



mobile
SocketScan
S370 Mobile
Wallet Reader



socket mobile SocketScan S370 Mobile Wallet Reader User Guide

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socket mobile SocketScan S370 Mobile Wallet Reader



FAQ

Q: Can I use the S370 while it's charging?

A: Yes, the S370 can be used while connected to power for continuous operation.

Q: How do I reset the S370 to factory settings?

A: To perform a factory reset, refer to page 16 of the user manual for detailed instructions.

PACKAGE CONTENTS



SocketScan S370



Charging Cable



Test Cards

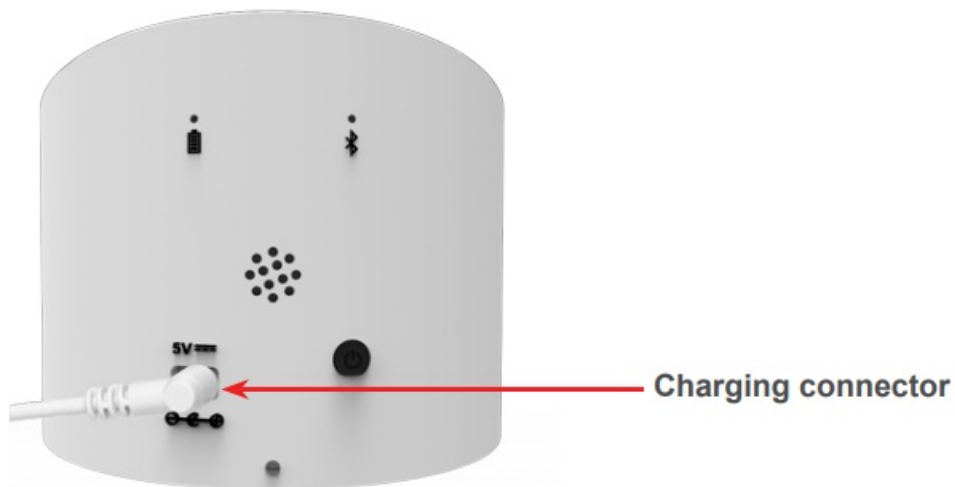
Thank you for choosing Socket Mobile!

Let's get started!

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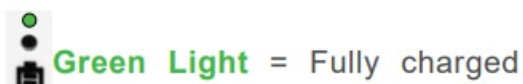
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CHARGE THE BATTERY



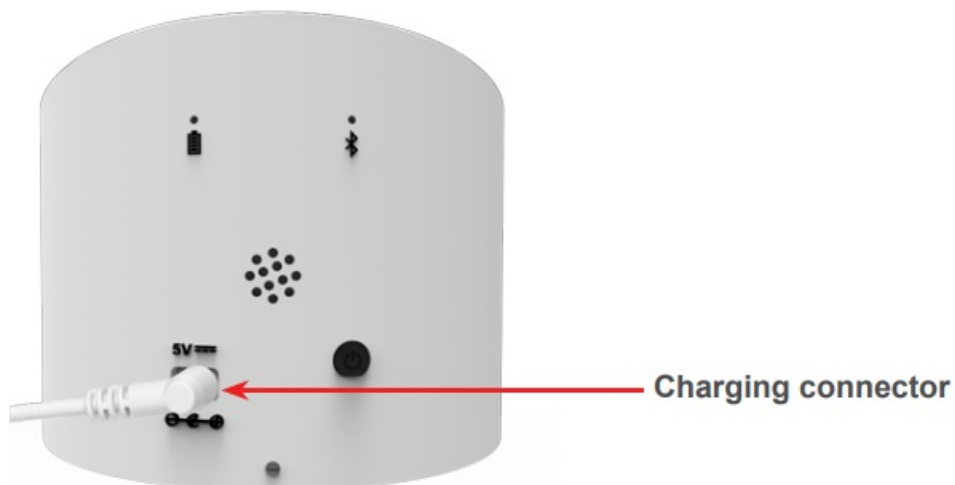
The S370 must be fully charged before first use. Please allow 8 hours uninterrupted charging for the initial battery charge.

