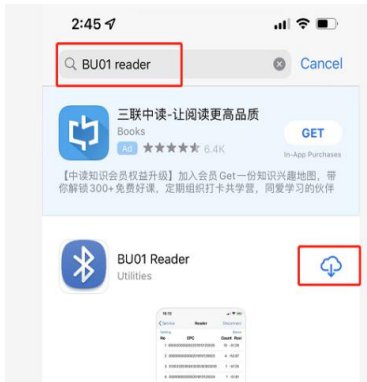



IVF-BU01 FAQ LIST & SOLUTION

NO.	FAQ	Reason analysis & Solution		Remark
		Reason	Solution	
1	Can't connect to bluetooth	<p>1. Mobile phone location is not turned on</p> <p>2. Cannot use the Bluetooth on your mobile phone to pair and connect with the Reader.</p>	<p>1.Open Phone Settings→Apps and Permissions→Permission Management→Location→ Set "Always allow" or "Allow when using".</p> <p>2. To search and download "BU01 reader" in APPLE</p> 	Different models of mobile phones have different setting paths
2	Can't connect to bluetooth	Maybe no power	<p>1. Check whether the middle light of the reader is flashing or off, if the middle light is flashing or off, charge the device please.</p> <p>2. Check whether the red light is on during charging. If the red light is off, please contact the manufacturer for the after-sales process and return for repair or replacement.</p>	
3	Can't read tags	<p>1.Tagsize is too small</p> <p>2.Tags are placed in the wrong place</p> <p>3.Tag is too far from the device</p> <p>4.Tag is not the procotol of ISO18000-6C</p>	<p>1.Customize the tag size</p> <p>2.Put the tag in the reading range of reader</p> <p>3.Reading range is within 0-0.5M(It depends on the tag size)</p> <p>4.Please use the tag with ISO18000-6C proctol</p>	
4	Can't charge	<p>1.Charging port is damaged</p> <p>2.Charging IC is damaged</p>	<p>Plug in the power charging cable, and check whether the middle light of the device is on or not. If it is off, please check whether the USB interface(charging port) of the device is damaged. If the USB interface is not damaged, it is preliminarily determined that the charging IC is damaged.</p>	For the damaged charging IC,please contact the manufacturer for the after-sales process and return for repair or replacement.

5	can't turn on the reader	1.Toggle switch is damaged 2.The reader can't charge	1.Check the toggle switch to see if it is jammed when it is toggled left and right. If it is jammed, the toggle switch may be damaged. 2.can't charge issue,please check the above No.4 solution	For damaged toggle switch, please contact the manufacturer for the after-sales process and return for repair or replacement.
6	Battery life short	1.Low temperature will reduce the effective capacity of the battery 2.The frequency of reading data is too high	1.The current reader use the standard 600mA battery,if use the reader at minus ten degrees,it can work,but the reader should only have an effective capacity of 400-500mA. If need long-term use in low temperature environment, please communicate with manufacturer for low temperature battery customzied before placing order. 2.To increase the delay time between reading commands in the software app, please refer to the example in the SDK to modify the "inventory Runnable" parameters.  <pre>if (inventorying) { mHandler.postDelayed(inventoryRunnable, delayMillis: 100); }</pre>	
7	The tags can be read normally, but the phone or computer cannot receive data	PR9200 chip damaged	Repair and replacement	please contact the manufacturer for the after-sales process and return for repair or replacement.
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9				
10				

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Checked: 钟志明

NOTE: COMMUNICATION ERROR CODE PLS REFER TO SDK DOCUMENT

表单编号: QR-PZ-029 版本: 1.0 保存期限: 2年