



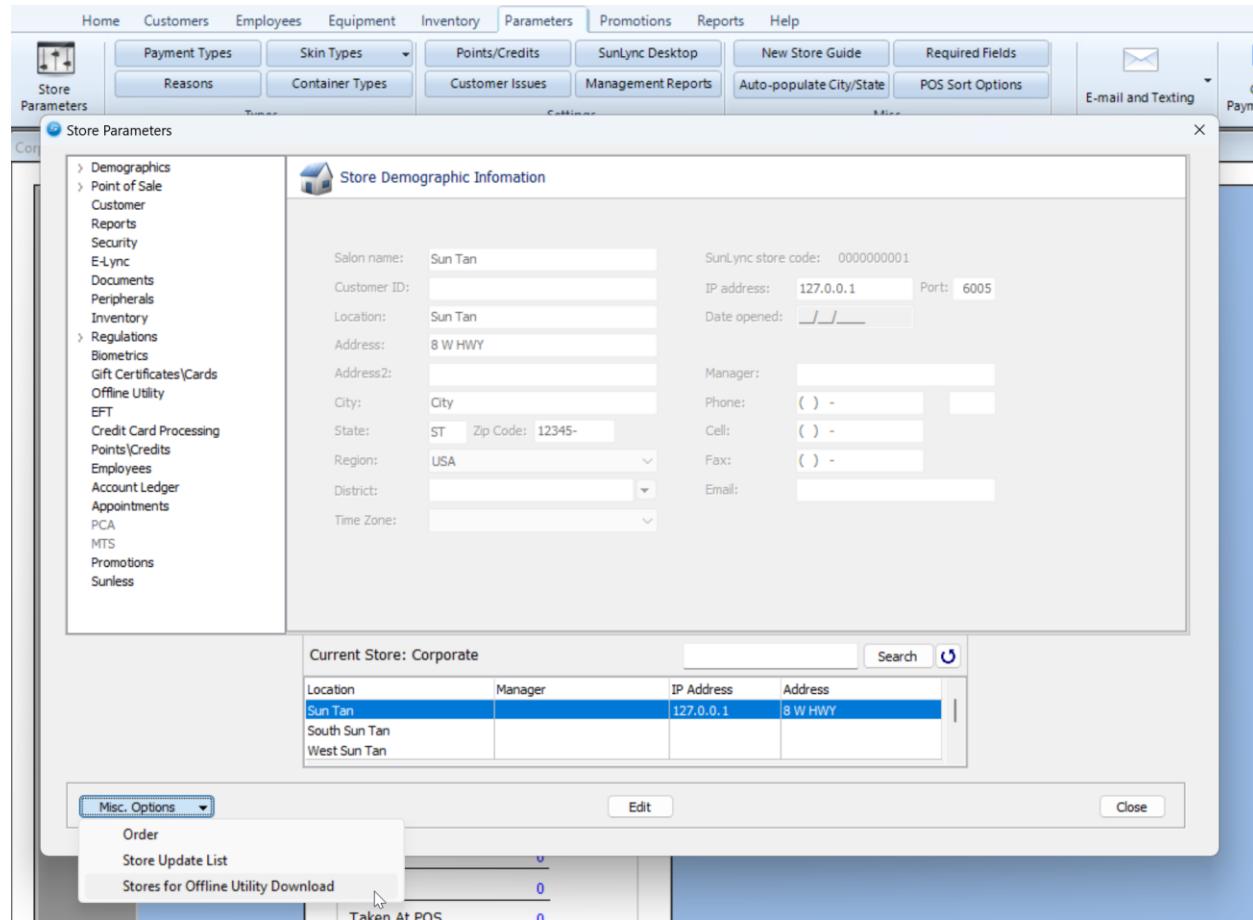
Date: 3/14/2024
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Frequently Asked Question:

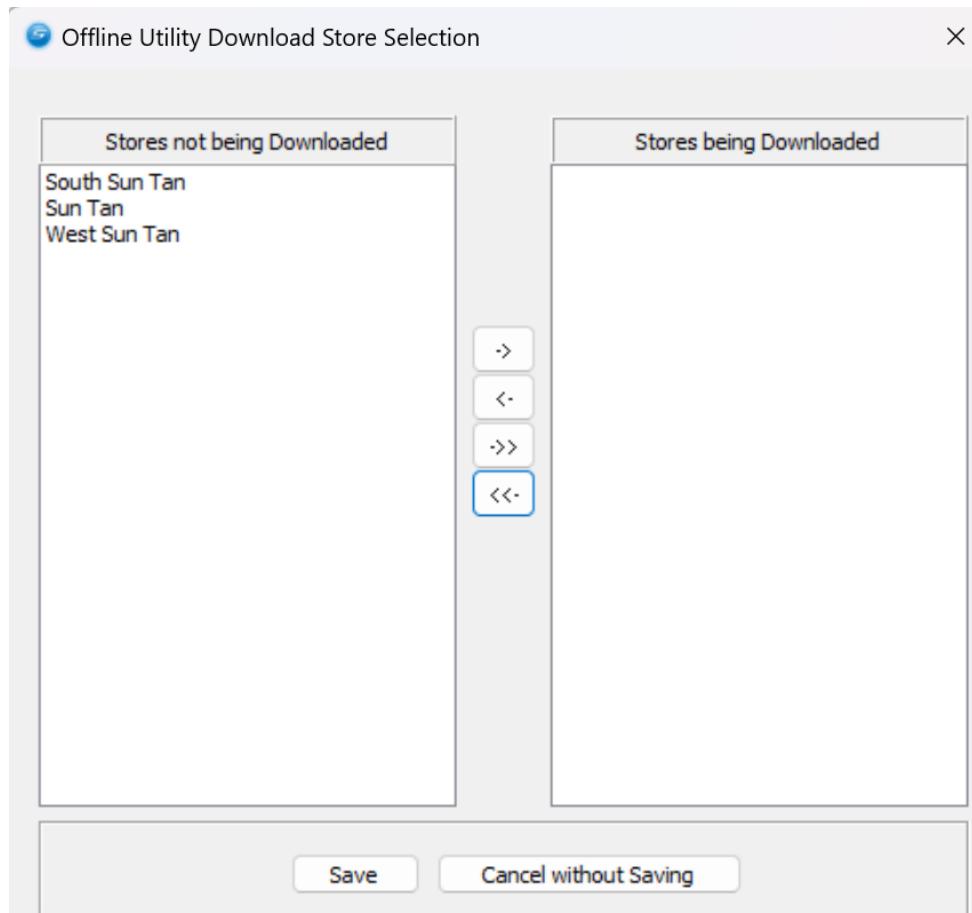
How do I set up SunLync Offline Utility and make sure it's working?

Answer/Resolution:

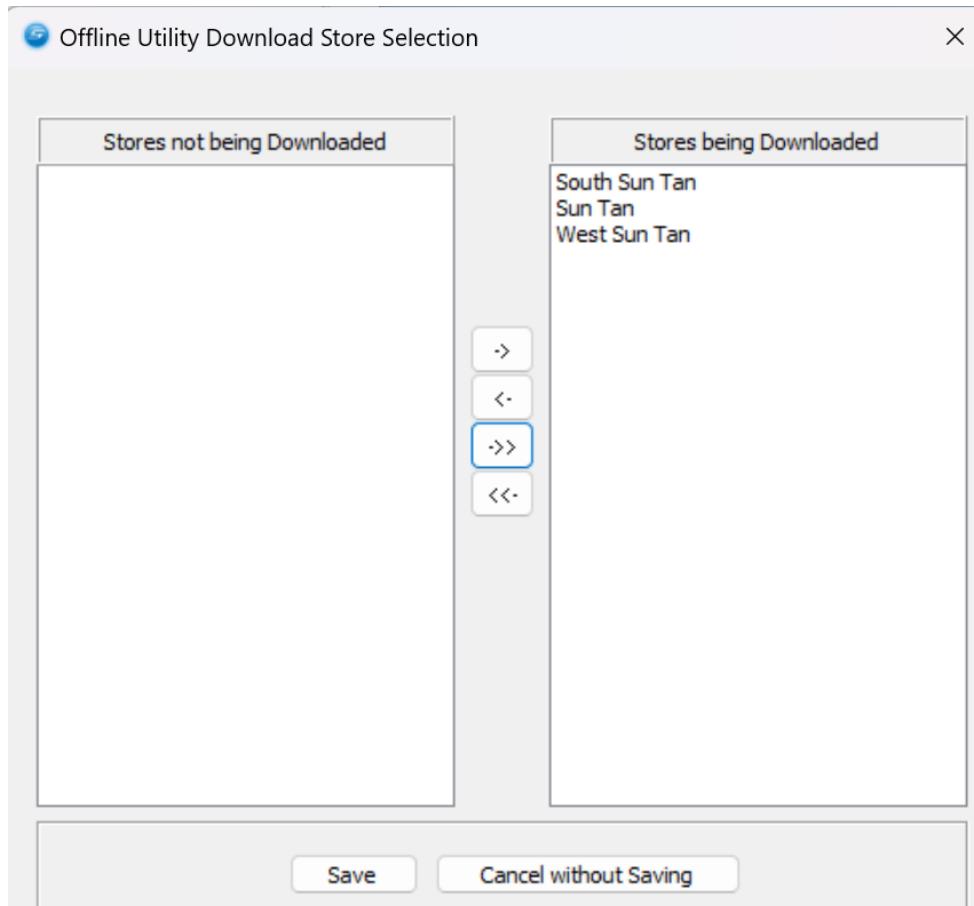
To configure SunLync Offline Utility, start by going to Back Office, Parameters Tab, and finally Store Parameters. Click Misc. Options to select Stores for Offline Utility Download.



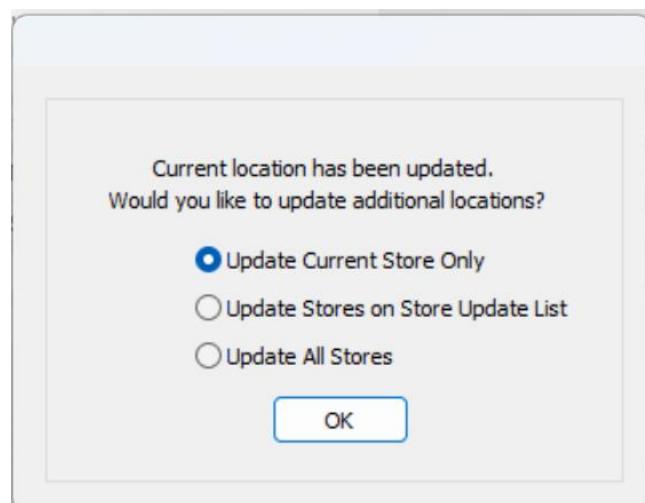
Each store needs to be set with which store(s) should be downloaded for it. By default, a store is not set to download its own data. Use the arrows to move at least the store to download its own data.