The reader can be battery operated for up to 4 hours or connected to power for all day business use.



Important: Charging from a computer USB port is not reliable and not recommended.

POWERING ON/OFF



POWERING ON:

Press and hold down the power button until the top LED light turns Green and the S370 plays a melody.

*Automatically turns on when plugged into the charging cable.

SOCKET MOBILE APP

Socket Mobile Companion helps you configure Socket Mobile readers from a mobile device. It is designed to

ensure you get the maximum utility benefits from your Socket Mobile readers.

Register a device and extend your warranty by 90 days

- Add multiple devices
- Purchase accessories
- Browse app partners



The Companion app enables you to configure the reader into the faster and more accurate App Mode, so it can be controlled by other apps, such as Shopify and Square, to name a couple of the 1000+ available.



Scan this QR code with your mobile device to download our app!














Scan this QR code with your mobile device to download our app!



Check out more apps from Socket Mobile:

<https://www.socketmobile.com/support/utility-apps?app=nfc-maintenance>

SOCKET MOBILE NFC APPS

NICE 2CU	NFC MAINTENANCE	NFC SCRIPT
<p>Manage guests/members list, create a mobile pass, or even checking in/out with a QR Code based passes</p>     <p>Coming soon...</p>	<p>Implements the user interface to upgrade firmware in the D600/ S550/S370 Contactless Reader/Writer and perform other maintenance functions.</p>     	<p>Connect to a contactless or contact SmartCard, retrieve its ATR, exchange ISO 7816 APDUs; read/write NFC tags or 13.56 MHz "HF" label</p>     <p>Coming soon...</p>

BLUETOOTH CONNECTION PROFILES

Connect your scanner using one of the following Bluetooth connection modes:

Bluetooth Profile	Operational Mode	Description
Reader Only Profile (ROP) *Default	Reader Mode	Must have a current app supporting S370 reader developed with Socket Mobile Capture SDK that supports the S370 reader
Keyboard Emulation Profile (KEP) (Coming soon)	Keyboard Mode	The S370 interacts with the host device like a keyboard
Reader/Writer Profile (RWP)	Coupler Mode	Must be used with an app developed with Socket Mobile Capture SDK Ability to read and write on NFC tags Recommended for advanced users

By default, the S370 is set to Reader Only Profile.

OPERATING SYSTEM CONNECTION OPTIONS

All devices mentioned below are compatible with in Reader Only, Keyboard Emulation and Reader/Writer profiles.

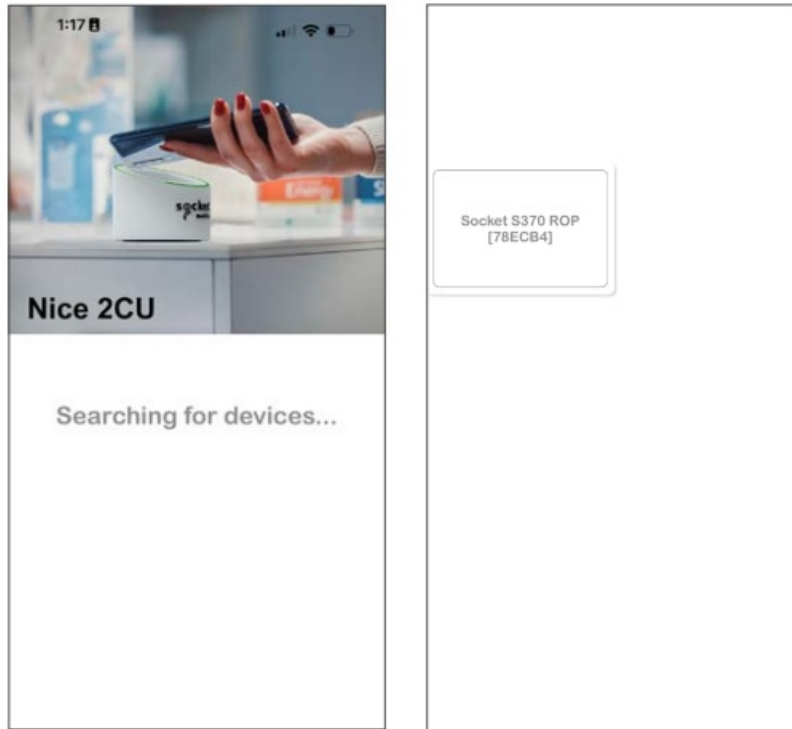
- Android 4.0.3 & later
- iPod, iPhone and iPad
- Windows 10

Note: Must have an app developed with Socket Mobile Capture SDK to use in Reader Only Profile and Reader/Writer Profile.

