Cannot Read QR Code (Preview)

ISSUE

Cannot read QR code

APPLIES TO

All Point Mobile devices with 2D Scanner and Android 7 and later

(Refer to full version to find supporting versions detail.)

CHECK POINTS

1

Check if your device has a 2D scanner.

Navigate to **ScanSettings > About > Scanner type**. If the scanner type is SE965, it cannot read QR code (2D barcode).
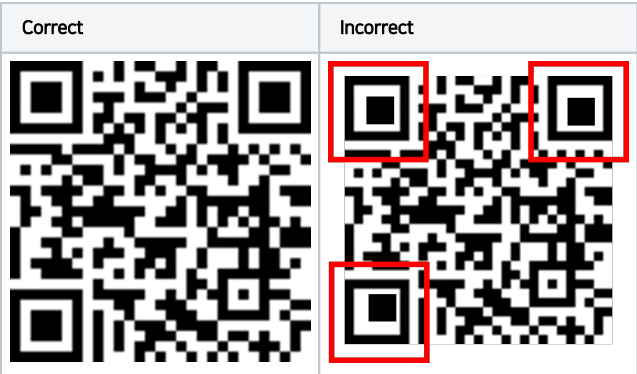
2

Check if the QR code symbology is disabled.

Navigate to **ScanSettings > Symbologies**. If the QR CODE toggle switch is turned off, turn it on.

3

Check if the QR code is out of standard.

The double-square at the three corners of the QR code, known as the 'Finder pattern', must follow the standard that the ratio of black cells and white cells is 1 : 1 : 3 : 1 : 1.

If your QR code does not follow the rule, scanner cannot read it.

RELATED ARTICLES

- Read Passport OCR using Scanner
- The Scanner Cannot Decode the Barcode