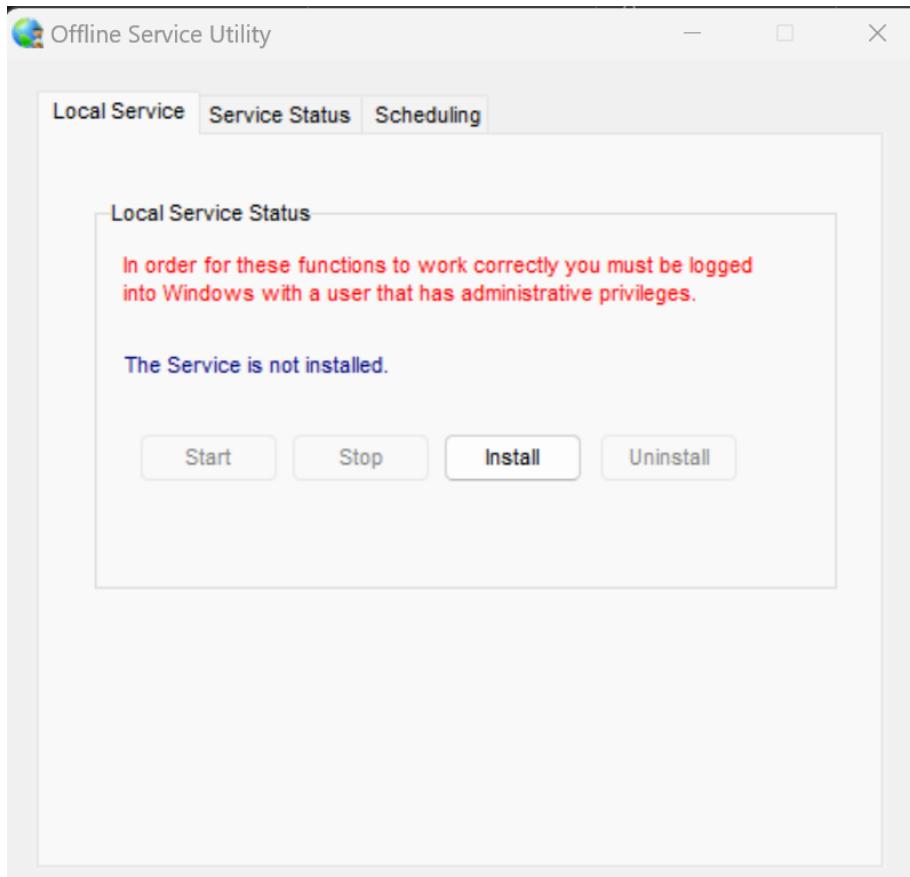
With the desired stores moved over to Stores being Downloaded, click Save.



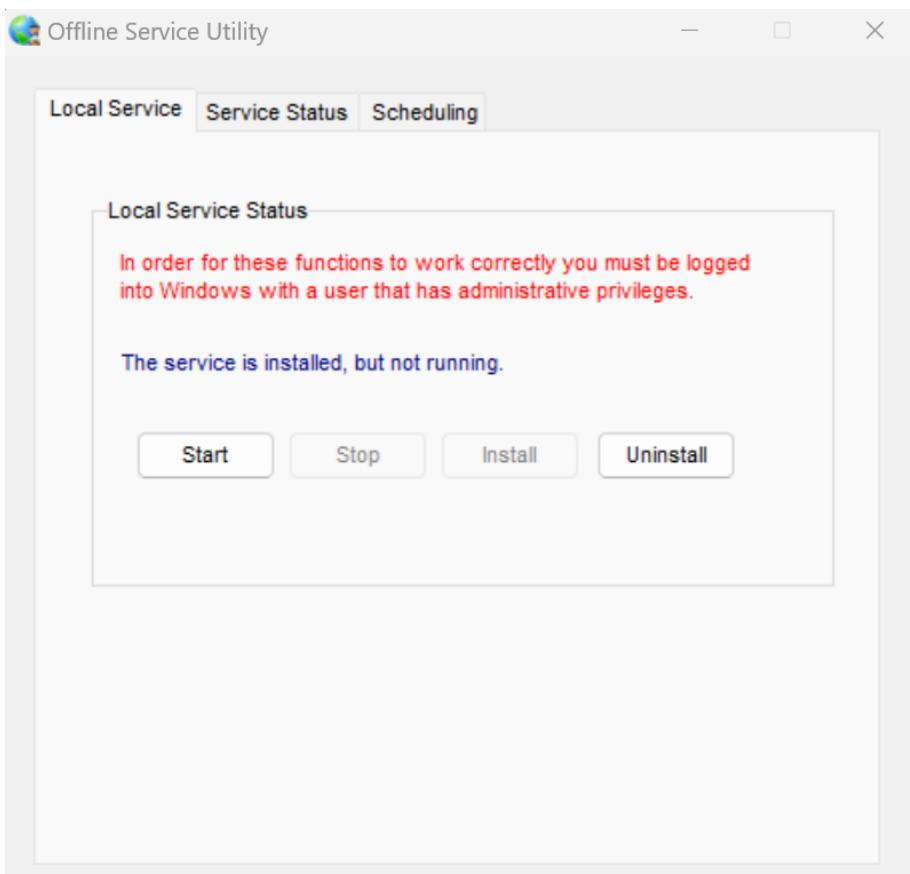
Update by each store, Store Update List, or Update All Stores. Caution when selecting multiply stores. The more stores and customers, the more storage space is required on the POS computers.



