

Heartland

Restaurant

NextGen Best Practices

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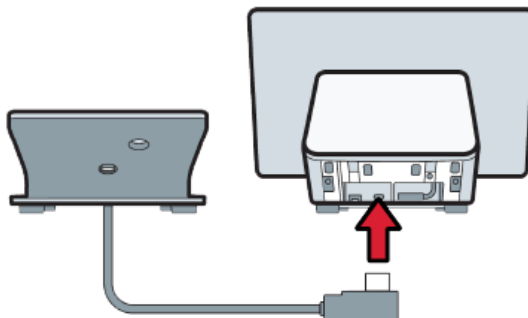
Date	Product Version	Author	Summary
08/07/2024	9.46	JWD	Original article introduced.

Overview

This article describes various “best practices” for dealers and merchants connecting and setting up a new NextGen POS system. These include various tips, recommendations, and settings that are frequently overlooked. It is intended to provide insights and answers to questions that might cause problems or delays during a typical installation.

CFD USB-C Cables with Pull Tabs

The NextGen device comes with assorted cables that you can use to attach the CFD card reader or other devices. Some of the USB-C cables feature small blue or black plastic “pull tabs” attached to their ends.



Do not remove these blue tabs from their cables. They are intended to help provide leverage if you ever need to remove the cables from the inner housing of the ELO device. When disconnecting such a cable from its device, you can use these tabs to better hold the cables while pulling them loose.

Restarting the NextGen Device at the Network Prompt

After you connect and power on the NextGen stand, it will immediately display the Network screen, prompting you to select a Wi-Fi network and connect to the Internet (as described in “Step 2: Connect stand to the internet” of the online [Quick Start Guide](#)).

It will display the Network prompt for its time out duration. If you do not begin selecting and connecting a network before it times out, the device will display a blue screen with an error message (“No content is configured for this device.”)



If this screen appears, you should manually restart the NextGen device.

Restarting the NextGen Device after Connecting All Devices

After connecting all necessary devices, you must run the MB5500 FW and Enable MultiClient Input utilities firmware (described in the “Step 5: Run applications” section of the online [Quick Start Guide](#)). These utilities will to update the device’s firmware and download the ELOView update utility.

After installing its updates, the device will restart. When finalizing this process, the device displays a blue screen stating that the device setup is completed, with a spinning “processing” icon.



This process usually takes between 5 and 15 minutes to complete, then the device restarts. However, if the device does not restart on its own after 15 minutes, you should restart the device manually.

Configuring the NextGen Device's Screen Density

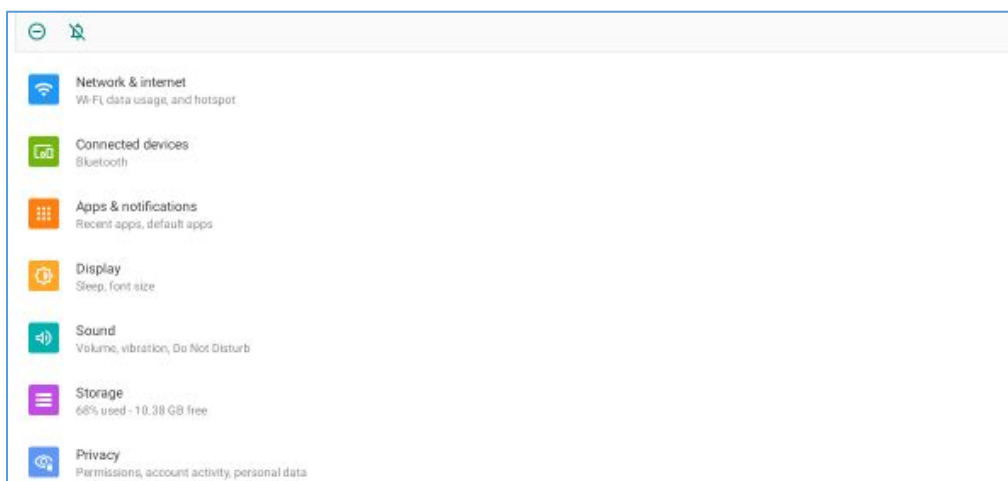
After connecting the NextGen device and running the MB5500 FW and Enable MultiClient Input utilities, you must modify the NextGen device's default setting for screen density to 160 DPI. You should do this before signing into the Heartland Restaurant POS app. Otherwise, the CFD and NextGen devices will not display properly.

- 1 In the NextGen device, tap the **Home** button in the bottom panel.



The device will display the Apps screen.

- 2 In the Apps screen, tap the **Settings** icon.
- 3 In the Settings screen, tap **Display**.



- 4 In the Display Settings screen, tap **Advanced**.

The program will display additional controls for display settings.

- 5 Tap **Screen density**, then select **160 MDPI**.



The app will display a prompt to reboot the device.



