

## How to Scan NFC Tags or QR Codes

*Need to read an NFC tag or scan a QR code? The process is straightforward but will vary depending on your phone. Here we explore the process for both iPhone and Android devices.*

### How to Scan an NFC Tag with an iPhone

For iPhone, the steps depend on which model you have.

Scanning NFC Tag will vary depending on the model of the iPhone

#### iPhone XR, XS or newer

1. Locate where the NFC tag is located on the object you are scanning
2. Tap the **top** of your iPhone to where the NFC tag is located on the object
3. Upon read, a notification will appear at the top of your screen. Tap it to launch the experience.
4. **Note** – Tap and hold as you would when using a credit card to pay at a till point.

#### iPhone 7 through iPhone X

1. Download the [Decode NFC App](#)
2. Launch the app and select NFC

3. Locate where the NFC tag is located on the object you are scanning
4. Tap the top of your iPhone to where the NFC tag is located on the object

## Notes

- *The newest iPhones have NFC enabled natively without the need for an app*
- *Phones before iPhone 7 do not have NFC capability beyond Apple Pay. In this case Scan the QR code on the back of the smart business card.*

## How to Scan an NFC Tag with an Android Phone

### Scanning NFC Tag with Androids

1. Locate where the NFC tag is located on the object you are scanning
2. Touch the **back of your device** to where the NFC tag is located on the object
3. There is no step 3. Your device should open the experience after reading the NFC tag.
4. **Note** – Tap and hold as you would when using a credit card to pay at a till point.
5. On an Android device it is typically best to tap the card on the back of the device centre or bottom.

## Notes

- *When trying to scan if an action is not immediately triggered, slowly move your phone around the NFC touchpoint until interaction is triggered.*
- *Most Android phones natively have NFC capabilities.*

- *Depending on your phone manufacturer, NFC may be switched off by default. If your phone supports NFC but still doesn't interact with NFC objects, see our below for more information on how to turn your NFC on.*

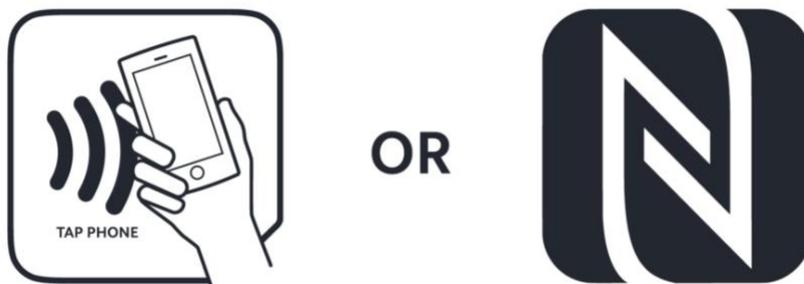
## Turning NFC On and Off

Once you have determined if your device supports NFC, it's important to understand how to turn the feature on and off. Depending on the manufacturer, it's possible your device supports NFC but, by default, came with it switched off in the settings.

1. Swipe down from the top of your screen to reveal settings.
2. Click on the gear icon.
3. From the list, select "Connected Devices".
4. Set the NFC switch to "on" to activate NFC.

Turning NFC on allows you to interact with NFC tags right from the home screen. In the event you want to deactivate NFC, follow the same steps you took above, and toggle the switch "off." The main benefit of turning NFC off is to conserve battery.

## How to Locate an NFC Tag in an Embedded Object

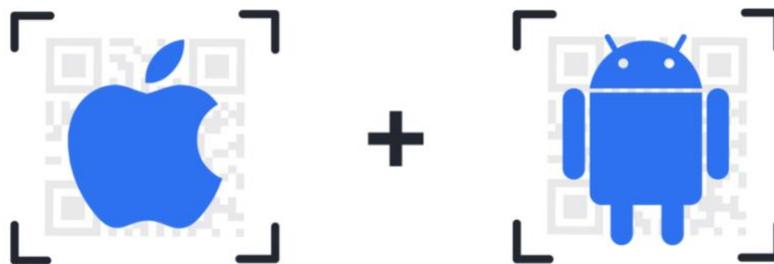


### Key indicators of NFC tags

If you are having trouble triggering an NFC action and have ensured that NFC is available and enabled on your phone, take the following steps:

- Look for a call-to-action that describes the desired action. For example “tap or scan here”.
- Be sure your phone’s NFC antenna is within 1 cm of the NFC tag (it is located on the top of iPhones and on the back of Android devices)
- Different Android phones have the NFC antenna located in different places along the back of the device. Because NFC tags can only be scanned from a very short distance it is important you properly align your devices NFC antenna with the embedded NFC tag. Make sure you know where both are located when trying to scan. If an action is not immediately triggered, slowly move your phone around the NFC touchpoint until interaction is triggered. Remember this location for future scans.

## HOW TO SCAN A QR CODE ON IPHONE AND ANDROID



### How to scan a QR code on iPhone and Android

1. Open the camera app
2. Place the QR code you want to read within view of the camera
3. If your device presents a popup or banner with the link tap it to launch the experience