Google My Business

Pointy

USB Instructions
Connect the small end of the blue USB cable into the Pointy box then connect the barcode scanner to the larger port on the Pointy box. When you see a solid green light, scan any five UPC barcodes to activate Pointy. If you are a new retailer, you will receive an email within 24 hours confirming that the Pointy box has been activated.

What’s included

2x blue USB power cables (1x spare)  
The Pointy box  
VELCRO® strip

Setting up your Pointy box

1. Disconnect your scanner from your point of sale system. Then insert Pointy's blue USB cable into the USB port you just disconnected the scanner from.

2. Connect the small end of the blue USB cable into the Pointy box then connect the barcode scanner to the larger port on the Pointy box.

3. When you see a solid green light, scan any five UPC barcodes to activate Pointy. If you are a new retailer, you will receive an email within 24 hours confirming that the Pointy box has been activated.
Pointy box setup

Point of sale system

Blue USB cable

The Pointy box

USB scanner cable
Troubleshooting

Barcode scanner/point of sale issues

If your POS or barcode scanner isn't working properly, try restarting your POS. Make sure you know your login codes/passwords. If the issue persists, try disconnecting and reconnecting the Pointy box.

Status light

Solid green light: The Pointy box is connected to the cell network.
No light: The Pointy box isn’t on. Double check the connections.
Blinking green/purple light: The Pointy box is connecting to the network. If these lights never go solid, contact support@pointy.com.
Solid purple light: The Pointy box is charging. If you still see a solid purple light after a day, contact support@pointy.com.

If everything is connected properly and you never see a solid green light, try the following:

• Move the Pointy box so it’s on top of the store’s counter/desk. You can secure it with the VELCRO® strip included, if needed.
• Ensure that the Pointy box has a clear line of sight to the nearest window or door and that it's at least 4 inches (10cm) from any other electrical devices.
• Ensure the Pointy antenna is pointing up. Remove any obstructions that might be blocking Pointy’s antenna from connecting to the cell network.

If Pointy hasn't connected to the network after 3 days:
• Unplug the Pointy box from the scanner and POS.
• Find the nearest power outlet close to a window.
• Plug the Pointy box into a powered USB port (for example, a smartphone charger) via the blue USB cable.
• Once the light on the Pointy box goes green, reconnect it to the POS and scanner.

If your issue is still unresolved...

Email support@pointy.com with:
• Your store name
• The make and model of your barcode scanner.
• The make and model of your POS system.
• A brief description of the issue you’re facing.
If the Pointy box is causing barcode scanner/point of sale issues, please disconnect it and await instructions from the support team.

WARNING: There must be no adapters between the barcode scanner, Pointy box, and the POS.
Support

Need help activating your Pointy box? Get in touch

support@pointy.com
pointy.com/retailer/contact-us

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