

Heartland

Restaurant

Mobile 2.0 Best Practices

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Date	Product Version	Author	Summary
05/17/2024	9.35	JWD	Original article introduced.
07/09/2024	9.41	JWD	FAQ and "Clearing Data" sections added.

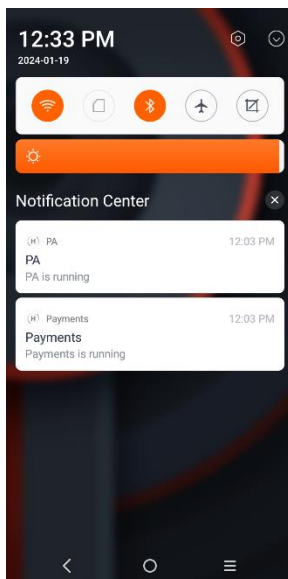
Mobile 2.0 Best Practices

Recommendations for Extending Battery Life

We recommend the following habits to help extend the battery life of your location's Mobile 2.0 devices.

Adjust the Brightness Level and Sleep Setting

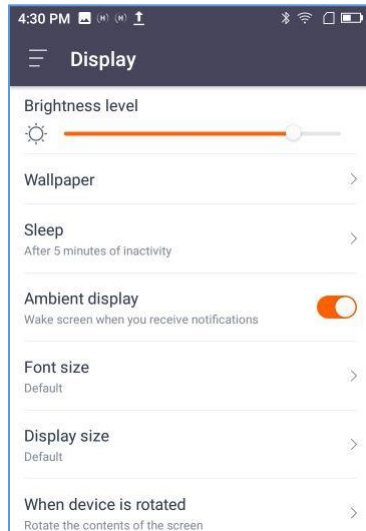
- 1 In the device's Lock screen, swipe down from the top of the screen.



- 2 Tap the **Settings** icon.

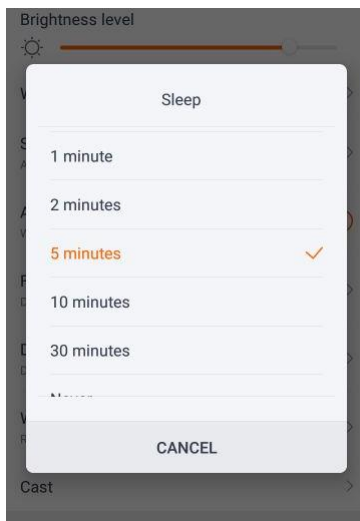


- 3 In the **Please enter password** box, enter "Global99".
- 4 In the Settings screen, scroll down to the **Device** area, then tap **Display**.



- 5 In the Display screen, reduce the **Brightness level** setting to a lower level that is still usable within the location's environment.
- 6 After adjusting the **Brightness level** setting, tap **Sleep**.

The app will display the Sleep panel.



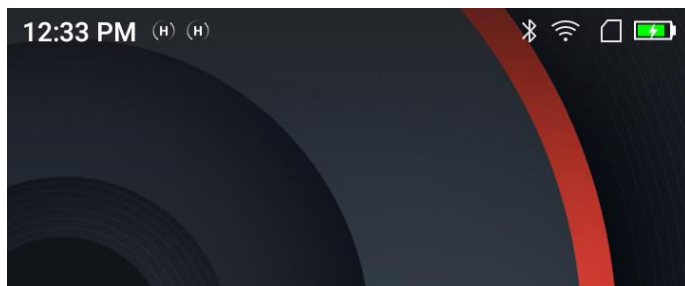
- 7 In the Sleep panel, select **5 minutes**.

The app will save the new setting and close the panel.

Seat the Device Properly in its Charging Cradle

When not in use, seat the Mobile 2.0 device fully in its charging cradle, and verify that it is seated and charging properly.

If the device is not connected and charging properly, the current charging cradle will not alert you. Therefore, we recommend you verify its connection by checking the battery icon in the top right corner of the Home screen.



Troubleshooting

During typical operations, if the POS is unable to process a payment, we recommend the following troubleshooting options:

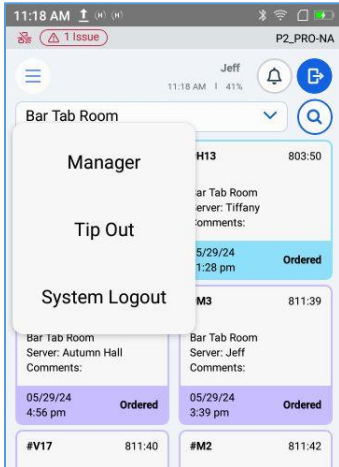
- ▶ Verify that the Payments and PA apps are both running in the background.
- ▶ Verify that the device is connected to the location's Wi-Fi network.
- ▶ Verify that the device's battery is at least 10% charged. If its battery drops below 10%, the Payments app will not function.

Clearing the Device's Data

If necessary, you can clear the POS app data from the device.

