



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?

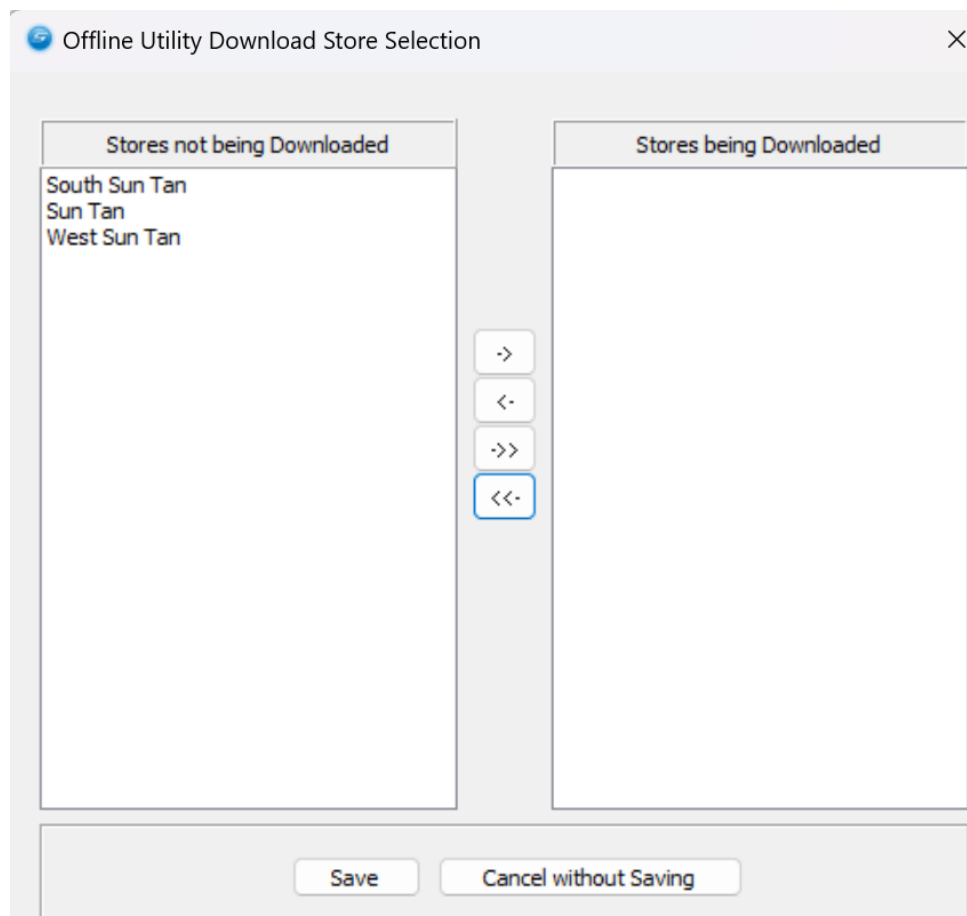
Answer/Resolution:

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.

