Quick Start Guide

Activate your devices using Petrosoft's Retail360® Mobile App
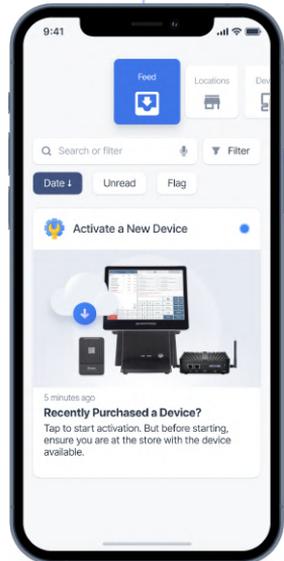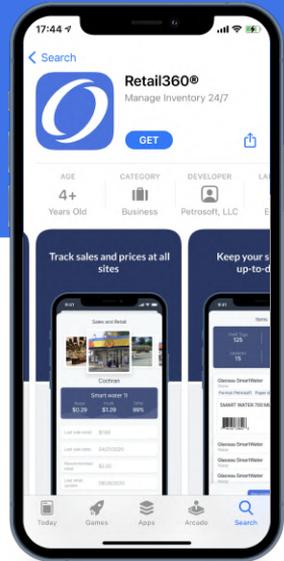
1 **Download Petrosoft's Retail360® Mobile App**

Download on the App Store

GET IT ON Google Play

2 **Sign up or Sign in to Petrosoft's Cloud**

3 **Follow the instructions in Retail360® Mobile App to setup and activate your device**

DC-400 series   DC-700 series   POS

Petrosoft

Activation Troubleshooting

Problem	Recommended action
I tried signing up for a Petrosoft Cloud Account using the Retail360® Mobile Application but something went wrong.	1. Check the inbox of the email address you used to sign up and make sure you have activated your Petrosoft Account. 2. Ensure you are signing into your account using the credentials you used to sign up and not trying to access to the demo account. 3. If you have signed in but are stuck on the "Preparing your Account" loading screen for longer than 10 minutes, contact the Petrosoft Support Team via live chat at www.petrosoftinc.com.
I closed the activation wizard, how do I continue setting up my DC Box?	1. In **Retail360® Mobile Application,** swipe over to the "Devices" list. Check if the DC Box you are working with has been added to the list. 2. If yes, then ensure your device is turned on, tap on the device card, and tap the "connect" button. This will return you to the DC Activation Wizard. 3. If no, then restart the activation process by scanning the QR code on your device.
Get More Help	Scan this QR code to go to the Petrosoft University for additional troubleshooting instructions.