



# Q&A scanning solutions

## Q&A - Device Related Questions

1. Why offering scanners from two different companies (Nordic HH85 and the Newland Speedata SD55)? Analyses showed these devices performed best, based on certain criteria, speed, ease of use, accuracy, battery life and value. New devices coming on the market might be added in the future.
2. How is the scanner software updated? Software updates will happen automatically when the scanner is connected to WIFI and the user is logged in.
3. Will I need a permanent Wi-Fi or mobile phone connection to operate the CC4scanner App? No, but the device needs to connect to WIFI on a regular basis to ensure optimum performance.
4. What is the battery life of the scanners? Please check the technical specification of the scanner for full information, however the battery life will support a standard working day.
5. How many scanners will I need? We are unable to advise on this because it depends on the size of your operation and your day to day processes. Please call CC if you would like to discuss further.
6. What is the difference between a Newland Speedata SD55 and Nordic HH85? The SD55 is a mobile phone which can also scan RFID labels. The HH85 is a more robust scanner suitable for a busy warehouse environment. Please see the technical details for the scanners on this website.
7. Can I still use my old GSEcco scanner? Yes. This device recognizes the CC Tag but the CC4scanner app cannot be installed on this device, so you are not able to visually see scans, count or share data.
8. Will these scanner results be the same as the scan results at other parties? Results should be the same if the scanning method is performed in the correct way with the selected devices.
9. Can you identify a fake from a broken tag using these scanners? The close read mode can help with this. Broken CC labels can still show a small signal which leads to a scanner beep, fakes do not react at all so there is no scanner beep. Badly damaged tags may not signal even if they are genuine, but you can see that they are heavy damaged. These tags can be sent to CC for testing and if they are genuine, we will replace them free of charge.

## Q&A - CC4Scanner App Questions

10. How do I get the CC4 Scanner App? The CC4 Scanner App is already pre-installed on the SD55 and HH85 devices purchased through our partner Lyngsoe Systems A/S.
11. Will the app work on my mobile phone? The app only works on a mobile phone which has RFID scanner software. Barcode or QR Code scanner options on your phone will not scan the RFID tag.
12. Is there a subscription fee for the CC4scanner App? No, the basic App is free of charge.



<p>13. What can I do with the App? The CC4scanner app has one to three pre-set scanning modes, depending on the device, each having settings to support an optimal scan performance. The App also counts scanned tags, and you can Share data with trading partners. For further details watch our video tutorial on our page: <a href="https://www.container-centralen.com/scanner/">https://www.container-centralen.com/scanner/</a></p>
<p>14. What is the difference between the scanning modes on the CC4scanner App? The main difference is the power with which the scanner works to read the RFID chip. The more power, the faster you can work, but the risk of cross reads (picking up other tags close by) increases as well. The lower the power the closer you need to hold the scanner against the tag (kissing the tag).</p>
<p>15. Are there more functionalities planned for the app the future? Yes, CC will work on getting more functionality in the app using customer feedback.</p>
<p>16. How will the App be updated? Updates will be done automatically if you are logged in and the device is connected to WIFI or phone network.</p>
<p>17. How and in what format can I export the scan data into my system? Standard formats are available to export the scan data into your system; For further details watch our video tutorial on our page: <a href="https://www.container-centralen.com/scanner/">https://www.container-centralen.com/scanner/</a> If you would like to see another format then please mention to CC.</p>
<p>18. I want a new app function, what can I do? Please register a request with the us/supplier. CC gets all requests and will create a new function if there is wider demand among our customers.</p>
<p>19. Can the CC4scanner App be installed on any other handheld device with an RFID-reader? In principle yes, but the app needs to learn 'how to talk' to that specific type of RFID reader. Such a request can be made through a Service desk ticket with the scanner supplier.</p>
<p>20. I found a bug, how do I report it? Login to the website of the scanner supplier and register a service ticket</p>
<p>21. Do I have to use the CC4scanner App or is it possible to use the RFID-handhelds without the App? To authenticate a CCTAG5 label on the highest level you need to use the CC4scanner app, but the RFID handhelds can also be used to read with and without the app any RFID label, or without the app the QR code or barcode on products in your operation.</p>
<p>22. If the scanner does not work, who do I contact? Please contact your scanner supplier Lyngsoe A/S, by registering a support ticket on their website or call them.</p>
<p>23. Is data shared with Container Centralen via the scanners' app? Yes, the RFID number, the scan date and the location where the scan took place is shared with Container Centralen.</p>
<p>24. Are there general Term and Conditions for using the app. Yes, there are, see add link</p>
<p>25. If my scanner is stolen can you find it? Lyngsoe A/S can see if the device is in use and at what location the device was last used, however we do not have the authority to police these instances</p>



<b>Q&amp;A - Service Questions</b>
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26. How long do I receive scanner Service Support? The standard period is 18 months of unlimited service, which is included in the pricing of the device. If you want to increase the period to 3 years then you can purchase an additional 18 months.
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27. What is covered in the Service Support package? Visit Lingsoe A/S web shop:
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<a href="https://servicedesk.lyngsoesystems.com/CCshop/">https://servicedesk.lyngsoesystems.com/CCshop/</a>
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Please click on the 'eye' button behind 'Service' on your scanner device and you can view the service content.
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