

Hardware

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

Updated Sun Aug 23 2026 02:00:00 GMT+0200 (South Africa Standard Time)

Owners · managers · supervisors

Contents

1. Overview
2. Recommended floor kit
3. Mobile apps
4. Printers (recommended path)
 5. Tablet (iPad / Android app)
 6. Windows till (browser + Print Agent)
 7. Legacy / fallback
8. Fingerprint (optional)
9. Network basics
10. Device hygiene
11. Troubleshooting
12. Glossary

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)
Kiosk	Self-order kiosk	At the door or counter; Tavio provisions it
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 80mm ESC/POS thermal printers** on the same restaurant network as your tablets (any mainstream brand — Epson, XPrinter, Star, Bixolon, HPRT, etc.).

Tablet (iPad / Android app)

1. Native **Tavio POS** app on iPad or Android.
2. Printer fixed/reserved IP, port **9100**.
3. Admin → Settings → **Printers** → Type **Network (IP Address)** → Check connection → Test print → Save.

Windows till (browser + Print Agent)

1. Install **Tavio Print Agent** on the till PC (Office → Printers → download).
2. **Network IP**: enter printer IP in settings — no Windows driver needed for the network printer.
3. **USB**: install printer **driver in Windows first**, then Print Agent → Type **Windows Print Agent (USB / silent)**.

Print Agent gives **silent** printing from the browser (no dialog every ticket).

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.

Full steps: **Printer Setup Guide**.

Legacy / fallback

- **Bluetooth** — mainly desktop Chrome/Edge. Prefer Network on iPad/Android.
- **Browser print dialog** — desktop fallback only.

Tip: Keep spare paper rolls at cash desk *and* pass.

Fingerprint (optional)

USB **keyboard-wedge** fingerprint pad on the till PC (~R200–600):

- Faster **staff sign-in** (code still works).
- **Managers** can scan for admin approval instead of typing the token.

Enroll in Office → **Staff** → **Set up fingerprint**. See **Fingerprint reader guide**.

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, native app or Print Agent on Windows
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
Print Agent	Windows background app for silent USB or network print from browser
KDS device	Screen used only for kitchen tickets
BYOD	Bring your own device

