

# ScanSystems

## Configuration Tool - User manual

For application versions **v1.01** to **v1.xx**

Manual v1.01



## Intro

The **ScanSystems Configuration Tool** is an application designed to configure your ScanSystems devices with different settings. It is also used to execute special commands on your ScanSystems to for example; unlock them from demo mode, diagnose problems, or factory reset their settings.

This manual will go over how the ScanSystems Configuration Tool works, and the steps you need to take in order to set up your ScanSystems.

This manual will refer to "your **ScanSystems contact person**" a few times. This contact person can be the retailer/installer of your ScanSystem(s) from the client's point of view. It could be Bout Solutions for product retailers/installers.

The target audience of this manual are retailers/product installers. It can also contain useful information for customers, but note that the customer shouldn't have to go through the configuration steps in order to get the system configured for the customer's application. This should be done by the installers, except if the customer wants to do it by themselves.



Note that version numbers in pictures provided in this manual might differ from your ScanSystems Configuration Tool version. These pictures might not have been updated, since a lot of parts of the program could stay the same through updates.



Since this application generates QR codes to scan into the Scannerbox with its attached scanner(s), **make sure you have enabled scanning QR codes on your scanner of choice.**

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## Glossary

Possibly foreign concepts are explained here in order of simple to advanced (what concepts you need to know first to know the next one), and then alphabetically if possible.

**ASCII/Extended ASCII:** American Standard Code for Information Interchange. A commonly used standard to represent mainly English symbols, letters, and numbers within a computer system.

**Configuration/settings/user settings:** In the context of this application, a configuration means a collection of settings which the ScanSystems can be configured with. There are two types of settings the ScanSystems can work with, **system settings**, and **user settings**. When we are talking about a configuration/settings/user settings, it means we are always talking about the user settings of the ScanSystems. The system settings are reserved for special variables like the data necessary to connect Scannerbox, and Buttonbox together, or to enable/disable demo mode.

**CPU:** Central Processing Unit. A device you will find in every computer. It allows the computer to function.

**CPU architecture:** The type of CPU. x86 is an architecture commonly found in PC's, and laptops. ARM is an architecture commonly found in mobile lower power devices. The operating system Windows was created with x86 in mind, and not ARM.

**32/64 bit:** Simplified: the size of data a CPU can generally work with.

**GUI:** Graphical User Interface. An interface that you can control with your mouse, or finger (on a touch device), instead of typing commands only. This type of interface is more user friendly to most people.

**HEX:** A numerical system counting from **0** up to **F**, where the commonly used decimal system counts numbers from **0** up to **9**. It is mostly used in conjunction with **ASCII** within this application. For example ASCII HEX value **6F** corresponds to the letter **o**, and HEX value **70** corresponds to the letter **p**, and HEX value **71** to **q**, etc. You can find tables of these values on the internet by searching for something like "extended ASCII chart".

**JSON:** A format used to store/transfer data. In the case of this application, it's used to store settings presets for the ScanSystems.

**QR (code):** A two-dimensional code, which can be decoded by a scanner. In the case of this application, it's used to communicate configuration options, and commands to the ScanSystems.

**Special commands:** Commands that can be generated via this application in order to execute specialized functions in your ScanSystems device, like enabling demo mode, or factory resetting the system.

## 1. Prerequisites

This chapter explains what hardware/software you need in order to get started with the **ScanSystems Configuration Tool**.

First, you will need to make sure you've got the most up to date documents of this manual for the exact firmware version of your ScanSystems device(s). You can ask your ScanSystems contact person for the most recent versions of these documents, or see if they're available on [www.boutsolutions.nl](http://www.boutsolutions.nl) if you don't have these already. If you are not sure which firmware version your ScanSystems device(s) are currently running, please ask your ScanSystems contact person for the "**Bout Solutions - ScanSystems software hardware compatibility list**". With help of this document, you will be able to find your ScanSystems firmware version.

To run the ScanSystems Configuration Tool, and configure your ScanSystems, you will need to have a computer, which is able to run Windows. The application is tested to run on **x86 architecture based CPU's (32/64 bit)**. Running this application on Windows with a different CPU architecture might cause the program to not function properly, or not open at all.

To use the ScanSystems Configuration Tool, you need **Windows 7 Home Premium (SP1) or higher** as an operating system.

Preferably, you will also need a non-glossy screen with a resolution of at least 800\*800 pixels. This is so that the scanners attached to the ScanSystems can scan the QR codes generated by the application with the most ease.

## 2. Getting started with the application

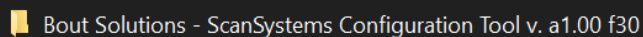
This chapter will explain all the ins, and outs of the applications interface, and its file structure.

### 2.1. The file structure of the application

Once you've downloaded the **ScanSystems Configuration Tool**, it might be in zipped format, or it might be a folder.

If the folder you've downloaded is zipped however, unzip the folder first to a location of your choice with an unzipping program of your choice like 7Zip, or WinRAR to continue. Please don't use the built in Zipping program included with Windows, since it might corrupt the ScanSystems Configuration Tool while unpacking. You can get WinRAR by going to this URL: <https://www.win-rar.com>. If the link is not valid anymore, just search for the tool online. You can also find documentation on the program on the website. The same goes for 7Zip: <https://www.7-zip.org>.

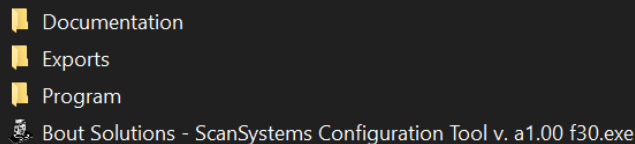
Once you've unzipped the program, you will see a folder that looks like the following:



Bout Solutions - ScanSystems Configuration Tool v. a1.00 f30

ScanSystems Configuration Tool Folder

Please open the folder specified in the picture above. Once opened you will see the following files/folders like in the picture below:



Documentation  
Exports  
Program  
Bout Solutions - ScanSystems Configuration Tool v. a1.00 f30.exe

ScanSystems Configuration Tool files, and folders

The executable file (.exe) you can see at the bottom of the picture above is the ScanSystems Configuration Tool program itself (it's actually a shortcut to the program in the form of an executable, but you can treat it as the program itself, and create a shortcut to it to open it later easily).

#### 2.1.1. The Documentation folder

The "**Documentation**" folder contains the manual appropriate for the applications version. The "**Documentation**" folder also contains the "**Licenses**" folder, which stores all the relevant licenses. Lastly, you can find a release notes file in the "**Documentation**" folder.

#### 2.1.2. Exports folder

When you use the settings preset export function from within the application. ([chapter 3.2](#)), or the QR image export function ([chapter 2.3.3.2](#)), you can find these exports in the "**Exports**" folder inside their respective export sub folder.

#### 2.1.3. The Program folder

The "**Program**" folder contains all files required to run the application. In that folder, you will see an executable called **SSConfigurationTool.exe**.

## 2.2. Opening the application



Opening the application for the first or second time can take a bit before the application opens, since it's preparing the application for your system.

