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How to connect an Hero microchip scanner to the FEI HorseApp

You have a Hero microchip scanner?

You will use the FEI HorseApp at your next Event to perform the Examination on Arrival?

Below you will find the step-by-step procedure to connect your scanner to the FEI HorseApp.

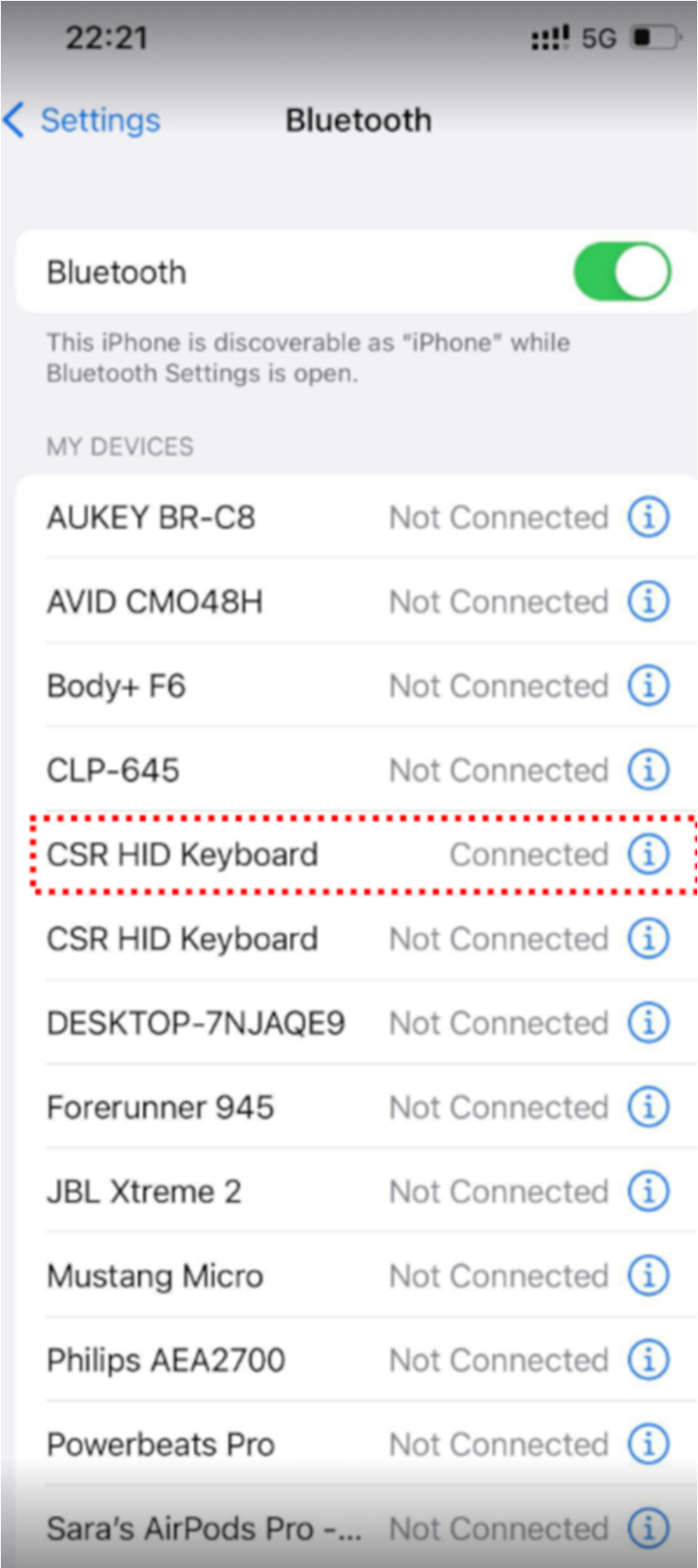**Step 1:** Set the Hero scanner to **Pair** mode.

Step 2: Open Bluetooth on your mobile phone and search for devices.

Step 3: Press the scanner **CSR HID Keyboard** to connect.

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Step 4: Your microchip scanner is **Connected** to your mobile phone.
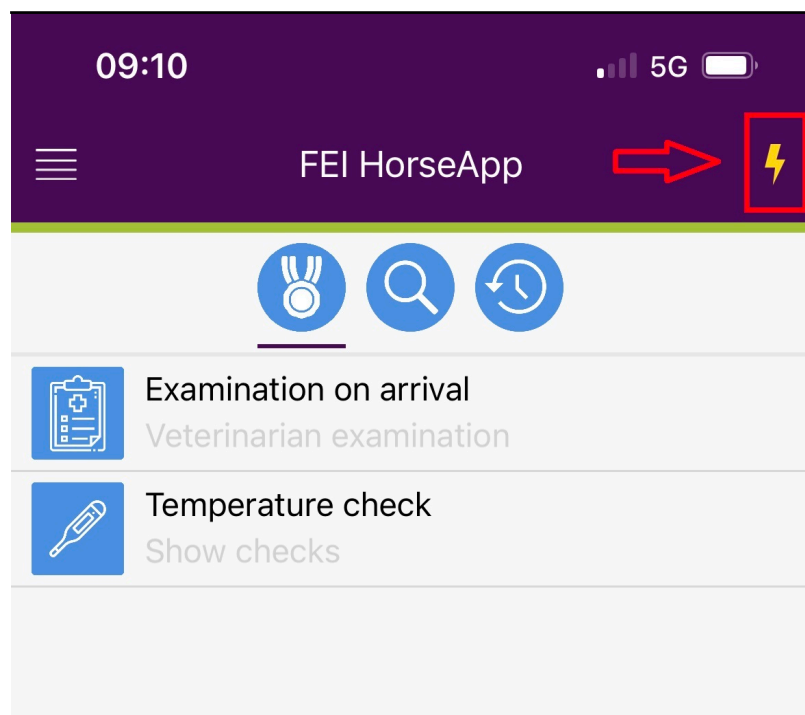
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Step 5: Open the FEI HorseApp and login with your FEI credentials.

