



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- Verify the generation of your hardware to ensure it isn't outdated.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).