Clear the POS App's Data

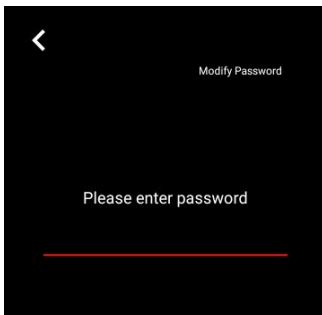
- 1 On the device, run and log into the POS app.
- 2 In the POS Tickets screen, tap the **Options** button, then tap **System Logout**.



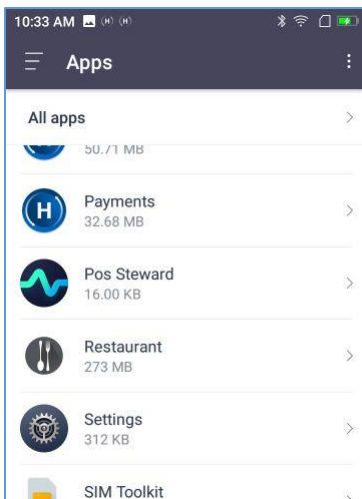
- 3 Swipe down from the top of the screen, then tap the **Settings** button.



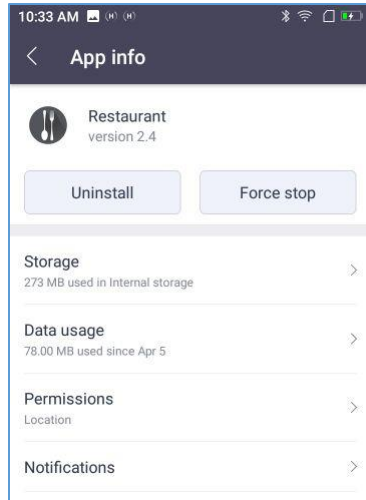
- 4 At the prompt, enter a valid password.



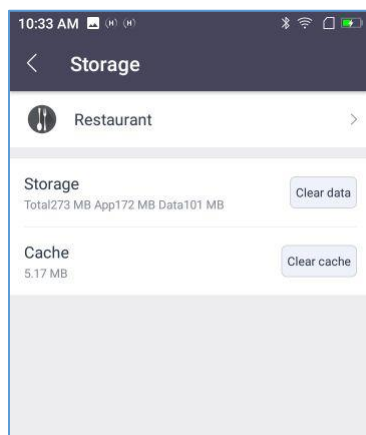
- 5 In the Settings screen, tap **Apps**, then tap the **Restaurant** icon.



- 6 In the Restaurant's app screen, tap **Storage**.



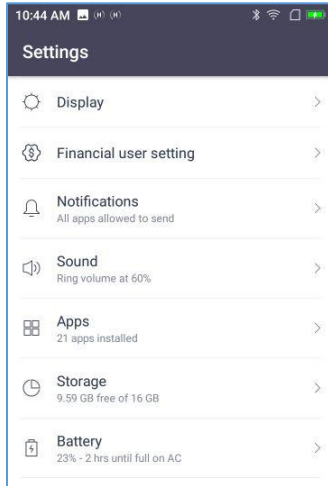
- 7 In the **Storage** area, tap **Clear Data**, then tap **OK** at the verification prompt.



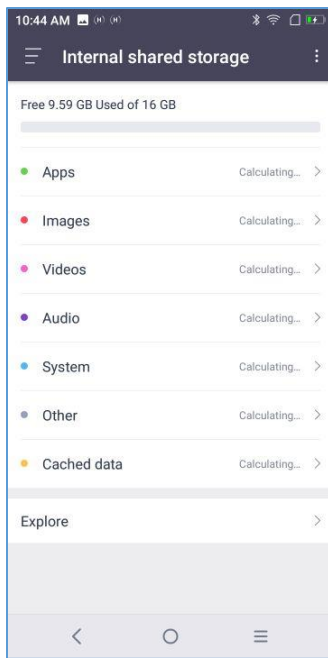
- 8 In the **Cache** area, tap **Clear Cache**.

Clear the POS Data from Internal Shared Storage

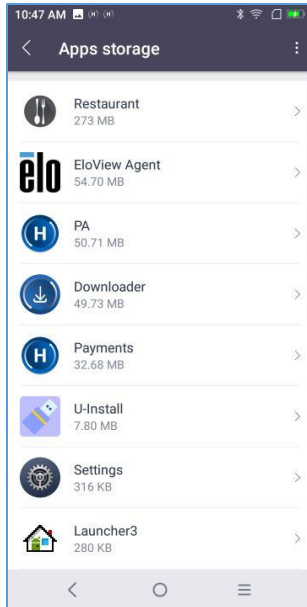
- 1 Swipe down from the top of the screen, then tap the **Settings** button.
- 2 In the Settings screen, tap **Storage**.



3 In the Internal shared storage screen, tap **Apps**.



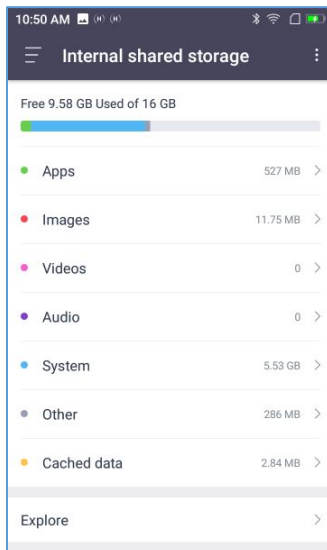
- 4 In the Apps screen, tap **Settings**.



