

Statement:

We can only provide after sales services for products that are sold by TEEMI or TEEMI authorized retailer or distributor. If you have purchased your unit from a different place, please contact the seller for return or warranty issues.



Wireless Bluetooth 2D barcode scanner

User Guide

Model:TMSL-56

TEEMI

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Product Specification

Dimensions	20.8*8.1*11.5cm/8.18*3.18*4.52inch
Weight	460g/1.01lb
Image (Pixels)	640 pixels (H) * 480 pixels (V)
Light source	Aiming: 617nm LED, Illumination: 6500K LED
Field of View	40°(H)* 32°(V)
Memory	32M= approx. 20,000 barcodes
Battery Volume	4.2V/2500mAh
Charging time	5-6 hours
Working time	12hours continuous working hours with one scan per second
Wireless Technology	Bluetooth 5.0
Operation Distance	Bluetooth connection directly with your device: Max 100 meters/328ft With the USB Dongle: Max 250meters/820ft
Print Contrast	25% minimum reflective difference
Scanning speed	60 Frames per second
Motion Tolerances	Up to 25 in. (63.5cm) per second
Support 1D bar - codes:	UPC, EAN, Code128, Code 39, Code 93, Code11, Matrix 2 of 5, Interleaved 2 of 5, Codabar, MSI Plessey, GS1 DataBar, China Postal, Korean Postal, etc.
Support 2D bar - codes:	PDF417, MicroPDF417, Data Matrix, Maxicode, QR Code, Micro-QR, Aztec, Hanxin, etc.
Shock Specifications	Designed to withstand 1.5m(5') drops

Package includes:

- One TMSL-56 Bluetooth scanner
- One USB cable
- One user manual
- One USB receiver
- One USB cradle (optional)

Charging:

We recommend fully charge the scanner before first use. To charge the device, connect the scanner with any USB charging adapter or active USB port by using the charge cable. The red LED will turn on during charging. The scanner can be fully charged in around 5 to 6 hours; the LED will turn off after full charge.

When the battery is low, you will hear three high beeps from the scanner.

How to use

1. Power ON/OFF

- Hold the trigger of the scanner for 3 seconds; you will hear a high beep and the scanner is on.
- Scan the “Power Off” barcode to turn off the scanner



Power Off

2. Connect the scanner with your device

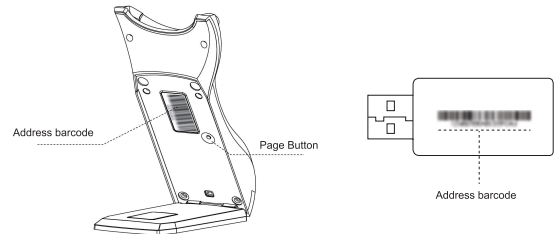
1) For PC users

NOTE: The scanner is paired with the included USB dongle or USB Cradle in factory default setting. If you haven't pair the scanner with other Bluetooth device yet, you can ignore the step 2 and 3.

STEP 1: Plug the USB dongle into your PC

STEP 2: Turn on the scanner and scan address barcode on the USB cradle or USB dongle.

The scanner cannot be connected with the dongle or cradle at the same time.



STEP 3: Waiting for connection to be established, the LED on the scanner will flash blue and you will hear a beep when the connection is complete.

STEP 4: Scan the code “instant upload mode” to set the scanner to instantly upload the barcode



Instant upload mode

STEP 5. Test the scanner using notepad, put the cursor in the blank then scan a barcode to see if the barcode comes up on notepad.

2) For Android, iOS device, Bluetooth-enabled PC

STEP 1: Turn on the scanner and scan the “Bluetooth keyboard” below



Bluetooth Keyboard

STEP 2: Turn on the Bluetooth function of your device, search for the scanner named TMSL-56 and tap to connect

STEP 3: Once the pairing is successful, the LED on the scanner will flash blue and the scanner will beep once

STEP 4: Scan the code “instant upload mode” to set the scanner to instantly upload the barcode



Instant upload mode

STEP 5. Test the scanner using notepad, put the cursor in the blank then scan a barcode to see if the barcode comes up on notepad.

Note 1: Once the pairing is successful, the keyboard of your ios device will disappear.

Scan the below code, it will active the soft keypad; scan the code again, the soft keypad will hide.



Bring out/Hide Virtual Keyboard (iOS)

Note 2: If you want to switch connection with another smart device, please kindly remove the current Bluetooth connection with your device, then scan “Bluetooth keyboard” on page 3 and pair it with the new device.

