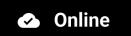


VENUENEXT OFFLINE + SYNCING | QUICK REFERENCE GUIDE

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

<u>Do not</u> 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.

<u>Do not</u> 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
 - o 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