Connecting Your Barcode Scanner

InspectNTrack Mobile · Step-by-step setup guide for iPhone, iPad, Android and Windows

InspectNTrack works with handheld Bluetooth and USB barcode scanners so you can scan checkpoints quickly during your rounds. This guide shows you how to connect each supported scanner. You only need to do this once per device — after that, InspectNTrack reconnects to your scanner automatically.

Which guide do I need?

Find your scanner and the device you use InspectNTrack on, then go to the matching section.

Scanner	iPhone / iPad	Android	Windows
Zebra (e.g. DS2278)	Section 1	Section 2	Section 3 (USB) Section 4 (Bluetooth)
Socket Mobile DuraScan D740	Section 5	Section 6	Not supported

About the setup barcodes in this guide. Zebra scanners are set up by scanning special barcodes printed in this guide. You can scan them straight from a computer screen or from a printed copy. If a barcode doesn't beep, zoom in or print the page at 100% size (no “fit to page”).

1. Zebra scanner on iPhone / iPad

Tested with the Zebra DS2278 · Connection: Bluetooth

> **Good to know:** On iPhone and iPad you don't pair the Zebra scanner in the iPhone's Bluetooth settings. InspectNTrack finds and connects to it on its own.

1. **Reset the scanner (only if it was used before).** If the scanner was previously set up for another app or device, scan **Set Factory Defaults** below. If it's brand new, skip this step.
2. **Scan "SSI Bluetooth LE".** This puts the scanner in the right mode for iPhone and iPad.
3. **Open InspectNTrack and start scanning.** Make sure Bluetooth is turned on for your iPhone/iPad. The app connects to the scanner automatically — just scan a checkpoint barcode.



Set Factory Defaults

Step 1 — only if needed



SSI Bluetooth LE

Step 2

> If the iPhone asks whether InspectNTrack can use Bluetooth, tap **Allow**.

2. Zebra scanner on Android

Tested with the Zebra DS2278 · Connection: Bluetooth

1. **Reset the scanner (only if it was used before).** If the scanner was previously set up for another app or device, scan **Set Factory Defaults** below. If it's brand new, skip this step.
2. **Scan "SSI Bluetooth Classic (Discoverable)".** This puts the scanner in the right mode for Android.
3. **Pair the scanner with your phone or tablet.** Open the device's **Settings › Bluetooth** (or **Connected devices**), tap **Pair new device**, and select the Zebra scanner from the list.
4. **Open InspectNTrack and start scanning.** Scan a checkpoint barcode — it should work right away.



Set Factory Defaults

Step 1 — only if needed



SSI Bluetooth Classic (Discoverable)

Step 2

Important: Step 3 is required on Android. If the scanner isn't paired in the device's Bluetooth settings first, InspectNTrack won't be able to find it.

In InspectNTrack's **Settings**, the **Zebra Bluetooth Scanners** option must be turned **on** (it's on by default).

3. Zebra scanner on Windows — USB cable

Tested with the Zebra DS2278 · Connection: USB cable or cradle

1. **Reset the scanner (only if it was used before).** If the scanner was previously set up for another app or device, scan **Set Factory Defaults** below. If it's brand new, skip this step.
2. **Scan "USB HID POS (for Windows 10 devices only)".** This puts the scanner in the right mode for Windows.
3. **Plug the scanner (or its cradle) into the computer's USB port.**
4. **Open InspectNTrack and start scanning.** The scanner is detected automatically — there's no pairing step for USB.



Set Factory Defaults

Step 1 — only if needed



USB HID POS
(for Windows 10 devices only)

Step 2

Use only the barcode shown above. The scanner's user guide lists other USB modes (such as "SNAPI"). Those won't work with InspectNTrack on Windows — the scanner won't be recognized.

4. Zebra scanner on Windows — Bluetooth

Tested with the Zebra DS2278 · Connection: Bluetooth

1. **Reset the scanner (only if it was used before).** If the scanner was previously set up for another app or device, scan **Set Factory Defaults** below. If it's brand new, skip this step.
2. **Scan "SPP Bluetooth Classic (Discoverable)".** This puts the scanner in the right mode for Windows.
3. **Pair the scanner with Windows.** Open **Windows Settings › Bluetooth & devices**, click **Add device › Bluetooth**, and select the Zebra scanner.
4. **Choose the scanner in InspectNTrack.** Open InspectNTrack, go to **Settings** and tap **Bluetooth Scanner**. Select your scanner from the list and tap **Connect**.
5. **Listen for the double beep.** The scanner beeps twice when it's connected, and it shows a **Connected** tag in the list. You're ready to scan.