3. Troubleshooting

Problem	Possible Reason	Solution
Power on the scanner, the scanner gives high short beeps. The scanner does turn on but turn off after 3 or 4 seconds.	The battery run out	Connect the scanner to PC' s usb port for charging via usb cable
Scanner decoding bar code, but data not transmitting to host or displayed incorrectly	The scanner was set to storage mode; scanned data will be kept in the buffer of scanner.	Scan “instant upload mode” barcode on page 4 then try again
Scanner not decoding bar code	Scanner not programmed for bar code type	Ensure scanner is programmed to read type of bar code being scanned.
	Bar code unreadable	Ensure bar code not defaced; try scanning test bar code of same bar code type
	Distance between scanner and bar code incorrect	Move scanner closer to or further from bar code

4. FAQ:

Q1. Why does scanner output the barcode incorrectly? When I use the scanner to read a barcode of an item, I get a different result from the barcode itself.

Example 1: We use Code 39, it puts an * at the beginning and a * at the end. How do we program the scanner to read whole barcode? The barcode the computer received is 123456789. The barcode we need is *123456789*.

Solution: To show the start and stop digit of code39, please scan the code“Output Code39 start & stop digit -Enable” on page 23.

Example 2: The original barcode is “ abc12345 ” , the scanning result is “+A+B+C+D12348” , the scanner put “+” between character.

Solution: Please scan the code “Code39 Full ASCII-Enable”on page 24.

Example 3: There are two separate barcode together. It scanned the first 13 digits in the barcode but not the last five-digits or two-digits.

Solution: If your barcode is UPC-A with five-digits supplements, please kindly scan “Enable UPC-A 5-digit addenda” and then scan “disable UPC-A separator” on page 21. If you are not sure the barcode type, please kindly contact us with your barcode image.

If the above problem is not your case, please send us a

clear picture of the barcode and the result you expect, our customer service will help you to solve the problem.

Q3. Some barcodes cannot be read, why?

Answer:

A.Incomplete and unclear barcodes might not be read.
B.It is possible that the setting is off by default as some barcode types not commonly used. You need activate a specific barcode type to get it working. Please feel free to contact our Customer Service Team for further assistance if you don't know the exact type of barcode that you are referring to.

Q4. Is there any barcodes to set auto-enter after every scanning?

Answer: To add auto-enter as suffix, please scan the code “Add CR” on page 16.

Q5: I am having trouble getting the scanner to read standard UPC's correctly. It will give me 11 or 12 digits but not in the correct order or it drops digits.

Delaying the keystroke of the scanner can solve this problem. Please kindly scan the two configuration codes below.





SX0C

Optional Programming settings

Q6: The scanner only outputs the serial number of the product, not the name or any other details about the product. Please help.

Answer: The scanner reads the barcode into memory and then dumps its memory of read barcodes into a text file (or spreadsheet, or database). The scanner does not interpret what the barcode is, it just "types" out the numerical equivalent of the barcode. Once you acquire the barcodes, you have to correlate them to something more meaningful by either purchasing a service that will interpret the barcode and relate it to a product, or you can use your own internal inventory system to assign the barcodes to specific products.

5. Inventory Mode

Under this mode the scanned data will be saved in the scanner's own memory. You can upload the data to computer in batches when you need them. Internal storage saves up to 20,000 barcodes.

Note: Under this mode, the barcode will be stored and will not come up on your computer instantly. The barcode comes up on your computer only when you scan the settings code "upload data".

1) Scanning the following barcode activates the inventory mode:



Enter inventory mode

2) You can scan your inventory barcodes, and the data will be saved in the scanner before you clear.

3) Scanning the following barcodes, all data entries shall be transferred to the working station after the reconnection (Only when in inventory mode):



Manual data upload

4) If the following barcode is read, the quantity of all barcodes scanned previously will be transferred as a number string (Only when in inventory mode):



Show quantity of codes scanned

5) If you want to clear the data entries in the scanner, you can scan clear barcode (This barcode function is only usable in this inventory mode)



Clear

6) If you want to change the scanner to normal manual mode, you can scan exit inventory mode barcode below:



Instant upload mode

6. Wake/Sleep

The scanner will sleep if no action is performed in 2 minutes. You can wake it easily by pressing the trigger of the scanner once.

To save the power of the scanner, the scanner will automatically turn off if it sleeps over 10 minutes.

You can scan the programming barcodes below to configure how long the scanner stays active before turning off.



