & Track, then it is vital that you only use the correct scanner(s) at the entry point to which is has been assigned.

What is the expected battery life for the XIDScan?

The XIDScan, with 3 fresh AAA alkaline batteries, delivers 16,000+ scans when used for about 100 scans/day over 8 months.

I dropped the reader and the batteries fell out, does this matter?

Handle the reader with care. If the unit is dropped or the batteries are removed, then the data may be lost.

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Can I scan a bar code through glass, plastic or other surfaces?

The scanner can scan through some reflective surfaces. CD cases, plastic shrink wrap, or plastic bags are examples of materials that can be scanned through. Windscreens and other glass surfaces are difficult to scan through.

What is the maximum bar code length that can be scanned?

The scanner can scan bar codes up to approximately 4.5 inches in length.

How many characters can you have in a bar code?

The scanner can decode up to 44 characters in a bar code.

What is the maximum range of the Bluetooth enabled BXIDScan?

The Scanner with Bluetooth uses a Class 2 Bluetooth Radio which has an approximate range of 10 meters (33 ft.). Most designs also usually exceed specifications making the distance typically well in excess of these figures.

What happens when I walk out of that range?

When you walk out of the radio range the scanner goes into batch mode and stores the barcodes in memory until you come back into range.

What kind of interference can I expect from the Bluetooth scanner?

According to the *Bluetooth Special Interest Group*, any time that devices are operated in the same frequency band, there is the potential for interference. The severity of this interference is a function of the system designs and the distance between devices. Since the strength of a radio signal varies approximately with the "inverse square" of the distance, a small increase in separation can reduce the level of interference significantly. Studies by a number of companies indicate that if the separation is more than 2 metres, in most cases there is no perceptible degradation transmitting data in either device. From two metres to about a half-metre, there is a graceful degradation. As the devices are brought in very close proximity and collocated, the degradation can be quite noticeable. Fortunately, this scenario only happens when the two systems are in the same device, and in those cases, Bluetooth hardware and Wi-Fi hardware can collaborate to dramatically improve performance.

Can I use multiple Bluetooth devices on one computer?

Yes, Bluetooth can handle up to seven devices paired to one master device. You may encounter limitations with software or software compatibility.

When connecting to a BXIDScan with Bluetooth, I get the same bar code over and over. How do I handle this?

It is possible you are using the wrong version of the software. Ensure you have selected the appropriate settings option from the Barcode Scan menu.

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