

# Device Settings Troubleshooting

The screenshot shows the 'Edit Device' settings page. At the top, there is a close button (X) on the left and a 'Save' button on the right. The settings are organized into sections:

- Gratuity-Free receipt:** A radio button option to 'Hide the tip line'.
- Include Itemization on Auth Slips:** A toggle switch that is currently turned off.
- Print Additional Auth Slip:** A toggle switch that is currently turned off, with a sub-note: 'Automatically print a customer copy of the auth slip.'
- Tipping:** A section header followed by a toggle switch for 'Collect Tips' (turned off) with a sub-note: 'Tip amounts are recorded in your Sales History.'
- Offline Mode:** A section header followed by a toggle switch for 'Allow Offline Mode' (turned off) with a sub-note: 'Accept swiped card payments when your internet service is temporarily offline.'

Go to the web **Dashboard** then select **Points of Sale > Devices** and click/tap the device.

## Why are my Gratuity settings different on different Devices?

Remember that each individual Device (iPad) has its own set of Device Settings that are configured independently. For example, just because Tipping is activated on your Dining Room POS, doesn't mean they will be activated on your Bar POS. So if you like the settings on one iPad and want to replicate them, you'll need to do it manually.

## What is Offline Mode?

Offline Mode allows you to continue accepting payments in the event of wifi network disconnection. It's just a contingency (and hopefully you'll never have problems with your wifi) but we don't want to risk you missing out on any payments. When the internet is restored, all your payments are passed through to Square for processing. Note that some features will not work when offline, such as the Time Clock.