



Hardware Troubleshooting & Best
Practices



Agenda

- Introduction
 - Hardware overview
 - Modes
 - Device Codes
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- Printer Profiles
 - Troubleshooting Basics
 - Q&A





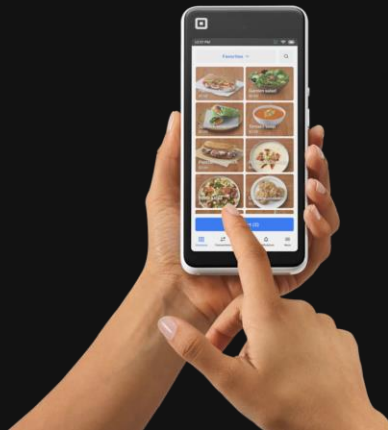
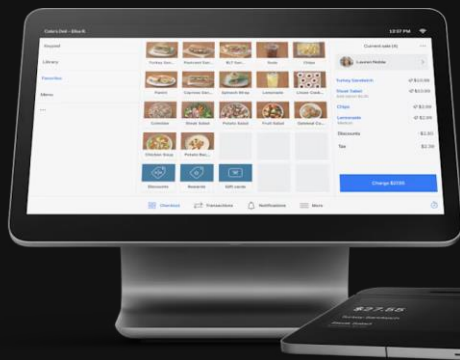
INTRODUCTION



HARDWARE OVERVIEW



POS DEVICES





POS DEVICES RESOURCES

- [Set up Square Register](#)
- [Set up Square Stand](#)
- [Set up Square Terminal](#)
- [Set up Square Handheld](#)



PRINTERS



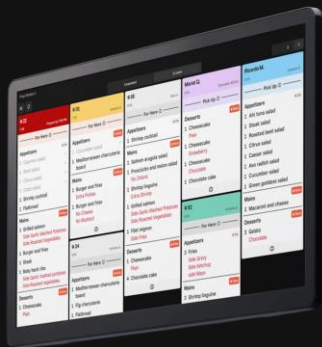


PRINTER RESOURCES

- Connect a printer to your point of sale
- Set up Printer Profiles
- Troubleshoot connection issues on printers



ADDITIONAL PERIPHERALS





ADDITIONAL PERIPHERALS RESOURCES

- Set up Square KDS
- Connect a barcode label printer
- Connect a cash drawer
- Connect a barcode scanner
- Connect a scale



NETWORKING EQUIPMENT





NETWORKING EQUIPMENT RESOURCES

- [Set up your Square Ubiquiti UniFi network](#)
- [Square Ubiquiti UniFi Setup Guide for Installers](#)



HARDWARE SETUP STEPS 0-100



STEP 1: DEVICE MODES



DEVICE MODES

What is a mode?

- A mode is a collection of settings used to configure one or more devices with preset settings, restrictions, and add-ons.
- Modes allow you to save and reuse custom settings on devices across multiple locations and/or multiple devices in a single location. For example, if you use multiple point of sale devices in a cafe, you can set up a mode so all devices have tipping enabled.



STEP 2: DEVICE CODES



DEVICE CODES

What is a device code?

- Device codes are an authentication option to sign in to your Square account, instead of using an email address and password. Use device codes to pair your devices (like points of sale, phones, tablets, and Square hardware) to a specific business location for device-level reporting, or to sign in without needing to share passwords with employees.
- With device codes, you can set up, monitor, and manage your point of sale app and all of the Square hardware associated with your Square account from your Square Dashboard.



STEP 3: PRINTER PROFILES



PRINTER PROFILES

What is a printer profile?

- A printer profile is a collection of settings used to configure one or more devices with preset printer settings. Create a printer profile and assign it to your device to apply the customized settings to a printer connected to the device. For example, you can use a printer profile to make all devices connected to a printer automatically print receipts.



PRINTER PROFILE BEST PRACTICES

Key Setup Rules

- Single-purpose profiles: 1 job per profile (e.g., Receipts only, In-Person Tickets only).
- Consistent naming: Use format like “Kitchen – In-Person” or “Bar – Online.”
- Assign locally: Link printers to profiles on each device — not from Dashboard.
- Shared vs. single-device use:
 - In-Person Profiles → assigned across all POS devices.
 - Online/Kiosk Profiles → assigned to one device only.

Routing & Category Hygiene

- Route by category, not item.
- Items in multiple categories print to multiple stations.
- Keep categories mutually exclusive or document overlaps.

Operational Tips

- Use “Profiles” tab for assigning printers (Settings → Hardware → Printers → Profiles).
- Communicate and test profile changes off-peak — edits affect all linked devices.
- Duplicate copies = duplicate profiles (same settings, same printer).

Quick QA (Pre-Go-Live)

- ☒ One job per profile
- ☒ Receipts assigned everywhere needed
- ☒ Online/Kiosk limited to one device
- ☒ Categories mapped correctly
- ☒ Print tests confirm expected results



TROUBLESHOOTING BASICS



TROUBLESHOOTING BASICS – POS DEVICES

1. Keep All Devices Updated

- Always update before sign-in.
 - iPad (Square Stand): Update to the latest iPadOS version.
 - Handheld, Terminal, Register: Update device firmware first.
- Updates resolve most connection and accessory issues before they start.

2. Square Stand Troubleshooting — “Stand Disconnected”

- When USB accessories fail to connect, check Stand connection:
 - On POS: More → Settings → Hardware → Square Stand
 - If it shows “No Square Stand connected” or “No USB hub connected”, follow these steps:
 - Remove iPad from Stand → Reseat firmly.
 - Unplug and replug all Stand power cords.
 - If still disconnected: Force quit the Square app or restart the iPad.

Tip: A disconnected Stand OR disconnected USB hub = printers, scanners, and cash drawers won’t respond.

3. Square Register, Square Terminal & Square Handheld Troubleshooting

- If the device is stuck updating, frozen, or you are having some other misc. issue with it, the first step is to restart the device.
- If restarting didn’t solve the issue and all other aspect of the device appear to be configured properly, a factory reset is more likely than not necessary.
 - A factory reset will delete all data off of the device but not off the seller’s account. It will take it back to the factory settings and you will need to sign back in again. DO NOT factory reset the device if the seller has pending offline transactions.



TROUBLESHOOTING BASICS – NETWORKS & PRINTERS

1. Network Printer Connectivity

- All POS devices and Ethernet printers must share the same Wi-Fi/VLAN.
- If on different networks, devices can't communicate.

Identifying network mismatches:

- Confirm printer's IP address (printed from printer's self-test page)
- Compare to POS network IP range (e.g., 192.168.1.xxx).

2. Moving Off a Managed Network (Toast, SpotOn, Revel, etc.)

- Managed networks are deactivated when sellers leave their old provider.
- Action: Move Ethernet cables for printers from the POS provider's switch/router → to the network switch/router on whatever network the seller will continue using once they leave their current POS provider.



Q&A