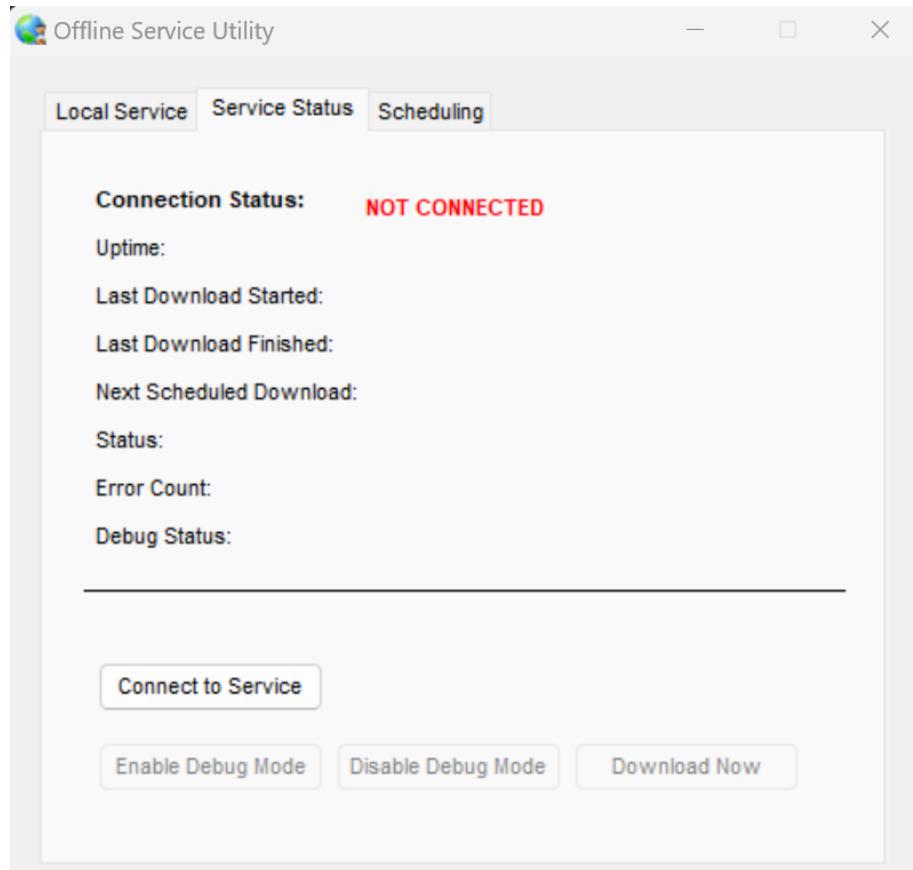
Next, this must be done on each computer using Offline Utility. Open the Offline Service Utility located in "C:\Program Files (x86)\SunLync\Offline Utility\Download Util\Scheduler\OfflineServiceUtility.exe"