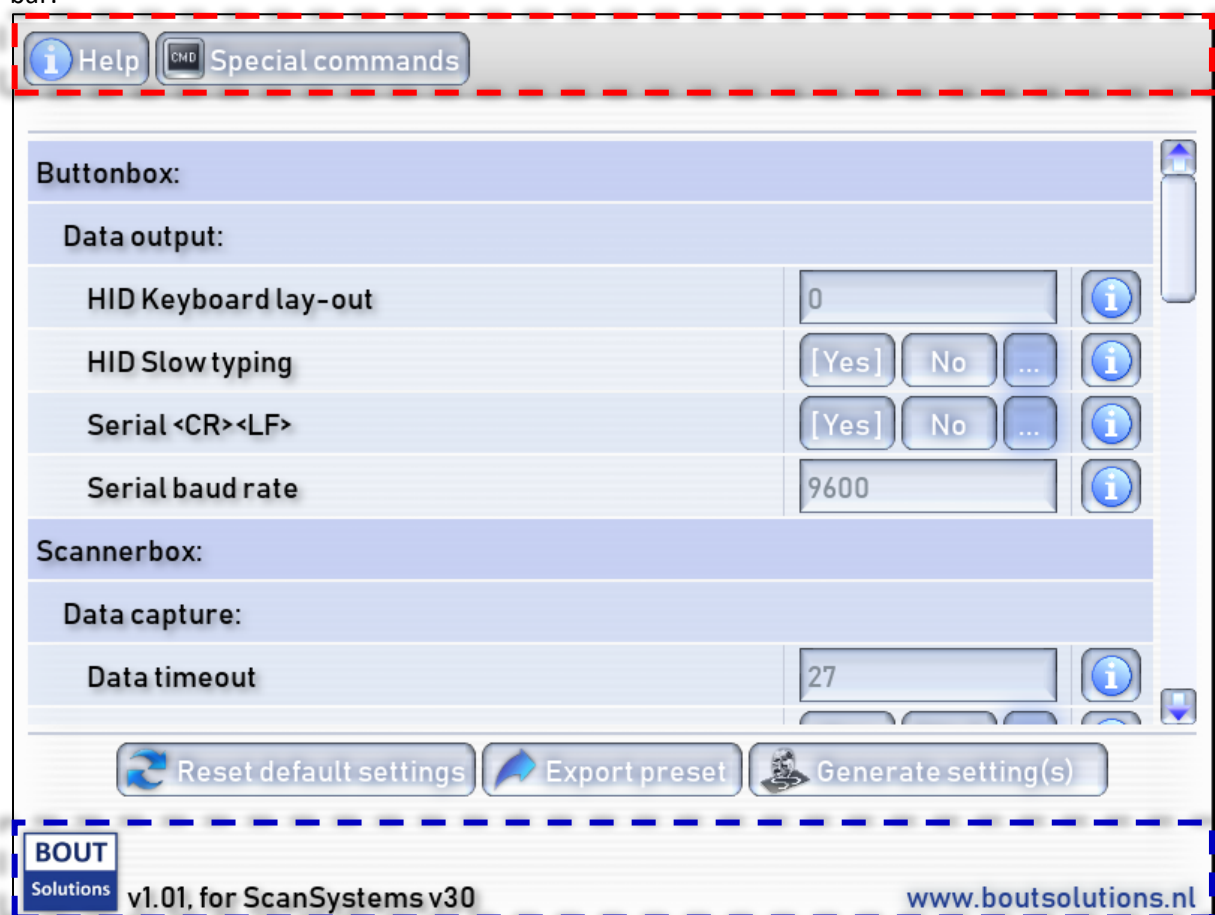
To open the application, make sure you are in the "**Bout Solutions - ScanSystems Configuration Tool**" folder. Once in that folder, search for the executable called **Bout Solutions - ScanSystems Configuration Tool vxx.exe**, and open it. The application's **Main screen** should now appear. Before introducing you to the Main screen of the application, it is good to know about the way the interface of the application is structured first.

## 2.3. The interface

The ScanSystems Configuration Tool has a **GUI** consisting of different screens. Each screen has a different function. There are also elements present throughout the screens, which are the navigation bar, and bottom bar. Read more about them in [chapter 2.3.1](#).

### 2.3.1. The general interface elements

Before we will talk about the elements present in the **Main screen**, it is important to know about the applications navigation bar, and bottom bar. The bar with the **red** border around it in the picture underneath is called the navigation bar. The bar with the **blue** border around it, is called the bottom bar:



Application Main interface elements

#### 2.3.1.1. The navigation bar

The navigation bar contains a **"Help"** button located in the top left, which you can click to view information about the current screen you are on within the application. Next to the help button are the navigational controls to go to different screens within the application. As you can see in the picture above, from the Main screen, our possible navigational controls are to go to the **Special commands screen** ([chapter 2.3.4](#)).

#### 2.3.1.2. The bottom bar

The bottom bar contains the version number of the application on the left, and on the right of that version, number is the target ScanSystems firmware version number. The text on the right is a clickable link to our website.



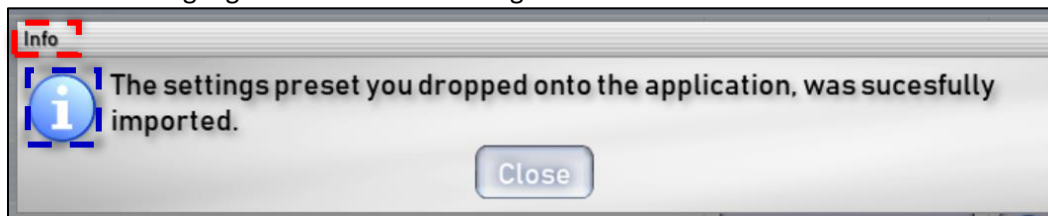
Please make sure the **"for ScanSystems vxx"** text in the bottom bar is the same version as your ScanSystems devices firmware.

#### 2.3.1.3. Audio signals

While interfacing with the application, you might hear different audio signals based on what's happening within the application. These audio signals will notify you when a message has popped up, or to confirm when you've performed an action within the application's **GUI**.

#### 2.3.3.4. Messages

The **ScanSystems Configuration Tool** contains several messages which can pop up when the application wants your attention. There are three categories of messages the application can generate. You can see how important the message is by looking at the message title in the top left of the message, this is highlighted in **red** in the picture below, and you can look at the symbol on the left of the message text which is highlighted in **blue** in the image below.



