

# SOFTWARE INTEGRATION POLICY

by



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## VERSION HISTORY

Version	Publish Date	Author	Notes
v0.9	2025-09-23	Mert Yıldırım <a href="mailto:mert.yildirim@pointr.tech">mert.yildirim@pointr.tech</a>	- First draft
v1.0	2025-09-23	Serhat Önal <a href="mailto:serhat.onal@pointr.tech">serhat.onal@pointr.tech</a>	- Final version
v1.1	2026-04-21	Mert Yıldırım <a href="mailto:mert.yildirim@pointr.tech">mert.yildirim@pointr.tech</a>	- Minor formatting changes applied

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# SDK INTEGRATION PROGRAM

Pointr offers two software integration programs, depending on your License Agreement and desired level of support: **Standard Integration Program** and **Hands-on Integration Program**.

## Standard Integration Program

Applicable when you acquire a **Standard/Priority Pointr License** for using the Pointr Mobile/Web SDK.

### Scope

- Includes only “out-of-the-box” Pointr features and functionalities
- Excludes custom integration support<sup>1</sup>.

### Support Sessions

- **Technical Review:** One session (1 hour) to review any technical issues with Pointr developers.
- **Final Verification:** One session (1 hour) to verify Standard Integration completion and allow developers to ask questions about implementing “out-of-the-box” functionality.

## Hands-on Integration Program

Applicable when you acquire the **Hands-On Software Integration Package** in addition to your **Standard/Priority Pointr License**.

### Scope

- Supports integrating custom functionality into Pointr Map Widget components, including but not limited to changing the general behavior of the widget.
- Pointr developers act as mentors, providing solution designs and technical consultancy; they will not perform actual implementation.
- All customization or 3rd-party integration requests must be submitted to the Pointr Technical Project Manager and contractually signed-off prior to sessions.

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<sup>1</sup> For additional requirements, contact your Pointr Account/Sales Manager.

## Support Sessions

- **Technical Review:** Two sessions (1 hour each) to review any technical issues with Pointr developers.
- **Custom Functionality Assistance:** Two sessions (1 hour each) to get guidance on implementing custom functionality outside the Standard Integration.
- **Final Verification:** One session (1 hour) to verify Standard Integration completion and validate solution designs for custom requests.

The custom integration requests should follow the format<sup>2</sup> below:

Use Case	Current Experience	Desired Experience	Screenshots or Videos	Additional Notes
Show static path on Pointr Map	Only dynamic path is visible	Allow users to create a static path to a destination on the map	Attach visuals where applicable	The static path should be shown with steps to follow in a separate view

After following the [Pointr Developer Portal](#) guidelines, if your developers experience any issues achieving Standard Integration, contact your Pointr Technical Project Manager using the [designated format](#).

## SUPPORT SESSION RULES

To ensure productive and efficient sessions with Pointr developers, the following procedures will be followed by Pointr TPMs:

### Prior to Meetings

Pointr TPMs will:

1. Consolidate questions and issues from your development team. This ensures:
  - The right Pointr team members are present to support your developers.
  - Minimization of time spent reviewing information already available in Pointr Developer Portal.
  - Avoid unnecessary meetings for questions already addressed in documentation.

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<sup>2</sup> This is an example request case to better demonstrate the expected format. The actual values shall be provided by your project manager or app developers.

2. Review Web/Mobile SDK integration questions and findings internally with Pointr developers.
3. Check developer availability and schedule the meeting accordingly.

## During and After Meetings

Pointr TPMs will:

1. Monitor session duration and ensure meetings do not exceed the allotted time per program.
2. Summarize discussions, including:
  - Issues Addressed
  - Ongoing Items
  - Resolved Items
3. And share this summary with your team for reference.

## PREREQUISITES OF SOFTWARE INTEGRATION

Each integration program can only begin once the following prerequisites are completed. Pointr recommends that your developers or third-party integrators review the [Pointr Developer Portal](#) and fully understand the content related to the product being integrated before starting any program.