- 5 In the **Storage** area, tap **Clear Data**, then tap **OK** at the verification prompt.
- 6 In the **Cache** area, tap **Clear Cache**.

Clear the POS Cached Data from Internal Shared Storage

- 1 Swipe down from the top of the screen, then tap the **Settings** button.
- 2 In the Settings screen, tap **Storage**.

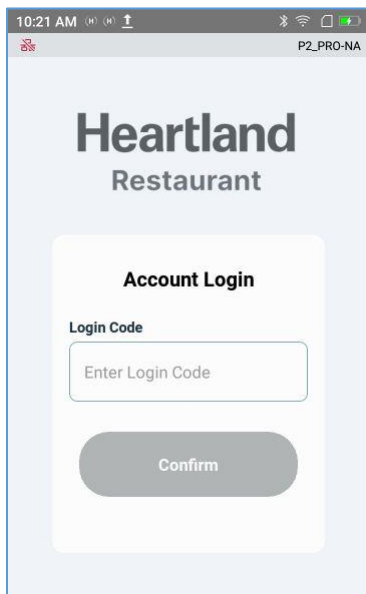


- 3 In the Internal shared storage screen, tap **Cached data**, then tap **OK**.

The POS data is now fully cleared from the device.

- 4 Reboot the device and run the POS app.

The Restaurant POS app will display a prompt for a Device Login Code.



- 5 Enter a valid Device Login Code, then tap **Confirm**.

If you do not already have a valid Device Login Code for the location, you can acquire one in the Admin Console. For detailed instructions on acquiring a Device Login Code, review our [“Multi-Factor Authentication User Guide”](#).

FAQ

When taking a card payment, if the Mobile device says the card reader is not connected, what should I do?

Check the Android notification bar (at the top of the Mobile 2.0 screen) and verify that the icons for the Payments and PA apps are displaying. If they are not, then access the Apps screen and run the Payments app.


What should I do if I can't take a payment because the device doesn't have enough battery charge?

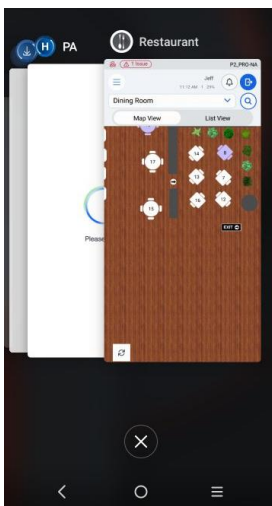
Place the Mobile 2.0 device on the charger and charge above 25%.

If the battery is running low, can I swap out the battery pack?

No.

How do I close the POS app if it freezes up or needs to be restarted?

- 1 Swipe up from the bottom of the screen.
- 2 Tap the **Overview** button. 
- 3 Press the POS app's tile and swipe up until it disappears from the screen.



- 4 Access the Apps screen and relaunch the POS app.

When I restart the Mobile device, why does it display a “Please Wait” screen?

When the device restarts, the Payments app automatically runs and displays the “Please Wait” screen because it is intended to remain running “in the background.” To access the Android navigation bar on the device, swipe up from the bottom of the screen, then tap the **Home** button. In the Home screen, you can run the Restaurant POS app manually.

For what features should I continue to use the iOS POS?

- ▶ Referenced refunds
- ▶ Server checkouts
- ▶ Clock ins
- ▶ Scan to Pay transactions

- ▶ Item discounts
- ▶ Advanced item splits on tickets
- ▶ Allow duplicate ingredients and sub-items
- ▶ Cash pay-ins and pay-outs
- ▶ Scan receipts to retrieve guest tickets
- ▶ Move items to another ticket
- ▶ View reports
- ▶ Quick tender for custom payments
- ▶ Timed item measurements
- ▶ Hold and rush items
- ▶ Change Table or Room on tickets
- ▶ Server balancing
- ▶ Transfer a ticket to another server
- ▶ Tax exempt tickets (Removing all taxes)

What should I do if a payment on a Mobile device doesn't seem to go through?

When performing a payment on a Mobile device, if it does not seem to go through (or otherwise does not process), do NOT try the same transaction again on a different type of device. Perform the transaction again on the SAME DEVICE, or the SAME TYPE of device.

For instance, you may go from one Mobile 2.0 device to another Mobile 2.0 device, or from one PAX device to another PAX device. Do not go from a Mobile 2.0 to a PAX device, or vice versa.

How do I contact Heartland Alpha Support?

- ▶ **Email:** POSAlpha@heartland.us
- ▶ **Phone:** (800) 318-8018
- ▶ **Hours:** Monday – Friday, 9:00 AM – 6:00 PM EST

For urgent needs during this time or after hours, merchants should contact their normal support team for assistance.