

## EY-022P QA

### Warm Tips:

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 upc-e to upc-a?

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



disable upc-e0 convert to upc-a



enable upc-e0 convert to upc-a



disable upc-e1 convert to upc-a



enable upc-e1 convert to upc-a

**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 light stay on or can it be disabled in this Eyoyo model?**

**Answer:**When the scanner is in Bluetooth mode, the blue 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.



\*Enable Transmit  
UPC-E0 Check Digit



Disable Transmit  
UPC-E0 Check Digit



\*Enable Transmit  
UPC-E1 Check Digit



Disable Transmit  
UPC-E1 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.



\*Enable Transmit  
UPC-E0 System Number



Disable Transmit  
UPC-E0 System Number



\*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.And this product does not support the 2,4G adapter mode.

**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:**We are sorry that this model of scanner does not support 2.4G wireless connection method.

**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:** This model of scanner is in Bluetooth pairing mode upon power on, no need to scan the setup code. The blue light dot flashes continuously,please open the Bluetooth list on your device to search.

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

**Answer:**It is a 2D barcode scanner. It can scan 1D & 2D codes on the paper and the screen.

**23.Does this scanner work in SPP mode?**

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

**24.dididi does not work after three sounds**

**Answer:**No power, please to charge immediately

**25.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.

**26.How to turn the scanner off?**

**Answer:**Please scan this setup code.



Power Off Immediately

**27.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



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

**Answer:**We are sorry that this model of scanner does not support 2.4G wireless connection method.

**29.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.

**30.Does it come with a charger?**

**Answer:**The product packaging box is equipped with a charging cable.

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

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

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