

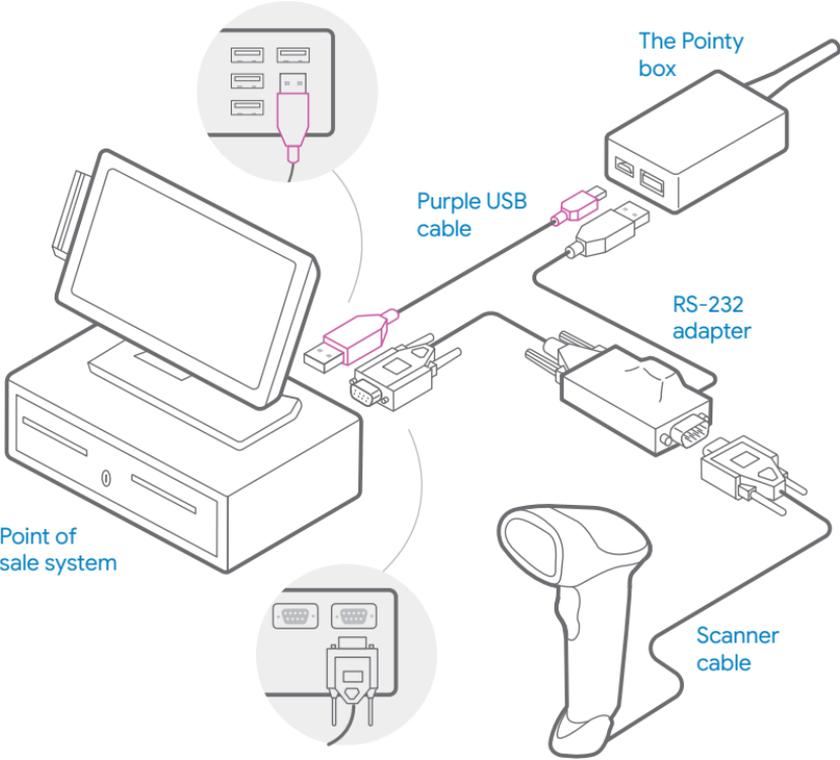
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# Pointy

RS-232 Instructions



# Pointy box setup



# Setting up your Pointy box

- 1 Power down your POS system and barcode scanner. Make sure you have any login codes or passwords you may need beforehand.
- 2 Unscrew and disconnect your barcode scanner from your POS then connect your barcode scanner to the RS-232 serial adapter.
- 3 Connect the RS-232 serial adapter to your POS, where your barcode scanner was previously connected.
- 4 Connect the USB end of your RS-232 serial adapter to the large USB port on the Pointy box. Then connect the small port on the Pointy box to your POS using the purple USB cable. If you don't have a spare USB port on your POS, you can instead connect the purple power cable from the Pointy box to a USB charger that has been plugged into a power outlet.
- 5 Power up your POS system.
- 6 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](mailto: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](mailto: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 purple 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](mailto: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 additional adapters between the barcode scanner, Pointy box, and the POS.



# Support

Need help activating your Pointy box? Get in touch

 [support@pointy.com](mailto:support@pointy.com)

 [pointy.com/retailer/contact-us](https://pointy.com/retailer/contact-us)

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