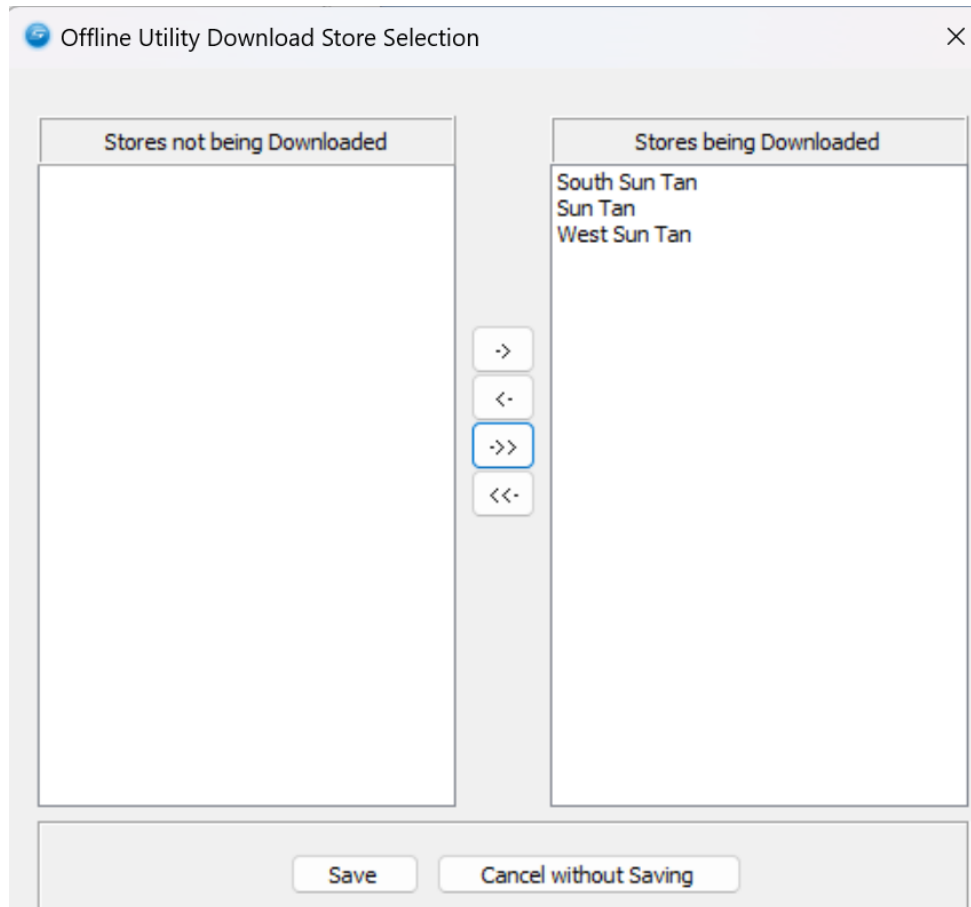
The screenshot shows the SunLync application interface. The 'Parameters' tab is selected in the top navigation bar. The 'Store Parameters' window is open, displaying the 'Store Demographic Information' tab. The window contains various input fields for store details, including Salon name, Customer ID, Location, Address, City, State, Zip Code, Region, District, Time Zone, SunLync store code, IP address, Port, Date opened, Manager, Phone, Cell, Fax, and Email. Below the input fields, there is a table titled 'Current Store: Corporate' with columns for Location, Manager, IP Address, and Address. The table lists three locations: Sun Tan, South Sun Tan, and West Sun Tan. The 'Sun Tan' location is highlighted. At the bottom of the window, the 'Misc. Options' dropdown menu is open, showing three options: 'Order', 'Store Update List', and 'Stores for Offline Utility Download'. The 'Stores for Offline Utility Download' option is selected.

Location	Manager	IP Address	Address
Sun Tan		127.0.0.1	8 W HWY
South Sun Tan			
West Sun Tan			

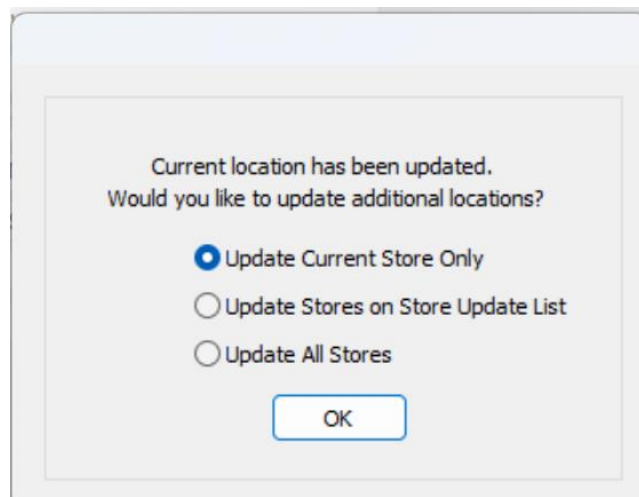
Each store needs to be set with which store(s) should be downloaded for it. By default, a store is not set to download its own data. Use the arrows to move at least the store to download its own data.



