

QR Code Troubleshooting

Login QR

If your HoloLens is failing to detect and scan the Login QR code:

1. If you are scanning the QR code from a digital device, increase the brightness of the device's display.
2. Ensure there is plenty of light around the HoloLens device.
3. Position QR code closer to the HoloLens.
4. Remain still for 2-3 seconds while scanning the QR code.
5. *REFRESH* the page to produce a new QR code.

Session QR

If your HoloLens is failing to detect and scan the Session QR code:

1. If you are scanning the QR code from a digital device, then increase the brightness of the device's display.
2. Ensure there is plenty of light around the HoloLens device.
3. Position QR code closer to the HoloLens.

Scene Anchor QR

If your HoloLens is failing to detect and scan the Scene Anchor QR code:

1. If you are scanning the QR code from a digital device, increase the brightness of the device's display.
2. If QR is printed, step closer so that it is detected by the HoloLens front cameras.
3. Remain still for 2-3 seconds while scanning the QR code.

Insight Scene Anchor

If your HoloLens is failing to detect and scan the Insight Scene Anchor QR code:

1. If you are scanning the QR code from a device, this will not work. Print out the QR code and place it flat on the floor.
2. Once the QR is printed and placed on the floor, if you are still having issues, step closer so that it is detected by the HoloLens front cameras.
3. Remain still for 2-3 seconds while scanning the QR code.