Settings successfully imported popup message

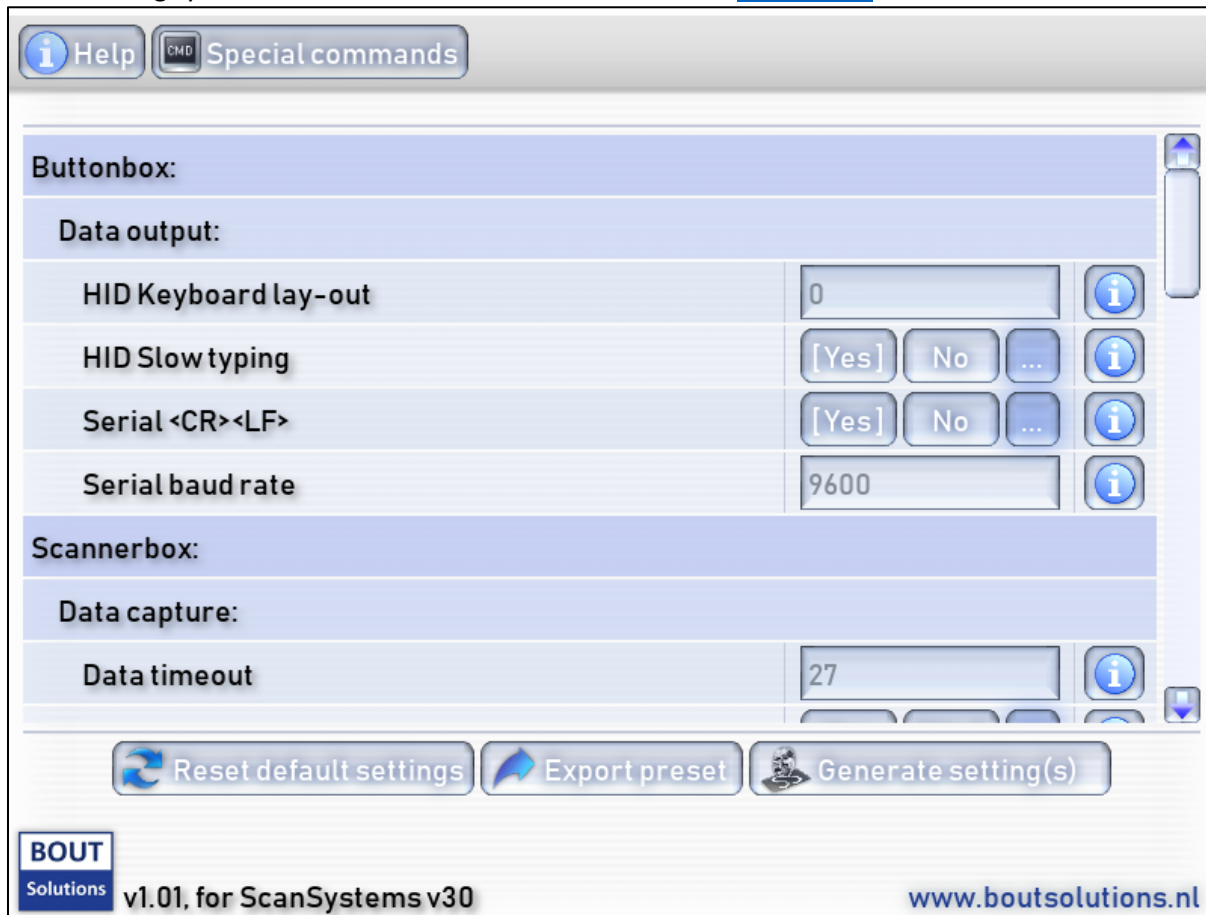
There are three categories of messages, which correspond to the message title highlighted in **red** in the picture above:

- **Info** type messages are there to tell you some action completed successfully, or to give you more information about a particular topic that might prove useful.
- **Warning** type messages are important to pay attention to, these messages mostly indicate that some action the application performed might has encountered some problems, or the application is just warning you about an action you are about to perform.
- **Error** type messages are shown when the application tried to perform an action, but it failed.

If you see a warning/error type message, and don't know what action to take based on the message, please have a look at [chapter 4](#).

### 2.3.2. The Main screen

Once you have opened the ScanSystems Configuration Tool for the first time, the application will take you to the **Main screen**. The Main screen is the screen where you have different options to create, export, or import configurations for your Scannerbox, and Buttonbox. From here, you can also go to the **Special commands screen** ([chapter 2.3.4](#)) via the button in the **navigation bar**. The list showing off all the settings you see on the Main screen will be covered in [chapter 3.1](#).



Application Main screen

### 2.3.3. The QR screen

When generating settings, or a command, you will automatically be taken to the **QR screen** (which can be seen in the image below) by the application. At this screen you will see a QR code. This QR code is generated from the settings, or command you've generated. You can go back to the previous screen, by clicking the "**Back**" button in the **navigation bar**. You can now scan this QR code with one of the scanners attached to your ScanSystems ([chapter 2.3.3.1](#)) to apply settings, or execute a special command.



Application QR screen

Besides just scanning the QR code, you also have two options of exporting the QR code, based on your requirements. You can either export the code as a .png image ([chapter 2.3.3.2](#)), or as text in your clipboard ([chapter 2.3.3.3](#)). The first option is handy when you want to print the QR code for example to scan it on paper, or to have multiple QR codes on paper to switch between different configurations.

### 2.3.3.1. How to scan the QR code



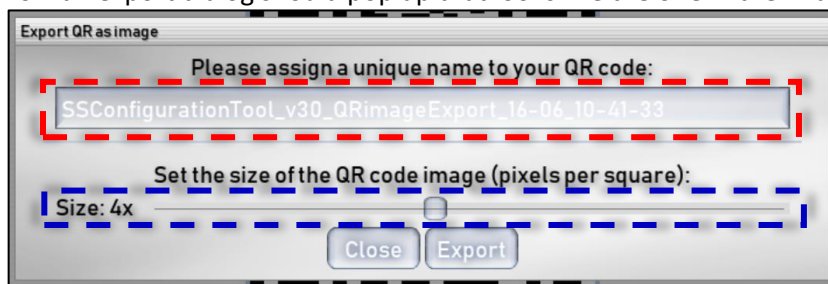
When scanning a QR with your ScanSystem, **make the Scannerbox, and Buttonbox of the system you want to apply this QR to are connected to each other**, since the Scannerbox might pass data to the Buttonbox depending on the contents of the QR. It is not harmful to the system in any way if they are not connected to each other while having scanned a QR that will pass data to the Buttonbox, but then settings, or special commands destined for the Buttonbox might not apply.

At this screen, you can scan a QR code with one of the scanners attached to your Scannerbox just how you would normally scan a code. If scanning this QR doesn't work, you can try the QR code zoom buttons highlighted in **red** in the "**Application QR screen**" image above. The zoom level will be remembered for as long as the application is opened, since it assumes you will want the same zoom level for the next QR as well. Also make sure your scanner is calibrated to the brightness, and distance of the screen. When your scanners have lighting on while scanning, you may also want to try scanning the code under an angle, so the light of the scanner doesn't directly reflect back into the scanners sensor thus overexposing the scanner, since screens can be very reflective.

If the above-mentioned steps to scan a QR code don't work, or you want a bit more control over the code, please read the next paragraph.

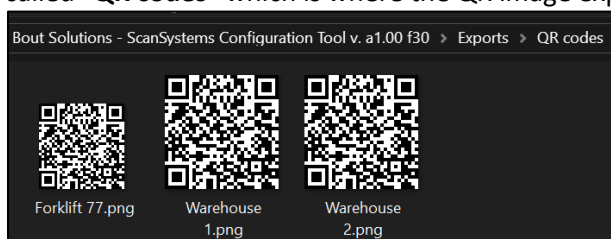
### 2.3.3.2. Exporting the QR as image

When you want to export the QR as an image, press the "**Save as image**" button underneath the QR. Now an export dialog should pop up that looks like the one in the image below:



Application QR export dialog

There are several settings you can change before your QR will be saved. You can click on the text input in the area highlighted in **red** to assign a custom name to your QR code. When you don't assign a name, the text in white visible in the text input will be used as a name. Make sure the name you're assigning is unique, since no exports with duplicate names are allowed. Next in **blue** you can set the size of the QR code. The size you set the slider to will be remembered for as long as the application is running assuming you want to export QR's with the same size. A size of **1** will be one pixel by one pixel per QR square, a size of **6**, will be 6 pixels by 6 pixels for a QR square. Once you've set your settings, you can either cancel saving the QR as image by clicking the "**Close**" button at the bottom of the dialog, or save it by clicking on the "**Export**" button at the bottom of the dialog. Now the QR is exported to the "**Exports**" folder, which location was described in [chapter 2.1.2](#). In that folder, there's another folder called "**QR codes**" which is where the QR image exports are saved.