Thirty Minutes (The scanner will automatically turn off if it sleeps over 30 Minutes.)



One hour (The scanner will automatically turn off if it sleeps over 1 hour.)



No sleep (The scanner will always stay on)



Four hours (The scanner will automatically turn off if it sleeps over 4 hours.)

7. Scanning Mode Setting

Three kinds of scanning modes are supported.

7.1. Manual Trigger mode (default):

If the Trigger Mode is enabled, you could activate the scanner by providing an external hardware trigger, or using a serial trigger command. When in manual trigger mode, the scanner scans until a barcode is read, or until the hardware trigger is released. When in serial mode, the scanner scans until a barcode has been read or until the deactivate command is sent.



091A00.

Trigger Mode (default)

7.2 Presentation Mode – Normal Mode

When in Presentation Mode, the LEDs remain dim until a bar code is presented to the scanner, then the aimer turns on and the LEDs turn up to read the code.

Note: If you are using a cordless charge base in Presentation Mode, the battery will not charge unless the power supply is plugged into the base's auxiliary power port.



**Presentation Mode -
Normal mode**

090901.

7.3. Presentation Mode – Continuous Mode

Under this enhanced continuous presentation mode, the LED will stay active for 4 seconds for the next barcode. This mode is ideal for busy industrial line or grocery store.

** Scan the following codes to set the scanner to Continuous Mode.



**Presentation Mode –
Continuous Mode**

090903.

Note: To save the power of the scanner, if the second barcode is not passing through the scanning window in 4 seconds after the first scan, the LED will turn off. It will turn on again if any barcode is passing through again.

8. Reread Delay

This sets the time period before the scanner can read the same bar code a second time. Reread delay setting protects against accidental rereads of the same bar

code. Longer delays are effective in minimizing accidental rereads. Use shorter delays in applications where repetitive bar code scanning is required. Reread Delay only works when in a Presentation Mode.



080B080.

No Delay (default)



080B08500.

Delay 500MS



080B082000.

Delay 2000ms

9. Voice Setting

** Scan one of the following barcode to select the decoding voice mode



Medium Volume



Mute



Minimum Volume



Maximum Volume

10. Bluetooth Connection Mode

10.1 Bluetooth HID (Human Interface Device)

You can pair the scanner with your device in the Bluetooth setting under Bluetooth HID mode. Once connected, the scanned barcode data will upload to the textbox of your IOS, Android, windows or other devices in the form of Bluetooth keyboard data.

10.2 Bluetooth GATT (Generic Attribute Profile)

Under this mode, you can only pair the scanner with your application. You cannot see the scanner under Bluetooth panel. You can connect the scanner with apps on iOS devices without MFi certification. If you need to operate under this mode, please kindly contact us for the device UUID and service ID.

NOTE: Your technical staff can upgrade the software of the scanner Over-The-Air (OTA) on apple devices timely. This must be done in caution, so please kindly contact us for more details if you need.

11. Return the scanner to the factory default setting

Scan the barcodes below to reset the scanner to the factory default setting.



Restore All Factory Defaults

12. Keyboard Language Setting

You are suggested to set the keyboard language of the scanner to be in agreement with that in real use by scanning the correspondent barcode listed below. The following keyboard language is the most frequently used. For other languages, please kindly contact customer service.



SX50
USA



SX51
Belgian



SX52
finnish_swedish



SX53
French



SX54
German



SX55
Italian



SX56
Swiss_german



SX57
British



SX58

Danish



SX59

Novwegian



SX5A

Spanish

13. Frequently-used End Character Setting

By default, the scanner is not adding any suffix. To add TAB Key after each scan, please scan the code "TAB"



090200.

Add CR



090202.

Add LF



090300.

Add CRLF



090201.

Add TAB

14. Inverse color

If you want the scanner to read those barcodes printed inversely black on white, please kindly contact us at support@teemistore.com for the configuration code. We did not print here to avoid other customers to read it by mistake.

15. Case Sensitivity Setting

The scanner can change all the letter cases of barcode into uppercase or lowercase. It takes "Not to Alter the Letter Case of barcodes" as default, letter case of barcodes can be altered through scanning correspondent bar code below.

Note: Please deactivated caps lock on keyboard first.



SX49

All upper case



SX48

All lower case



SX4A

Not to alter the Letter Case of barcodes (default)

16. Illumination setting

This setting only works under Manual Trigger Mode. Level 4 is the brightest.



0401004.

Illumination Level 4 (Default)



0401003.

Illumination Level 3



0401002.

