

VENUENEXT OFFLINE + SYNCING | QUICK REFERENCE GUIDE

PUTTING A DEVICE INTO OFFLINE ONLY MODE

1. Log into the **VenueNext App**

2. Press on the **Cloud** in the top right corner



3. Select the **Hardware** tab

4. Switch the **Payment Processing Mode** from **Online First** to **Offline Only**

5. Confirm that the **Cloud** in the top right corner is **Yellow**



6. The device is now in **Offline Only** mode and all orders will be taken in the **Approved Offline** state.

- Please be advised that any orders taken in **Offline Only** mode **need** to be synced post event.

DURING THE EVENT

Do not shut off the device during the event.

- You need a stable network connection to open the VenueNext App.
- If the device is rebooted while the event is occurring, you will need to confirm that the device has a stable network connection to reopen the VenueNext App.

Do not sync orders until the event is over and the device is on a stable network connection.

SYNCING POST EVENT

1. After the event, switch Payment Processing Mode to **Online First**
 - Press the **Cloud** in the top right corner
 - Under the **Hardware** tab you will see **Payment Processing Mode**
 - Toggle this to **Online First**

2. To verify that a device is capable of syncing offline transactions, navigate to the **Network** tab

3. Select the **Fast.com** link under **Internet Speed Test**
 - Once the link opens run the test
 - This will confirm the device's signal strength to the access point and internet connection speed
 - **10 Mbps upload** and **5 Mbps download** speeds are the minimum requirements

4. Navigate to the **Device Summary**
 - **Hamburger** icon > **Orders** > **Device Summary** icon

5. Tap **Sync Orders** > Tap **Continue** on confirmation modal
 - First, orders not yet submitted to the VenueNext platform (if any) will be synced
 - Next, offline payment transactions will be synced to the processor
 - Once, the **Offline Card Transactions** and the **Unsynced Order Details Data** counts have reached 0, your job is done! You will also receive a notification on the POS when the entire sync process is completed.

CONTACTING VENUENEXT SUPPORT

Call Us! 1-888-276-2108

Press 3 - To input extension

Press 4444# - For Enterprise Support Services

Press 2 - Assistance with POS Features

Press 2 - For VenueNext Support

AutoDial: [8882762108...3.4444#.2.2](tel:8882762108...3.4444#.2.2)