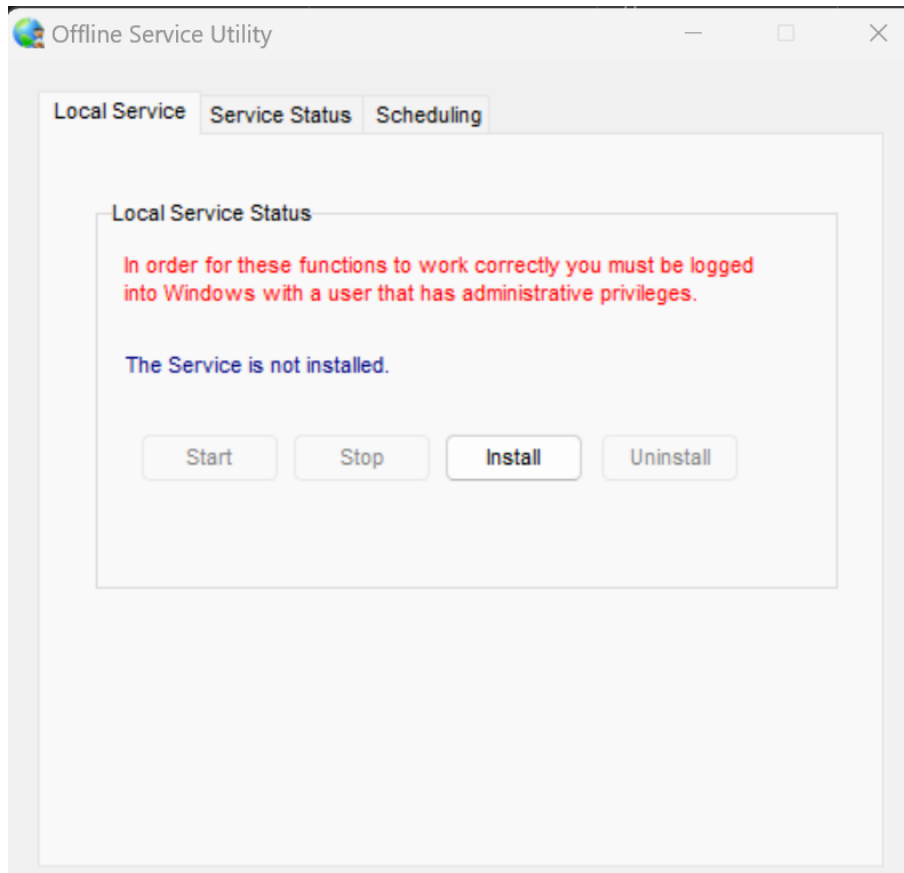
With the desired stores moved over to Stores being Downloaded, click Save.



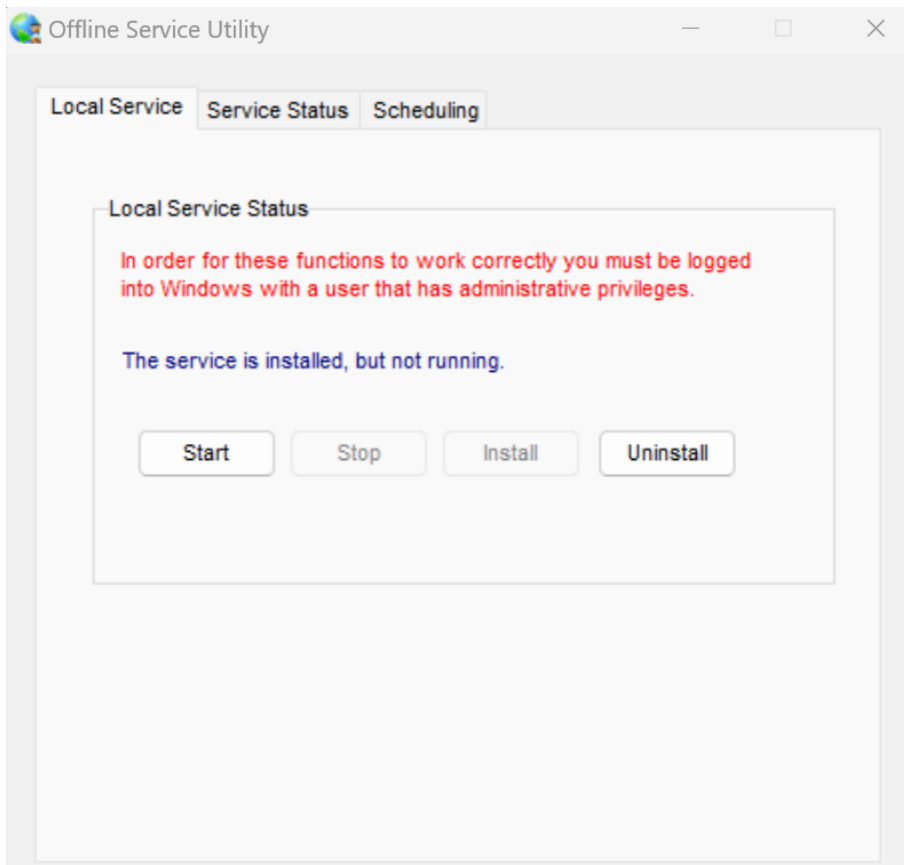
Update by each store, Store Update List, or Update All Stores. Caution when selecting multiply stores. The more stores and customers, the more storage space is required on the POS computers.



