

# Troubleshooting

by Jeremias Märki

## Table of contents

1 What if my barcode scanner can't read the barcode?.....	2
2 What if my barcode scanner sends back some incorrect characters?.....	2

## **1. What if my barcode scanner can't read the barcode?**

If a barcode is unreadable by a barcode scanner it doesn't necessarily mean that this software is buggy. So before you send a bug report please consult the following checklist of things that can go wrong:

## **2. What if my barcode scanner sends back some incorrect characters?**

Barcode scanners connected to the the keyboard cable send the barcode to the computer as simulated key presses. You need to make sure your barcode scanner is correctly set up with the same character set as your keyboard. Please consult the manual for your barcode scanner to find out how to do that.