

If you think your system is not connected to the internet, please verify first that your laptop in the back office can NOT access any site and/or are your menu boards or music player no longer working. This will tell you if you lost internet.

If you have lost internet, please contact the appropriate provider below (interface or your Internet Service Provider):

If your Network, Internet, Wi-Fi & Phones Provided is by Interface Systems:

Call: 800-727-1668

If your Network, Internet, Wi-Fi & Phones is **not** provided by interface, you will need to contact your Internet Service Provider: \_\_\_\_\_

Call:

## USING REVEL IN OFFLINE MODE

1) On the blue pin screen, the employee will type in their pin numbers and then hit log in.

Note: do not hit clock in. If you see a message saying "disable clock in" do not toggle that on.

2) The employee will be able to log into any station using their pin and then **log** in.

Note: Record clock in times and enter on the back computer when you can connect.

3) All Credit Card transactions will process in offline mode. Please try to Insert all cards, do not use tap method or swipe method if possible.

Note: the first transaction will take a few minutes to process. Do not be alarmed.

4) All Credit Cards that are taken in offline mode, will process automatically start to process once your system is connected to the internet.

Note: If you see them in the "offline payments" on the POS you can just swipe left and when it asks to "delete from table" hit okay. This does not remove the payment from the check, it just forces it to be processed online.

## General Offline Notes:

- Gift Cards cannot be processed while offline.
- Some Cards might still decline due to settings on the bank side.