

EY-009L QA

Warm Tips:

All setting codes that appear in this document need to be printed on paper to be scanned.

If this document does not help you, please contact our after-sale email support@eyoyousa.com and we will be sure to help you as soon as possible.

Eyoyo promises to provide a one-year warranty and lifetime technical support.

1.I cannot scan Interleaved 2/5 barcodes. Is there a way to enable them?

Answer:Please scan this setup code to enable it.

(If there are other barcodes that need to be turned on or off, please contact us at support@eyoyousa.com)



***Enable Interleaved 2 of 5**

2.How do i pair this with scoutiq or any apps?

Answer:You don't have to pair it. As long as it's paired with your phone just open up the app and go. A scan on your scanner acts like input on your phone. Wherever your cursor is it'll put the scanned numbers.

3.My scanner is not holding charge anymore, where can I get a replacement battery?

Answer:The battery is not replaceable. But we can help you solve your problem, please take a video about your problem to support@eyoyousa.com

4.Can it convert upce to upca?

Answer:Please scan 2 setup codes below to enable it.



Convert UPC-E to UPC-A (Enable)



***Do Not Convert UPC-E to UPC-A (Disable)**



Convert UPC-E1 to UPC-A (Enable)



***Do Not Convert UPC-E1 to UPC-A (Disable)**

5.Will it work with Chromebooks?

Answer:Not, it can't work with Chromebooks.

6.Can you set tabs so you can enter quantities?

Answer:Please scan this setup code to enable it.



Add TAB

7.Are there any ways we can turn off the light when scanning?

Answer:Scanning lights is not supported to be switched off. It is a treasure that assists the scanner to quickly identify barcodes.

8.Does the blue circle light stay on or can it be disabled in this model?

Answer:When the scanner is in Bluetooth mode, the blue circle light will remain on and cannot be disabled.The blue light indicates that the Blue tooth is working properly.

9.Does it work with an iPhone?

Answer:Yes,it can work with your phone(iPhone, Samsung or any other brand).

10.Can you configure the options for upc-e such as transmitting check digits ?

Answer:Please scan the setup code below as you need.If it is not clear whether your barcode is UPC-E or UPC-E1, the set-up codes for both can be scanned.



*Transmit UPC-E1 Check Digit



Do Not Transmit UPC-E1 Check Digit



*Transmit UPC-E Check Digit



Do Not Transmit UPC-E Check Digit

11.Can you configure the options for upc-e such as transmitting or not the leading zeroes?

Answer:Please scan the setup code below as you need.If it is not clear whether your barcode is UPC-E or UPC-E1, the set-up codes for both can be scanned.



UPC-E

*System Character



No Preamble



UPC-E1

***System Character**



No Preamble

12.Can you configure the options for upc-a such as transmitting check digits ?

Answer:Please scan the setup code below as you need.



***Transmit UPC-A Check Digit**



Do Not Transmit UPC-A Check Digit

13.Can you configure the options for upc-a such as transmitting or not the leading zeroes?

Answer:Please scan the setup code below as you need.



***System Character**



No Preamble

14.Does it have a laser aiming guide?

Answer:No, it doesn't.

15.May i connect it to ipad via bluetooth and a pc via your usb adapter. in other words, have two devices connected at the same time?

Answer:No,you can only operate your computer or IPhone individually.

16.How can i turn off sound?

Answer:Please scan the setup code below to turn on/off sound.



Turn off the Sound



Turn on the Sound

17.Does it work with Amazon seller/Scoutly/ebay app in Iphone?

Answer:Yes, it can support work with Amazon seller/Scoutly/ebay app.

18.Can you use Bluetooth mode only without the receiver, for an android cellphone?

Answer:Yes,please press and hold the scan button for 8~10 seconds to turn on Bluetooth.

19.The USB charging cable is type-c?

Answer:The scanner uses a Type C interface data cable for charging.

20.How do you switch from scan mode to keyboard mode on this model?

Answer:If you want to pull up the IOS keyboard on your phone, you can double click The scan button.(Android devices do not support this function)

21.Will Bluetooth connect to an android tablet on Bluetooth option without going through settings? Want to setup 100s of tablets using scanner.

Answer:Not supported. It can only be set by long pressing the scan button for 8-10 seconds or by scanning the code below.



Bluetooth HID Mode

22.Is this a laser scanner? Can it scan 1D, 2D or on-screen codes?

Answer:Yes,it is a 1D laser scanner.It can only scan 1D barcodes and does not include 2D or on-screen codes.

23.Does this scan work with mobile directly without the adapter piece ? Is the adapter piece can be connected to Android or iPhone.

Answer:The adapter is used for computer connection, if you want to connect to Android, iPhone or tablet, you can connect by Bluetooth.

24.Does this scanner work in SPP mode?

Answer:it supports Bluetooth HID, SPP and BLE protocols.

25.dididi does not work after three sounds

Answer:No power, please to charge immediately

26.When I connect the scanner to my phone or computer, I scan the code, but I don't see any change, where is my barcode?

Answer:Please open an Excel sheet, word, TXT document or other program with a cursor and text input box on your phone or computer and place the cursor in the input box before scanning the code.

27.How to turn the scanner off?

Answer:Please scan this setup code.



Standby fastly

28.If your scanner is not working or not scanning anymore, but you don't know what is causing it yet, please scan these setting codes below to restore the factory settings first.

Answer:If this method still does not work, please contact our email

support@eyoyousa.com



Initialization Setting



29.Is it possible to connect without Bluetooth? I just want to connect the scanner to my computer using a 2.4G wireless receiver.

Answer:PC terminals ,like desktop computer, which is not equipped with Bluetooth, please pair it with Dongle, Dongle Pairing Steps:

A.Scan Dongle Setup Barcode



B.Scan“Compulsory Pair with Dongle Setup Barcode” so that enter into pairing state.The blue light on the left flickers quickly.



Compulsory Pair with Dongle Setup Barcode

C. Plug the receiver, If pair successfully, you will hear a beep. The blue light on the right will always be bright.

30.Is this product water proof of IP rated for outdoor use?

Answer:This product is not waterproof.Please protect it well when using it in humid environments.

31.Will it upload item description as well as barcode number?

Answer:If your barcode has the item description,it will upload ,otherwise it can't support .The scanner works like a keyboard ,the scanner does not interpret what the barcode is ,it just types out a string of alphabet numeric characters that the barcode represents.

32.My scanner is not scanning and the red beam only flashes, it does not stay on.

Answer:Please contact our email support@eyoyousa.com

33.Can this scanner send multiple character prefix/suffix?

Answer:Yes,it can add multiple character as prefix/suffix.Please contact our email support@eyoyousa.com