



Your checklist for avoiding service disruptions

Keeping your business up and running smoothly is what matters most. From your Wi-Fi setup to the hardware you use, we'll cover a few best practices you can put in place to minimise disruptions.



Print the checklist on the second page of this attachment.

Your reliability checklist

A step-by-step guide to get your setup ready now and minimise any future disruptions.

Prep to sell through interruptions

- ☐ Confirm offline payments are enabled and settings are to your preferences.
- ☐ Sign up for service disruption notifications under Settings in your Dashboard
- ☐ Bookmark issquareup.com so you know what's going on.
- ☐ Learn how to run a network connectivity test from Square Dashboard and your POS (go to Device Management in Settings).
- ☐ Share the offline payments guide with employees so they know what to do (go to Support Centre, then Process Offline Payments with Square for the guide).

Set up a reliable network connection

- ☐ Use commercial-grade networking gear and prioritise an Ethernet connection when possible.
- ☐ For your portable POS, set up wireless access points to maximise coverage (learn more in the Support Centre, go to Hardware, then Network Setup & Troubleshooting).
- ☐ Get a back-up connection, like a mobile hotspot or Square Reader connected to your phone.

Follow these hardware best practices

- ☐ Use only the cables and chargers Square provides.
- ☐ Make sure hardware is far away from and plugged into separate circuits than devices that can cause electrical noise, such as microwaves, refrigerators and blenders.
- ☐ Avoid contact with liquids.
- ☐ Check that cords are not bent.
- ☐ Keep out of extreme sunlight.
- ☐ Ensure you have the right type of printer for the job you want it to do, like printing receipts versus kitchen ticket printing.
- ☐ Connect printers with USB or Ethernet and avoid connecting them via Bluetooth or Wi-Fi.

Know the hardware you're using

- ☐ Verify the generation of your hardware to ensure it isn't outdated.
- ☐ Consider upgrading your devices after several years (including older printers or Bluetooth printers).