



## Eufy C20 Smart Scale User Guide

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eufy

**Eufy C20 Smart Scale**



### Specifications:

- Model: eufySmartScale C20
- Power Source: 4 AAA batteries
- Measuring Units: lb (Pound) / kg (Kilogram)
- Compatibility: iOS 11.0 and above, Android 6.0 and above
- Connectivity: Bluetooth, Wi-Fi (2.4GHz)

### Product Usage Instructions

#### Inserting the Batteries

1. Turn the scale over and place it on a flat surface.
2. Slide up to open the battery compartment door and insert 4 AAA batteries ensuring correct polarity.
3. Slide down to close the battery compartment door.

#### Selecting the Measuring Unit

Press the UNIT button to cycle through lb/kg. Reset to factory settings by holding the UNIT button for 5 seconds.

#### Installing the EufyLife App and Pairing:

1. Download the EufyLife app from App Store or Google Play.
2. Enable Bluetooth and Wi-Fi on your smartphone.
3. Create a user account in the app and add the eufySmartScale C20.

#### Starting a Measurement:

1. Place the scale on a hard, flat surface.
2. Barefoot step on the scale for body composition analysis.
3. Stand still until measurement is complete.

### Supported Biometric Measurements:

The scale supports various health metrics including weight, body fat, BMI, heart rate, water percentage, muscle mass, etc.

### Multi-User Measurement:

The scale can recognize users based on previous stats or manually switch between users by tapping feet.

### Selecting Different Measurement Modes:

Press and hold UNIT button to select Simple Mode for weight reading, Guest Mode for anonymous weighing, or Baby Mode in the app for baby weight measurements.

### Frequently Asked Questions (FAQ)

- **Q: How can I reset the scale to factory settings?**

A: Press and hold the UNIT button for 5 seconds to enter the menu, select Resetting and continue to hold for 3 seconds to complete the reset process.

- **Q: What should I do if the scale shows “Low Battery”?**

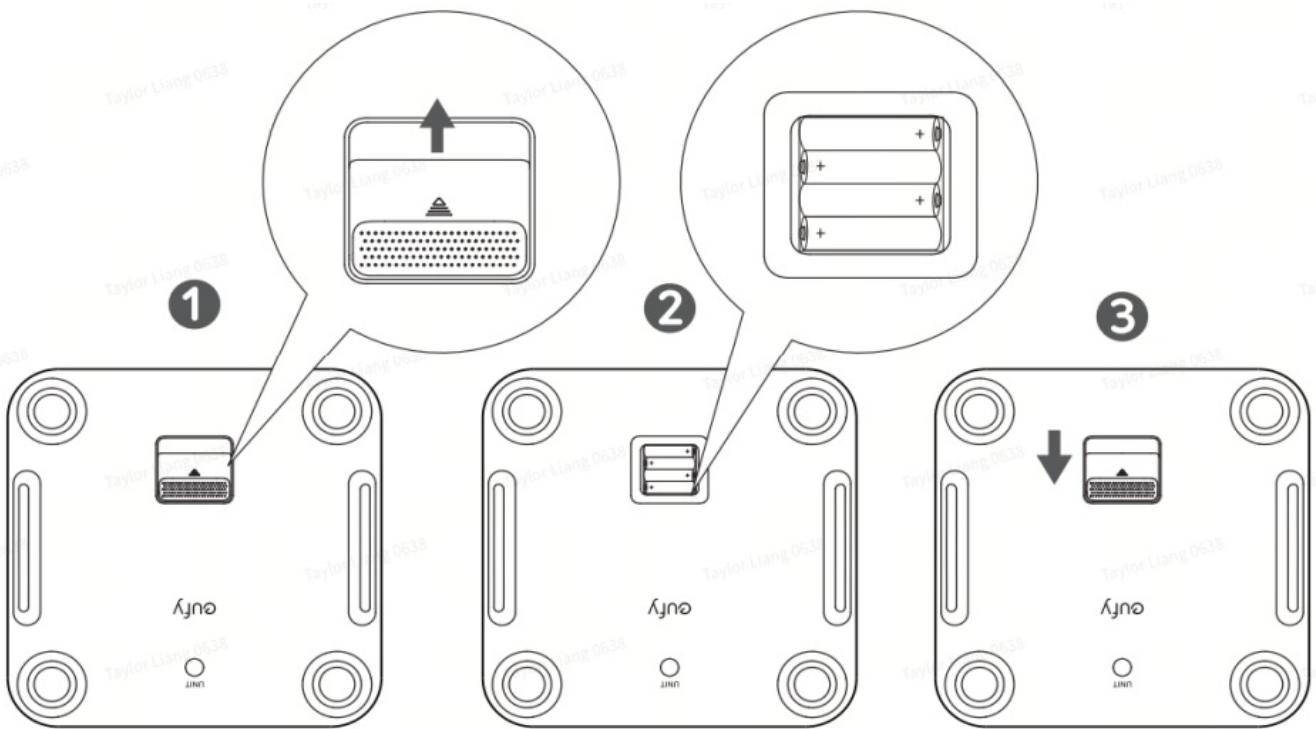
A: Replace all batteries at the same time with new ones. Do not mix new and used batteries.

