



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 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

- Use only the cables and chargers 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 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- Verify the generation of your hardware to ensure it isn't outdated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)