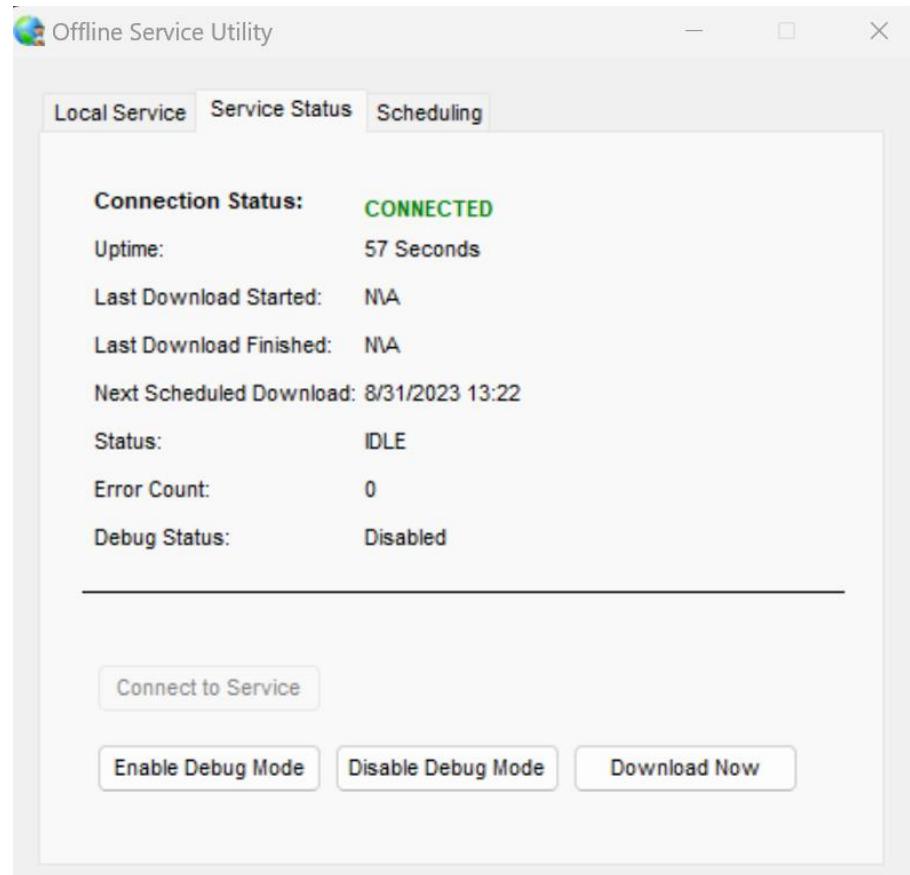
Installed and Start the Local Service.



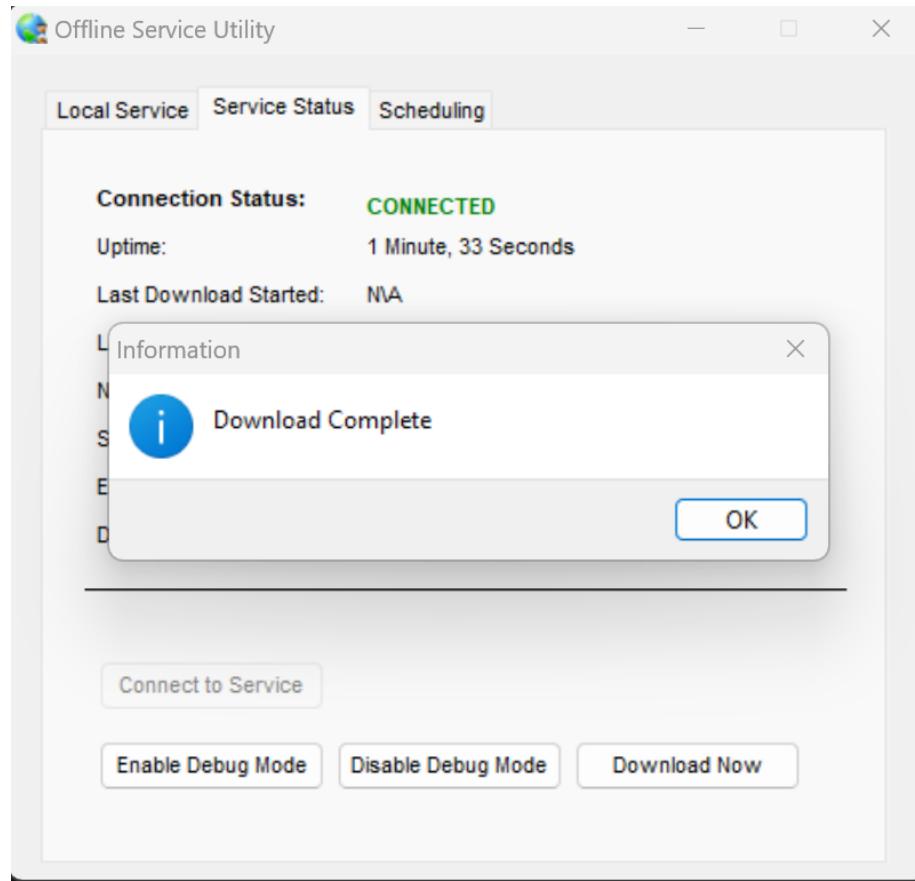
Connect to Service under the Service Status tab.



