

Hardware

Devices, LAN printers, and floor setup that survive a rush.

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Owners · managers · supervisors

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Overview

Tavio runs on tablets, phones, and desktop browsers. Hardware success is less about exotic gear and more about mounts, power, paper, and Wi-Fi.

Recommended floor kit

Role	Device	Notes
Waiter	8–11" tablet or phone	Protective case; venue Wi-Fi (not guest)
Cash desk	Tablet + receipt printer	Stable stand
Kitchen	Tablet / HDMI screen	Brightness high; grease-away mount
Manager	Laptop or iPad	Admin + reports

You can lease kits with Tavio or bring your own devices — ask sales for current packages.

Mobile apps

Install **Tavio POS** from the Apple App Store or Google Play for dedicated FOH and **LAN printing**. Browser access remains available for admin and backup.

Printers (recommended path)

Use **Wi-Fi / LAN thermal printers** on the same restaurant network as your tablets:

1. Native **Tavio POS** app on iPad or Android (required for reliable network print).
2. Printer fixed/reserved IP, port **9100**.
3. Admin → Settings → System → **Printers** (or Admin → Settings → Printers on mobile).
4. Enable receipt and/or kitchen → Type **Network** → enter IP → Check connection → Test print → Save.

Event	Typical printer
Payment completed	Receipt
Food parked/added on FOH	Kitchen (new food lines)
Kitchen screen → Print	Kitchen

Multi-station mode (one printer per till) is optional and off by default.

Legacy options

- **Windows USB print server** — USB printers attached to a PC running the Tavio print server.
- **Bluetooth** — mainly desktop Chrome/Edge (Web Bluetooth). Prefer Network on iPad/Android.
- **Browser print dialog** — desktop fallback only.

Tip: Keep spare paper rolls at cash desk *and* pass. Full steps live in [docs/hardware/printer-setup.md](#) (synced with public docs).

Network basics

- Prefer a business-grade router; separate guest Wi-Fi from POS Wi-Fi.
- Reserve DHCP or static addresses for printers.
- Avoid microwave-adjacent access points when possible.

Device hygiene

- Auto-lock times that balance security and speed.
- Nightly charge routine.
- No personal TikTok on the KDS tablet.

Good practice: Label every device (“Bar 1”, “Floor 2”, “KDS”) so support calls are faster.

Troubleshooting

If this happens	Check this
Printer offline	Power, paper, same Wi-Fi, printer IP, app mapping, native app
Check connection fails	Typo in IP; guest Wi-Fi; port not 9100
Tablet overheating	Case airflow; direct sun on patio
Weak signal at far tables	Mesh node; 2.4 GHz often better for printers
App won't open	Update OS; reinstall; try browser fallback (admin)

Glossary

Term	Meaning
Thermal printer	Receipt printer using heat-sensitive paper
LAN / Network print	Direct ESC/POS to printer IP:9100
KDS device	Screen used only for kitchen tickets
BYOD	Bring your own device

