Users availing synch-service or cloud service will have an option to work offline. You can work in 'offline mode' when the internet connection is not available, or whenever you want to work in disconnected/offline mode.
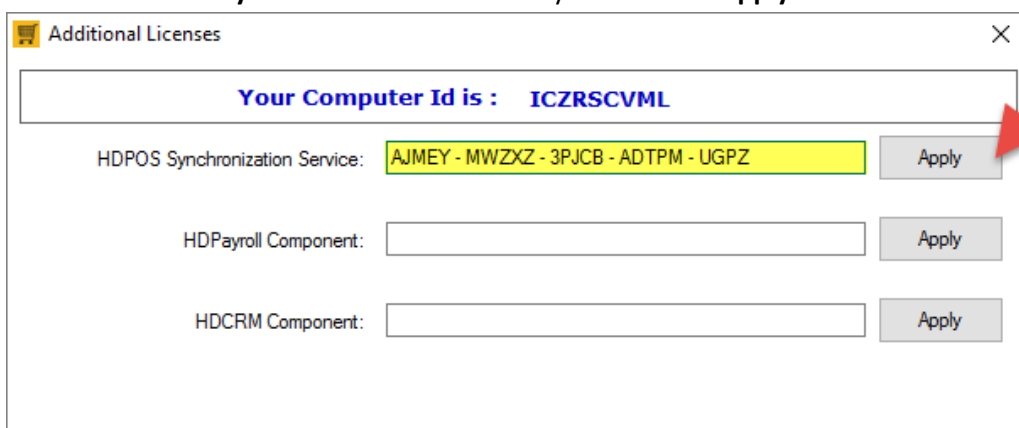
The steps to setup the offline/disconnected mode functionality in HDPOSsmart are as shown below:

1. Run HDPOSsmart client application
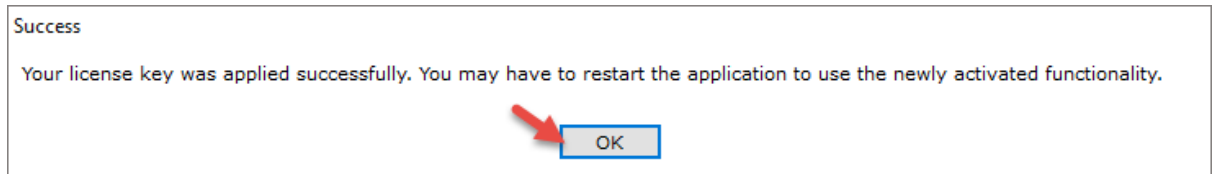2. Click on **Additional Licenses** 🔑 toolbar button
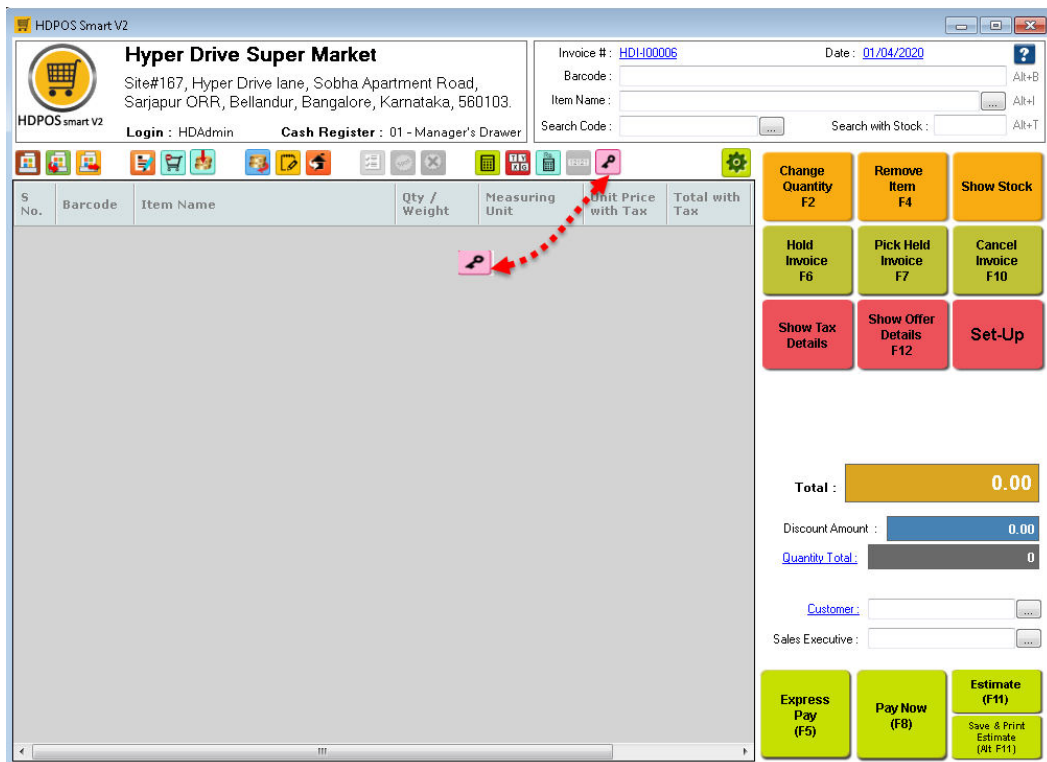
> **NOTE:** If the button is not available in the toolbar, add the button manually. You can click here to know how to add toolbar buttons.