Set Factory Defaults

Step 1 — only if needed



SPP Bluetooth Classic (Discoverable)

Step 2

Use only the barcode shown above. The scanner's user guide lists similar-looking Bluetooth modes ("SSI Bluetooth Classic" and "HID Bluetooth Classic"). They won't work correctly with InspectNTrack on Windows: the scanner may disconnect after a few seconds, or type the barcode as text instead of sending it to the app.

You only need to choose the scanner once. InspectNTrack remembers it and reconnects automatically every time you open the app.

5. Socket Mobile D740 on iPhone / iPad

Socket Mobile DuraScan D740 · Connection: Bluetooth

> **Good to know:** A new D740 comes ready to use with iPhone and iPad. You don’t need to install any extra apps.

1. **Turn on the scanner.**
2. **Pair it with your iPhone/iPad.** Open **Settings › Bluetooth** on your iPhone or iPad and tap the Socket Mobile scanner in the list of devices.
3. **Open InspectNTrack and start scanning.** The app connects to the scanner automatically.

> **Scanner was used with an Android device before?** The D740 needs to be switched back to **iOS Application Mode**. Scan the iOS Application Mode barcode from the D740 user guide, remove the old pairing from the other device, and then follow the steps above. You can also use the free **Socket Mobile Companion** app to change the scanner’s mode.

6. Socket Mobile D740 on Android

Socket Mobile DuraScan D740 · Connection: Bluetooth

Before you start: On Android, the D740 works together with the free **Socket Mobile Companion** app. Companion must stay installed and running in the background whenever you scan with InspectNTrack — not just during setup.

1. **Install Socket Mobile Companion.** Download **Socket Mobile Companion** from the Google Play Store.
2. **Switch the scanner to Android mode.** A new D740 comes set up for iPhone. Scan the **Android/Windows Application Mode (SPP)** barcode from the D740 user guide.
3. **Turn off Zebra scanning in InspectNTrack.** Open InspectNTrack, go to **Settings**, and turn **off Zebra Bluetooth Scanners**. This keeps InspectNTrack from grabbing the D740's connection by mistake.
4. **Close InspectNTrack completely.** Swipe it away from your recent apps.
5. **Pair the scanner using Companion.** Open Socket Mobile Companion and follow its on-screen steps to connect the D740.
6. **Test the scanner inside Companion.** Scan any barcode and confirm it shows up in Companion. This confirms the scanner is connected correctly.
7. **Open InspectNTrack and start scanning.**

Scans stopped arriving? The most common cause is that Android closed the Companion app in the background. Open Companion again, then return to InspectNTrack. If it keeps happening, check your phone's battery settings and allow Companion to run in the background without restrictions.

A scanner can only be set up for one type of device at a time. To move a D740 from an iPhone to an Android device (or back), you need to switch its mode again and remove the old pairing from the device you're no longer using.

7. Troubleshooting

The scanner beeps, but nothing happens in InspectNTrack.

The scanner is most likely in the wrong mode. Scan **Set Factory Defaults** and repeat the steps for your device from the beginning, using only the barcodes shown in this guide.

My scanner doesn't appear in the list (Windows).

The scanner must be paired in **Windows Settings › Bluetooth & devices** first. Once it's paired there, return to **Settings › Bluetooth Scanner** in InspectNTrack.

The Zebra scanner connects for a few seconds and then disconnects (Windows).

The scanner is in the wrong Bluetooth mode. Scan **Set Factory Defaults**, then **SPP Bluetooth Classic (Discoverable)** from Section 4, and pair it again.

Barcodes are typed as text into a field instead of being scanned.

The scanner is set up as a "keyboard". Reset it with **Set Factory Defaults** and follow the section for your device again.

The Zebra scanner won't connect on Android.

Make sure it is paired in the device's **Settings › Bluetooth**, and that **Zebra Bluetooth Scanners** is turned on in InspectNTrack's **Settings**.

The Socket Mobile scanner stops working on Android.

Check that the Socket Mobile Companion app is still open in the background, and that **Zebra Bluetooth Scanners** is turned off in InspectNTrack's **Settings**.

Still not working?

Turn the scanner off and on, turn Bluetooth off and on on your device, and restart InspectNTrack. If that doesn't help, remove the scanner from your device's Bluetooth list and start the setup again from Step 1.

> **No scanner at hand?** You can always scan checkpoints with your device's built-in camera from within InspectNTrack while you sort out the scanner connection.