Illumination Level 2



0401001.

Illumination Level 1

17. Enable / Disable Barcode Type

Enable/Disable Code 128



020A011.

Enable Code 128 (default)



020A010.

Disable Code 128

Enable/Disable EAN-8



0214011.

Enable EAN-8 (default)



0214010.

Disable EAN-8

Transmit Check Digit

EAN-8 is 8 digits in length with the last one as its check digit used to verify the accuracy of the data.



0214021.

**Transmit EAN-8
Check Digit (default)**



0214020.

**Do Not Transmit EAN-8
Check Digit**

Add-On Code

An EAN-8 barcode can be augmented with a two-digit or five-digit add-on code on code to form a new one. In the examples below, the part surrounded by blue dotted line is an EAN-8 barcode while the part circled by red dotted line is add-on code.



1234 567



0214031.

Enable 2-Digit Add-On Code



1234 567 89012



0214030.

**Disable 2-Digit Add-On
Code (default)**



0214041.

**Enable 5-Digit Add-On
Code**



0214040.

**Disable 5-Digit Add-On
Code (default)**

ENA/JAN-8 Addenda Separator

When this feature is enabled, there is a space between barcode and addenda. When this feature is disabled, there is no space.



0214061.

**Enable EAN/JAN-8
Addenda Separator (default)**



0214060.

**Disable EAN/JAN-8
Addenda Separator**

Enable/Disable EAN-13



0213011.

Enable EAN-13 (default)



0213010.

Disable EAN-13

Transmit Check Digit



0213021.

**Transmit EAN-13 Check
Digit (default)**



0213020.

**Do Not Transmit EAN-13
Check Digit**

Add-On Code



0213031.

**Enable 2-Digit Add-On
Code**



0213030.

**Disable 2-Digit Add-On
Code (default)**



0213041.

**Enable 5-Digit Add-On
Code**



0213040.

**Disable 5-Digit Add-On
Code (default)**

ENA/JAN-13 Addenda Separator

When this feature is enabled, there is a space between barcode and addenda. When this feature is disabled, there is no space.



0213061.

**Enable ENA/JAN-13
Addenda Separator (default)**



0213060.

**Disable ENA/JAN-13
Addenda Separator**

ISBN Translate

When enable this feature and is scanned, EAN13 Book land symbols are translated into their equivalent ISBN number format.



0213071.

Enable ISBN Translate



0213070.

**Disable ISBN Translate
(default)**

Enable/Disable UPC-A



0211011.

Enable UPC-A (default)



0211010.

Disable UPC-A

UPC-A Check Digit



0211021.

**Enable UPC-A Check
Digit (default)**



0211020.

Disable UPC-A Check Digit

UPC-A: Number System

The number system digit of UPC symbol is normally transmitted at the beginning of the scanned data, but the unit can be programmed so it will be not transmitted.



0211031.

Enable UPC-A Number System (default)



0211030.

Disable UPC-A Number SystemA

UPC-A: Addenda



0211041.

Enable 2 Digit Addenda



0211040.

Disable 2 Digit Addenda (default)



0211051.

Enable 5 Digit Addenda



0211050.

Disable 5 Digit (default)

When you activate the UPC-A add-on barcode, it might output the space between the barcode and the add-on code. You can disable it by scanning the barcodes below.

UPC-A Addenda Separator



0211071.

Enable UPC-A Separator (default)



0211070.

Disable UPC-A Separator

Enable/Disable Interleaved 2 of 5



0204011.

Enable Interleaved 2 of 5 (default)



0204010.

Disable Interleaved 2 of 5



0208011.

Enable Matrix 2 of 5



0208010.

Disable Matrix 2 of 5 (default)



0206011.

Enable Industrial 2 of 5



0206010.

Disable Industrial 2 of 5 (default)

Enable/Disable Code 39



0203011.

Enable Code 39 (default)



0203010.

Disable Code 39

Transmit Start/Stop Character



0203051.

Transmit Start/Stop Character



0203050.

Do not Transmit Start/Stop Character (default)

Code 39 Full ASCII



0203021.

Enable Code 39 Full ASCII



0203020.

Disable Code 39 Full ASCII
(default)

Enable/Disable Codabar



0202011.

Enable Coda bar (default)



0202010.

Disable Coda bar

Transmit Start/Stop Character



0202021.

Transmit Start/Stop
Character



0202020.

Do not Transmit Start/Stop
Character (default)



020D011.

Enable Code 93



020D010.

Disable Code 93 (default)



020B001.