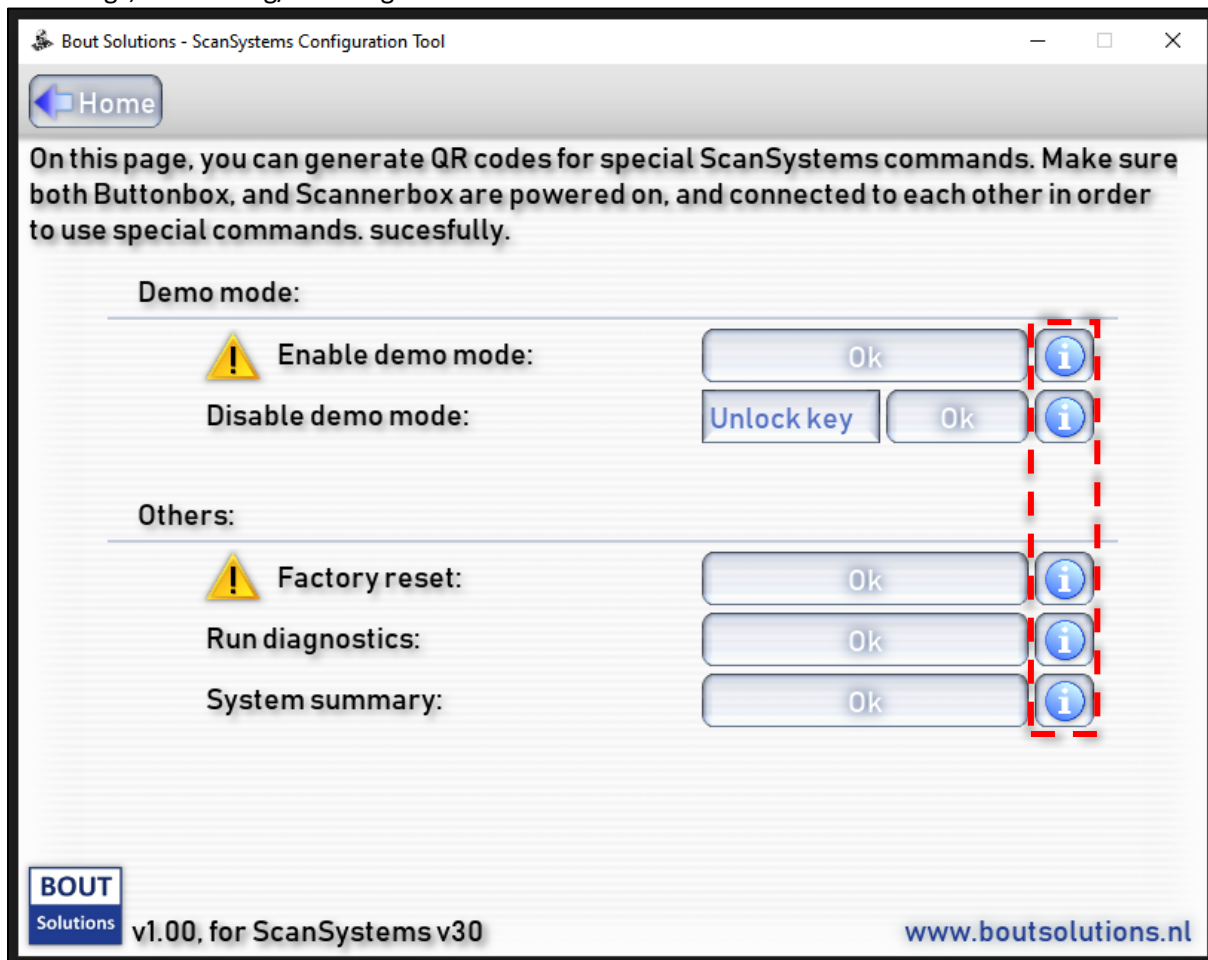
Exported QR codes as images

### 2.3.3.3. Copy the QR as text

When you just want to copy the QR as text, simply press the **"Copy as text"** button underneath the QR. This will copy the QR as text to your clipboard, so you can paste it where you want. This option can be useful when applying a QR code by scanning it doesn't work, or for other technical reasons this manual won't cover. You normally won't have to use this option unless stated by your ScanSystems contact person.

### 2.3.4. The Specials commands screen

The screen depicted in the image below is the **Special commands screen**. A special command is a command you can issue to your ScanSystems to let it perform a specialized action like a factory reset of settings, or enabling/disabling the demo mode.



Application Special commands screen

In the image above you can see that the special commands are categorized in sections, and that possibly dangerous commands are marked with a warning icon. Only use these commands when you know what you're doing.

You can always view info about a special command by clicking on the info button, which are highlighted in **red** in the picture above.

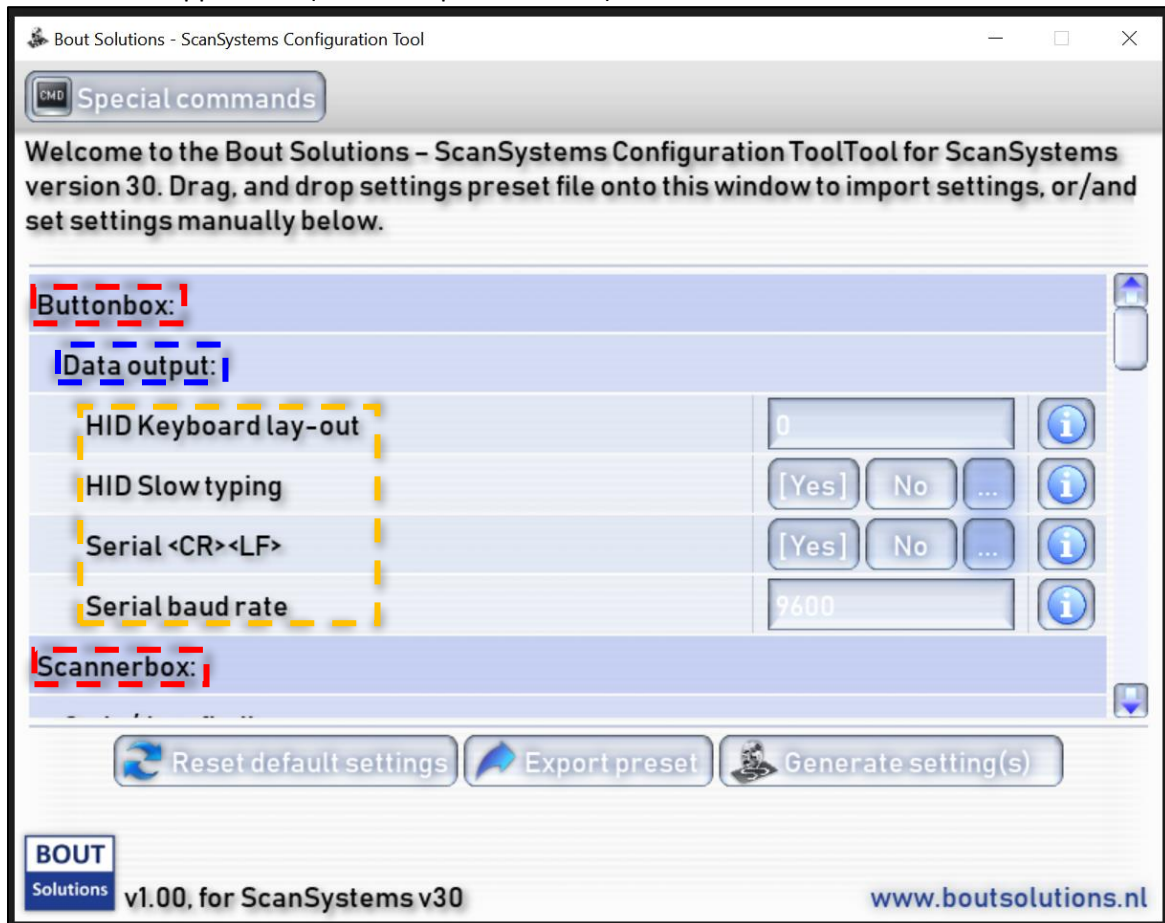
When clicking on the **"Ok"** button of any special command, the application will take you to the **QR screen** ([chapter 2.3.3](#)) where you can scan the special command QR code in order to execute it on your ScanSystems device(s). Some special commands may require some extra data to be put in, before proceeding like the **"Disable demo mode"** command in the picture below. It's asking you to put in an unlock key first, before pressing the **"Ok"** button.

