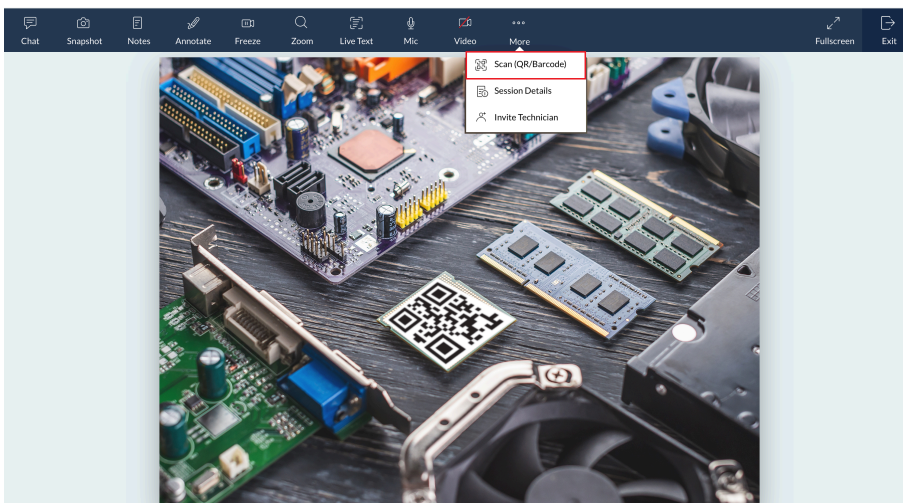# Scan (QR/Barcode)

If you spot a barcode or a QR code during a remote assistance session that you would like to decode in an instant, you can use the QR/Barcode scanner in Zoho Lens. QR codes and barcodes store essential information of a component which technicians will need to solve the issue at hand.
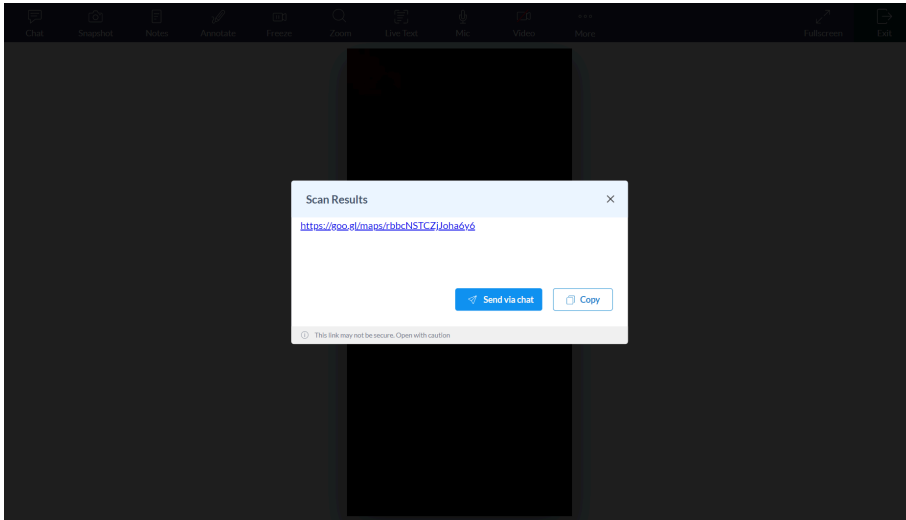
The "Scan (QR/Barcode)" option is available to both the technician and the customer in a session. Users can scan the code, get details from it and share it with other participants in the session.

Scan code (in web browser):

