

Offline Mode

Keep serving when the network drops — and sync cleanly after.

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Owners · managers · supervisors

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Overview

When Wi-Fi or internet fails, Tavio can keep taking orders on devices that already loaded the menu, queue work locally, and sync when connectivity returns.

Offline capability is listed on **Enterprise** plans. In practice, devices that were online recently may still queue orders if the network drops — train the floor either way.

When offline helps

- Router dies mid-service.

- ISP outage.
- Overloaded venue Wi-Fi.

Guests should not feel the outage if staff stay calm and follow house steps.

Before you need it

1. Confirm your subscription / support expectation for offline.
2. Train managers: how to spot offline / limited connectivity on devices.
3. Keep printers on **local LAN** (network printers) so receipts still work without internet.
4. Drill once: load POS while online, then disable Wi-Fi on a spare device in a quiet hour.

Warning: Do not discover offline for the first time on New Year's Eve.

60-second actions (floor)

1. Confirm devices show offline / limited connectivity.
2. Tell the floor: keep ringing as normal on devices that still work.
3. Stop menu edits in admin until sync completes.
4. Keep a paper note of unusual comps or signed tabs.
5. When Wi-Fi returns, wait for sync before finalising cash up.

On the till: If a payment looks stuck, do not charge the guest twice — call a manager.

During an outage

1. Announce: “We are offline — keep ringing as normal.”
2. Prefer devices that already had menus cached.
3. Avoid mass menu edits in admin until back online.
4. Cash and manual card recording can continue; **Yoco live charges** and cloud admin need connectivity.
5. When online returns, wait for sync; do not power-cycle every device at once.

After sync

- Check Orders for duplicates or stuck opens.
- Reconcile cash up carefully for the outage window.
- Report any mismatched card tips to the manager.

What still needs online

Still works offline (typical)	Needs online
Take / park / modify cached menu orders	Yoco card charges
Cash / manual card close	Live multi-device sync
Local LAN printing	Admin cloud edits, menu publish
	Fresh login on a never-cached device

Common mistakes

- Editing recipes/prices on a phone during outage.
- Closing the same bill twice after sync.
- Turning off devices mid-queue.

Tips

Good practice: Laminate a 5-step offline card at the pass and cash desk.

Troubleshooting

If this happens	Check this
Device won't take orders offline	App opened while online earlier; storage; retry after brief reconnect
Sync never finishes	Connection quality; retry; support if stuck
Duplicate orders	Staff retried aggressively — merge/void with manager
Printer dead offline	Local LAN printer vs browser-only path; same Wi-Fi as tablet

Glossary

Term	Meaning
Offline mode	Continue trading without live internet
Sync	Upload queued actions when online again
Cache	Local copy of menu/data on the device

