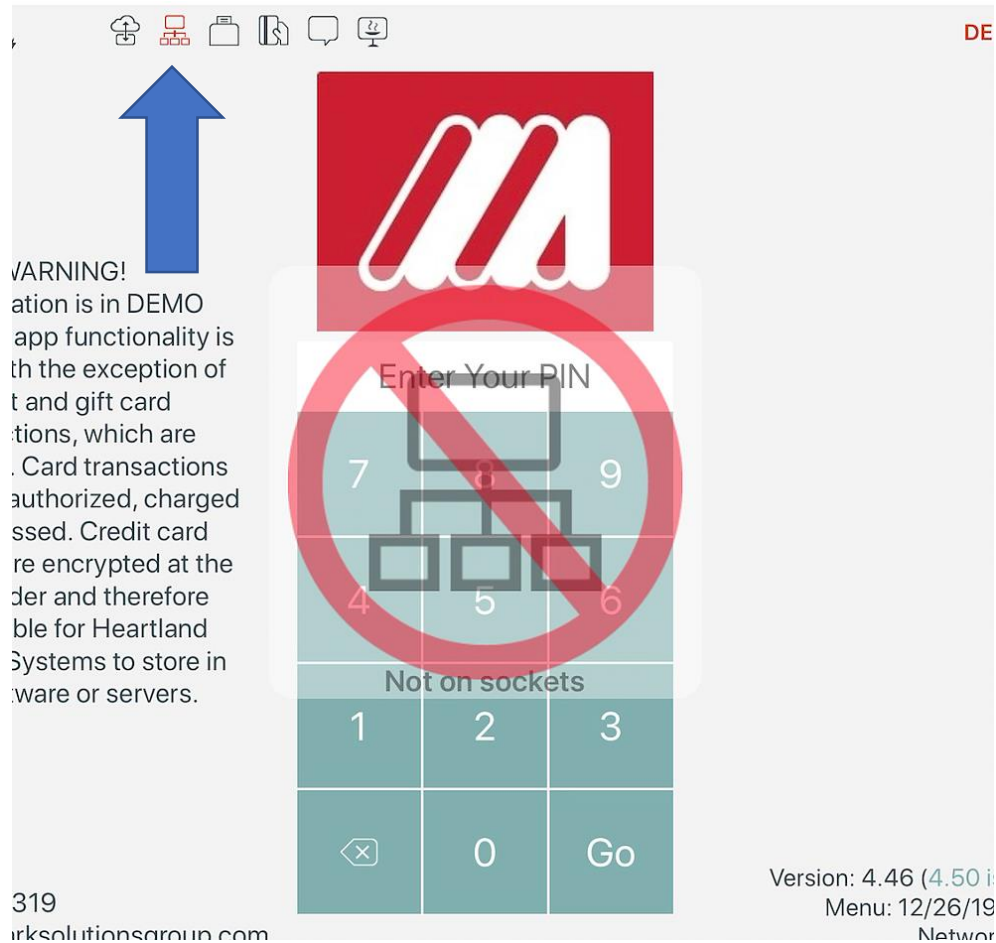
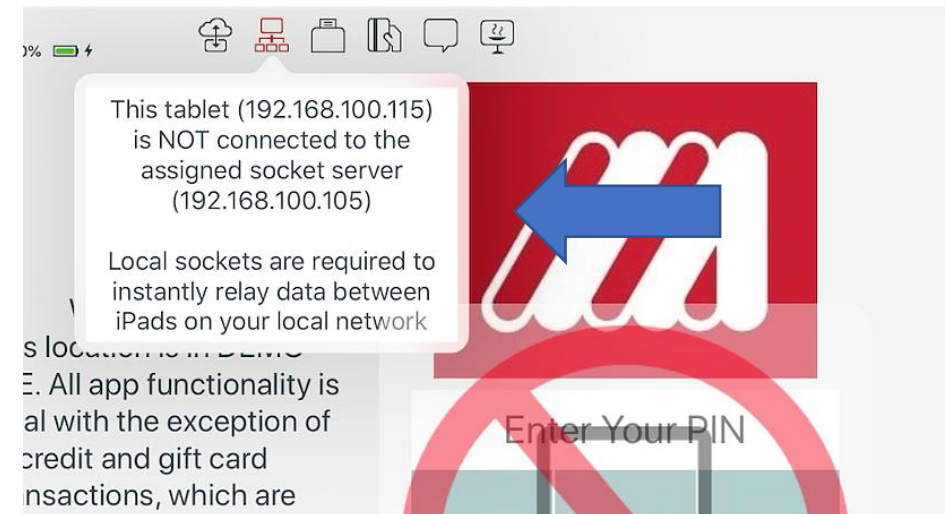