3. Enter the **'HDPOS Synchronization Service'** key and click on **Apply**

4. Click on **OK**

Success

Your license key was applied successfully. You may have to restart the application to use the newly activated functionality.

OK

5. Close the window, and **restart** the application

6. Four new toolbar buttons will be added upon restarting.

   a. **Sync data to Server** : Clicking on this button will perform a 'sync' operation. Here, the documents created, item/customers added, etc., are synchronised between the server database and the local database (database used while working in offline /disconnected mode).

   b. **Advance Disconnected Sync** : This is used to perform an 'advance sync' operation. The data in the local database is cleared, and the data required for offline operation such as item names, customer names, etc., are copied to the local database from server

   c. **Work as Disconnected Client** : Clicking on this button will perform a sync and then the application goes to disconnected mode.

   d. **Reset local data and Switch to Disconnected Mode** : Clicking on this button will perform an 'advance sync', followed by switching the application to disconnected mode.

7. Click on the **Reset local data and switch to Disconnected Mode** toolbar button to create a local database for the first time and go to disconnected mode.
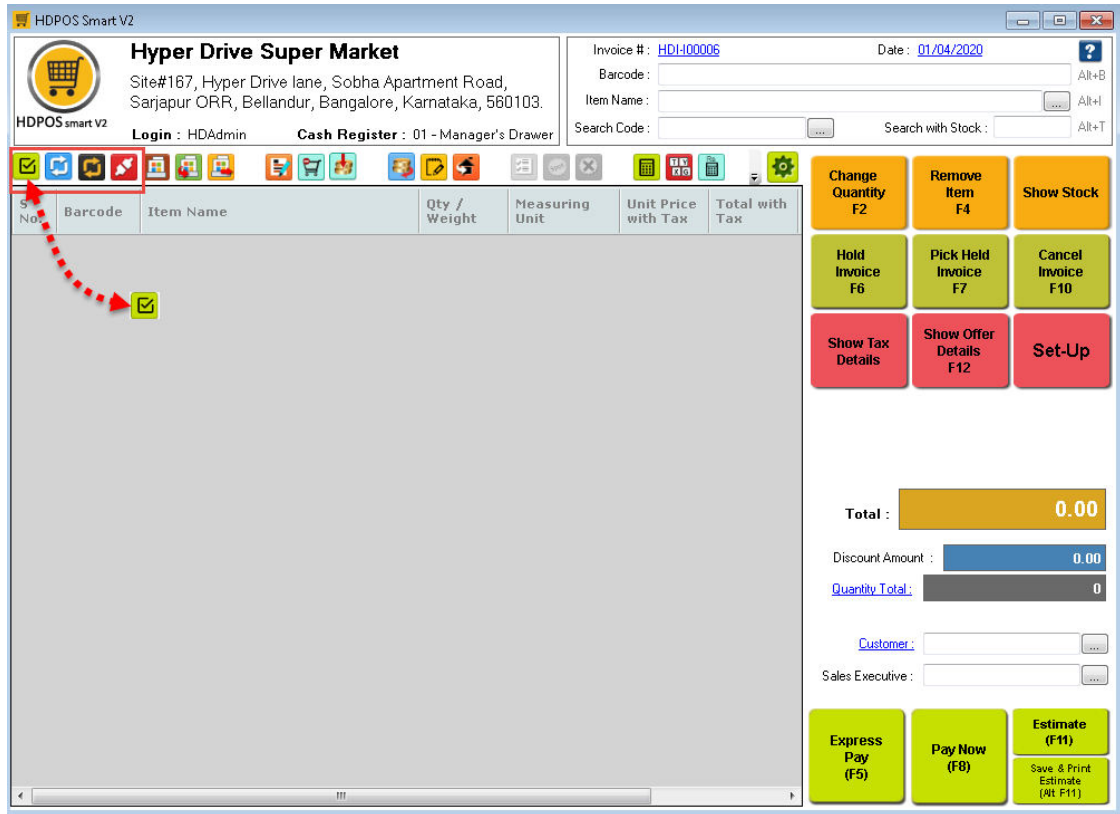
NOTE: Since clicking on the **Reset local data and switch to Disconnected Mode** ☑ toolbar button might cause data loss, caution has to be exercised when using the functionality. In this case, this functionality was used as the local database was non-existent at the time. It is advised to use **Work as Disconnected Client** 🔌 toolbar button for going to disconnected mode from the next time.

