Square

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.

□ Square

Your reliability checklist

A step-by-step guide to ready your setup 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 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

☐ Use USB or Ethernet connection instead of Wi-Fi

☐ Set up wireless access points to maximise coverage (learn more in the Support Centre – go to Hardware, then Network Setup & Troubleshooting)

☐ Get a backup connection, like a mobile MiFi or Square Reader connected to your phone

Follow these hardware best practices

☐ Only use the cables Square provides

☐ Make sure hardware is away from high electrical noise and plug them into sockets separate from those powering appliances, such as microwaves 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☐ Verify the generation of your hardware to ensure it isn't outdated

☐ Replace devices after several years (including older printers or Bluetooth printers)