SET UP-READER MODE (DEFAULT)



1. Launch Nice 2CU and select the reader "Socket S370 ROP" to pair.



Note: The characters in brackets are the last 6 characters of the Bluetooth Address.

2. The reader will prompt “Connecting” and pair to the host device.
3. Test the reader using the demo’s sample NFC card and/or test barcode.

Now you are ready to use the SocketScan S370 NFC/QR Code reader!

Note: The S370 can also be configured in a connected state. Simply pair your reader to one of Socket Mobile’s NFC apps then scan the command barcode.

SETUP – KEYBOARD MODE (COMING SOON)



Keyboard mode is in the Keyboard Emulation Profile that functions and communicates similar to a keyboard. The reader will work with any browser, text notes, and all applications that support an active cursor.

CONFIGURE YOUR S370 TO WORK IN KEYBOARD MODE.

1. Power off the reader.
2. Place the command barcode in the reader’s field of view to switch to Keyboard mode.



#FNB00F40001#

3. Power the reader back on.
4. The reader will prompt “Please wait”, “Factory Reset”, beep once and power off. 5. Power the reader back on again.
5. Go to Settings|Bluetooth and search for device.
6. Tap on S3XX [xxxxxx].
7. The reader will prompt, “Connecting” and pair to the host device.
8. Launch a browser or an app and select a field for an active cursor.
9. Test the reader using the demo’s sample NFC card and/or test barcode.

Now you are ready to use the SocketScan S370 NFC/Barcode reader!

Note: The S370 can also be configured in a connected state. Simply pair your reader to one of Socket Mobile’s NFC apps then scan the command barcode.

SETUP – COUPLER MODE



Coupler mode is in the Reader/Writer Profile that has the ability to read and write on NFC tags. Must be used with an app developed with Socket Mobile Capture SDK.

CONFIGURE YOUR S370 TO WORK IN COUPLER MODE.

1. Download NFC Script.



Scan QR Code using your host device to download the apps.

2. Power off the reader.
3. Place configuration card on top of the reader; or position the command barcode in the reader’s field of view to

scan.



#FNB00F40003#

4. Power the reader back on.
5. Remove configuration card after the reader prompts, “Please wait, Factory reset”, beeps once and power off.
6. Ensure to scan the command barcode before the reader prompt the operational mode, “Reader, Coupler, or Keyboard” for successful configuration.
7. Power the reader back on.
8. Launch NFC Script app and select the reader “Socket S370 RWP” to pair.



9. The reader will prompt “Connecting” and pair to the host device.
10. Test the reader using the demo’s sample NFC card and/or test barcode.

Now you are ready to use the SocketScan S370 NFC/Barcode reader!

Note: The S370 can also be configured in a connected state. Simply pair the reader to one of Socket Mobile’s NFC apps then read the configuration card or scan the command barcode.

Recommended for advanced users.

READING NFC TAGS AND BARCODES



READING NFC TAGS AND BARCODES

1. Launch your business application or Nice 2CU.
2. Place NFC tag on top or barcode within the S370's field of view.

By default, the S370 will beep and the ring light will change to Green, to confirm a successful reading.

QUICK PROGRAMMING

Configure the S370 to switch modes and/or change setting. The reader can be configured in both connected and disconnected state using a configuration card, command barcode or menu option.

To configure the reader in a connected state, simply pair the reader with one of Socket Mobile's NFC app then read the configuration card or scan the command barcode.