# How to Troubleshoot “Not on Sockets” Message



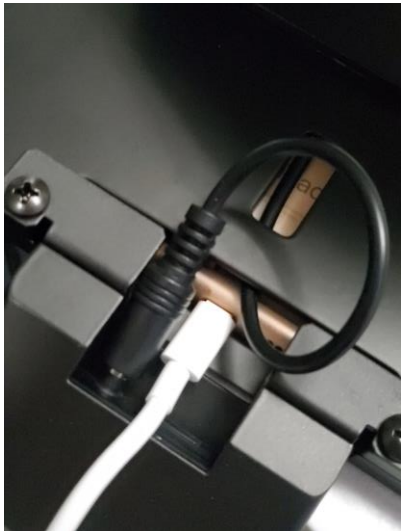
1. Note the “Not on Sockets” Message and tap on the “Network” Icon at the top left of the screen

2. Tapping on the Icon Will Tell You the IP Address of Your iPad, as Well as the IP of the “Socket Server”

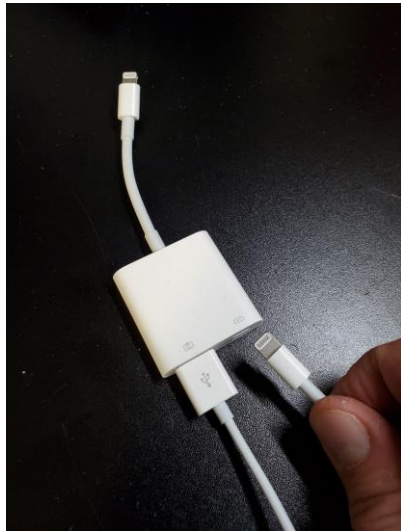


3. Check (unplug and then re-seat) ALL Network Connections on Your iPad – the main connection to your iPad is a “Lightning” Connector (a.), the other end of it is called a Camera Adapter (b.) and it allows you to have a USB/Ethernet Adapter (d. & e.) and a Power Cable (c.) connected; the end of those connections are the Ethernet Adapter (e.) and a CAT5e Cable (e.) and an Apple power brick (c.), respectively.

a.



b.



c.



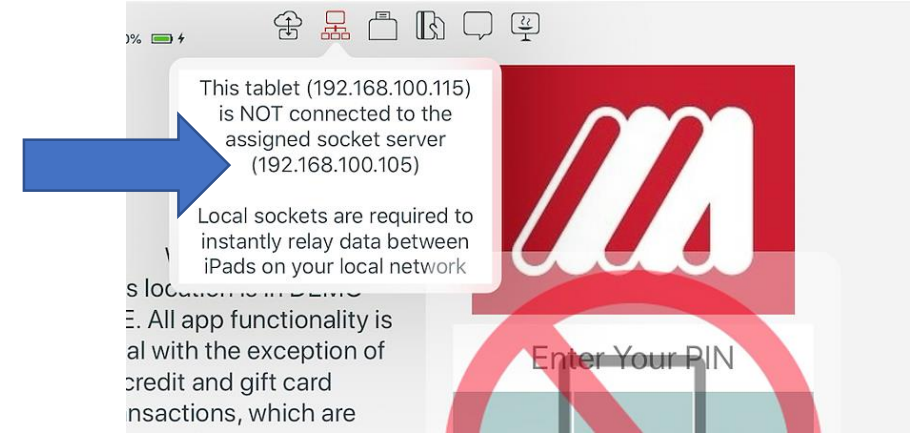
d.



e.



4. If You Have Re-Seated All of Those Connections, and the Socket Server Connection is not Restored, Refer Back to the Network Icon Message and Locate the iPad That is Listed as the Socket Server



***\*\*\*5. If the Socket Server iPad is NOT Running the Heartland Restaurant (HR) App, the Sockets will be “Down” – Make Sure This iPad is ALWAYS Running the HR App\*\*\****

6. If It IS Running the HR App, Repeat all of the Steps in Step 3. If This Does Not Restore Your Socket Connection, Call the Support Desk at 800-338-9319 and Follow Prompts

3. Check (unplug and then re-seat) ALL Network Connections on Your iPad – the main connection to your iPad is a “Lightning” Connector (a.), the other end of it is called a Camera Adapter (b.) and it allows you to have an Ethernet Adapter (e.) and a Power Cable (c.) connected; the end of those connections are the Ethernet Adapter (e.) and a CAT5e Cable (e.) and an Apple power brick (c.), respectively.

