DT SWISS

QR CODE
SUPPORT

DECODING OF QR-CODE WITH A MOBILE DEVICE

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1. Clean the lens of your camera with a soft cloth if it is dirty
2. Clean the DT Swiss iD so the sticker has as much contrast as possible – black and white.
3. Place you wheel into a fixed position, try to minimize reflections on the stickers to a minimum, possibly with additional light sources or shading.
4. Open your standard camera application
5. Zoom to about 2x
6. Place your smartphone to about 10cm from the DT Swiss iD
7. Make sure your camera sets the focus so the qr-code is in focus
8. Start to slowly change the angle of reading from frontal to about 45° in both directions.

If the above steps do not lead to any success, you have the following options:

a. Download one of the following free to use apps and try to read the code with those apps. The scanned code can then be copied to the clipboard and entered to your favourite web-browser.
   a. [Scandit SDK Showcase - App Store](#)
   b. [Scandit SDK Showcase - Google Play](#)
   c. [Barcode Scanners - App Store](#)
   d. [Barcode Scanner - Google Play](#)
b. Provide 3 high-resolution pictures of your DT Swiss ID QR-Code to our service center contact address, so we can identify your product and get back in touch with you. **Please note that this option will take the longest as it includes manual interventions by a person.**