Frequently Asked Questiions

Sonim SCAN FAQs

Q: What is the Sonim SCAN?

Sonim SCAN works with your Sonim XP8 device to scan 1D and 2D barcodes. With the Sonim SCAN App, you can turn your XP8 into a leading barcode scanning solution.

Q: How does it work?

Sonim SCAN temporarily takes over the device's back camera to capture an "image" of the barcode you are trying to scan. The application will then interpret that barcode data and transmit that information in one of two ways. Either directly into a text field (Data insertion) or as a Broadcast to a third-party app that would need to be listening for that Broadcast.

Q: When would I use it?

You can use Sonim SCAN like any other barcode scanner you have used in the past. It has full 1D and 2D symbology support.

Q: Does Sonim SCAN require internet connectivity?

No, Sonim SCAN does not require internet connectivity to scan barcodes.

Q: Do I need any physical accessories to make Sonim SCAN work?

The only things you need to make Sonim SCAN work are the application and a Sonim XP8 smartphone, no additional hardware is required.

Q: Does Sonim SCAN support continuous scanning?

Yes, Sonim SCAN supports continuous scanning. This will allow you to initiate the scanner many times, but only press the button once. The scanner will turn on and when a successful scan takes place, the scanner will initiate itself without further intervention from you. You can set how long it will be before the scanner is automatically initiated again (delay) in the App Settings.

Once the Continuous SCAN Setting is enabled, you can initiate a continuous scan by quickly double pressing the Application key or a single press of the Floating Widget (assuming that Setting is on as well).

You can stop a Continuous Scan by pressing the back key on the device when you are in the scan screen.

Q: Does Sonim SCAN allow for the scan screen to not take up the whole display?

Yes, you can choose to have the scan screen take up the full display, half of the display or just appear as a small box in the corner of the display. This is a universal setting for both single scanning and continuous scanning.

Q: What barcode symbologies does Sonim SCAN support?

Sonim SCAN will support all of the leading 1D, 2D and postal code symbologies.

1D:
- European Article Number-8 (EAN-8)
- European Article Number-13 (EAN-13)
- Universal Product Code-A (UPC-A)
- Universal Product Code-E (UPC-E)
- EAN-2 / EAN-5 Add-On
- GS1 DataBar
- Code 128
- Code 39
- Code 93
- ITF (Interleaved 2 of 5)
- Code 11
- Code 25
- Codabar
- MSI Plessey

2D:
- QR Code
- Micro QR Code
- Data Matrix
- PDF417
- MicroPDF417
- Aztec Code
- MaxiCode
- GS1 DotCode

Postal code:
- RM4SCC (Royal Mail 4 State Customer Code)
- KIX (Klant Index)

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FAQs

Q: How can I use the Physical Keys on my Sonim XP8 to initiate scanning?

The Application Key (Yellow) should be assigned for scanning automatically. If you would like to use the ALARM (Red or Orange) Key or PTT Key for barcode scanning, this can be set via the Sonim SCAN Settings.

Q: Is there any way to initiate a scan without using the Physical Keys?

The Floating Widget option in the Sonim SCAN Settings allows you to move the Widget anywhere on the display to make it most comfortable for you to initiate a scan. You can also set the size and color of the Floating Widget. When Continuous Scan is enabled, the Floating Widget will initiate a Continuous Scan. A single scan will need to be initiated by the press of a Physical Key.

Q: I like that Sonim SCAN takes over the Application (Yellow) Key, but I also liked that that button could open the camera, can I do both?

Yes, this is possible. By navigating to the Settings of Sonim SCAN and finding the Physical Keys Setting, you can set a Long Press of the Application to open the camera application. Please note that this may cause the scanner to be a bit slower.

Q: How long should it take to scan a barcode?

Barcodes should scan very quickly (within 1-2 seconds, if not faster). If you can see the barcode on the Scan Screen, it should focus and scan very quickly.

Q: My barcode is not scanning, what can I do?

The most likely culprit is that the barcode symbology you are trying to scan is not active. Check that the symbology of the barcode you are trying to scan is active in the App Settings.

Q: Auto-focus of the camera seems to be taking a long time, is there anything I can do?

Longer auto-focus times often have a lot to do with the amount of light available to the camera. By turning on the "Extra Lighting" setting, the camera flash will turn on every time you initiate the scanner, providing extra light for the camera to focus on the barcode.

Q: How can I make Sonim SCAN even faster?

There are three key ways to make Sonim SCAN even faster. The first is to Disable all symbologies that you do not need. If you are certain that you will never scan barcodes of certain symbologies, disabling them in the Sonim SCAN Settings will allow the scanner to work faster. Additionally, turning off the Long Press Yellow Key setting will also allow Sonim SCAN to work faster. Finally, you can increase the time set in the Scanner inactivity timeout setting. Please note that increasing this time may decrease battery performance.

Q: What are the Data Transmit options?

Sonim SCAN has two ways a User can use the data that is scanned. Using the Data Insertion option treats the scanner like a "keyboard". That is, it requires a text field to be "in-focus" and will place scanned data directly into that text box. You will know if a text box is "in-focus" when the onscreen keyboard pops up. This option will allow you to scan data into a text box into any application. Using the Broadcast option provides a lot more flexibility, but will require the developers of the app "receiving" the data to update their app to listen for Sonim SCAN's Broadcast.

Q: Can I integrate Sonim SCAN's scanning capabilities into my app?

Yes, please visit Sonim's Developer Portal at http://sonimtech.allbound.com for more information. By including Sonim SCAN's Broadcast intent, the application can have a lot more flexibility in taking in and managing scan data.

Q: Can I block my employees from changing any Settings in Sonim SCAN?

Yes, by first setting all of the settings you want, you can create a "Lock Sonim SCAN" PIN via the app Scanner Settings that will block anyone from accessing the Settings menu unless they know the PIN.

Q: Can I prevent my employees from uninstalling Sonim SCAN?

Yes, by using the "Restrict Sonim SCAN User" Settings, you can restrict the User from Uninstalling the app or Clearing App Data. By setting these Settings and using the "Lock Sonim SCAN" option, you can restrict Users from uninstalling the application.