CONFIGURE YOUR READER IN A DISCONNECTED STATE

1. Power off the reader.
2. Place configuration card on top of the reader; or position the command barcode in the reader's field of view to scan.
3. Power the reader back on.
4. Remove configuration card after the reader prompts, "Please wait, Factory reset", beeps once and power off.
5. Ensure to scan the command barcode before the reader prompt the operational mode, "Reader, Coupler, or Keyboard" for successful configuration.

Your reader has now been configured



Note: Certain configurations will only play a melody and keep the reader on.

For configuration card or custom command barcode, send a request to <https://www.socketmobile.com/about-us/contact-us?form=hardwareSupport>.

FACTORY RESET- CONFIGURATION MENU

Follow the button sequence below to configure your reader.

1. Remove the battery door.



2. Enter Configuration Menu by pressing and holding Menu Button for 10s until you hear "menu".



3. Press the Menu Button until you advance to the second quadrant. (loop if at the end).
4. Press and hold the Power Button for 5 seconds until you hear a melody.

The S370 will implement the configuration, reboot, and resume normal operation.

Note: If no button is pressed after 30 seconds, the S370 will reboot and resume to normal operation with no change.

HOW TO REPLACE YOUR BATTERY

WHAT YOU'LL NEED

- Phillips screwdriver
- Rechargeable battery





HOW TO REPLACE YOUR BATTERY:

1. Loosen screw with a screw driver.
2. Remove battery door.
3. Remove and replace battery.
4. Attach battery door and tighten screw.

Battery life may vary with usage and work environment. Replace within 2 years.

PROGRAMMING BARCODES

Prefix and suffix are used in Keyboard Emulation Profile and is limited up to 8 characters only.
For custom prefix and suffix, contact dataediting@socketmobile.com






Suffix- Carriage Return Configures the barcode reader to add a carriage return after decoded data.	 #FNB00F509C60408FFEB01680D0000#
Suffix- Tab Configures the barcode reader to add a tab after decoded data.	 #FNB00F509C60408FFEB0168090000#
Suffix- Carriage Return & Line Feed Configures the barcode reader to add a carriage return and line feed after decoded data.	 #FNB00F50BC60408FFEB03680D6A0A0000#
Data As Is Configures the barcode reader to return only the decoded data. (i.e., no prefix or suffix).	 #FNB00F507C60408FFEB0000000#




The reader can be configured in a connected and disconnected state. See page 18 for instructions.

The reader can be configured in a connected and disconnected state. See page 18 for instructions.





Scan one of the barcodes to enable/disable beep and control the volume level.

Note: The reader will not beep, play a melody or power off when scanning the command barcodes below.

Beep and Volume Setting	
Beep ON (default) Enable the reader's prompt, beep, and melody.	 #FNB01190E000100030078004B#
Beep Off - No sound at all	 #FNB01190E000100000078004B#
Volume 0 - No sound	 #FNBSNDVOL0#
Volume 1 Adjust volume to 1- very low sound	 #FNBSNDVOL1#
Volume 2	 #FNBSNDVOL2#

Beep and Volume Setting	
Volume 3 (default)	 #FNBSNDVOL3#
Volume 4	 #FNBSNDVOL4#
Volume 5	 #FNBSNDVOL5#






Scan one of the barcodes to reconfigure the data reader to remain powered on for a longer time.






Active Modes	
2 Hours (default) Data reader powers off in 2 hours when idle/inactive while connected and 5 minutes when disconnected	 #FNBPWRSAVC120#
Continuous Power for 4 Hours Configures the data reader to remain on for 4 hours after last scan.	 #FNBPWRSAVC240#
Continuous Power for 8 Hours Configures the data reader to remain on for 8 hours after last scan.	 #FNBPWRSAVC480#
Barcode reader Always On Configures the data reader to never power off.	 #FNBPWRSAVC0#

These settings drain the battery faster. Please ensure the data reader is charged daily.

Scan one of the command barcodes to configure the reader's keyboard language (based on Microsoft Windows keyboard layout)

Keyboard mode only.

