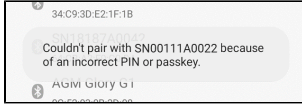


# EmKiosk Does Not Ask Bluetooth Pairing Request

## ISSUE

- EmKiosk does not ask Bluetooth pairing code dialog
- Cannot connect Bluetooth because the pairing request dialog is disappeared too quickly to enter the code



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## APPLIES TO

This symptom occurs on:

- Devices with Android 10 and above (ex. PM75, PM30, etc.)
- EmKiosk v1.0.23 and older

This symptom has been solved on:

- EmKiosk v1.0.24 and later

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## RESOLUTION (Update EmKiosk)

The Settings package displays the Bluetooth pairing code dialog on Android 10 and above. So EmKiosk blocks the dialog because it restricts the Settings package.

This symptom occurs with Bluetooth printers usually.

To support Bluetooth connection that uses pairing code, Point Mobile has added the Settings package into the EmKiosk by default.

**Update the EmKiosk app to v1.0.24 and later version and try again.**

(The EmKiosk v1.0.24 version has been released on Sep 26, 2022.)

To download, go to [Service Portal](#) > Download page > Scan2Stage page.



### Cannot Log-in?

Please contact to your distributor or Point Mobile Sales team if you want to download the APK file.

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## What If Cannot Use New EmKiosk Version?

If you cannot use the new EmKiosk version described above, **add the Settings package to the Hidden App configuration.**

Application Name	Package Name	Activity Name
Settings	com.android.settings	com.android.settings.Settings

1. In Scan2Stage, go to **EmSolution** > **EmKiosk**.
2. Click **Add** in the **Hidden App** section.

3. Enter the package name and activity name referring to the table above.

Hidden App

Package	Activity Name
com.example.myapplication	com.example.myapplication.MainActivity

Add

Delete

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## RELATED ARTICLES

### Content by label

There is no content with the specified labels