KNOWLEDGE BASE ARTICLE

# QR Code Generator: Frequently Asked Questions

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# Table of contents


**Introduction** 4

**About the codes** 4

- **Do the codes expire?** 4
- **Is there a limit on the number of codes or scans?** 4
- **Are the codes static or dynamic?** 4
- **Can I see how many times a code was scanned?** 4
- **Is the data that I enter sent anywhere?** 4
- **What can be encoded?** 4
- **How much data fits into a code?** 5
- **Does the web part make barcodes of other types?** 5
- **Is an internet connection needed to scan a code?** 5

**About the design and the files** 5

- **Can I use the colors and the logo of my company?** 5
- **In which formats can I get the code?** 5
- **Which format is best for print?** 5
- **Why is my code not read?** 5

**About the web part** 5

- **Where does QR Code Generator work?** 5
- **Is the code that I prepared kept on the page?** 6
- **Can the visitors of the page change my code?** 6
- **Can the page show the code alone, without the fields?** 6
- **Can several codes be placed on one page?** 6
- **Can codes be generated in bulk or from a SharePoint list?** 6
- **Who can use the web part?** 6
- **Which languages are supported?** 6

**About installation and licensing** 6

- **How is the web part installed?** 6
- **Does the installation require the approval of API permissions?** 7
- **Is there a trial?** 7
- **What happens when the trial ends?** 7

**Terms** 8

# Introduction

This article collects short answers to the questions that are asked most often about QR Code Generator. Each answer points to the article where the topic is covered in full.

# About the codes

## Do the codes expire?

No. A code made by the **web part** contains the data itself - the link, the contact, the network settings - and works as long as this data is valid. It does not depend on the web part, on the page or on the license: a code that was downloaded or printed keeps working even if the web part is removed.

## Is there a limit on the number of codes or scans?

No. You can make any number of codes, and each of them can be scanned any number of times.

## Are the codes static or dynamic?

Static. The data is written into the code and cannot be changed after the code is printed. To change where a printed code leads, change what is at the address it contains - for example, update the page behind the link - or print a new code.

## Can I see how many times a code was scanned?

No. A static code is read by the phone without any request to the web part, so the scans cannot be counted. To measure interest, encode a link to a page whose visits are counted, such as a **SharePoint** page with page analytics.

## Is the data that I enter sent anywhere?

No. The code is generated in the browser, and the entered data is not sent to Vitextra or to third parties. The data is stored only when a page editor saves it with the page. See KB10275. Privacy and Security in QR Code Generator: Where Your Data Is Processed and Stored.

## What can be encoded?

Nine types of data: a link, a text, a business card (vCard), Wi-Fi settings, an email, an SMS, a phone number, a location and a calendar event. See KB10264. QR Code Data

Types: URL, Text, vCard, Wi-Fi, Email, SMS, Phone, Location and Event.

### How much data fits into a code?

Technically, up to a few thousand characters. In practice a code stays easy to scan up to a few hundred characters; beyond that the dots become too small for print. See KB10273. Error Correction and Size: Making QR Codes Reliable to Scan and Print.

### Does the web part make barcodes of other types?

No. The web part makes QR codes only.

### Is an internet connection needed to scan a code?

Not to read it. A text, a contact, Wi-Fi settings and an event are taken from the code itself. A connection is needed only for what happens next, for example to open a link.

## About the design and the files

### Can I use the colors and the logo of my company?

Yes. The shape and the color of the dots and of the corner markers, the background, a gradient and a logo in the center are all adjustable. See KB10265. Customizing the QR Code Design: Shape, Colors, Gradient and Corners and KB10266. How to Add a Company Logo to a QR Code.

### In which formats can I get the code?

**PNG**, **JPEG**, **SVG** and **WebP** as a file, and PNG through the clipboard. The size of the image is set from 300 to 4000 pixels. See KB10268. Downloading and Copying a QR Code: PNG, JPEG, SVG and WebP.

### Which format is best for print?

SVG. It is a vector format and stays sharp at any size.

### Why is my code not read?

The usual causes are a low contrast with the background, a logo that is too large and a code that is printed too small. See KB10276. Why Doesn't My QR Code Scan?.

## About the web part

### Where does QR Code Generator work?

On modern pages of **SharePoint Online** and in **Microsoft Teams**, as a channel tab or a personal app. Classic pages and SharePoint Server are not supported. See KB10274. How to Add QR Code Generator to Microsoft Teams.

### Is the code that I prepared kept on the page?

Yes. Everything that is set up while the page is edited is saved when the page is published, and the visitors see the prepared code. See KB10269. Publishing a Preconfigured QR Code on a SharePoint Page.

### Can the visitors of the page change my code?

They can change the data and the design in their own browser and download their own codes, but their changes are not saved. Only an editor of the page changes what is published.

### Can the page show the code alone, without the fields?

No. The fields and the design sections are always shown next to the code. To show a code alone, download it and insert it into the page with the standard **Image** web part.

### Can several codes be placed on one page?

Yes. Add the web part several times; each instance keeps its own data and design.

### Can codes be generated in bulk or from a SharePoint list?

No. The web part makes one code at a time from the data entered in its fields and is not connected to lists or other web parts.

### Who can use the web part?

Everyone who can open the page can make, copy and download codes. Adding the web part and saving a prepared code requires edit permission on the page.

### Which languages are supported?

The interface is available in more than 40 languages and follows the language of the user. Some labels added in recent versions may be shown in English until their translations are released.

## About installation and licensing

### How is the web part installed?

A SharePoint administrator uploads the package to the **app catalog** once, and the web part becomes available on all sites. See KB10263. How to Add QR Code Generator to a Page and Create Your First QR Code. This requires tenant-wide deployment to be enabled; otherwise, install the app on each target site.

## Does the installation require the approval of API permissions?

No. The package requests no API permissions.

## Is there a trial?

Yes. The web part is installed with a trial period. The status of the license is shown in the **About** group of the property pane.

## What happens when the trial ends?

The web part shows a notice in place of the generator until a subscription is activated. Codes that were downloaded or printed earlier continue to work.

**Tip**

An overview of all capabilities is in KB10262. QR Code Generator: Solution Overview.

# Terms

**App Catalog**
The App Catalog is a special SharePoint site that stores apps for SharePoint, Teams, and other Microsoft 365 services. Global or SharePoint administrators can upload and manage applications from the AppSource marketplace, custom-developed apps, or third-party apps for the organization's internal use. There can be only one tenant-level App Catalog in a tenant; site collection app catalogs can be added for individual site collections.

**Microsoft Teams**
Microsoft Teams is a chat-based collaboration platform for business communications with features for online meetings, live events, and document sharing.

**SharePoint**
SharePoint is a web-based collaboration platform that provides content management, document management, workflow applications, search, and other tools that empower employees and teams to work together. SharePoint is also a secure place to store, organize, and access shared information.

**SharePoint Online**
The cloud version of SharePoint, a web-based collaboration platform within Microsoft 365 that provides an extensive range of capabilities to store, share, and manage the digital information, content, and knowledge of an organization.

**Web Part**
A web part is a primary building block of functionality or content placed on a SharePoint page. Some web parts support customization, such as configuring the web part or changing its appearance.