1. When the QR code or barcode is visible on the camera stream, click the *More* icon ●●● and select the **Scan (QR/Barcode)** option.
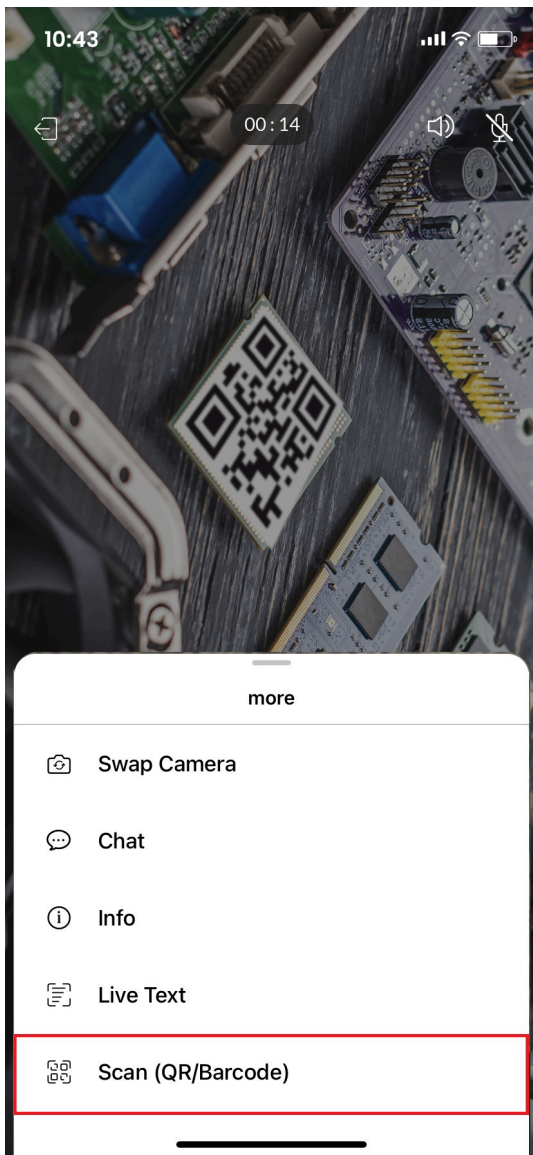
2. Once the scan is done, click **Send via chat** to share the results with other participants in the session, or click **Copy** to copy and paste it anywhere for future reference.
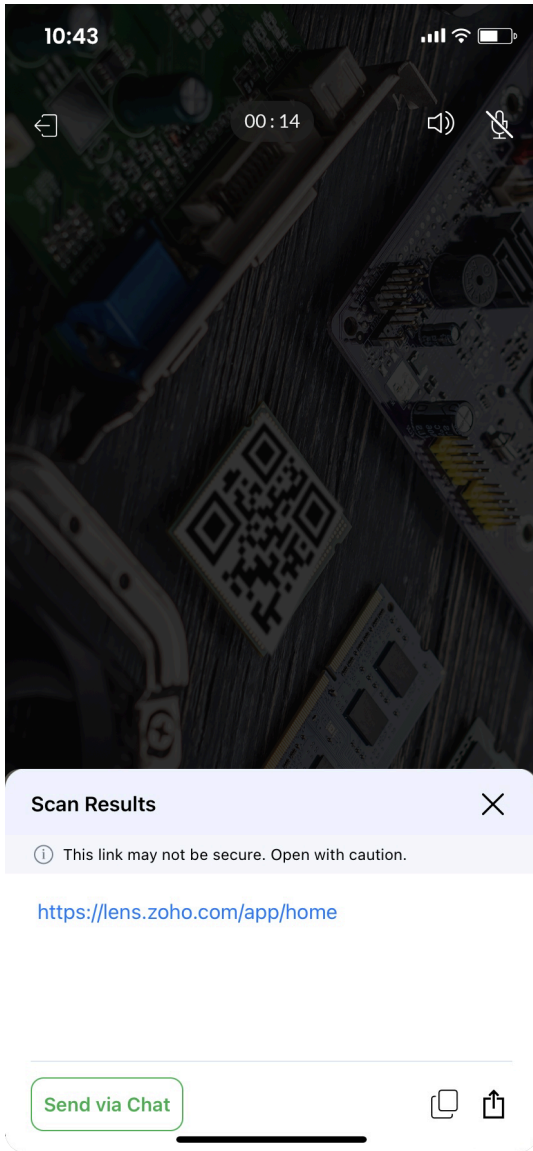

Scan code (in mobile app):

1. When the QR code or barcode is visible on the camera stream, click the *More* icon ●●● and select the **Scan (QR/Barcode)** option.

2. Once the scan is done, share the results via chat or copy it for future reference.

3. You can also share the results through other apps on your mobile using the *Share* icon ⬆️.

To improve scan accuracy

- Scan the code in portrait orientation.
- If it's a barcode, make sure it's centered on the screen before scanning.
- If the code looks blurry on the camera stream, try to focus on the code more clearly before starting the scan.

Note: The QR or Barcode formats that can be scanned by the technician or the customer depends on the device that is sharing the camera stream. To know more about the formats that are supported by different devices, [click here](#).