



Troubleshooting Peripheral Connections (IP)

ACME's cloud-based ticketing platform for the Point of Sale requires a strong, hi-speed internet connection to ensure peak performance. We recommend the following:

- A stable, high-speed internet connection from a land-based Internet Service Provider
- A wired connection to all hardware
- An isolated network for all Box Office equipment
- A restricted network
- A prioritized network
- Network diagnostic tools

☐ Step 1: Check that the iPad and peripheral are connected to the network and receiving valid IP addresses.

- iPad: Go to Settings>Ethernet/Wi-Fi and select the “i” button to reveal the IP address for the device
- Ingenico Card Readers: key in 0-0-0-0 and scroll down to see the IP address
- BOCA receipt printers: Print a test ticket from the printer to see the current IP address

In order for the devices to communicate, they need to be on the same “subnet” or network segment with similar IP addresses. **Example:** 192.168.1.X

☐ Step 2: Ensure ACME Sales has access to your local network

- Go to iPad Settings>Privacy>Local Network and make sure ACME Sales is turned on (Green)

☐ Step 3: If the iPad is connected by ethernet, make sure Wi-fi is disabled

- Go to iPad Settings>Wi-Fi and disable the feature. This forces the iPad to use the ethernet connection and the correct network settings

☐ Step 4: Power Cycle the iPad and peripheral

- When in doubt, turn it off and on again

☐ Step 5: Contact your Network Administrator

- A network setting may be blocking the connection

☐ Step 6: Contact ACME Support for more help

- Email support@acmeticketing.com to request more help. We may need to speak directly to your Network Admin for advanced troubleshooting.