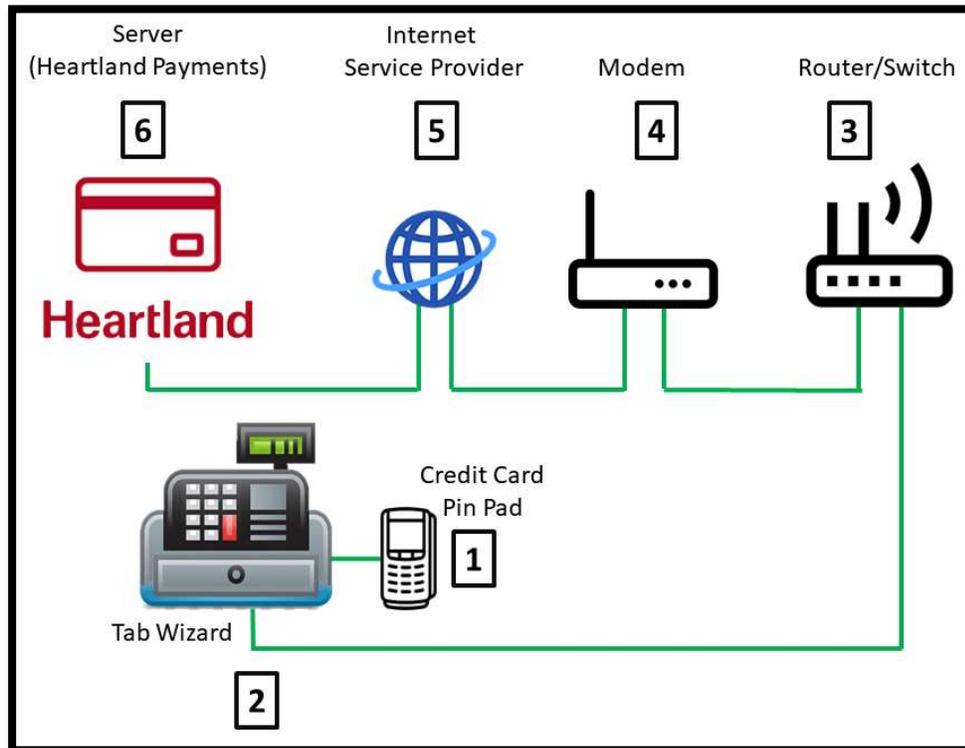# Tab Wizard User Manual: Food & Beverage
Internet Connectivity and Related Issues

Users with Credit Card Integrated software such as Heartland Payment Systems will need the use of internet connectivity to their Tab Wizard system in order to process customer credit cards successfully. Occasionally, there may be internet interruption.

Typically, there are two types of errors in which customers may come in contact with: "**Socket Error**" or "**DNS Error Lookup**"

Definitions:

- **Socket Error:**   A socket error is when there is a problem connecting to the server (Credit Card processor) while making the connection from Tab Wizard. There are more than 100 socket errors, but they all boil down to similar problems on either side of the connection. Fixing a socket error is usually easy, but not always. See below for troubleshooting.

- **DNS Lookup:** This error is caused because the DNS server (Credit Card server) is slow or unresponsive. This is a very common error and can prevent you from processing credit cards or entering tips. This error is often displayed when the server is not available.
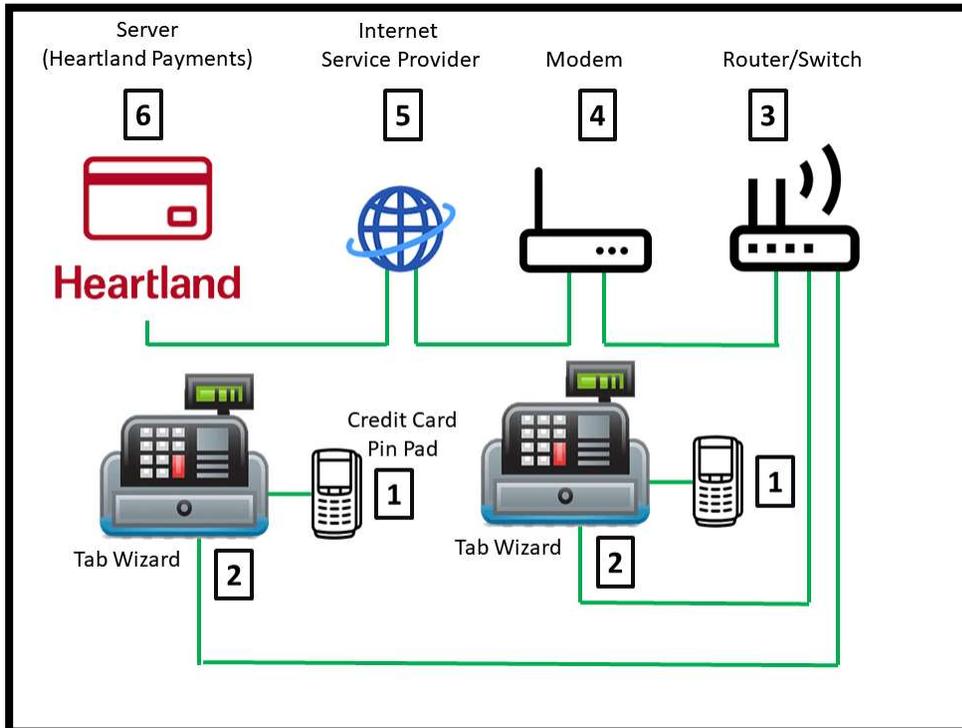
Tab Wizard User Manual: Food & Beverage
Internet Connectivity and Related Issues

Troubleshooting:

Referring to the image on Page One above and the following items of troubleshooting:

1. **Credit Card Pin-Pad:** Check that the USB cable is secured to the computer
2. **Tab Wizard Computer:** Is the computer shut off? Make sure the cable is connected to the Router/Switch Box and an LED light is lit up where the cable comes in to the computer.
3. **Router/Switch Box:** Is there power to the Router or Switch box? Did a internet cable come loose? There should be a pin light for every cable plugged into the Router/Switch Box.
4. **Modem:** Is there power to the Modem? Did an internet cable come loose? There should be a pin light for every cable plugged into the modem.
5. **Internet Provider:** Did you call your Internet Provider? Is the internet service down?
6. **Credit Card Processor:** Is the Processor server down? Call your credit card processor.

Verify you do have internet access. A simple method is to open the **Remote Support** icon on the Tab Wizard Desktop that reads **REMOTE SUPPORT**. If you open the icon and it does not display a code, there is no internet getting to the computer. If you do receive a code, you should be connected.

Tab Wizard User Manual: Food & Beverage
Internet Connectivity and Related Issues

Note: *Tab Wizard is not responsible for business' internet connectivity and can only assist in attempting to regain access to the internet. Basically, if Tab Wizard is working on the computer and no issues related to the Tab Wizard software, that is the length of support in which Tab Wizard provides. If the business has more than one Tab Wizard computer, Tab Wizard will assist with connecting other Tab Wizard computers to the main server of Tab Wizard.*