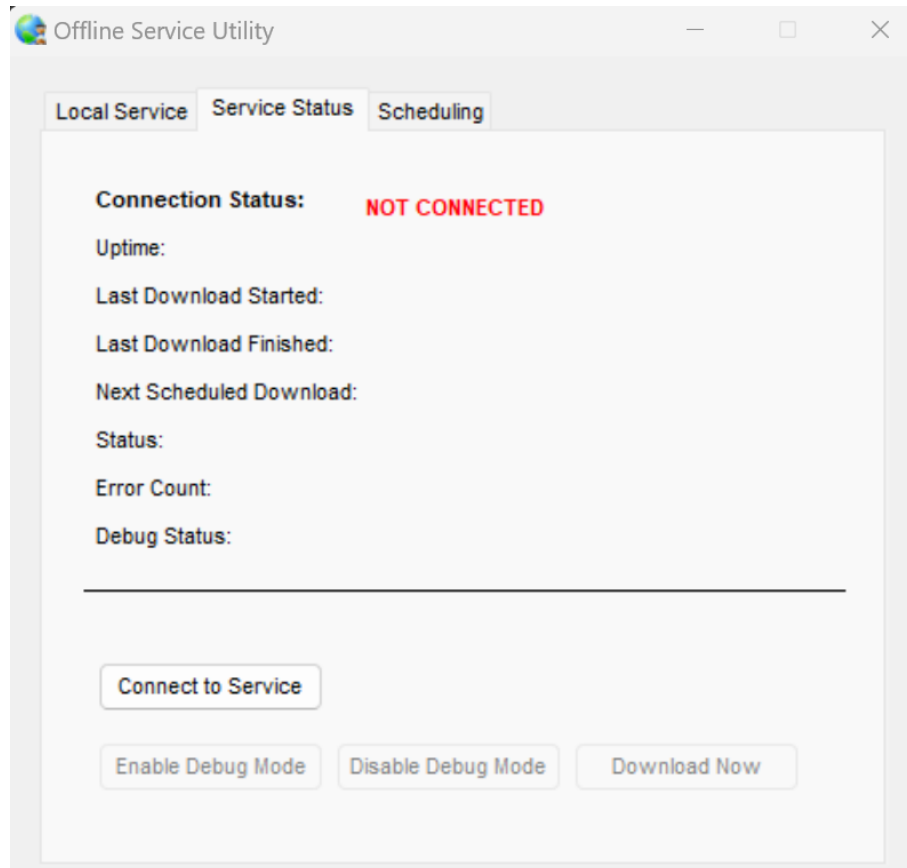
Next, this must be done on each computer using Offline Utility. Open the Offline Service Utility located in "C:\Program Files (x86)\SunLync\Offline Utility\Download Util\Scheduler\OfflineServiceUtility.exe"



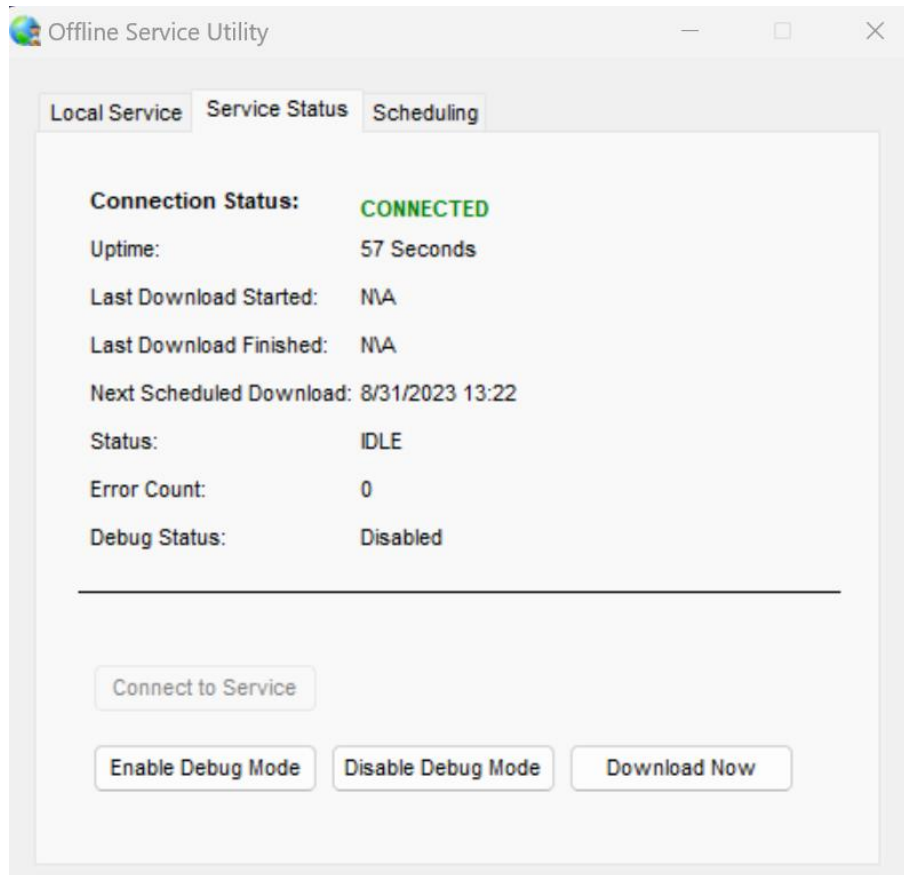
Installed and Start the Local Service.



