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Site Readiness Guide

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Introduction

Hello and Welcome to GoTab! We are excited to help get you started! This guide is to prepare you for your point of sale installation. We will get into the details in a bit, but there are a few things we would like to highlight at the beginning for you:

- Your GoTab Deployment Engineer (who you will meet during your onboarding process) can answer any questions you have regarding the following guide, but we always recommend consulting an IT professional for your location's specific network needs. And we can help you find one!
- A good rule of thumb is "If you can use ethernet, you should" when considering device placement.
- When testing wifi/cellular internet speeds, try testing from multiple locations. It's never fun to find a "dead zone" on your patio on a busy Friday night.

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1. Your Internet Connection

Prior to your Installation Date, you should already have service from a local Internet Service Provider (ISP for short) and have acquired either a leased modem from the ISP or self-owned modem. Example ISPs are Xfinity, Spectrum, Frontier, etc.

To ensure you don't run into any connection issues using GoTab, we recommend that your internet speeds be **at least 15Mbps** download and upload.

You can test this by:

1. Connecting a computer/laptop to a LAN port on the modem with an ethernet cable or connecting to the modem via wifi (If it is also a wireless gateway).
2. Visiting a speed test website on the browser (speedtest.net) or simply Googling "speed test" and clicking the Run Speed Test button shown.

If your test shows inadequate connection speeds, please contact your ISP regarding an upgrade of your service.

2. Self Managed Network

Please contact an IT professional or your ISP if help is needed with anything established in this section.

Other than your ISP modem, and depending on your planned deployment model, you should one or more of the following:

A. A router (for connecting wired hardware)
B. A wifi router (for connecting mobile POS tablets/PAX devices)
C. Additional Access Points (for larger spaces to ensure continuous coverage)
D. A managed switch and patch panel (recommended for locations with a large number of physical stations)

For physical ethernet solutions (**preferred method**), ethernet cable should be run from the router/switch/patch panel to each planned station/LAN port. If utilizing printers, an additional port will be needed for the GoTab Box **on the same device the printers are connected to**. Note: additional ports can be added utilizing unmanaged switches if needed.

For wireless solutions, ensure that you have steady service throughout your location. If "dead zones" are found, a Wireless Access Point or mesh wifi network may be needed.

A designated secure network/VLAN (seperate from guest network and not shared with other devices) should be set up for GoTab hardware with the SSID and password given at the time of installation.

3. Stations

15"/21" POS/KDS Tablets

Each fixed POS/KDS station should have 1 open power outlet and 1 LAN Port within 6 feet of the intended location. All GoTab screens are capable of working on wifi, but it is recommended to connect via ethernet cable. The POS/KDS does not need to be on the same network as the printers and GoTab Router, it just needs internet access.

Printers & GoTab Box

Each printer should have 1 open power outlet and 1 LAN Port within 6 feet of the intended location. Printers need to be on the same network as the GoTab Box. The GoTab Box should be plugged directly into the router in your network closet and away from any potential spillage.

Mobile POS/PAX

Mobile POS/PAX require a fast, consistent wifi connection and 1 power outlet for charging. For security reasons, the PAX device should be connected through a VLAN and not any network guests can access.