Enable GS1-128 (default)



020B000.

Disable GS1-128



020E011.

Enable MSI



020E010.

Disable MSI (default)

Enable/Disable PDF 417



021F011.

Enable PDF 417 (default)



021F010.

Disable PDF 417

Enable/Disable Micro PDF 417



0220011.

Enable PDF 417



0220010.

Disable PDF 417 (default)

Enable/Disable QR Code



0237011.

Enable QR Code (default)



0237010.

Disable QR Code

Enable/Disable Data Matrix



0236011.

Enable Data Matrix (default)



0236010.

Disable Data Matrix

Enable/Disable Maxi Code



0234011.

Enable Maxi code



0234010.

Disable Maxi code (default)

Enable/Disable Aztec



0233011.

Enable Aztec



0233010.

Disable Aztec (default)

Enable/Disable Hanxin



0238011.

Enable Hanxin



0238010.

Disable Hanxin (default)

Enable/Disable Telepen



0210011.

Enable Telepen



0210010.

Disable Telepen (default)

Activate USPS IMb code (USPS 4 state postal barcode)



0242001.

18. Data Formatting

You may use the Data Format Editor to change the scanner's output. For example, you can use the Data Format Editor to insert characters at certain points in bar code data as it is scanned. Due to limited space, we will give two examples about frequently used data format. You can generate the programming barcode on your own; the barcode type is data matrix.

Example 1: Send a number of characters



1234567890ABCDEFGHIJ

Send the first 10 characters from the bar code above, followed by a carriage return.

Command string: **^3080304;08030000996A9999F2100D.**

^3080304 is to previous programming setting and must be the head of any data formatting string
0803000099 is to command the scanner
6A is the id of code type code 128(refer to code id chart below)
9999 is to command digits quantity in the barcode

F2 is the "Send a number of characters" command
10 is the number of characters to send
0D is the hex value for a CR
. is to save this setting

The data is output as: 1234567890

Example 2: Move the cursor forward and send the data



1234567890ABCDEFGHIJ

Move the cursor forward 3 characters, and then send the rest of the bar code data from the bar code above. End with a carriage return.

Command string: **^3080304;08030000996A9999F503F10D.**

^3080304 is to previous programming setting and must be the head of any data formatting string
0803000099 is to command the scanner
6A is the id of code type code 128(refer to code id chart below)
9999 is to command digits quantity in the barcode
F5 is the "Move the cursor forward a number of characters" command
03 is the number of characters to move the cursor
F1 is the "Send all characters" command
0D is the hex value for a CR
. is to save this setting

The data is output as: 4567890ABCDEFGHIJ <CR>

If you need other command, please kindly contact support@teemistore.com.

14. prefix and suffix

To set the prefix or suffix, you can generate the programming barcode on your own; the barcode type is data matrix.

For example:

To add three enter as prefix for EAN-13:

The programming data is **^3080400640d0d.**

(^3 is to enter programming setting, 080400 is the code to add prefix, 64 is for EAN-13 symbology, 0d is the code to set three enter as prefix, the dot (.) at the end is to save the settings.)

To add three enter as suffix:

The code character is **^3080500990d0d.**

(^3 is to enter programming setting, 080500 is the code to add suffix, 99 is all types of barcodes, 0d is the code to set three enter as suffix, the dot (.) at the end is to save the settings.)

If you have difficulties to create the programming barcode for prefix and suffix, please kindly contact support@teemistore.com with your programming request. We will make the configuration code for you.

Symbology Charts

Hex	Dec	Symbology
99	0	All symbologies
61	1	Codabar
68	2	Code 11
6A	3	Code 128
3C	4	Code 32 Pharmaceutical (PARAF)
62	5	Code 39 (supports Full ASCII mode)
69	6	Code 93 and 93i
64	7	EAN-13
44	8	EAN-8
79	9	GS1 DataBar
7B	10	GS1 DataBar Limited
7D	11	GS1 DataBar Expanded
49	12	GS1-128
65	13	Interleaved 2 of 5
6D	14	Matrix 2 of 5
67	15	MSI
74	16	Telepen
63	17	UPC-A
45	18	UPC-E
7A	19	Aztec Code
6C	20	Code 49
79	21	GS1 Composite and GS1 DataBar Omnidirectional
78	22	MaxiCode

72	23	PDF417
52	24	MicroPDF417
73	25	QR Code, Micro QR Code
4D	26	Intelligent Mail Bar Code
41	27	Australian Post
42	28	British Post
43	29	Canadian Post
77	30	data matrix

