

Heartland Restaurant Essentials Getting Started Guide

Welcome

Welcome to the Heartland experience. The information in this guide is designed to help you prepare your location to start using the Heartland Restaurant Essentials.

Pre Setup Checklist

Please take the time to ensure the following things are addressed and prepared prior to installation and training.

1. Confirm equipment was delivered intact (No major damage to the box/es). Open the packages and make sure all equipment is included with all applicable cables. **Do not** dispose of any packaging prior to setup and training being completed.
2. Have your high speed internet connection setup and ready (See Network Best Practices section).
3. Have a Wifi connection.
4. Know your wifi network login credentials.
5. Have direct ethernet connection to router or switch (if applicable, for kitchen and label printers).
6. Ensure access to power preferably with surge protection.
7. Have a PC/Laptop for easier navigation of some setup features.
8. Gather Ethernet cord, Screwdriver, Router/Modem reset tool (Paperclip).
9. Areas where equipment is located should be clean and free of clutter for proper usage and safety. All wires should be able to be tucked away from accidental disconnections or becoming tripping hazards.

Network Best Practices

1. Network credentials
 - a. SSID (Should not include spaces or special characters. They are known to cause issues).
 - b. Network password
 - c. Wifi password
 - d. Have your network engineer or ISP available or contact information for questioning if needed.
2. When using Wifi ensure you have even coverage throughout your location with both 2.4ghz and 5ghz (do not use shared wifi unless you own it and control the usage).
3. Suggested minimum for internet is **10Mbps download 2Mbps upload**
4. If connecting equipment via ethernet, make sure your Router and/or switch has enough open connections to accept the number of units you plan on installing

Hardware Setup Guide

[Restaurant Essentials Quick Start Guide](#)

Useful Links for using Heartland Restaurant Essentials

[Mini Manager Guide for Essentials](#) (Guides you on things such as Logging into POS, Start and end of day activities opening, managing and paying tickets etc...)

[Performing Test Card Transactions in Restaurant Essentials](#)