### What's in the Box



### Inserting the Batteries

1. Turn the scale over and place it on a flat surface
2. Slide up to open the battery compartment door and insert 4 AAA batteries. Make sure the positive and negative ends are facing the correct polarity directions marked in the battery compartment.
3. Slide down to close the battery compartment door. Make sure the battery compartment door is fixed in place.  
After inserting the batteries, the TFT display will light up.



**Low Battery**

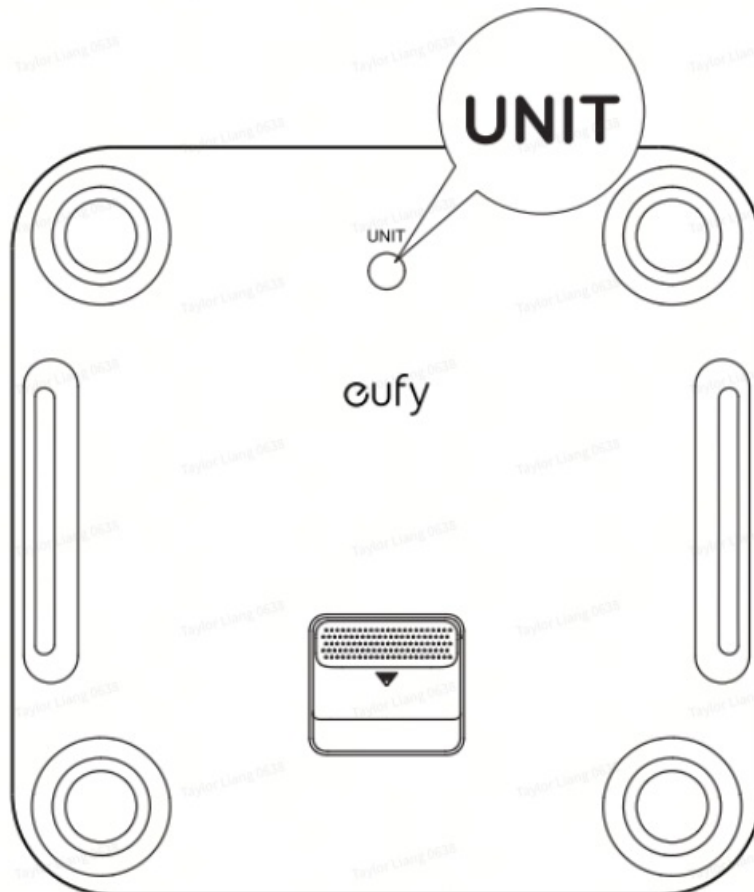
– will appear on the TFT display when the batteries are low. Replace all batteries at the same time. Do not mix new and used batteries.

When not measuring, the TFT display will be off automatically after being idle for 10 seconds.

**Selecting the Measuring Unit**

Press the UNIT button at the bottom of the scale to cycle through and select the measuring unit: lb (Pound) / kg (Kilogram).