### 3. Generating/saving/retrieving settings for your ScanSystems devices

This chapter explains how to generate user settings for your ScanSystem(s), and scan them into the system. It will also go over how to save these settings as a preset, and how to load these settings presets into the program again later.

#### 3.1. How do the settings work

When you want to generate user settings for your ScanSystem(s), please make sure you're at the **Main screen** of the application (like in the picture below):



Application Main screen

On the Main screen of the application, you can see a list of settings which you can scroll through with the scrollbar on the right of the screen (or scroll your mouse wheel). This list contains all the settings you can change for the Scannerbox, and Buttonbox.

##### 3.1.1. How are the settings sorted

The list of settings contains system categories (highlighted in **red**). Within each system category, there are settings categories (they contain groups of settings related to each other) (highlighted in **blue**), which lastly, contain the actual settings (highlighted in **orange**). You can recognize this hierarchy by the amount of space in front of the text, as well as the darkness of the background color of that row in the list as you can see in the picture above. Every hierarchy is alphabetically sorted, so you can find the settings you're looking for as quickly as possible.

### 3.1.2. The types of settings

This application contains two types of settings which are depicted in the image below:



Setting types

Settings where you can input text, or numbers are called **text types** (highlighted in red). Settings where you can only yes either a "Yes", or a "No" are called **boolean types** (highlighted in blue).

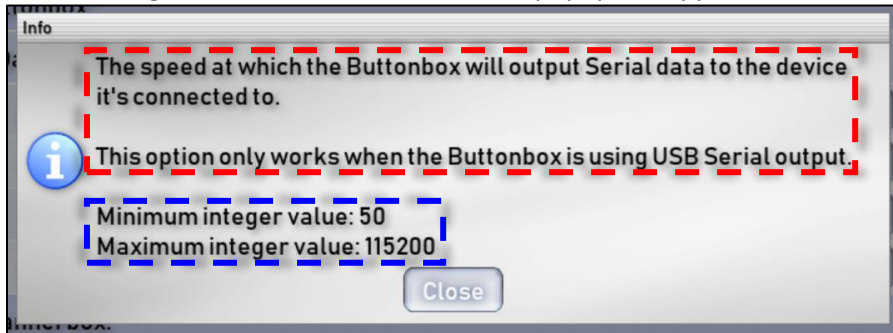
### 3.1.3. Viewing info about settings

When you want to read about what a specific setting does, you can always read more about it by pressing the "Info" button on the right of the setting (highlighted in red in the picture below).



Setting info

When having clicked on the "Info" button, a popup will appear like the one in the picture below:



Setting info popup

In the picture above you will see an example explanation of a setting. The part highlighted in red tells us what the setting is, if the setting has a warning, an explanation should be there, maybe explain what different values do, and under which condition this setting won't or will work if applicable. This explanation will differ from setting to setting.

Now some settings (again, if applicable) explain the range of values you can assign to them which is highlighted in blue.

### 3.1.4. Settings with a warning

Now, some settings might display a warning symbol in their name like the one in the picture below:



Setting with a warning

These types of settings with a warning symbol tell you that you need to be cautious when changing this setting. You can read about this warning by pressing the "Info" button of the specific setting.

### 3.1.5. Default values for settings

When you get your ScanSystems, the device is running a default configuration. These default settings have also been reflected inside this application. In the picture below, you can see the default values for a few settings highlighted in **red**.

|  |       |      |     |   |
|--|-------|------|-----|---|
| Cross check last scanner data for duplicates | [Yes] | No   | ... | i |
| Dup. scnr. data allowance cur. round         | 0     |      |     | i |
| Keep last scnr. data of non trig. scnr.      | Yes   | [No] | ... | i |

Setting default values

As you could read in [chapter 3.1.2](#), there are two types of settings within this application. The **boolean type** settings (Yes/No buttons) have a marker around them where the marker is a default value, and **text type** settings have their default value written down in white.

If you were to factory reset your ScanSystems, this is what values they will be using for their settings. Settings that are set to their default value will not be taken into account by the application, when generating settings, or creating a settings export.

### 3.1.5. Assigning values to settings

You can assign a value to a **text type** setting by clicking on the text input, which is highlighted in **red** in the picture below. When you leave the text input empty, its value will not be used as a setting. It will be skipped in that case. You can assign a value to a **boolean type** type by clicking on the "Yes/No/..." buttons (highlighted in **blue**). When choosing the "..." button option, the value will not be used as a setting, just like when leaving a text input empty.

|                               |     |      |     |   |
|-------------------------------|-----|------|-----|---|
| Sensor state change time [ms] | 50  |      |     | i |
| Special scanmode              | Yes | [No] | ... | i |
| Switch scanner on hi/lo       | Yes | [No] | ... | i |
| Trigger mode scanner 1        | 3   |      |     | i |
| Trigger mode scanner 2        | 1   |      |     | i |
| Trigger on hi/lo              | Yes | [No] | ... | i |


Settings with different values

Now, in the picture above you will see some different values being assigned to settings as an example. The values of the settings will now be explained from top to bottom:

1. This setting will be skipped when generating settings, since the value in the text input is colored white, which means that nothing has been typed into this text input yet.
2. This setting, just like the one above, won't be taken into account when generating settings, since the "..." button is selected.
3. The same as the setting above it.
4. The user has assigned an invalid value to this setting, since the text is now colored a **dark yellow**. This means this setting will be skipped when generating settings. To change the value of this setting to a valid one, you can click on the "Info" button, next to the settings options ([chapter 3.1.3](#)).
5. This setting will be generated, since the value in the text input is shown in black, meaning a valid value was input for this setting.
6. This setting will also be generated, since the "Yes/No" button is selected for this setting.