8. Click on **Yes**
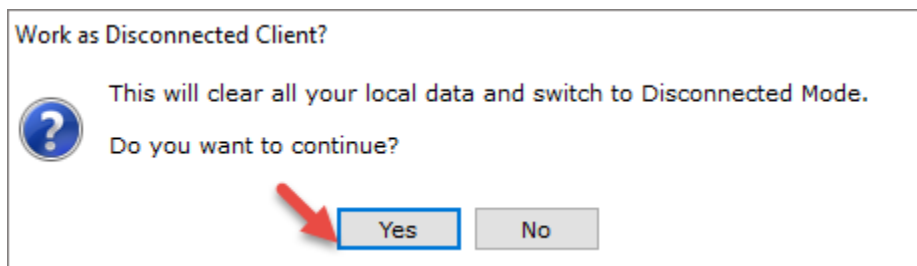
Work as Disconnected Client?

This will clear all your local data and switch to Disconnected Mode.

Do you want to continue?

Yes   No

9. Click on **Yes** again
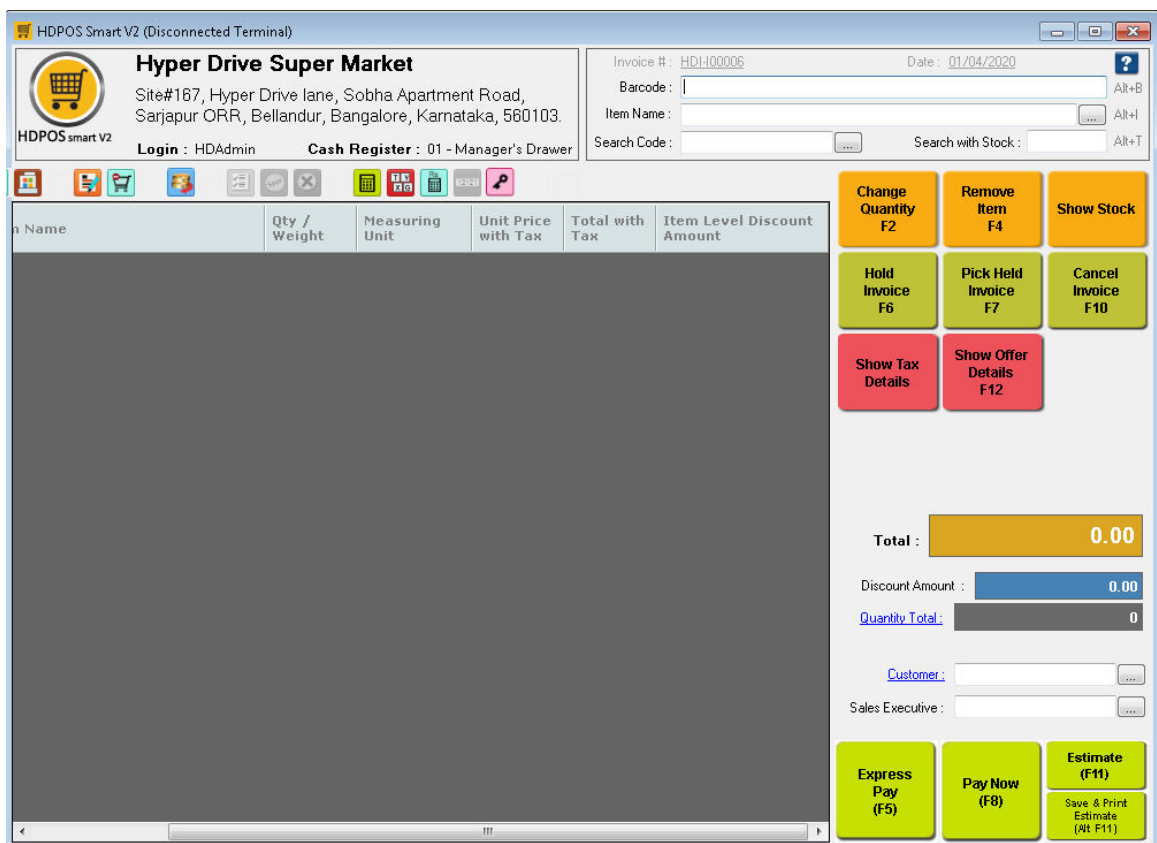
10. Wait while the data is synced and disconnected mode initialised

11. The application is opened in Disconnected mode

12. Click on **Additional Licenses** toolbar button

13. Enter the **HDPOS Synchronization Service** key for the client, and click on **Apply**

> **NOTE:** The synchronization key entered earlier in online mode is for server. The synchronization key for client is applied in disconnected mode.

14. Click on **OK**

15. Close the window and restart the application

16. Three new toolbar buttons are added

    a. **Sync data to Server** **:** You can click on this button at any time to perform a 'sync ' operation. This will synchronize data between the local database and that of the server.

    b. **Advance Disconnected Sync** **:** Clicking this button will erase all the data created in offline mode and performs an 'advance sync'. The local database is reset and data is copied from server database to the local database.

    c. **Work as Online Client** **:** Clicking on this button will perform a sync followed by switching the application to online mode.

17. Click on **Work as Online Client** toolbar button to go to online mode.