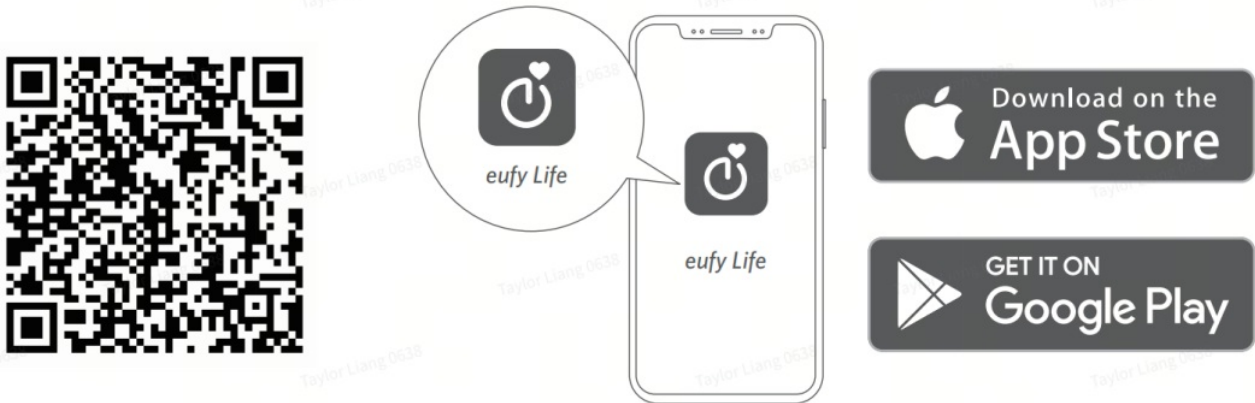
The measuring unit can be selected from within the EufyLife app as well.



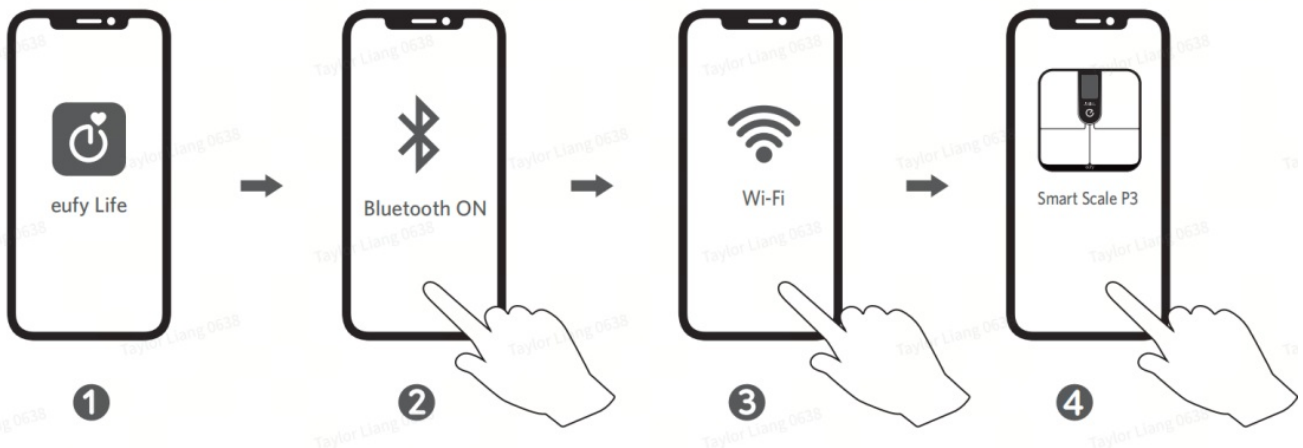
To restore factory settings, press and hold the UNIT button for 5 seconds to enter the menu. Select "Resetting", then continue to press and hold the button for 3 seconds until the reset process is completed.

## Installing the EufyLife App and Pairing

1. Download the EufyLife app from the App Store (iOS devices) or Google Play (Android devices).




2. Enable Bluetooth and Wi-Fi on your smartphone.
3. Open the EufyLife app and create a user account. Please enter accurate information in your user profile.
4. Select Add Device on the Me page. Follow the in-app instructions to add eufy Smart Scale C20.



