

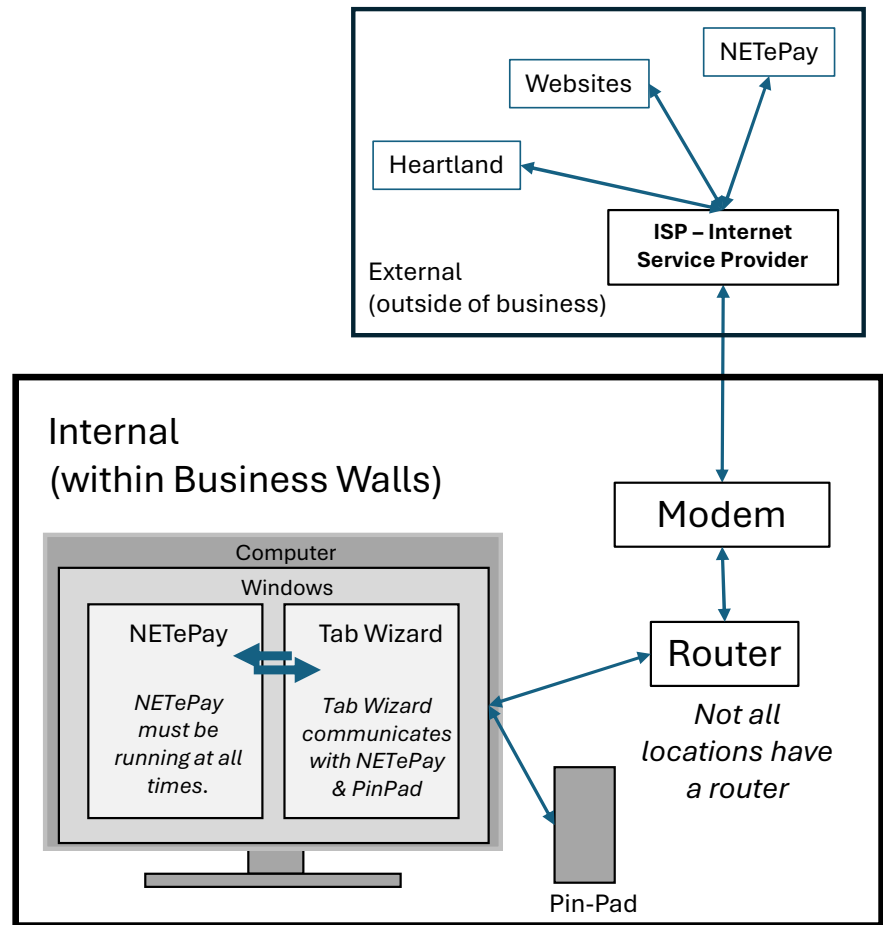
# Tab Wizard POS System Credit Card Troubleshooting

## Potential Errors/Remedies:

- **DNS Lookup**
- **Socket Error**
- **Max Lanes Reached**

These two errors indicate one of the following:

- 1. Computer not getting internet**
  1. Check status of internet
  2. Reboot Modem / Router
  3. Reboot Computer
- 2. NETePay is not running**
  1. Open NETePay software
  2. Reboot Computer
- 3. Did you change your modem, router?**
  - Possible IP Address Conflicts
- 4. Heartland servers are down**
  - Be patient
- 5. Max Lanes Reached**
  - Reboot Computer
- 6. License Expired**
  - Check the computer Date/Time



## SUPPORT

Tab Wizard Support: 253-8561945 / Heartland Support: 888-963-3600