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[Click here to see how to log in the FEI HorseApp.](#)

Step 6: Click on the **thunderbolt** logo on the top right-hand side to connect the scanner with the FEI HorseApp.

Step 7: Locate the Hero scanner on the Keyboard Type scanner list and press **Enable**.

Step 8: Once the Hero scanner is connected to the FEI HorseApp, the button will turn **green** and the **thunderbolt** logo will also show that you are correctly connected.

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Step 9: You can now proceed with scanning a Horse. To scan, place the microchip scanner on the Horse microchip and press the read button on the Hero scanner.

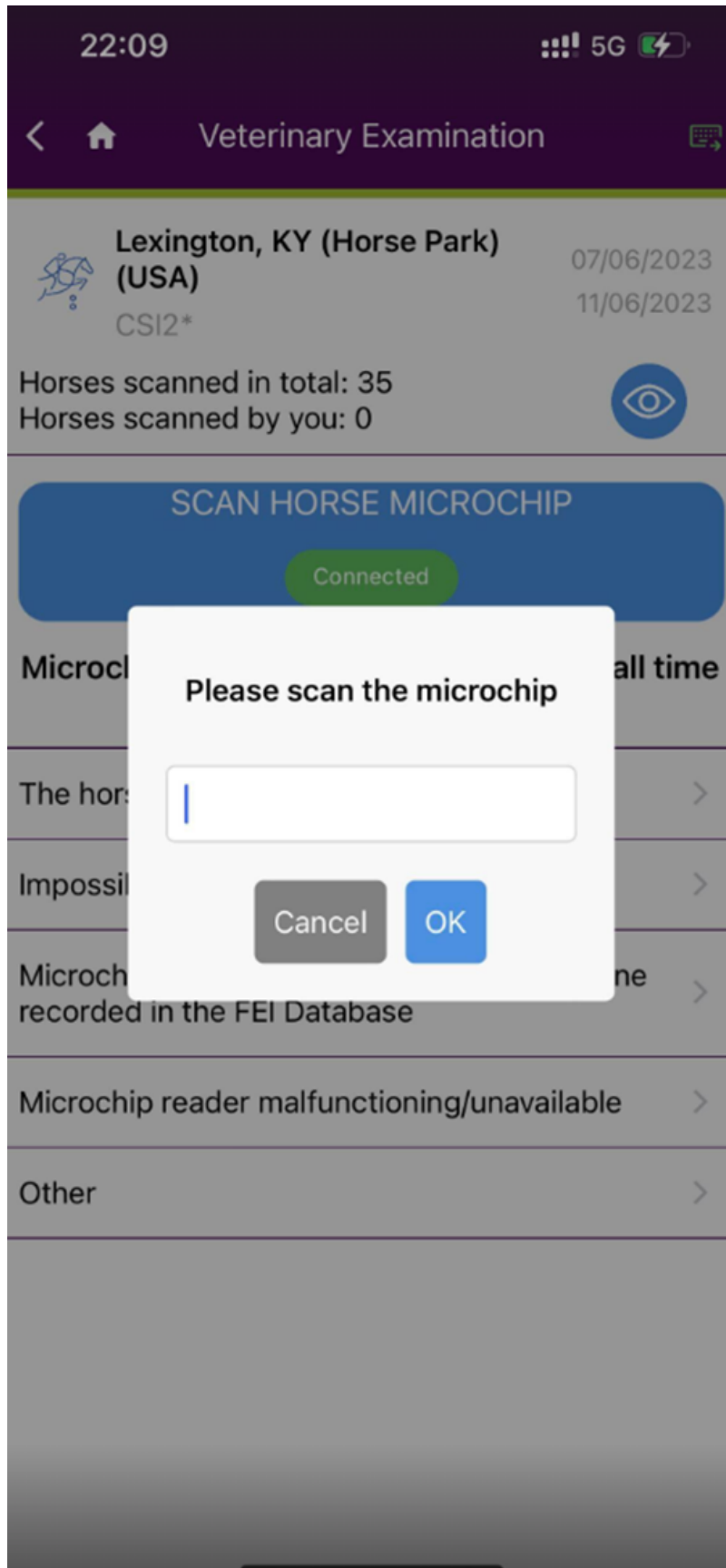**<u>Please note that a keyboard type scanner will work in a different way than the other type of scanners.</u>**

<u>For FEI Veterinarians only:</u>

Step 1: Once connected you will need to press the "Scan Horse Microchip" button.

Step 2: A pop-up window will open. You can scan the microchip on the Horse and wait for the number to appear on the field.

Step 3: Press **OK**.

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Lexington, KY (Horse Park) (USA)   07/06/2023
11/06/2023

CSI2*

Horses scanned in total: 35
Horses scanned by you: 0   👁

SCAN HORSE MICROCHIP

Connected

Microcl   all time

Please scan the microchip

The hor: >

Impossi   >

Cancel   OK

Microch   ne
recorded in the FEI Database   >

Microchip reader malfunctioning/unavailable   >

Other   >

Using the Search functionality:

Step 1: Once connected you will need to press the "Scan Horse Microchip" button

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or press the search bar.

Step 2: You can scan the microchip and wait for the number to appear on the field.

Step 3: Press **OK**.

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[Click here to see how to use the FEI HorseApp during the Examination on Arrival](#)

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