\*Only with 2.4GHz Wi-Fi Connection

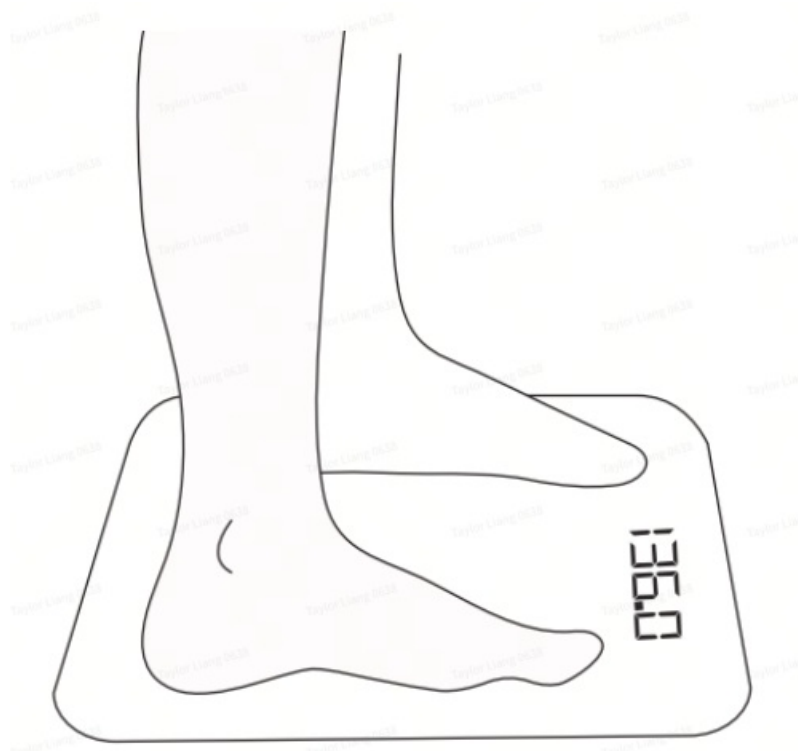
- Once paired, the app and scale will automatically connect the next time the app is opened.

	Status Icon	Indicates	
	Flashing	Pairing	
	Solid	Connected	

- This scale is compatible with devices running iOS 11.0 and above or Android 6.0 and above versions.
- Do not pair the scale from your smartphone's Bluetooth menu. Use the EufyLife app to pair the scale with your smartphone.

## Starting a Measurement

1. Place the scale on a hard and flat surface.
2. When measuring for the first time, please make sure you have selected your user profile.
3. Step barefoot onto the scale.
  - An analysis of your body's composition will begin automatically.
  - After measuring, your weight and other available information will be shown on the TFT display. You can find your detailed body composition analysis within the Eufylife app.z



- Step barefoot onto the scale. Stand still until the measurement is complete.
- The scale can automatically recognize users based on their previous stats.
- If the current user is not recognized, simply tap your feet to rotate between users.