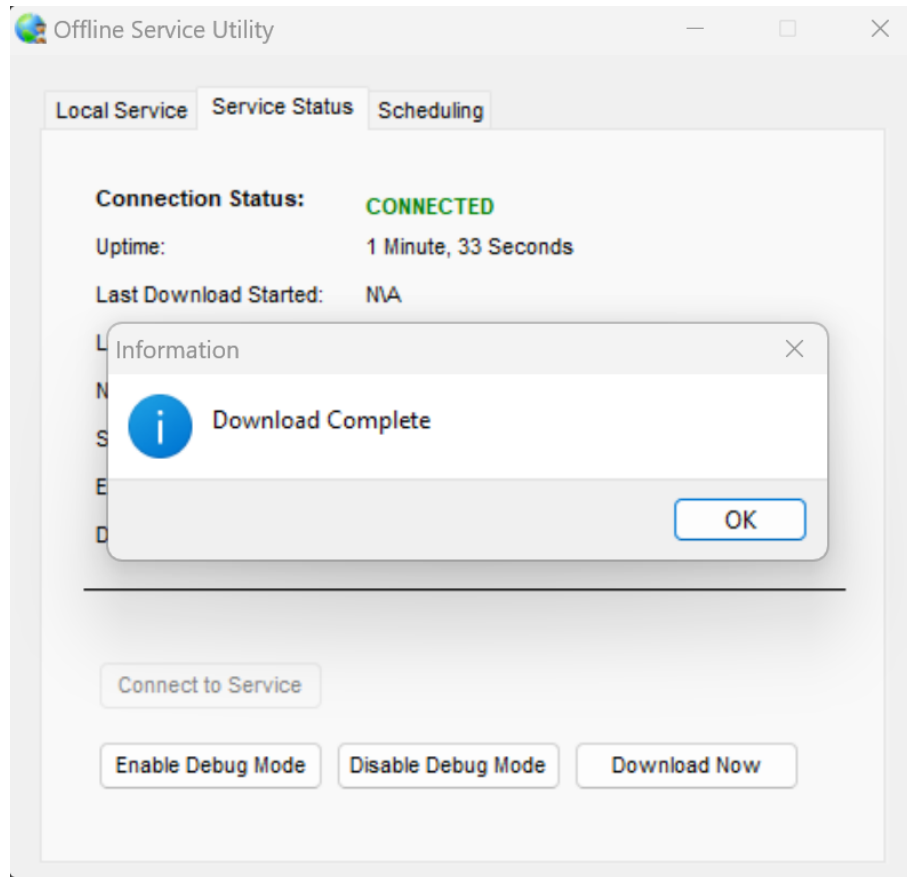
Connect to Service under the Service Status tab.



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.

The screenshot shows the 'Offline Service Utility' window with the 'Scheduling' tab selected. The window has three tabs: 'Local Service', 'Service Status', and 'Scheduling'. The 'Scheduling' tab contains the following settings:

- Download Schedule**
 - Start Date: 8/31/2023 (dropdown)
 - Start Time: 1:22:00 PM (time picker)
 - Download Frequency:
 - ☒ Every day
 - ☐ Every 1 days
 - ☐ Do not run during business hours.
 - 8:00:00 AM (time picker)
 - 10:00:00 PM (time picker)
- Download History Date**
 - Download all customer data from this date: 8/30/2023 (dropdown)
- ☐ Download Fingerprint Data
- Buttons: Save Settings, Cancel

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

Approved for External Distribution _____