

Wifi Troubleshooting

Do I need Wifi to use Square for Restaurants?

Yes. Since we are a cloud-based system, you need to have a dedicated restaurant Wifi network. It's vital that the wifi network is set up properly so that your points-of-sale and printers can communicate reliably.

Are printer issues related to Wifi?

If the printers aren't receiving tickets or the iPads aren't syncing up with one another, it's most likely a wifi connectivity problem. There are a number of basic troubleshooting measures you can take to diagnose the problem and resolve this. The first step is verifying that both are on the same network.

How can I verify that my POS is on the correct network?

Go to the **Settings app** on your iPad (outside of the Square for Restaurants app). You should be connected to the appropriate restaurant Wifi network. But sometimes your iPad will connect to another familiar network accidentally. Reconnect to the appropriate network, if this is the case. If you *are* connected, but the internet still isn't working, try turning your wifi off (in your iPad Settings) and turning it back on again. Wait a few moments and then check the connectivity.

How do I check my hardware?

If this doesn't solve the issue, then take a moment to locate your router and double check that it's working properly. You can try turning off your router (with the switch, if it has one, or by unplugging the main power source) and then turning it back on a few seconds later. Check to see if all the wires are undamaged and properly connected, both to the router and to their respective sources.

Caution: Unplugging your router means that all checks will stop syncing and printers will stop printing. Be sure to let your staff know to not enter any orders while you do this.

What if I've taken the above steps and the internet still isn't working?

If this still doesn't fix the connection problem, we recommend that you **contact your Internet provider**, because there could be network or infrastructure problems in your area that aren't related to your POS.

When should I use Offline Mode?

If for some reason the wifi does go down during a shift and you can't reconnect it, then you can utilize "Offline Mode" in order to continue processing payments. (If Offline Mode is already enabled in your Device Settings, then this will happen automatically.)