HID Keyboard Language Settings	
English (default)	 #FNB01430001#
English UK	 #FNB01430005#
French	 #FNB01430002#
German	 #FNB01430003#
Italian	 #FNB01430006#




HID Keyboard Language Settings	
Japanese	 #FNB01430008#
Polish	 #FNB01430009#
Spanish	 #FNB01430004#
Swedish	 #FNB01430007#
ANSI Emulation *Can be slower on Windows System	 #FNB014303E9#



POWER AND CONNECTIVITY STATUS INDICATORS

State	Sound/"Voice Prompt"	Ring
Power On	Startup Sound + "Operational mode" (Reader, Coupler, Keyboard)	—
Power Off	"Shut down" on Battery "Reset" on power supply	Blue then off
Timeout/Power Off	"Shut down" is silent	—
Connection	"Connecting"	Breathing Blue/Cyan
Disconnection	"Disconnecting"	Breathing Blue/Cyan
Timeout Power Off Connected	"Disconnecting"	-0

State	Sound/"Voice Prompt"	Ring
Reading NFC/RFID	Beep	Solid Green
Reading Barcode	Loud beep	Solid Green
Product reset	"Please wait, Factory reset" + beep	—

POWER STATUS INDICATOR

On Battery	Event	Power LED
	Battery capacity 100%→25%	Solid Green
	Battery capacity 25%→10%	Solid Yellow
	Battery capacity <10%	Solid Red
	Battery capacity<5%	Quick Blinking Red (1 per second)
	Unknown state (new battery)	Flashing in Red

On External power supply	Event	Power LED
	Battery is charging	Breathing Amber (3 sec fade in/3 sec fade out)
	Battery at full capacity	Solid Green

PRODUCT SPECIFICATIONS

Specifications	S370
Dimensions (L x W x H)	3.65(D) x 2.92 (H) in (92.7 mm x 74.1 mm)
Total Mass	2.6 oz. (74g)
Battery	1000 mAh Lithium Ion Polymer
Charge Time	4 Hours
Battery Life – Per Full Charge	Standby time: 4 hours Active Operation: ~5000 reads Note: Battery life varies depending on operating conditions.
Bluetooth Version	Bluetooth, version 5
Wireless Range	Up to 100 m (330 ft.) depending on environment, range limit is usually due to the Host Device (phone, tablet or notebook)
NFC Reader Type	NFC front-end: NXP PN5180 Carrier frequency: 13.56 MHz (RFID HF, NFC) Read/Write Speed: 26 kbps (ISO 15693), 106kbps (ISO 14443, 212/424kbps (ISO 18092) Antenna: Integrated, Round 54mm x 40mm, balanced

Specifications	S370
NFC Tags Supported:	<ul style="list-style-type: none"> • ISO15693: Vicinity Card • ISO/IEC 14443 A and B: Mifare, Sony FeliCA • Compliant with EPC GEN 2 HF and ISO 18000-3 mode 3 • ISO 18000-3 mode 3: EPC GEN 2 HF • NFC: ISO/IEC 18092 • Proprietary: Several • Peer-to-Peer (P2P) Card Emulation
Write Mode:	<p>Write mode is supported using the PCSC protocol over BLE. Compatibility is subject to the card type, content and authentication level.</p> <p>Please, contact Socket Mobile at https://www.socketmobile.com/about-us/contact-us?form=hardwareSupport to discuss your requirements.</p>
Systems/Battery Charging Requirement	With standard USB power supply: Min 5.0V/1A – Max 5.5V/3A
Ambient Light	<p>From 0 to 100 000 lux</p> <p>From pitch black to direct sun light</p>
Operating Temperature	<ul style="list-style-type: none"> • Plugged into power: -20° to 50° C (-4° to 122° F) • Battery powered: 0° to 38° C (32° to 100° F)
Storage Temperature	-40° to 70° C (-40° to 158° F)
Relative Humidity	95% at 60° C (140° F) (non-condensing)

