TouchBistro Customer Readiness

Your success with TouchBistro is our number one priority. To ensure that you have an easy and seamless TouchBistro onboarding experience, your venue must be prepared to support the installation of your hardware.

The information contained in this document is necessary if you are opening a new restaurant, renovating, or changing the configuration of your existing TouchBistro Point of Sale (POS).

Construction

All construction and renovation of your venue must be completed prior to the installation of your POS hardware in your venue.

Please ensure holes are drilled prior to the installation of your hardware to ensure that all necessary wiring can reach your devices. The venue should be cleaned and free from dust and dirt as much as possible to eliminate potential issues with your system.

Internet

Your venue will need a stable internet connection in order to install TouchBistro. If internet connectivity is not available, your installation appointment will need to be rescheduled.

Please google 'speed test' and click Run Speed Test. A download speed of 10mbps and an upload speed of 1mbps are required to complete your installation and ensure optimal performance from your TouchBistro POS.

Internet speed test ✕

55.5
Mbps download

5.69
Mbps upload
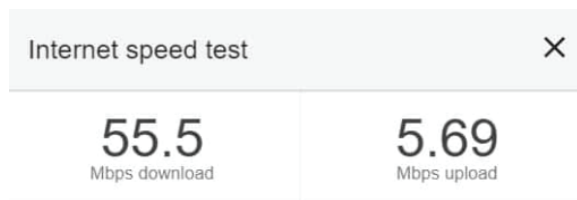
Latency: 43 ms
Server: Washington, DC

Your Internet speed is very fast

Local Area Network

The network hardware for your TouchBistro setup should be unboxed and ready for your installation.

Ethernet cables are not included with your TouchBistro hardware and must be purchased separately. These cables can be found easily on Amazon or at any electronics retailer.
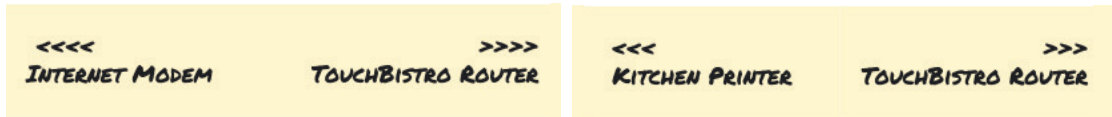
Place your router in a location near your internet modem and ensure that ethernet wires are in place between the router and all the locations where you plan to have a printer.

TouchBistro is unable to assist with the installation of ethernet cables in your venue; this is not part of your onboarding services. Please have these cables in place prior to your hardware installation appointment.
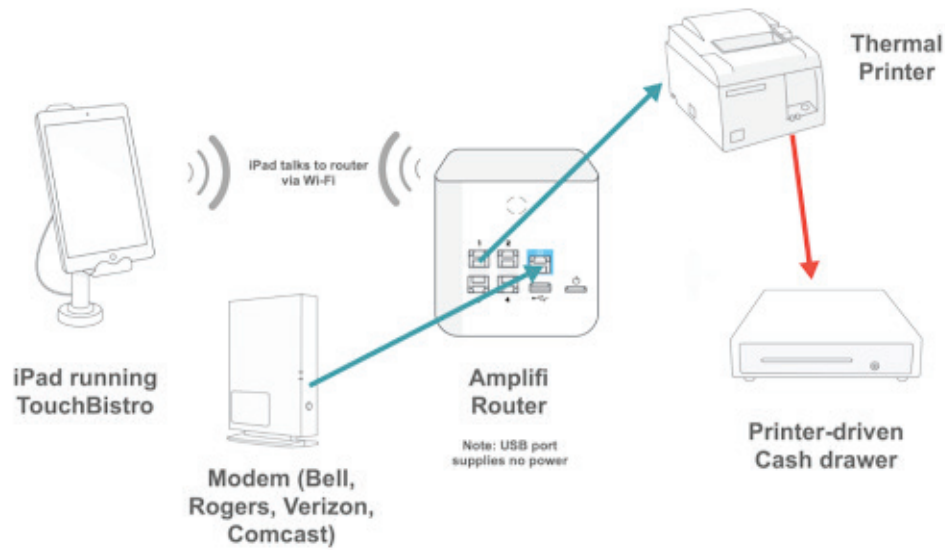
Local Area Network - Types of Cables & Labeling

Each device will come with a power cable that must be plugged into an A/C outlet. Cat5e or Cat6e ethernet cables are also required to connect your printers to your TouchBistro system. Ensure that an ethernet cable has been run from your router to every location where you wish to have a kitchen or receipt printer. We strongly recommend labeling all devices' ethernet cables to remind you what is plugged into each end.