### 3.1.5.1. Special values

When inputting settings, there are some handy special characters to know about when using some **text type** settings like in the picture below:

|                        |                 |   |
|------------------------|-----------------|---|
| Scanner data delimiter | \0x1b\0x1b\0x1b |  |
| Scanner data prefix    | \0              |  |
| Scanner data suffix    | \n              |  |

Special characters in settings

To type a special character, you will need to input a backslash first, followed by either a control character (\ " **n t b** for example), or a hexadecimal (HEX) character (**0x00** to **0xFF**). This way, you can for example set an enter as suffix character after all scanner data has been typed, or you can set a delay. The picture above gives an example on how to input these HEX, and control characters.

You might have already noticed that you can't set a **text type** input to be empty data, since when leaving the text input empty, its value won't be taken into account, and when filling it in, it's not empty anymore. This is where special character "**\0**" comes in. This means "**empty value**". When using the empty string character in a text input containing other text, the empty string character will be discarded.

Any incomplete special character will either be discarded, or become literal text.

Below is a list of special characters you can use with the application:

- HEX value **00** to **FF** (Maps to Extended ASCII characters where **00** to **1F** are the Extended ASCII control characters).
- **\\** (Will become a backslash)
- **\"** (Will become ") (you can also type this character without the backslash)
- **\n** (Will become an enter)
- **\0** (Will become an empty string character)
- **\t** (Will become a tab)
- **\b** (Will become a backspace)
- **\r** (Will become a carriage return)
- **\a** (Might not be used, depending on ScanSystems version)
- **\f** (Might not be used, depending on ScanSystems version)
- **\v** (Might not be used, depending on ScanSystems version)

### 3.1.6. Resetting all settings to their defaults

If you're not happy with the configuration options you've changed, you can always reset all configuration options to their default values (just like when you open the application). This can be done by pressing the "**Reset default settings**" button on the **Main screen**:



Reset default settings button

### 3.2. Exporting, and importing settings presets

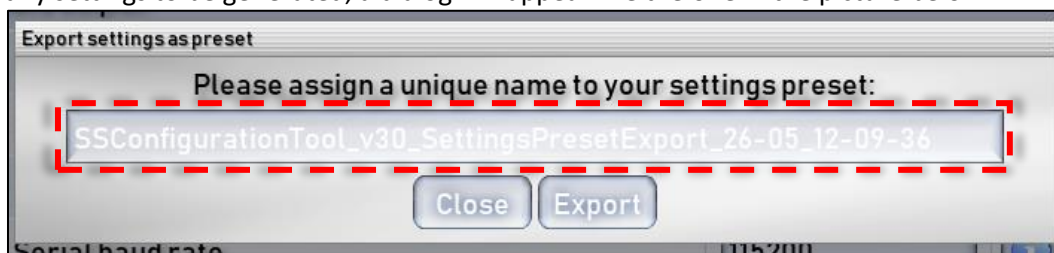


Please **do not modify the file extension or contents of exported settings presets**, this could render them incompatible with the ScanSystems Configuration Tool. You are however allowed to change the name of an exported preset, after having exported it.

If you create settings you like, and you want to save the actual settings so you can import them later into the application again, you can export settings as a preset, or import them.

#### 3.2.1. Exporting settings

If you create settings you like, and you want to save the actual settings so you can import them later into the application again, please click on the "**Export preset**" button on the **Main screen**. If there are any settings to be generated, a dialog will appear like the one in the picture below:



Application settings preset export dialog

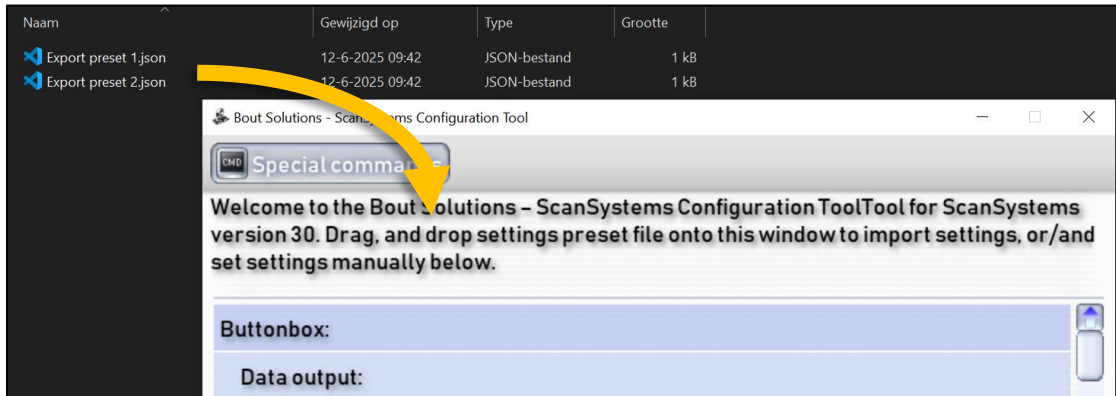
You can click on the text input in the area highlighted in **red** in the image above, to assign a custom name to your settings preset. When you don't assign a name, the text in white visible in the text input will be used as a name. Make sure the name you're assigning is unique, since no exports with duplicate names are allowed. Once you've finished assigning a name, you can either cancel saving the settings preset by clicking the "**Close**" button at the bottom of the dialog, or save it by clicking on the "**Export**" button at the bottom of the dialog. Now the settings preset is exported to the "**Exports**" folder, which location was described in [chapter 2.1.2](#). In that folder, there's another folder called "**Settings presets**" which is where the settings preset exports are saved.

### 3.2.2. Importing settings



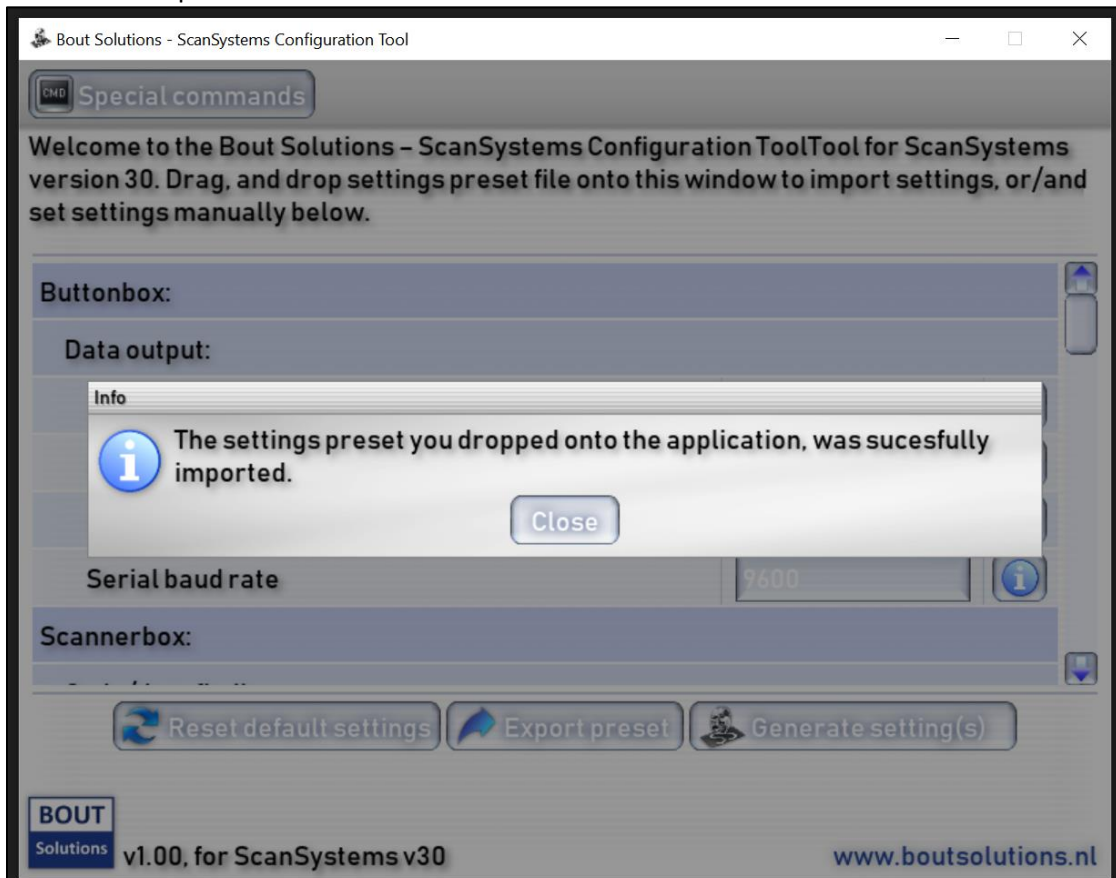
Please note that **to import a settings preset, you need to be on the Main screen.**

