

Barcode essentials™



Symantec™ Barcode Solution powered by Altiris technology

Using a Socket™ Bluetooth® CHS with Barcode Essentials

A guide to the configuration and use of a Socket Bluetooth Cordless Hand Scanner (CHS) Series 7 with Barcode Essentials.

Purpose

Barcode Essentials for Altiris™ 7.1+ supports the following modes in Bluetooth cordless hand scanners:

- Natively integrated scanners; such as the Socket Bluetooth CHS Series 7.
- Keyboard wedge scanners

A CHS can operate in only one mode at a time, but you can use special system barcodes to change between modes.

This document describes the steps to configure and use Barcode Essentials with the Socket Bluetooth CHS Series 7.

Prerequisites

Please check through the following prerequisites before proceeding:

- The CHS model should belong to the Socket Series 7. Confirm this by removing the battery cover and checking the label. For e.g.: Model: 7Ci or 7Ri, etc.
- Barcode Essentials for Altiris 7.1+ must be installed on your iOS™ device.
- The CHS must not be in an active Bluetooth session with an iOS device. If a CHS is paired and in an active Bluetooth session with a device it may fail to scan system barcodes.
 - If this occurs, disconnect and unpair the CHS from the iOS device, restoring the factory defaults if required. See Restoring the CHS to Factory Default Settings before proceeding.
- On the iOS device, remove all connections to existing Bluetooth devices, by navigating to **Settings > Bluetooth**. Click **Forget Device**. You can also see [Apple Support](#) article.
- Read the user guide that shipped with the CHS and note the settings and beep codes.
- Ensure that CHS and iOS devices are charged and ready for use.

Configuring a Socket CHS

Perform the following steps to configure the CHS to work with integrated scanners. These steps are intended for CHS with factory default settings.

1. Power on the CHS.
2. Scan the below Serial Port Profile (SPP) barcode.



3. On the iOS device, navigate to **Settings > Bluetooth**.
4. Click to pair. The CHS should connect to the device and beep when paired.
5. Launch Barcode Essentials on the iOS device.
6. The camera scan button will appear blue in color and a scanner icon will appear near the camera scan button at the bottom of the screen to confirm that the CHS is connected.

Restoring the CHS to Factory Default Settings

If the CHS is previously configured and paired with another device, follow the below steps to reset the connection to factory defaults.

1. Power on the CHS.
2. While pressing the trigger button, briefly press the power button. Wait till you hear 3 beeps.
3. Power on the CHS. Scan the below reset barcode.



4. Wait till you hear a long beep. Power on the CHS.
5. On the iOS device, if an existing Bluetooth device is paired, navigate to **Settings > Bluetooth**. Click **Forget**.
6. Proceed with the steps to configure the CHS with a different iOS device, see *Configuring a Socket CHS*.

Troubleshooting

Issue	Possible Solution
<p>The scanner is not connecting with the iOS device</p> <p>The scanner does not scan my asset barcodes</p> <p>The iOS device does not pair with the CHS</p>	<p>The CHS must be configured to work with the iOS device.</p> <ul style="list-style-type: none"> See <i>Configuring a Socket CHS</i>. <p>Avoid force-powering-off your iOS device while the CHS is connected to Barcode Essentials and in use by the app.</p> <ul style="list-style-type: none"> If you are experiencing connection issues, restore the CHS to factory defaults. See <i>Restoring the CHS to Factory Default Settings</i>. <p>Avoid taking your CHS device out of Bluetooth range of your iOS device unless the CHS is powered off. The forced disconnect may interfere with the operation of the Bluetooth connection next time.</p> <ul style="list-style-type: none"> Use the CHS within the range specified in the CHS specification and attempt to reconnect. <p>Avoid force-powering-off your CHS; e.g. by force removing its batteries without first powering off the device.</p> <ul style="list-style-type: none"> You may need to restore the CHS to the factory defaults before proceeding, see <i>Restoring the CHS to Factory Default Settings</i>.
<p>The connection disconnected unexpectedly</p> <p>The scanner is connected but the features are not working as desired.</p>	<p>Bluetooth connections can be affected by the presence of other wireless devices in the area, such as Wi-Fi™.</p> <ul style="list-style-type: none"> Resolve the wireless interference and try connecting the scanner. Refer to Apple® Knowledge Base for more information: http://support.apple.com/kb/HT1365 and http://support.apple.com/kb/TS4562.
<p>I do not know the iOS device version</p>	<p>To identify the version, navigate to Settings > General > About Version.</p>
<p>I do not know the version of Barcode Essentials</p>	<p>To identify the version, launch the App, swipe the folded page icon on the bottom and navigate to the About Page. The Barcode Essentials should appear as Version 1.22 Build 516.</p>
<p>How do I reset the CHS to factory mode</p>	<p>See <i>Restoring the CHS to Factory Default Settings</i>.</p>
<p>The barcode value does not appear in the barcode field.</p>	<p>The CHS must be configured to work with the iOS device. See <i>Configuring a Socket CHS</i>.</p>

Symbologies Supported

Barcode Essentials can read all of the most commonly used symbologies, such as those appearing on pre-printed barcode rolls available from commercial suppliers. It can read many of the make, model and serial number barcodes on items such as computer, audio and video equipment.

Reference Links

- Locate your closest Socket CHS reseller: <http://tinyurl.com/socketdist>
- Authorized Socket Mobile Service Center: <http://tinyurl.com/socketsvc>
- Locate your closest keyboard wedge scanners reseller: <http://tinyurl.com/iphonebtscanner>

Contacting Support

For further help with questions on product features or licensing, check the Barcode Essentials FAQ at <http://www.barcodeessentials.com/Support/FAQ.aspx> or contact support via <http://www.barcodeessentials.com/Support.aspx>.

When recording a support issue, please provide the following information:

- Type of iOS device
- Version of iOS
- Version of Barcode Essentials
- Socket CHS Model

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