Sample Labels for Ethernet Cables

<<<<
INTERNET MODEM   >>>>
                  TOUCHBISTRO ROUTER

<<<
KITCHEN PRINTER   >>>
                  TOUCHBISTRO ROUTER

Basic Network Layout

Thermal Printer

iPad talks to router via Wi-Fi

iPad running TouchBistro

Amplifi Router

Note: USB port supplies no power

Modem (Bell, Rogers, Verizon, Comcast)

Printer-driven Cash drawer

Local Area Network - Category 5 Cabling Requirements

All ethernet cables should be in place and plugged in prior to your installation. If more ports are required beyond the 4 on the Amplifi router, you will need to connect an ethernet switch to one of the 4 lines. This can act as a 'power bar' that allows you to connect more devices to the single port on your router.

Ethernet Cable with Connection
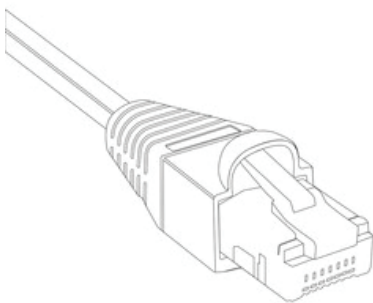
Using an Ethernet Switch to Connect 4+ Devices to the Amplifi

AmpliFi Router

PINpad

Impact Printer

Thermal Printers

Printer-driven cash drawer
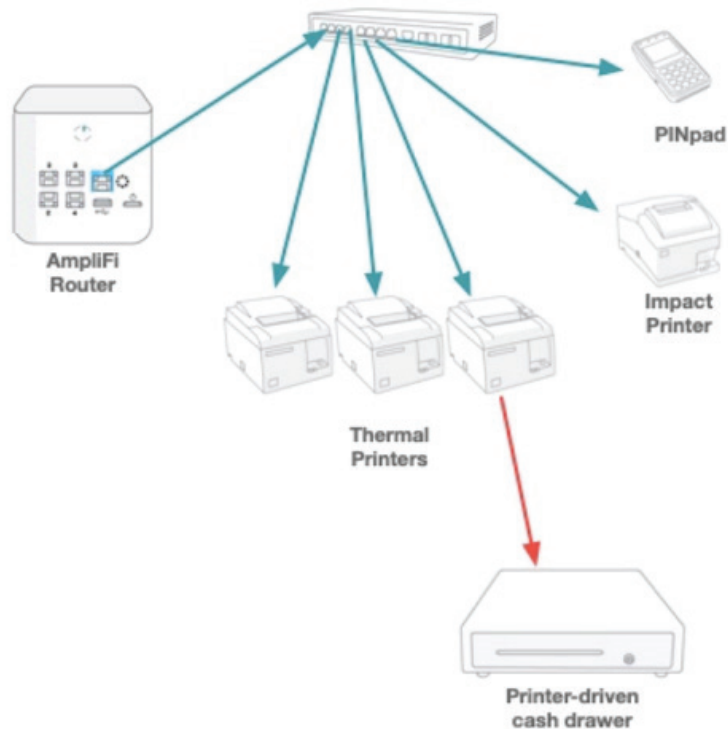
Electrical Requirements

All TouchBistro devices will require a connection to power. Printers and routers must be connected to a permanent power source. iPads and wireless payment devices have charging devices that must be connected and used regularly to keep them powered.

Hardware Shipments

All hardware that was ordered or planned to be part of your TouchBistro system must be delivered, unboxed, and prepared for setup. Our Technicians cannot proceed with your installation unless all of your hardware has been received.

In order to successfully set-up your TouchBistro POS, the minimum hardware requirements are:

<div align="center">

iPad
AmpliFi Router
Printer
Payment Device

</div>

Electronic Payments

If you are setting up TouchBistro using integrated payments (i.e. TB Payments or Chase), you will need to complete the adjudication process with your Payment Processor in order to complete your payments installation. Commence payment processing adjudication within 24 hours of signing the contract to ensure readiness prior to your POS installation.

You must have your payment devices from your payment processor at your venue in order to complete your installation appointment.

TouchBistro Account Creation

TouchBistro will send you an email containing your username and a temporary password. Check your inbox for an email with the subject line TouchBistro Account Created – finish the process of setting up your account.

The email will be sent to the address you provided when you signed up for TouchBistro.

Set-Up of the Software

On each of your iPads, navigate to the App Store and Download TouchBistro Point of Sale. This step must be repeated on each of the iPads you plan to use for TouchBistro.

On at least one of your iPads, go to the App Store and download the Amplifi WiFi app by Ubiquiti. This application will be used to set up and manage your TouchBistro router. On this same iPad, download the TeamViewer QuickSupport application. This will be used by the Installation Technician to assist you during your appointment.

iPad App Store Icons

TouchBistro

Customer Readiness Checklist

Please ensure that all these steps are completed so that our Technician can successfully complete your installation.

- [ ] All construction at my venue is complete.

- [ ] My venue has consistent and stable internet access.

- [ ] Ethernet cables are in place and available for each TouchBistro device.

- [ ] Electrical outlets are in place for all TouchBistro devices.

- [ ] The Adjudication process for my payment processor has been completed.

- [ ] I have the minimum hardware required to use the system.

- [ ] I have logged into my TouchBistro account and created a username and password.