

# THE ULTIMATE RESTAURANT POS INSTALLATION CHECKLIST

A Comprehensive Guide to Ensuring a Smooth Restaurant POS Setup

## The Ultimate Restaurant POS Installation Checklist

Before you start, print this checklist and work through it systematically. It's the single best predictor of smooth deployment.

### Pre-Installation (1 Week Before)

- **Network Audit**
  - Network audit completed (speed test  $\geq 50$  Mbps, latency  $\leq 30$ ms)
  - Internet failover (LTE) configured and tested
  - Electrical circuits verified adequate for server + UPS
- **Service and Data Preparation**
  - ISP confirmed service activation date
  - Current menu exported from old system
  - Menu validated by manager (all items, prices, categories verified)
  - Historical data backup created (for disaster recovery)
- **Training and Support**
  - Staff training scheduled, staff notified
  - Vendor support contacts documented (Oracle support, payment processor, internet provider)

### Hardware Delivery & Setup (2 Days Before)

- **Equipment Check**
  - Equipment received and inventoried
  - Damage assessment completed
- **Installation and Testing**
  - Mounting hardware installed
  - Cabling run and labeled
  - Network connectivity tested (all terminals ping server)
  - Power verified (UPS loaded, all devices powered)
  - Printer paper/ribbon stocked

## Software Configuration (1 Day Before)

- **System Setup**
  - Symphony provisioning completed
  - Menu imported and verified
  - Tax groups configured
  - Revenue centers mapped
- **Testing and Security**
  - Printer routing tested
  - Payment terminal paired and test transactions processed
  - User roles and permissions configured
  - Staff login credentials created

## Pre-Go-Live Testing (Day Before)

- **System Testing**
  - All test cases from testing checklist completed
  - System runs without errors for 2+ hours under load
- **Preparation for Launch**
  - Soft launch scheduled and staff notified
  - Trainer and IT support confirmed for go-live shift
  - Backup plan documented (how to revert to old system if needed)

## Go-Live Day

- **Launch Execution**
  - Soft launch shift completed successfully
  - No critical issues identified
  - Staff comfortable with new system
- **Authorization and Support**
  - Full go-live authorized by manager
  - Training and IT support present for opening shift
  - 24-hour escalation hotline tested and available

## Post-Go-Live (48 Hours)

- **Performance Evaluation**
  - Transaction volume normal (matches historical baseline)
  - Receipt accuracy verified
  - Payment success rate  $\geq 99.5\%$
- **Troubleshooting and Feedback**
  - No errors in system logs
  - Staff questions addressed
  - Manager comfortable with system

This checklist helps ensure a smooth and successful installation of your restaurant POS system, paving the way for efficient operations and satisfied staff and customers.