To import a settings preset you've exported earlier ([chapter 3.2.1](#)), you can just drag, and drop the preset file .json you want to import onto the application like in the picture down below:



Importing a settings preset into the application

Now, once you've dropped your settings preset, the application will generate a popup message like the one in the picture shown below:



Successful settings preset import

As you can see in the picture above, our settings preset was successfully imported, but it is possible that if you try importing settings presets you get a warning or error. If you do, please search for your problem in [chapter 4](#).

### 3.3. Generating settings, and importing them into your ScanSystem(s)



**The application will only allow you to generate QR codes up to 1500 characters**, since more would make the QR code unreadable anyway. Generating a QR with too many user settings at once could lead to this.

Once you're happy with the configuration options you've set on the **Main screen**, you can generate a settings QR code from your configuration options. You can do this by clicking on the "**Generate setting(s)**" button on the Main screen.



Generate setting(s) button

Clicking this button will take you to the **QR screen** ([chapter 2.3.3](#)). Please also look at [chapter 2.3.3](#), on how to scan the QR code if you encounter problems with this. At the QR screen, you can start a scan with your ScanSystems to scan the generated QR code. The settings should now be saved within the ScanSystems you've used to scan the QR code. To see if the settings are successfully saved, you can refer to the correct ScanSystems user manual for your ScanSystems firmware version. You can also test the system with the new settings of course.

## 4. Troubleshooting

If you encounter problems while configuring your ScanSystems, please look at possible solutions in this chapter before contacting your ScanSystems contact person.

When contacting your ScanSystems contact person, always provide them with information about what problem you're facing, and which troubleshooting steps you have taken if any.

### 4.1. Troubleshooting problems

In [chapter 4.1.1](#), you will find a list of all problems you could troubleshoot yourself. Problems are sorted in order of severity (**High**, **Medium**, and **Low**). Start troubleshooting from the highest severity problems to the lowest one. When you follow a troubleshooting path, it may direct you to a **procedure** ([chapter 4.2](#)). A procedure is an action that is standard for different types of problems, so in order to reduce the document size and avoid writing the same procedures for parts of different problems; these are grouped in the Procedures chapter ([chapter 4.2](#)).

Make sure before, and after troubleshooting a problem to reset the device to the following state:

- Provide power to the system
- Disconnect any edge devices from the system like scanners, or sensors, and connect them again
- The device should be fully assembled (housing is closed, but screws don't have to be inserted per se for quick troubleshooting purposes).

#### 4.1.1 List with possible problems

*High:*

##### **The application crashed:**

When the ScanSystem Configuration Tool crashes, you should see a light blue screen. When you do see this screen, it's important to take a screenshot of the application to capture the error. After you've done this, save the screenshot somewhere, and re-open the application. Now send the screenshot of the error you've captured to your ScanSystems contact person with relevant information about how long the application running, before the crash. Also try to describe what happened before the crash (did you click something, did you spot weird behavior of the application etc.).

*Low:***Settings don't seem to be applying to the ScanSystems:**

When it doesn't seem like settings are applying to your ScanSystems, it's best to run the ScanSystems diagnostics special command from the **Special commands screen** ([chapter 2.3.4](#)).

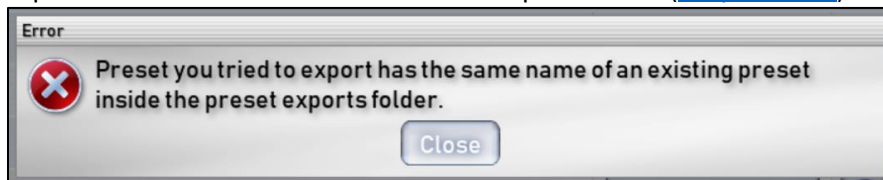
If you get any output from the Buttonbox by running the diagnostics special command, it means your Scannerbox, and Buttonbox are connected to each other, and that the scanner can actually scan data. In this case, it could be that you are using the wrong version of the **ScanSystems Configuration Tool** for your ScanSystems firmware (you can find the ScanSystems firmware target version of the ScanSystems Configuration Tool in [chapter 2.3.1.2](#)). Now compare this version number against your ScanSystems firmware version. If you are not sure which firmware version your ScanSystems device(s) are currently running, please ask your ScanSystems contact person for the "**Bout Solutions - ScanSystems software hardware compatibility list**". With help of this document, you will be able to find your ScanSystems firmware version. Now if these two version numbers don't match, please ask your ScanSystems contact person for the correct version of this application, and it's manual, if the version numbers do however match, the settings you're trying to set might not be doing what you expect them to do. You can find out what different settings do by looking at [chapter 3.1.3](#). If this still doesn't help, please contact your ScanSystems contact person.

If you don't get any output from the diagnostics special command, it means that the scanner might not be able to scan the QR code/it is set to ignore QR codes/the scanner isn't even being triggered, or that the Scannerbox, and Buttonbox aren't connected to each other. In this case it's a good idea to follow the steps in [chapter 2.3.3.1](#) to see how to have the most success scanning a QR code into the ScanSystems. If this doesn't help, please read the troubleshooting chapter in the ScanSystems user manual for your ScanSystems firmware version, which you can find on [www.boutsolutions.nl](http://www.boutsolutions.nl). Alternatively, you can ask your ScanSystems contact person for the most recent manual for your ScanSystems firmware version.

Low:

#### Warnings/errors exporting a QR code, or a settings preset:

If you see the error depicted in the image below, you tried to export a QR code image, or settings preset with the same name as an already exported QR code, or settings preset. You can fix this error by giving your QR, or settings preset export a different name, or removing the existing QR, or settings export file with the same name from the exports folder ([chapter 2.1.2](#)).