## Supported Biometric Measurements

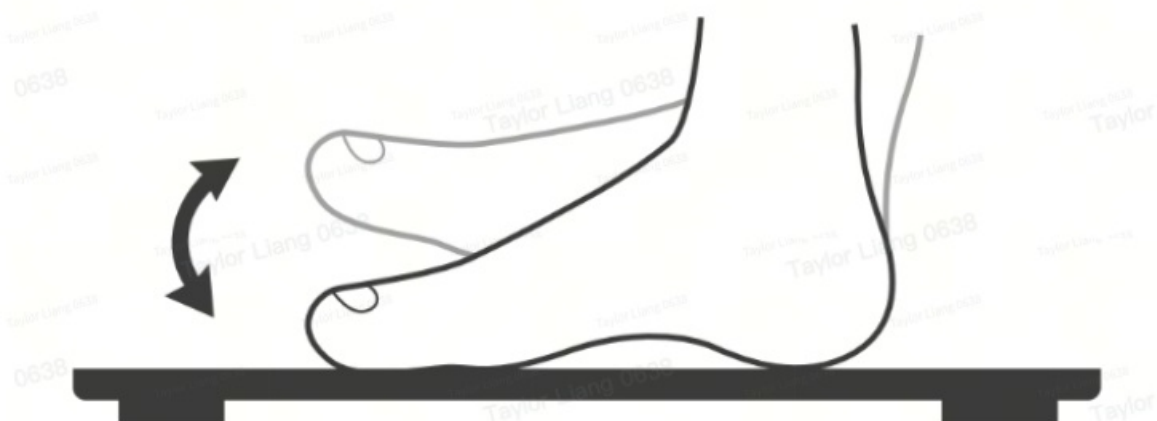
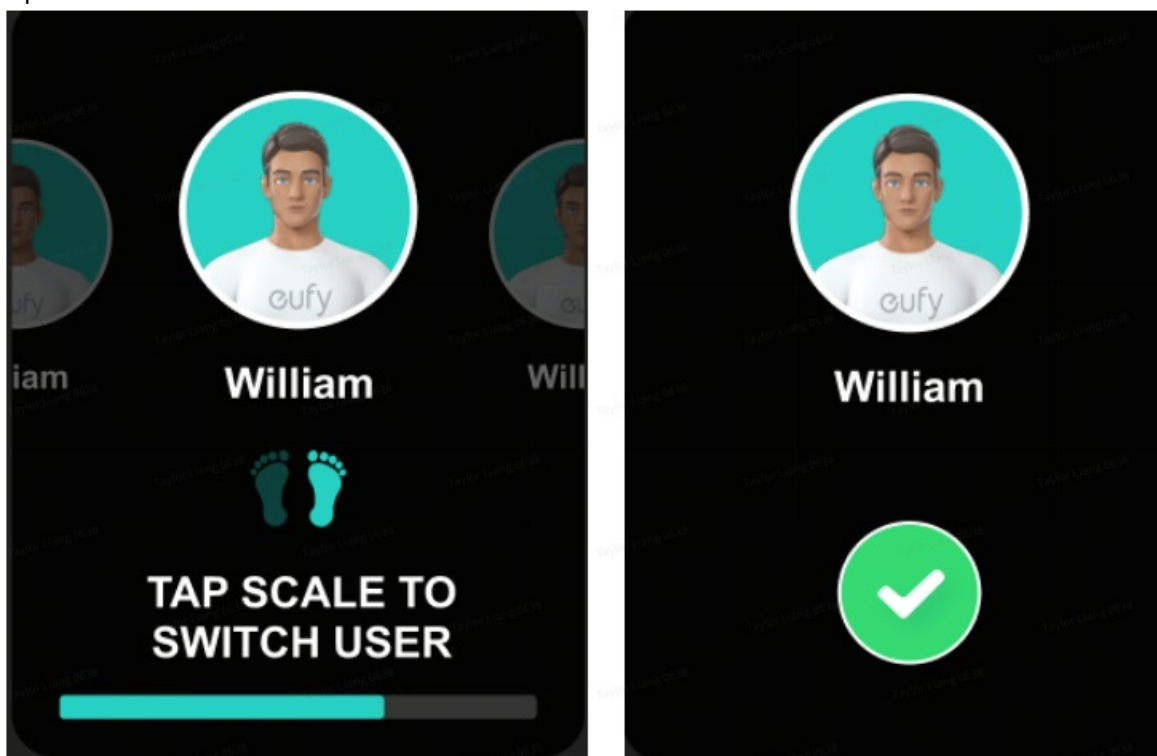
eufy Smart Scale C20 supports the measurement of the following health metrics.

- Health Metrics Unit
- Weight kg
- Body Fat %
- Body Mass Index (BMI) –
- Heart Rate bpm
- Water %
- Muscle Mass kg

- Body Fat Mass kg
- Lean Body Mass kg
- Basic Metabolic Rate (BMR) kcal
- Bone Mass kg
- Visceral Fat –
- Protein %
- Skeletal Muscle Mass kg
- Subcutaneous Fat %
- Body Age –
- Body Type –

### Multi-User Measurement

If you are sharing the scale with another user whose weight is within  $\pm 3\text{kg}$  of yours, the product may not automatically recognize the correct user. In such cases, a user selection page will be displayed on the scale's screen. Tap the surface of the scale with one foot to switch to the correct user.



