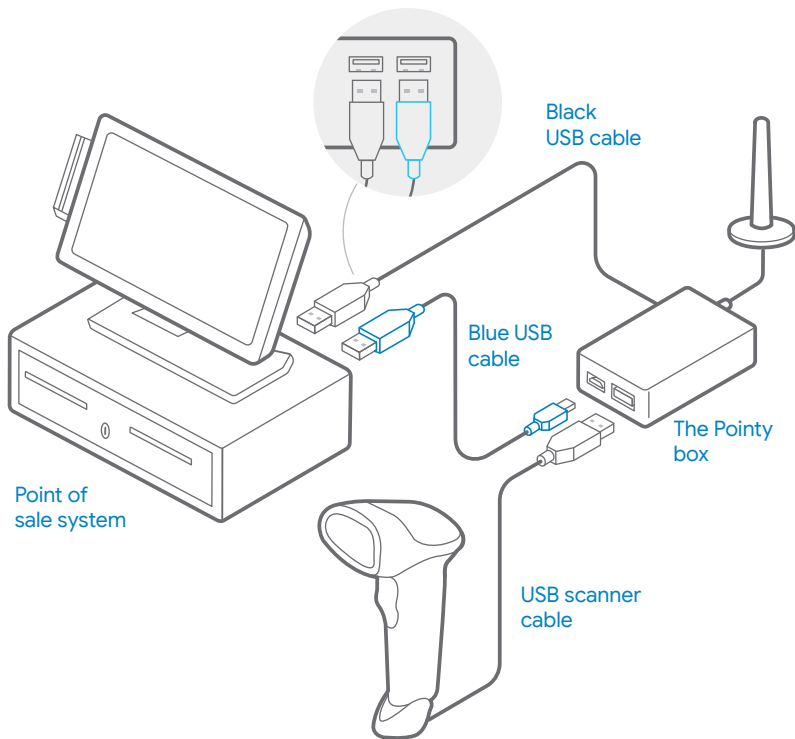


Google My Business

Pointy

Externally-Powered USB Instructions

Pointy box setup



Setting up your Pointy box

- 1 Disconnect your barcode scanner from your POS 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.
- 3 Connect the barcode scanner to the larger port on the Pointy box.
- 4 Connect the black USB power cable from the Pointy box to a spare USB port on the POS. If you don't have a spare USB port on your POS, you can connect the black power cable from the Pointy box to a USB charger that has been plugged into a power outlet.
- 5 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.

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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