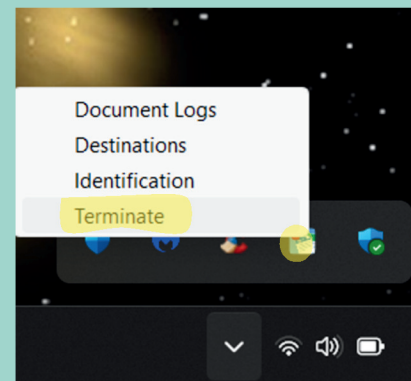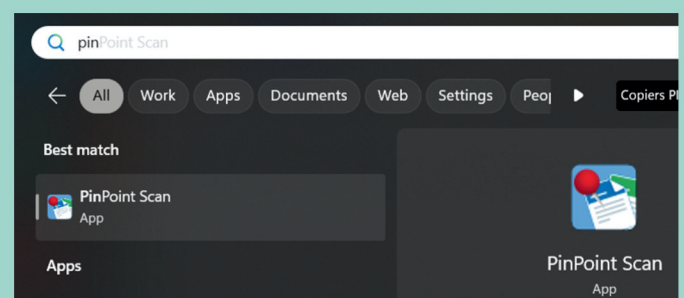# Getting PinPoint Scan Pin Reconnected on Your Computer

When you encounter pin code errors with your PinPoint Scan personal pin, there are some quick steps you can take to rectify the issue and avoid networking fees! Of course, feel free to give us a call at 800-648-7081 or reach out to us on the web at copiers-plus.com, and we will be happy to work with you to diagnose and fix your issue.
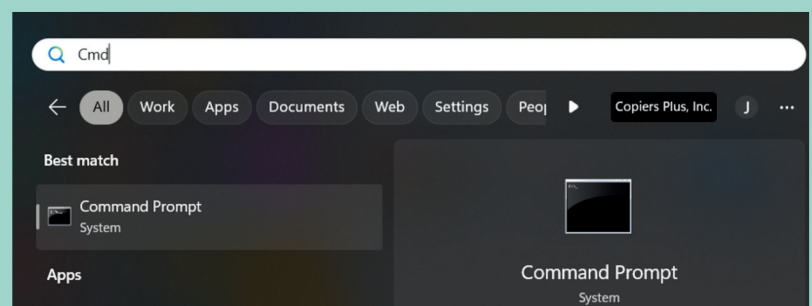
1 On your PC, go to the bottom right of your screen where the icons are located. Right click on the PinPoint icon and select "terminate"

2 Open Pinpoint scan via the toolbar or under applications. If that doesn't fix the issue, then proceed to step 3.

3 On your PC, click the magnifying glass icon at the bottom of the home screen and type: "**CMD**"

4 Open the **command prompt** and type "**ipconfig**" then press enter.

**Note the IP address displayed which may be under either Ethernet or Wireless section depending on your set up.

Command Prompt

Microsoft Windows [Version 10.0.26100.3194]
(c) Microsoft Corporation. All rights reserved.

C:\Users\   >ipconfig

Windows IP Configuration

Ethernet adapter Ethernet 3:

    Connection-specific DNS Suffix . :
    Link-local IPv6 Address . . . . . :
    Autoconfiguration IPv4 Address. . :
    Subnet Mask . . . . :
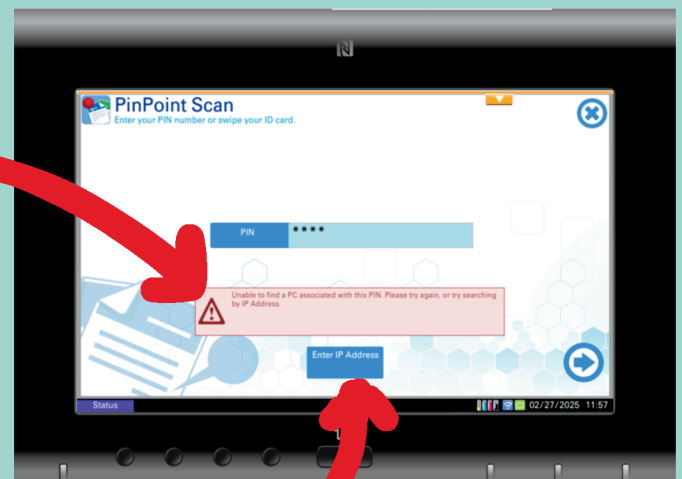   Default Gateway . . . . :
Wireless LAN adapter Wi-Fi:

    Connection-specific DNS Suffix . :
    Link-local IPv6 Address . . . . . :
    IPv4 Address. . . . . :
    Subnet Mask . . . . :
    Default Gateway . . . . :

5 At the copier, open PinPoint Scan and attempt to enter the pin. It will likely indicate that it cannot locate the PC.

6 Choose the option at the bottom of the screen to use the IP Address.

PinPoint Scan
Enter your PIN number or swipe your ID card.

PIN   ****

Unable to find a PC associated with this PIN. Please try again, or try searching by IP Address.

Enter IP Address

Status   02/27/2025 11:57

7 Enter the IP Address obtained from your PC on step 4 and click on the bottom right arrow.

PinPoint Scan
Please enter the IP address of client PC.

IP Address

Status