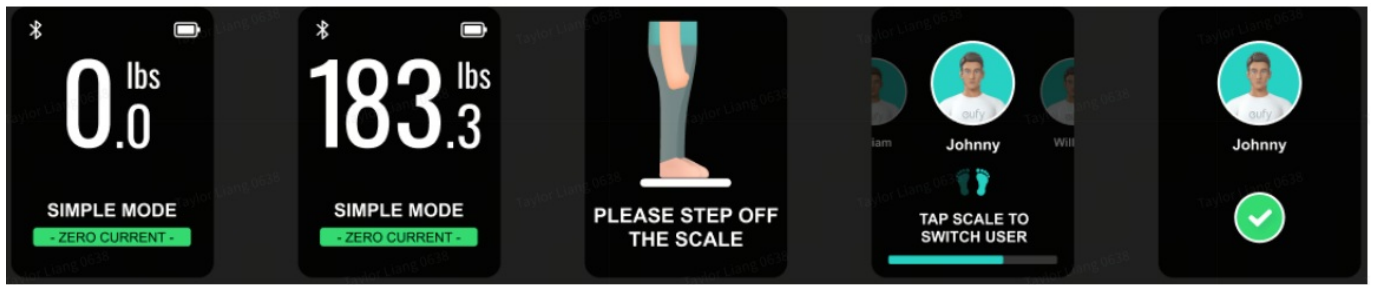
### Selecting Different Measurement Modes

You can press and hold the UNIT button for 5 seconds to select different modes. Mode selection is also available in Eufylife app.



### Simple Mode

Simple Mode only supports conventional weight-reading. Simply step on the scale to measure your current weight.



### Guest Mode

In Guest Mode, you can measure your weight without the need to log into a user account. In this case, your weight data won't be stored.



### Baby Mode (Only Available in App)

eufy Smart Scale C20 supports the measurement of your baby's weight. Tap [...] on the top right corner of the main interface, then select [Weight with Baby]. Follow the in-app instructions to complete the measurement process

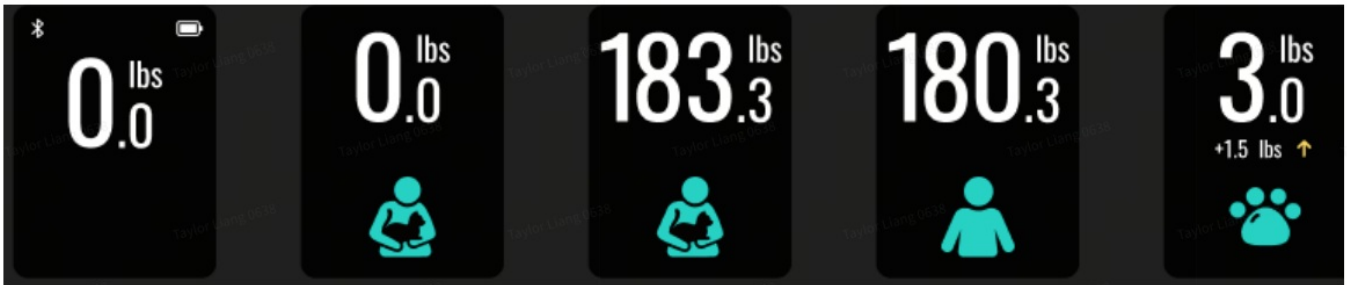


### Pet Mode (Only Available in App)

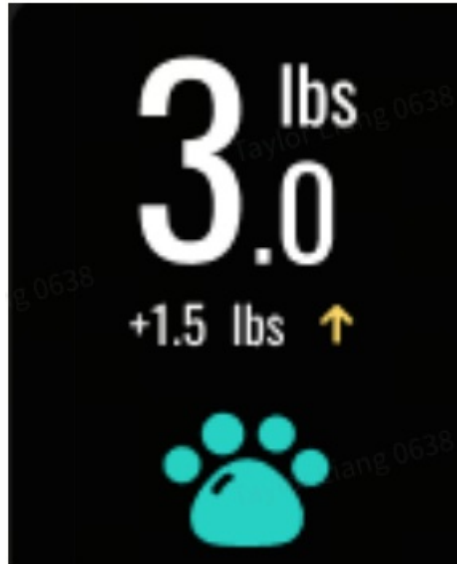
eufy Smart Scale C20 can also weigh your pet. You can either let your pet step on the scale, or step on while holding your pet. Follow the in-app instructions to complete the measurement process.

