



Restaurant Manager Offline Mode

If your restaurant experiences an internet outage or a disruption in Shift4 processing, your system will automatically enter Offline Mode. You can continue serving guests, but some Shift4 functions—such as Online Gift Cards—may be temporarily unavailable until internet connectivity is restored.

How Do I Know If a Device is Offline?

You will receive a notification on the Restaurant Manager POS system that your credit cards are processing offline.

What can Restaurant Manager do in Offline Mode

- Place orders normally within the internal network.
- Take cash and credit card payments.
- Send orders to kitchen printers and Kitchen Display Screens.
- Print customer receipts at terminals
- Operate cash drawers
- Enter credit card tips on the Station they were originally processed on to payments

What can't Restaurant Manager do in Offline Mode

- Sell or process Shift4 Gift cards during the offline process.
- Process pre-authorized transactions
- Receive orders from SkyTab Online Ordering or other third party delivery services and integrations
- Access orders remotely off-site from SkyTab Mobile devices
- Process transactions from SkyTab Mobile devices
- Access sales and processing information via RM Monitor, Lighthouse Business Manager, or Lighthouse Transaction Manager

What to do to Restore Shift4 Online Processing

The system will automatically resume online operation once internet connectivity is restored—no user input required. It checks every 30 minutes to process offline transactions. If three consecutive attempts fail, the system will remain in Offline Mode to prevent service interruptions.

You can also manually switch to Online Mode once internet connectivity has been restored by navigating to CC Options under MISC and selecting “Disable Offline Processing.” Wait for confirmation that processing has been restored before interacting with the screen.

For assistance, contact our 24/7 technical support team at 1-888-276-2108.
