



# Zebra® DS4308 Handheld Scanner

## FREQUENTLY ASKED QUESTIONS

### **Q: What features and benefits are attributed to the DS4308 Series?**

A: The DS4308 Series offers these exciting features and benefits:

- Largest Sweet Spot Reading 100% UPC Means More Productivity!
  - 0 - 28 inch range in handheld mode can reach shopping carts (DS4308-SR)
- Decodes 1D, 2D, PDF417
  - Flexibility to support a wide range of applications that normally would require two different scanners
  - Decodes from a mobile phone or PC display
  - Supports mobile applications such as digital loyalty, mobile payment, mobile coupons and mobile boarding passes
- Driver's License Parsing option (U.S. only)
  - Parse out only the data you want
- Integrated Checkpoint EAS option
  - Scan barcode and deactivate EAS tag in one motion
- OCR (Optical Character Recognition)
  - For reading Passports, ID cards, Bank Checks, etc.

### **Q: What kinds of barcodes can the DS4308 Series read?**

A: The DS4308 Series can read most common 1D, 2D, and PDF barcodes, whether they are printed on labels, displayed on a mobile phone screen, high density, poorly printed, damaged, or under shrink-wrap quickly and easily.

### **Q: How do I know which DS4308 Series scanner model fits my operational needs?**

A: The DS4308 is offered in the following configurations:

- Standard Range: Environments that require capture of 1D, 2D, and PDF barcodes. The 0 - 28 inch (71 cm) reading range in handheld mode can reach shopping carts! The part number for the standard range scanner is: DS4308-SR00006ZZWW (nova white) or DS4308-SR00007ZZWW (twilight black).
- Driver's License Parsing: Environments that require driver's license identification information capture and verification, as well as auto-populate applications and forms. The part number for the standard range with driver's license parsing scanner is: DS4308-DL00006ZZWW (nova white) or DS4308-DL00007ZZWW (twilight black).
- High Density: Environments that require capture of 1D, 2D and PDF barcodes that are tiny and dense. The HD focus setting can scan up to 16.5 inches (42 cm) away! The part number for the high density scanner is: DS4308-HD00007ZZWW (twilight black).

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- High Density with Driver's License Parsing: Environments that require capture of 1D, 2D, and PDF barcodes that are tiny and dense, coupled with the need to capture and/or verify identification information, as well as auto-populate applications and forms. The part number for the high density with driver's license parsing scanner is: DS4308-HL00007ZZWW (twilight black).
- Healthcare: Disinfectant-ready scanner designed specifically for healthcare facilities to meet their unique requirements. The part number for the healthcare scanner is: DS4308-HC0000BZZWW (healthcare white).
- High Density with Checkpoint EAS: Environments that require capture of 1D, 2D, and PDF barcodes that are tiny and dense coupled with the need to deactivate Electronic Articles Surveillance (EAS) tags. The part number for the high density with checkpoint EAS scanner is: DS4308-HD00007ZCWW (twilight black).
- High Density with Driver's License Parsing and Checkpoint EAS: Environments that require capture of 1D, 2D, and PDF barcodes that are tiny and dense coupled with the need to capture and/or verify identification information, auto-populate applications and forms as well as deactivate Electronic Articles Surveillance (EAS) tags. The part number for the high density with driver's license parsing and checkpoint EAS scanner is: DS4308-HL00007ZCWW (twilight black).

A: The DS4308-P (Presentation) is offered in the following configurations:

- Standard Range: Environments that require capture of 1D, 2D, and PDF barcodes. The 0 - 28 inch (71 cm) reading range in handheld mode can reach shopping carts! The part number for the standard range presentation scanner is: DS4308-SR00007PZWW (twilight black).
- Standard Range with Driver's License Parsing: Environments that require capture of 1D, 2D, and PDF barcodes coupled with the need to capture and/or verify identification information, as well as auto-populate applications and forms. The part number for the standard range with driver's license parsing presentation scanner is: DS4308-DL00007PZWW (twilight black).
- Standard Range with Checkpoint EAS: Environments that require capture of 1D, 2D, and PDF barcodes coupled with the need to deactivate Electronic Articles Surveillance (EAS) tags. The part number for the standard range with checkpoint EAS presentation scanner is: DS4308-SR00007PCWW (twilight black).
- Standard Range with Driver's License Parsing and Checkpoint EAS: Environments that require capture of 1D, 2D, and PDF barcodes coupled with the need to capture and/or verify identification information, auto-populate applications and forms as well as deactivate Electronic Articles Surveillance (EAS) tags. The part number for the standard range with driver's license parsing and checkpoint EAS presentation scanner is: DS4308-DL00007PCWW (twilight black).