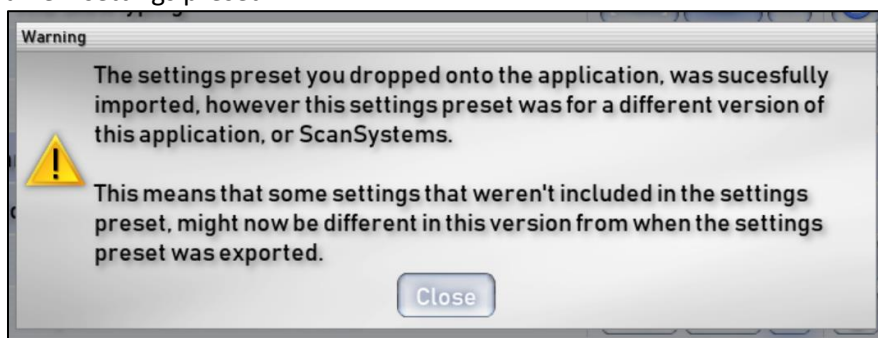


Error - Exporting settings preset/QR code

Low:

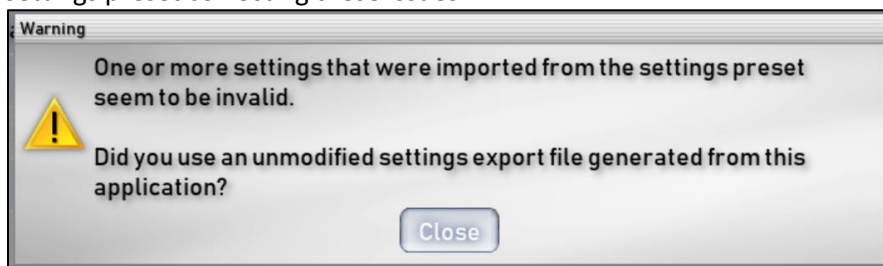
#### Warnings/errors while importing a settings preset:

If you see the warning depicted in the image below, the application detected that the settings preset you imported was created with a different version of this application for possible a different ScanSystems firmware version. This means that some settings that might be inside this settings preset aren't valid anymore. If this is the case, the application will skip these settings. After closing this warning, please manually check if there were settings that were not imported because of this reason by scrolling through the settings list. If you find any oddities, you can always correct these, and export a new settings preset.



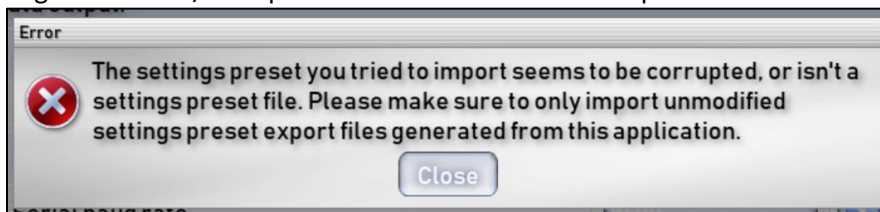
Warning - Settings preset version mismatch

If you see the warning depicted in the image below, the application detected some invalid settings from the settings preset you tried to import. This could be, because the settings preset was internally edited or corrupted. Please close the warning, and scroll through the settings list to look for any oddities. After you've corrected the settings that weren't imported, you can choose to export a new settings preset correcting these issues.



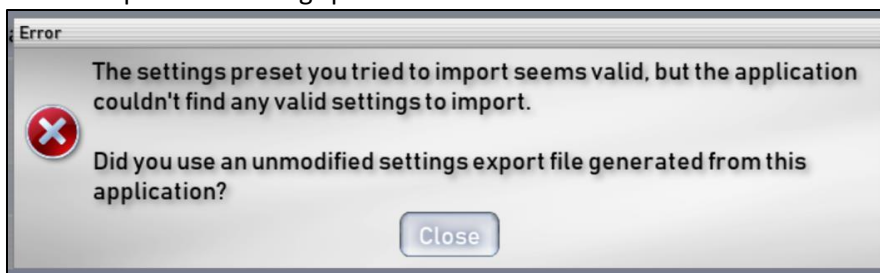
Warning - Some settings are invalid

If you see the picture depicted in the image below, it means you tried to import a settings preset that might be edited/corrupted. You will not be able to import this file.



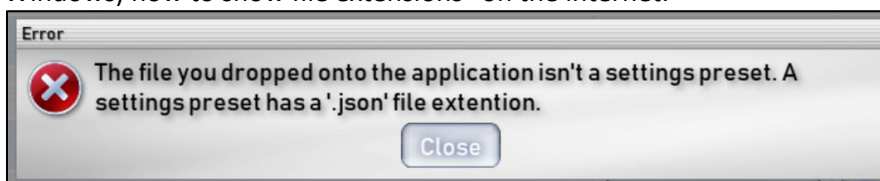
Error - Settings preset import invalid type 1

When you see the error depicted in the image below, you tried to import a settings preset which doesn't contain any settings. This might be because the file was edited or corrupted. You will not be able to import this settings preset.



Error - Settings preset import invalid type 2

If you see the error depicted in the image below, you tried to drag and drop a file that is not a settings preset. A settings preset file should have a .json extension after the filename. If you don't know how to show file extensions within your version of Windows, please search for "Windows (your version of Windows) how to show file extensions" on the internet.

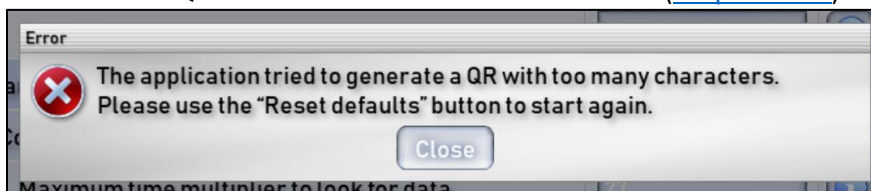


Error - Settings preset import invalid type 3

#### Low:

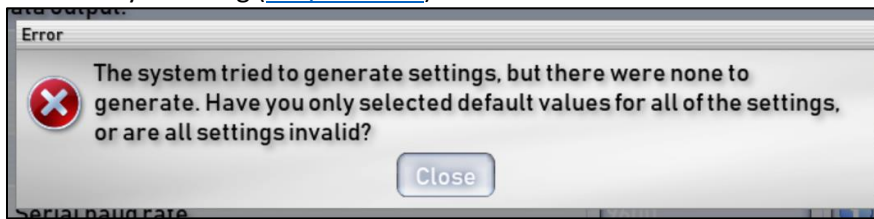
##### Warnings/errors when generating/exporting settings:

if you see the error depicted in the image below, the application is telling you that the QR code it was trying to generate will be too large to be able to be scanned (1500 characters is the limit) (close to or more data than the resolution of the application's GUI can contain). You can remedy this error by applying settings in more than one round, splitting up the settings into multiple QR codes. This way the individual QR codes will be smaller. As described in ([chapter 3.1.5](#)).



Error - QR code is too large

If you see the error depicted in the image below, you tried to generate settings/export a settings preset without setting any settings to another value than their default value, thus the application tells you that it would generate nothing if it were to proceed. To remedy this error, please set some settings to a value of your liking ([chapter 3.1.5](#)).



Error - There were no settings to generate

#### 4.2. Procedures

No procedures are present for this document.