

## EY-028L 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](mailto: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](mailto: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](mailto: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.



**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.How can I tell when the scanner is in Bluetooth pairing mode? Is there any indication?**

**Answer:**When the scanner is in Bluetooth mode, the screen will show “Open your terminal Bluetooth to pair”.

**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.



**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.





\*Enable Transmit UPC-E1  
System Number



Disable Transmit UPC-E1  
System Number

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

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



\*Enable Transmit UPC-A  
Check Digit



Disable 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.



\*Enable Transmit UPC-A  
System Number



Disable Transmit UPC-A  
System Number

**14.Does it have a aiming guide?**

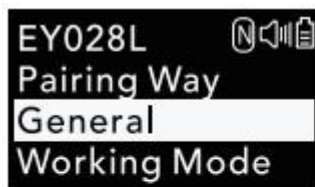
**Answer:**Yes,it has.

**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:** you can do it directly on the scanner.



Or please scan the setup code below to turn on/off sound.



Volume Off



Volume High



Volume Medium



Volume Low



Vibration on



Vibration off

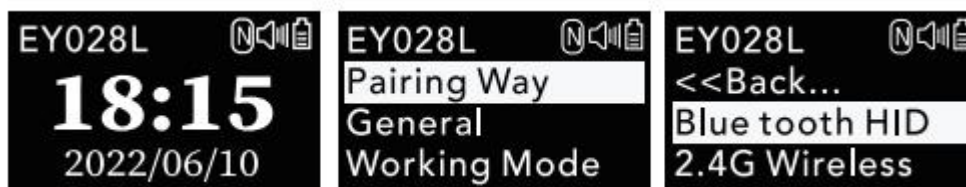
**17.Does it work with Amazon seller/Scoutly/ebay app in Iphone?**

**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.

Or you can do it directly on the scanner.



**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?**

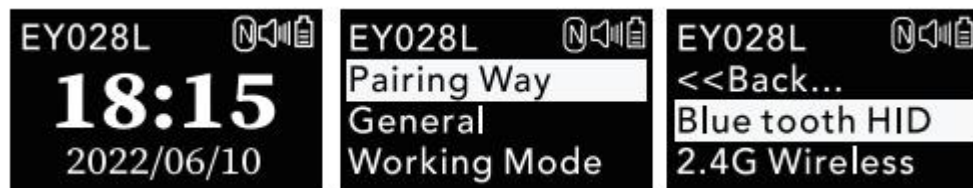
**Answer:**If you want to pull up the IOS keyboard on your phone, you can double click The scan button.(Android devices do not support this function)

**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.



Or you can do it directly on the scanner.



**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. didi 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.



Or you can do it directly on the scanner.



**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](mailto:support@eyoyousa.com)



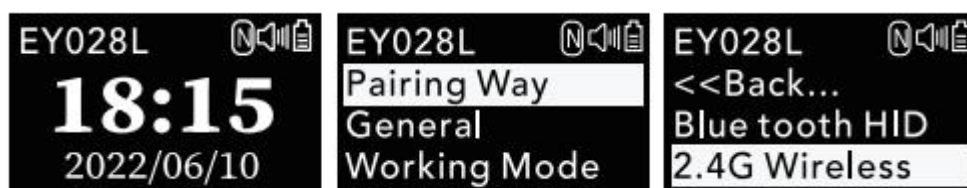
Reset Configuration to Defaults

And set it directly on the scanner at the same time.



**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:



**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.How to add time as a prefix or suffix?**

**Answer:**Please follow the steps below.



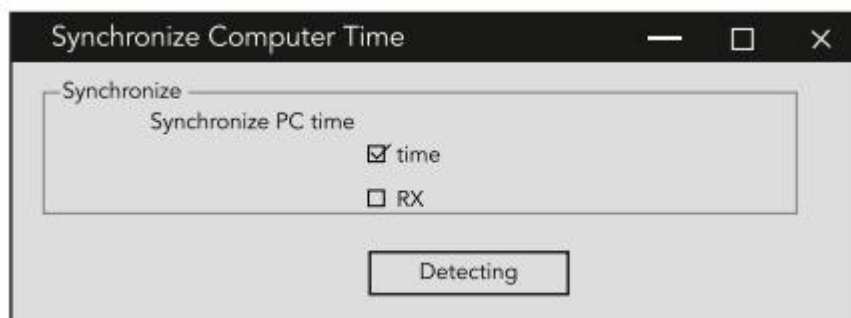
### 32.How to synchronize the scanner's time with the local time?

**Answer:** Please follow the steps below.

1,Please use your phone to scan the QR code, and download to synchronize the local date and time and send it to your computer.



2,Please unzip the compressed file, run the software “synchronize computer time” on windows (Win10/Win7/WinXP), Select the check box in front of “time” and do not select Rx check box.



3,Connect the scanner with this PC by type C cable. And click the “Detecting” Button, and the portable scanner time will be changed.

### 33.Where i can get a pdf version of the manual?

**Answer:**Please contact our email [support@eyoyousa.com](mailto:support@eyoyousa.com)

Or you can download the manual through the following link.

The password is support@eyoyo.

<https://www.eyoyousa.com/download/4.html>

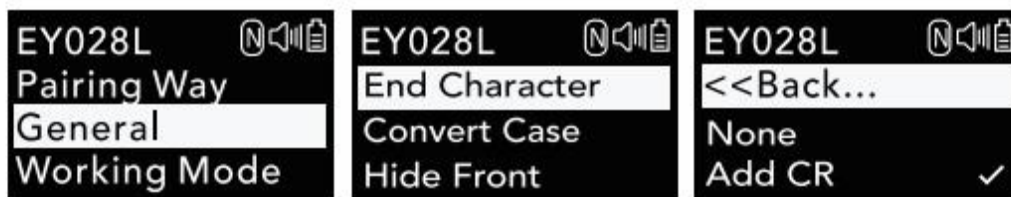
**34.Is this scanner capable of adding a carriage return suffix (cr suffix) command?**

**Answer:**Please scan the following setting code to add a carriage return suffix.



Add CR\*

Or you can do it directly on the scanner.



**35.Can i stop scanner from activating music on my iphone? every time i ' m scanning it triggers the music to come on in my phone**

**Answer:**Please help us to download the upgrade package via the link below to resolve the issue. (If the link expires, please contact us at this email address [support@eyoyousa.com](mailto:support@eyoyousa.com) )

<https://pixeldrain.com/u/drwipsa5>

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

**Answer:**Please contact our email support@eyoyousa.com

**37.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

**38.Can i stop scanner from activating music on my iphone? every time i ' m scanning it triggers the music to come on in my phone**

**Answer:**Please help us to download the upgrade package via the link below to resolve the issue. (If the link expires, please contact us at this email address [support@eyoyousa.com](mailto:support@eyoyousa.com) )

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