HELPFUL RESOURCES

Technical Support & Product Registration: <https://www.socketmobile.com/support>

United States (toll-free): 8 aM – 4 pM eSt	+1 800-279-1390
WorldWide 8:00aM – 4:00pM eSt	+1 510-933-3020
EMEA & Russia: 1:00 pM – 10:00 pM cet	+41 (800) 555714
UK (toll-free), Ireland, South Africa: 12 pM – 9 PM GMT	+44 (800) 0487363
Japan toll free: 9:00aM – 5:00pM JSt	+81 (800) 9190303

Warranty Checker:

<https://www.socketmobile.com/support/socketcare/warranty-checker>

Socket Mobile Developer Program:

Learn more at: <http://www.socketmobile.com/developers>

FAQ's

<https://www.socketmobile.com/support/faq/socketscan-300-series>

SAFETY AND HANDLING INFORMATION

WARNING: Failure to follow these safety instructions could result in fire or other injury or damage to the reader/writers or other property.

- Carrying and Handling the reader/writers: The Socket Mobile reader/writer contains sensitive components. Do not disassemble, open, crush, bend, deform, puncture, shred, microwave, incinerate, paint, or insert foreign objects into this unit.
- Do not attempt to disassemble the product. Should your unit need service, contact Socket Mobile technical support at <https://www.socketmobile.com/about-us/contact-us?form=hardwareSupport>
- Changes or modifications of this product, not expressly approved by Socket Mobile may void the user's authority to use the equipment.
- Do not charge the reader/writer using an AC adapter when operating the unit outdoors, or in the rain.
- Operating Temperature – this product is designed for a maximum ambient temperature of:
 - Plugged into power: -20° to 50° C (-4° to 122° F)
 - Battery powered: 0° to 38° C (32° to 100° F)
- Pacemaker Disclaimer: For now, we do not have specific information on the effect(s) of Bluetooth devices on pacemakers.
- Socket Mobile cannot provide any specific guidance. Individuals who are concerned with using the reader/writer should immediately turn the device off.

BLUETOOTH DEVICE UNITED STATES

FCC ID: LUBS370

Federal Communication Commission Interference Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

FCC Caution: To assure continued compliance, any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment. (Example – use only shielded interface cables when connecting to computer or peripheral devices).

FCC RADIATION EXPOSURE STATEMENT

This equipment complies with FCC RF radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20 centimeters between the radiator and your body. This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation

IC ID: 2925A-S370

This device complies with Industry Canada license exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

BLUETOOTH DEVICE EUROPE

UKCA & UNITED KINGDOM COMPLIANCE

Products intended for sale within the United Kingdom are marked with a UKCA, which indicates compliance to applicable Directives and European Normes (EN), as follows. Amendments to these Directives or ENs are included: Normes (EN), as follows:

UKCA DIRECTIVES:

Electromagnetic Compatibility Regulations 2016, SI 2016 No. 1091

Electrical Equipment Safety Regulations 2016, SI 2016 No. 1101

Restriction of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment Regulations 2012, SI 2012 No. 3032 Waste Electric and Electronic Equipment (WEEE) Regulations 2013, SI 2013 No. 3113

SUPPLEMENTARY INFORMATION:

Safety: EN 62368-1:2020 + A11:2020

EMC:

- EN 301 489-1 V 2.2.0
- EN 55032:2015
- EN 55035:2017
- EN 61000-4-2:2009
- EN 61000-4-3:2006+A1:2008+A2:2010
- EN 61000-4-4:2012
- EN 61000-4-5:2006
- EN 61000-4-6:2009
- EN 61000-4-11:2004

BLUETOOTH DEVICE JAPAN

TELEC MARKING COMPLIANCE

Products intended for sale within the country of Japan are marked with a Telec mark, which indicates compliance to applicable Radio Laws, Articles and Amendments.

BATTERY WARNING STATEMENTS This device contains a rechargeable Lithium-Ion battery. If any of the following situations arise, immediately discontinue use and contact us at: <https://www.socketmobile.com/about-us/contact-us?form=hardwareSupport>

- Stop charging reader/writers if charging is not completed within 24 hours. Discontinue use immediately and contact us.
- Stop charging the battery if the reader/writer case becomes abnormally hot, or shows signs of odor, discoloration, deformation, or abnormal conditions are detected during use, charge, or storage. Discontinue use immediately and contact us.
- Stop using the reader/writer if the enclosure is cracked, swollen or shows any other signs of mis-use. Discontinue use immediately and contact us

Your device contains a rechargeable Lithium-Ion battery which may present a risk of fire or chemical burn if mistreated. Do not charge or use the unit in a car or similar place where the inside temperature may be over 60 degrees C or 140 degrees F.

