

The Scanner Cannot Decode the Barcode

ISSUE

Although enabling the barcode scanner, the device does not decode the barcode.

Cannot read a specific barcode.

APPLIES TO

Point Mobile devices with the barcode scanner module

RESOLUTION

If your scanner cannot read a specific barcode, it may be disabled the specific barcode symbology.

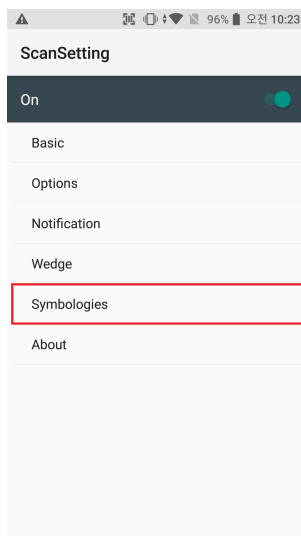
You can check whether it is or not by following.

1

Navigate to Settings or EmKit > ScanSetting

2

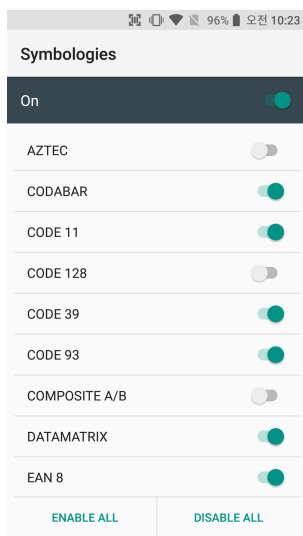
Tap Symbologies



3

Find a symbology that same as the barcode you have. Toggle the symbology to enable to decode the barcode

If you don't know what kind of symbology it is, tap ENABLE ALL



NOTES

If the symptom still occurs, try to **factory reset the scanner**(Not device factory reset!)

You don't know how to factory reset the scanner, please refer to the article below. Click button to move to the article page.

[How to Barcode Scanner Factory Reset](#)



RELATED ARTICLES

- [Change Scanner Beep Sound](#)
- [Get Scan Data in Ivanti \(Wavelink\) Velocity](#)
- [How to Use TouchScan](#)
- [Read Passport OCR using Scanner](#)
- [Center Window Setting](#)