### With Your Pet:





**Pet Only:**



## Data Service

### Third Party Services

EufyLife App supports three third-party data service software, Apple Health, Google Fit, and Fitbit. You can open EufyLife App and find Third Party Services on Me page to synchronize data.

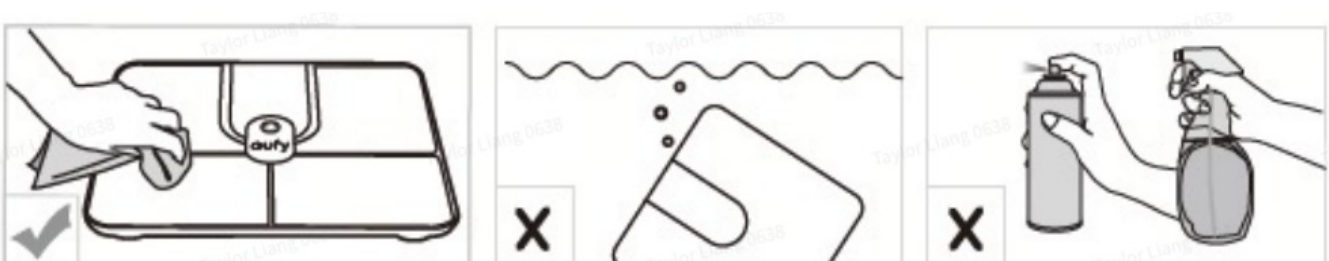
**Note:** Only registered accounts data can be synchronized, family member data will not be synchronized.

### Data Export

EufyLife APP supports exporting a copy of your data. You can open EufyLife App and find Privacy and Data – Export All Data on Me page to export data.




## Maintenance

Regularly clean the scale with a dry or slightly dampened soft cloth.



- Never wash the scale with water or immerse it in water.
- Never use detergents to clean the scale as this may cause it to malfunction or discolor



## Troubleshooting

Error Display	Description	Solution
 <p>*The unit and number may vary</p>	Overload. The device will power off.	Stop using this scale for measurement.
	Low battery. The device will power off.	Replace all batteries at the same time.
	Upgrade Failed	Open the EufyLife app and tap Device Settings, and then select Firmware Upgrade.

When Measuring		
Issue	Possible Cause	Solution
Abnormal measurement results: <ul style="list-style-type: none"> <li>• Too high</li> <li>• Too low</li> <li>• Huge difference in two consecutive measurements</li> </ul>	Incorrect posture.	Step onto the scale barefoot and stand still.
	Inaccurate user profile.	Make sure the user profile is accurate.
	Device is placed on soft carpeting or uneven surface.	Place the device on a hard and flat surface.
TFT display does not turn on after stepping onto the scale.	Batteries not installed.	Install 4 new AAA batteries.
	Batteries are worn.	Replace all batteries at the same time.
Scale does not proceed to analyse body composition.	Taking a measurement while wearing shoes or socks	Stand barefoot on the scale.

	Using the Simple Mode in the EufyLife app.	Change the measuring mode in the EufyLife app or by long pressing the UNIT button for 5 seconds.
	Incorrect posture.	Step onto the scale barefoot and stand still.
	Inaccurate user profile.	Make sure the user profile is accurate.

## Documents / Resources

	<a href="#">Eufy C20 Smart Scale</a> [pdf] User Guide T9130, 2AOKB-T9130, 2AOKBT9130, C20 Smart Scale, C20, Smart Scale, Scale
	<a href="#">eufy C20 Smart Scale</a> [pdf] User Manual T9130, 51005004770, C20 Smart Scale, C20, Smart Scale, Scale

## References

- [Eufy Support](#)
- [Eufy Support](#)
- [Eufy.com/uk/psti-related](https://www.eufy.com/uk/psti-related)

- [User Manual](#)

[Manuals+](#), [Privacy Policy](#)

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