ASCII Table:

Hex	Dec	Char
00	0	NUL (Null char.)
01	1	SOH (Start of Header)
02	2	STX (Start of Text)
03	3	ETX (End of Text)
04	4	EOT (End of Transmission)
05	5	ENQ (Enquiry)
06	6	ACK (Acknowledgment)
07	7	BEL (Bell)
08	8	BS (Backspace)
09	9	HT (Horizontal Tab)
0a	10	LF (Line Feed)
0b	11	VT (Vertical Tab)
0c	12	FF (Form Feed)
0d	13	CR (Carriage Return)
0e	14	SO (Shift Out)

0f	15	SI	(Shift In)
10	16	DLE	(Data Link Escape)
11	17	DC1	(XON) (Device Control 1)
12	18	DC2	(Device Control 2)
13	19	DC3	(XOFF) (Device Control 3)
14	20	DC4	(Device Control 4)
15	21	NAK	(Negative Acknowledgment)
16	22	SYN	(Synchronous Idle)
17	23	ETB	(End of Trans. Block)
18	24	CAN	(Cancel)
19	25	EM	(End of Medium)
1a	26	SUB	(Substitute)
1b	27	ESC	(Escape)
1c	28	FS	(File Separator)
1d	29	GS	(Group Separator)
1e	30	RS	(Request to Send)
1f	31	US	(Unit Separator)
20	32	SP	(Space)
21	33	!	(Exclamation Mark)
22	34	"	(Double Quote)
23	35	#	(Number Sign)
24	36	\$	(Dollar Sign)
25	37	%	(Percent)
26	38	&	(Ampersand)
27	39	`	(Single Quote)

28	40	((Right / Closing Parenthesis)
29	41)	(Right / Closing Parenthesis)
2a	42	*	(Asterisk)
2b	43	+	(Plus)
2c	44	,	(Comma)
2d	45	-	(Minus / Dash)
2e	46	.	(Dot)
2f	47	/	(Forward Slash)
30	48	0	
31	49	1	
32	50	2	
33	51	3	
34	52	4	
35	53	5	
36	54	6	
37	55	7	
38	56	8	
39	57	9	
3a	58	:	(Colon)
3b	59	;	(Semi-colon)
3c	60	<	(Less Than)
3d	61	=	(Equal Sign)
3e	62	>	(Greater Than)
3f	63	?	(Question Mark)
40	64	@	(AT Symbol)

41	65	A
42	66	B
43	67	C
44	68	D
45	69	E
46	70	F
47	71	G
48	72	H
49	73	I
4a	74	J
4b	75	K
4c	76	L
4d	77	M
4e	78	N
4f	79	O
50	80	P
51	81	Q
52	82	R
53	83	S
54	84	T
55	85	U
56	86	V
57	87	W
58	88	X
59	89	Y

5a	90	Z
5b	91	[(Left / Opening Bracket)
5c	92	\ (Back Slash)
5d	93] (Right / Closing Bracket)
5e	94	^ (Caret / Circumflex)
5f	95	_ (Underscore)
60	96	' (Grave Accent)
61	97	a
62	98	b
63	99	c
64	100	d
65	101	e
66	102	f
67	103	g
68	104	h
69	105	i
6a	106	j
6b	107	k
6c	108	l
6d	109	m
6e	110	n
6f	111	o
70	112	p
71	113	q
72	114	r

73	115	s
74	116	t
75	117	u
76	118	v
77	119	w
78	120	x
79	121	y
7a	122	z
7b	123	{ (Left/ Opening Brace)
7c	124	(Vertical Bar)
7d	125	} (Right/Closing Brace)
7e	126	~ (Tilde)
7f	127	DEL (Delete)

Technical assistance:

For technical assistance, please email to support@teemistore.com with your purchase order number and a detailed description of your issue. We normally respond to enquiries within 24 hours.

Warranty:

This scanner is covered with TEEMI parts and labor warranty for 12 months from date of the original purchase from TEEMI. If the device fails due to a manufactured defect, please contact TEEMI Support (support@teemistore.com) immediately to launch a warranty claim. We will instruct you on how to return the defective unit back to us for repair and replacement.

The following are excluded from TEEMI warranty cover:

- Device purchased as 2nd hand or used
- Device purchased from unauthorized retailer and distributor
- Device resulted from misuse and abusive action
- Damage resulted from chemical, fire, radioactive substance, and poison, liquid and natural disaster
- Damage caused to any 3rd party / person / object and beyond