- Never throw the battery into a fire, as that could cause the battery to explode.
- Never short circuit the battery by bringing the terminals in contact with another metal object. This could cause personal injury, or fire, and could also damage the battery.
- Never dispose of used batteries with other ordinary solid wastes. Batteries contain toxic substances.
- Dispose of used batteries in accordance with the prevailing community regulations that apply to the disposal of batteries.
- Never expose this product or the battery to any liquids.
- Do not shock the battery by dropping it or throwing it.

If this unit shows any type of damage, such as bulging, swelling or disfigurement, discontinue use and

immediately and contact support@socketmobile.com.

PRODUCT DISPOSAL

Your device should not be placed in municipal waste. Please check local regulations for disposal of electronic products.

REGULATORY COMPLIANCE

UKCA MARKINGS AND UNITED KINGDOM COMPLIANCE

Testing for compliance to UKCA requirements was performed by an independent laboratory. The unit under test was found compliant with all the applicable Directives, 2004/108/EC and 2006/95/EC.

WASTE ELECTRICAL AND ELECTRONIC EQUIPMENT

The WEEE directive places an obligation on all EU-based manufacturers and importers to take-back electronic products at the end of their useful life.

ROHS STATEMENT OF COMPLIANCE

This product is compliant to Directive 2011/95/EC.

NON-MODIFICATION STATEMENT

Changes or modifications not expressly approved by the party responsible for compliance.

LIMITED WARRANTY

- Socket Mobile Incorporated (Socket) warrants this product against defects in material and workmanship, under normal use and service, for one (1) year from the date of purchase. Product must be purchased new from a Socket Authorized Distributor or Reseller. Used products and products purchased through non-authorized channels are not eligible for this warranty support.
- Warranty benefits are in addition to rights provided under local consumer laws. You may be required to furnish proof of purchase details when making a claim under this warranty.
- Consumables such as batteries, removable cables, cases, straps, and chargers: 90 day coverage only.

EXTENDED WARRANTY

SOCKETCARE EXTENDED WARRANTY COVERAGE

Purchase SocketCare within 60 days from the date of purchase of the reader.

Product Warranty: The barcode reader's warranty period is one year from the date of purchase. Consumables such as batteries and charging cables have a limited warranty of 90 days. Extend your reader's standard one-year limited warranty coverage up to five years from the date of purchase.

Additional service features are available to further enhance your warranty coverage:

1. Warranty period extension only
2. One-Time Accidental Coverage
3. Premium Service

For detailed information visit: socketmobile.com/support/socketcare

Documents / Resources



[socket mobile SocketScan S370 Mobile Wallet Reader](#) [pdf] User Guide
S550, S370, SocketScan S370 Mobile Wallet Reader, SocketScan S370, Mobile Wallet Reader, Wallet Reader

References

- [🔗 Mobile Data Capture Solutions - Socket Mobile](#)
- [🔗 Data Reader Extended Warranty & Registration - Socket Mobile](#)
- [🔗 Customer Support and General Inquiries - Socket Mobile](#)
- [🔗 CaptureSDK Developer Portal for iOS & Android - Socket Mobile](#)
- [🔗 Barcode Scanner and Reader Utility Apps - Socket Mobile](#)
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- [🔗 Extensión de garantía y registro del lector de datos - Socket Mobile-EMEA](#)
- [🔗 Barcode Scanner, NFC Reader Writer Support - Socket Mobile](#)
- [🔗 SocketScan 300 Series FAQs - Socket Mobile](#)
- [🔗 Data Reader Extended Warranty & Registration - Socket Mobile](#)
- [🔗 Barcode Scanner and Reader Utility Apps - Socket Mobile](#)
- [🔗 User Manual](#)

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