6 Tap **REBOOT NOW**.

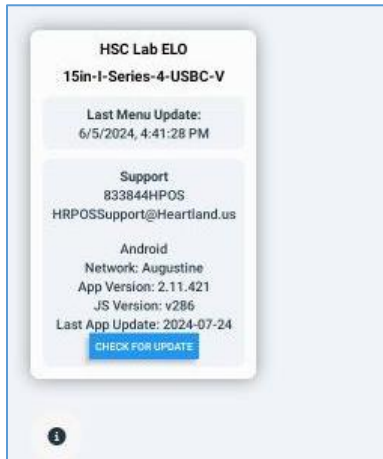
The NextGen device will restart and apply the new screen density.

How to Update the POS App on the NextGen Device

- 1 Turn on the device and run the POS app.
- 2 In the POS PIN screen, tap the **Information** icon (lower left corner).

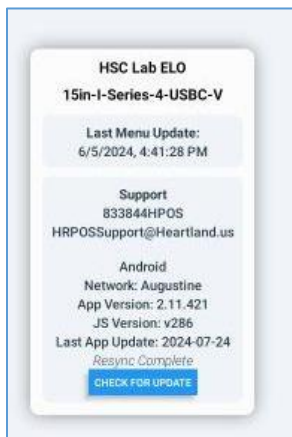


The POS displays the Information panel, which lists information about the device, its connection, and the versions of its software.



3 In the Information panel, tap **Check for Update**.

If there are no updates available, the POS will briefly display the “Resync Complete” message above the **Check for Update** button.



If an update is available, the POS will immediately download and install the update. This process could take several minutes. When the update is complete, the POS will automatically restart and display the PIN screen.

Logout vs System Logout

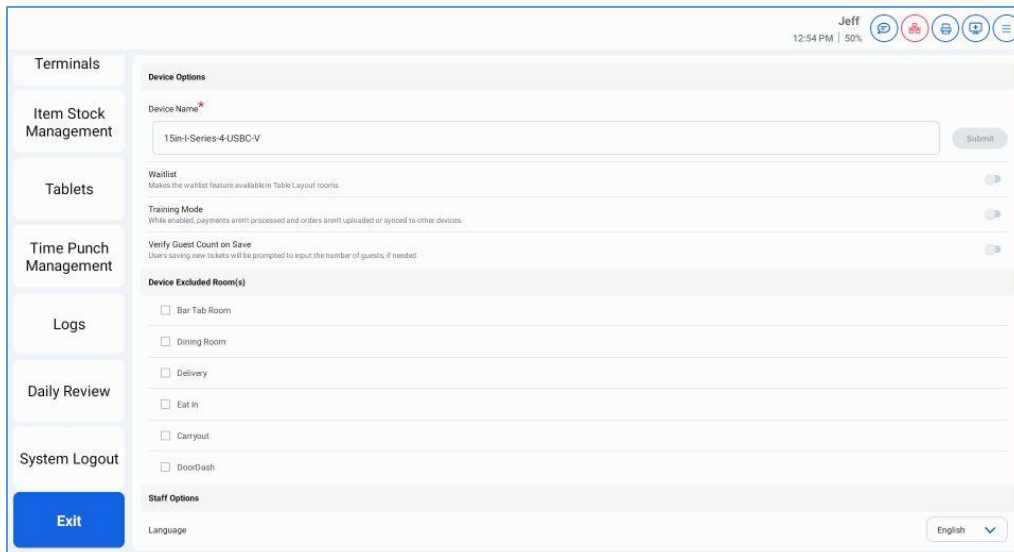
When setting up or using the POS, it is important for anyone with access to the manager functions understands the difference between the **Logout** button in the Rooms screen and the System Logout button in the **Manager Functions** menu.

The **Logout** button is located in the lower right corner of the Room screen.

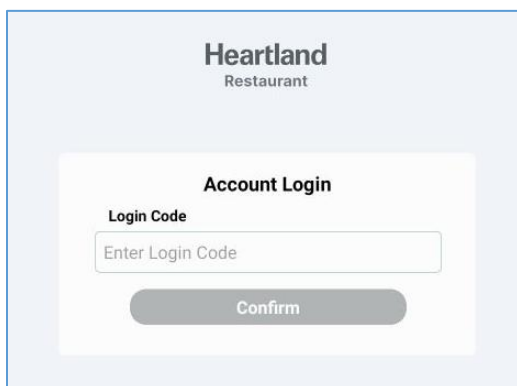


When a staff member taps **Logout**, the POS logs the staff member out and then displays its PIN screen, allowing another staff member to enter a PIN number and log in.

The **System Logout** button is located in the Manager Functions menu. To access it, tap the **Options** button in the Rooms screen, then tap **Settings**. In the **Manager Settings** menu, **System Logout** is the last option.



In the **Manager Settings** menu, if you tap **System Logout**, the POS will log itself out of the *account* and immediately display the Account Login screen. Afterwards, to run and log back into the POS, you (or another authorized dealer or merchant) will need to enter a valid Device Login Code for the account.



FAQ?

Do Mobile 2.0 devices support the WPA3 wireless security standard?

No, they do not support the WPA3 security standard. When connecting a Mobile 2.0 device to a location's Wi-Fi network, use either the WEP or WPA2 security standards.