The barcode scanner does not work, or is very difficult to use.

Issue:

The barcode scanner, using my built-in iSight will not scan barcodes, or it is difficult to get to scan the barcodes.

Cause:

The quality of the built-in iSight unfortunately varies a lot from the different Mac models - there are many different camera versions included on the Macs, and each model must be calibrated individually in our software.

Even after calibration, scanning with some camera models can be difficult, while other models works flawlessly.

Solution:

Please contact us on support@mymovies.dk with the specific model information about your Mac computer, as well as the model of your camera - this will allow us to check the barcode scanning calibration on your specific model. You can find the camera model by opening "Console" from "Applications", "Utilities" - close the barcode scanner in My Movies for Mac OS X, press "Clear Display" in console, and open the scanner window in My Movies - in console, select "File", "Save a Copy As..." and send us the saved log.

You can also try to tilt the cover of your title slightly into forwards or backwards position. Last, you can try to decrease or increase the distance of the barcode in relation to the red box. If you see the red box turning green, you have, or are near the optimal scanning area. If the scanning area is much different than the box, we would appriciate if you would send a screenshot of where the box turns green on your device (Cmd+Shift+3 stores a screenshot on your desktop).

As an alternative, you can use My Movies for iPhone, iPad or Android to scan barcodes - adding titles from these applications will automatically synchronize to My Movies for Mac OS X. The mobile applications all contains a batch barcode scanning option, which makes adding titles very quick.

Notice! If you can improve the barcode scanning algorithms by a noticeable difference, we are offering a $500 reward and in-app credits. The barcode scanner used is an open source scanner provided by Bruji licensed under a MIT licensee, including ZBar as a component, which is licensed under a LGPL license. Bruji is also

offering a $500 reward on a noticeable difference improvement, making the total reward $1000 between our two companies. You can download the source code, and find details about Bruji's award here: http://www.bruji.com/cocoa/barcode.html

My Movies Knowledge Base
https://kb.mymovies.dk/KnowledgebaseArticle50067.aspx