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DR2 & DR3 mobile devices: Configure the barcode scan engine to send a leading 0 when reading a UPC-A barcode (to match the camera method)

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The MobileAsset, AssetCloud, and InventoryCloud apps have the capability to scan barcodes using an Android or iOS device's built-in camera. The apps send a leading 0 before UPC-A barcode data, and this cannot be changed. For example, a UPC barcode with human-readable text 1 23456 78901 2 would be scanned as 0123456789012.

The DR2 & DR3 mobile devices have a hardware scan engine which is activated with trigger buttons on the side of the device, and emits a laser aiming crosshair. When scanning UPC-A barcodes, it does not send a leading 0 by default. For example, 123456789012.

When both cameras and scan engines are in use, this discrepancy can lead to errors such as Asset Not Found or Item Not Found, or require tedious manual editing of the scanned data. Here is how to configure the scan engine to also send the leading 0. Note that this means the identifier in the database (asset tag or item number) also needs to have a leading 0.

1. Swipe down from the top of the screen to show the running apps.
2. Tap on ScanService (this is the background app that interfaces with the barcode scanner component).
3. Tap on UPC/EAN (on the Settings screen which appears by default).
4. Swipe up to find UPC-A Preamble, then tap the blue text just under it. (The default value is System Character.)
5. Tap on System Character & Country Code (which returns to the Settings screen).
6. Tap Exit.

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