### **Q: What operating systems are supported by the DS4308 Series?**

A: The supported Operating Systems are as follows:

- Windows XP 32/64 bit
- Windows 7 32/64 bit
- Windows 8.1 32/64 bit
- Apple OS (HID Keyboard only)
  - Mac OS version 10.6.x (a.k.a. Snow Leopard)
  - Mac OS version 10.7.x (a.k.a. Lion)
  - Mac OS version 10.8.x (a.k.a. Mountain Lion)

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**Q: What accessories are available for the DS4308 Series?**

A: The DS4308 offers an intellistand that can either be ordered as a kit or separately. The part number for the intellistand is: 20-71043-04R (black).

The DS4308 offers an intellistand cup that can be ordered separately. The part number for the cup is: 21-71043-04R (black).

The DS4308-P offers a wall/desk mount for use with the integrated presentation stand. The part number for the wall/desk mount is: 11-71043-07R (twilight black).

**Q: Is the presentation stand on the DS4308-P an accessory that can be added to the DS4308 later?**

A: The presentation stand on the DS4308-P is not an accessory that can be added later. It is an integrated part of the DS4308-P product and cannot be removed.

**Q: Does the DS4308 Series replace any other scanners in the Zebra portfolio?**

A: No. The DS4308 Series is a new product added to the Zebra portfolio.

**Q: Will the DS4308-P replace the DS9808?**

A: No. The DS9808 is Zebra's premium product in this category and will not be replaced by the DS4308-P.

**Q: Does the DS4308-P automatically switch between hands-free (presentation) mode and handheld (triggered) mode like the DS9808?**

A: Yes. The DS4308-P will automatically switch to handheld (triggered) mode when picked up, just like the DS9808. It will automatically revert back to hands-free (presentation) mode when it is placed back on the counter.

**Q: Why would I choose the DS4308 Series over a competitor product?**

A: With the DS4308 Series customers receive added range and improved performance on poorly printed, damaged codes and high density or mobile barcodes along with enhanced durability – all in the familiar form factor they have come to prefer. The reliability they have come to expect from Zebra will not change. New features and capabilities are also included to increase worker's output, decrease deployment time, and reduce configuration issues. The DS4308 Series represents the best in class set of capabilities that users want and need not only for today, but into the future as well.

**Q: What is the Warranty on the DS4308 Series?**

A: All versions of the DS4308 Series (including DS4308P) come with a 5 Year Warranty.

**Q: Do I have to be a Zebra Partner to sell the DS4308 Series?**

A: This is an open class product. Membership in Partner Empower not required.

## SOFTWARE APPLICATIONS

### **Q: What types of software applications are available for the DS4308 Series? Where can I get detailed information?**

A: Zebra offers a complete set of software tools for device configuration, remote management and application development that may be used with the DS4308 Series.

#### **123Scan<sup>2</sup>**

- What is it - 123Scan<sup>2</sup> is a free, PC-based software tool for the configuration of Zebra scanners. It can upgrade scanner firmware, check online for software updates, generate a multi-setting bar code for single scan programming, stage large number of scanners simultaneously, capture images, generate reports with asset tracking information and create custom products.
- 1 Minute Video Tour - [https://www.youtube.com/watch?v=T\\_cO3iWNAwU](https://www.youtube.com/watch?v=T_cO3iWNAwU)

#### **Scanner Management Service**

- What is it - The Scanner Management Service (SMS) is a free PC-based software tool that enables the remote management of Zebra scanners. The SMS enables you to remotely access scanner asset information and statistics, set parameters and update firmware. The ability to manage your scanner fleet from a remote location dramatically reduces the costs of owning a scanner.
- 1 Minute Video Tour - <https://www.youtube.com/watch?v=Hcq2tcKKIEk>

#### **SDK for Application Development**

- What is it - The Windows SDK for Zebra scanners enables the easy creation of fully featured scanner applications. In addition to capturing bar code data, the SDK enables you to capture images, easily set parameters and more.
- 1 Minute Video Tour - <https://www.youtube.com/watch?v=rN5M6ATO708>