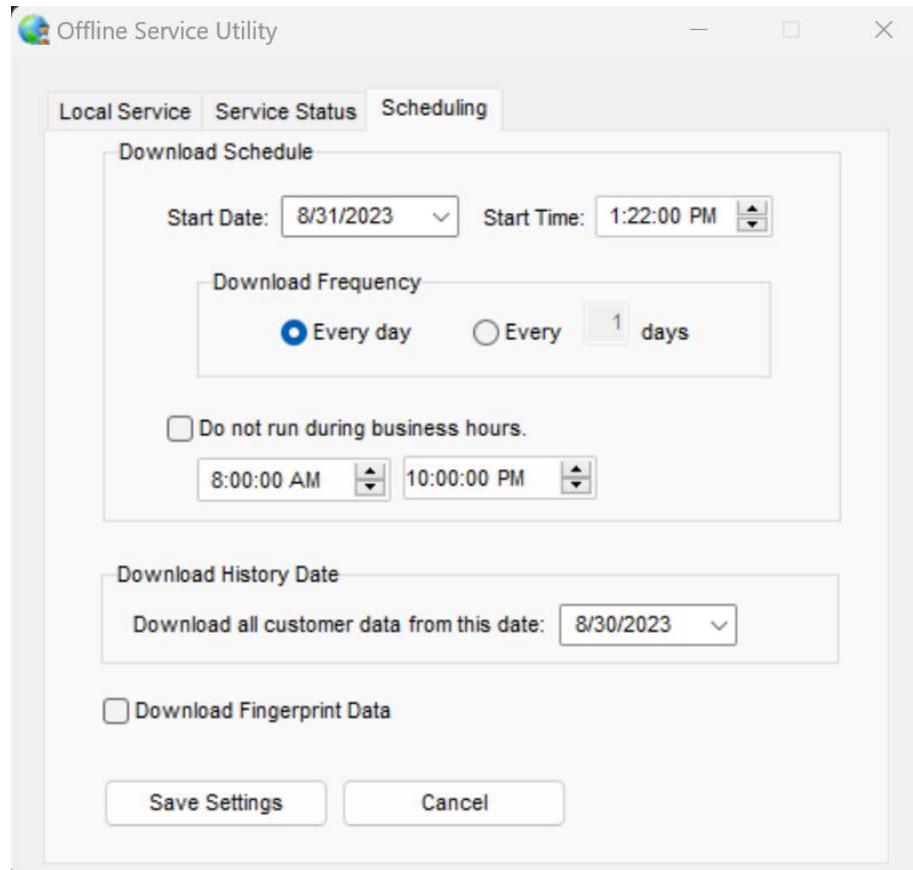
Download Now if there is not a recent last download date, a new set up, or to test the utility is setup correctly.



Download time will vary based on internet, POS, and server speeds.



Finally set the Scheduling, it's recommended to set Start Time to a reliable time of the day the POS computer will be on.



For best server performance, it is recommended to not use Offline Utility on non-POS computers.

Approved for External Distribution _____