Action	Platform	Details
Access to Pointr Developer Portal is granted	Web/Mobile	- Ensure your development team can access all relevant SDK and integration guides.
Credentials to fetch Pointr Mobile SDK are delivered	Mobile	- Artifactory (Android) - Cocoapods (iOS)
Credentials to access Pointr Web SDK are delivered	Web	- Pointr Cloud API URL - Client Secret - Client Internal Identifier
Pointr Cloud environment is set up and credentials/files are provided	Pointr Cloud	- Pointr Cloud URL - Pointr Cloud License Key

**Tip:** Completing these prerequisites ensures that integration sessions are productive and focused on technical implementation rather than any access or configuration issues.

# ISSUE REPORTING & TROUBLESHOOTING

During software integration, if your developers encounter issues achieving the standard use cases, please report them to the Pointr TPM using the following standardized format for Mobile and Web SDK issues.

## Mobile SDK Issue Reporting

Category	Expected Data	Required?
<b>Client App Information</b>	Mobile platform where issue occurs (iOS, Android, or both)	Yes
<b>Integration Details</b>	Pointr Mobile SDK version being used.	Yes
<b>Integration Details</b>	Development platform (iOS Swift, Android Kotlin, React Native, Flutter, Ionic, Xamarin, etc.)	Yes
<b>Integration Details</b>	Integration steps and code snippets (if applicable)	Yes
<b>Integration Details</b>	Custom configurations or settings (if applicable)	Yes
<b>Development Environment Details</b>	Software development environment (XCode Version, Android Studio Version)	No
<b>Issue Details</b>	Problem description and steps to reproduce along with expected vs. actual behavior (all applicable poi, site and building ids )	Yes
<b>Issue Details</b>	Frequency of issue (always, sometimes, rare)	Yes
<b>Issue Details</b>	Full stack traces for crashes/errors (if applicable)	Yes

<b>Issue Details</b>	Screenshots and/or video recordings	No
<b>Device Information</b>	Device model, OS version, and manufacturer	No

## Web SDK Issue Reporting

Category	Expected Data	Required?
<b>Integration Details</b>	Pointr Web SDK version being used	Yes
<b>Integration Details</b>	Integration steps and code snippets (if applicable)	Yes
<b>Issue Details</b>	Problem description and steps to reproduce along with expected vs. actual behavior (all applicable poi, site and building ids )	Yes
<b>Issue Details</b>	Frequency of issue (always, sometimes, rare)	Yes
<b>Issue Details</b>	Console errors, warning or exception from browser	Yes
<b>Issue Details</b>	Screenshots and/or video recordings	Yes
<b>Device Information</b>	Browser type and version	Yes
<b>Device Information</b>	Device model, OS version, and manufacturer (if applicable)	No
<b>Device Information</b>	Screen size, resolution and orientation	No

**Tip:** Providing complete logs, screenshots, screen recordings, SDK versions, and relevant code snippets helps the Pointr developers investigate, resolve, or suggest solutions efficiently and with the appropriate urgency.

## SOFTWARE INTEGRATION GUIDES

To ensure a successful integration, Pointr defines standard guidelines for both Mobile and Web SDKs. These guidelines verify that your developers have implemented “out-of-the-box” Pointr features correctly. They apply to all integration programs.

### Mobile SDK Integration Use Cases

Standard Integration ensures your app developers can use the Pointr Mobile SDK features in your host application. Further integration details are available in the [Quick Start](#) section of Pointr Developer Portal.

The following validation schema confirms that standard SDK integration is complete:

1. [Add Pointr Mobile SDK to your project](#)
2. [Start Pointr](#)
3. [Display a Map](#)
4. Test Common Use Cases
  - a. [Highlight a POI](#)
  - b. [Get User Position](#)
  - c. [Start Wayfinding](#)
  - d. [Listen to Geofence Events](#)
  - e. [Add Custom Drawings](#)
  - f. [Add Map Event Listeners](#)

### Web SDK Integration Use Cases

Standard Integration ensures your app developers can use the Pointr Web SDK features in your host application. Further integration details are available in the [Quick Start](#) section of Pointr Developer Portal.

The following validation schema confirms that standard SDK integration is complete:

1. [Add the SDK to your Own Project](#)
2. [Specify SDK Options](#)
3. [Create a MapWidget Object](#)
4. [Call the Start Function and Display a Map](#)

5. Test Common Use Cases
  - a. [Highlight a POI](#)
  - b. [Start Wayfinding](#)
  - c. [Add Map Event Listeners](#)
6. [Add Custom Markers](#)