Site Network Readiness Specification

What an outlet's network must provide before Celery is installed, how readiness is evidenced and signed off, and where Celery's support begins and ends. Written for the outlet's IT provider, with the reasons spelled out for the operator.

VERSION
1.1 (public edition)

ISSUED
26 October 2026

OWNER
Celery onboarding lead

APPLIES TO
CeleryPOS, CeleryTABLES, CeleryORDERS and KOT printing at every new outlet. Kitchen display screens are covered by an addendum when that integration is released.

REVIEW
Annually, or when Celery's device list, hosting or integrations change

QUESTIONS
success@inboundmuse-ltd.odoo.com
+356 2168 8077
(10:00–17:00 Malta time, Monday to Friday, for clients with a phone support plan)

READ WITH
the CeleryHQ Terms & Conditions (celeryhq.eu/terms), which prevail if the two differ

CONTENTS

1 Scope and how this document is used
2 What the network carries
3 Requirements
3.1 Internet connection
3.2 Router and firewall
3.3 Segmentation and hotel outlets
3.4 Wi-Fi
3.5 Cabling and switching
3.6 Power and resilience
3.7 Firewall rules
3.8 Device settings
4 Readiness process and sign-off
5 Support boundary
6 Preferred network partners (Malta)
A Install-day verification (Celery)
B Glossary

1 Scope and how this document is used

Celery runs on the outlet's own network. Orders travel from iPads to kitchen and bar printers over the local network, and to Celery's cloud over the outlet's internet connection. Celery supplies and

supports the software; the network and the hardware it runs on belong to the operator and are delivered by the operator's IT provider. This document sets the standard that provider builds to.

It is issued with every quote as an annex and is shared with whoever will build or check the network. It applies to every new outlet, to outlets moving premises, and to any outlet whose network is rebuilt after go-live.

Who supplies what

The operator buys the iPads, to the models on Celery's supported list (DEV-01). Printers are Epson TM-series Ethernet models and may be bought from Celery or from any other supplier. Celery's onboarding lead installs and configures the POS hardware on install day, including entering each printer's address in Celery back office. The IT provider delivers the network only: cabling, switching, Wi-Fi, router, addressing and internet.

How readiness gates the install

Celery confirms an installation date once the outlet's IT provider has returned the signed Site Readiness Form, which Celery issues with the quote, with its evidence (section 4). Celery may accept a documented deviation in writing. Anything waived is recorded on the form as a known risk and sits outside Celery's support until it is remedied.

Requirement levels

`REQUIRED`	Must be in place and evidenced before the install date is confirmed. Waivable only in writing by Celery's onboarding lead.
`RECOMMENDED`	Strongly advised. An outlet without it is supportable, but will have more outages and slower fixes. Deviations are noted, not blocking.
`NOT PERMITTED`	Known to cause missing KOTs, failed payments or unreachable printers. Must be removed from the path Celery devices use.

Document conventions

Celery standards are numbered `CHQ-<AREA>-<NN>`. This is CHQ-NET-01. Support channels, hours and rates are set out in the CeleryHQ Terms & Conditions (celeryhq.eu/terms) and their Schedule 1, which prevail over this document if the two differ. Every requirement carries an ID (for example `WIFI-02`) so that the readiness form, support tickets and this document all point at the same clause.

2 What the network carries

Two layers matter, and they fail differently.

The internet connection links the outlet to Celery's cloud: reporting, menu changes, reservations, online orders, delivery (Wolt Food, Wolt Drive; Bolt Food in progress), accounting (Xero, Sage), property management (MEWS, Amadeus; Oracle OPERA planned), inventory (MarketMan), Reserve

with Google and online payments through Stripe. When the internet drops, the master iPad keeps trading and syncs when it returns, with no time or volume limit, so a slow or unreliable line degrades the back office and the integrations before it stops service.

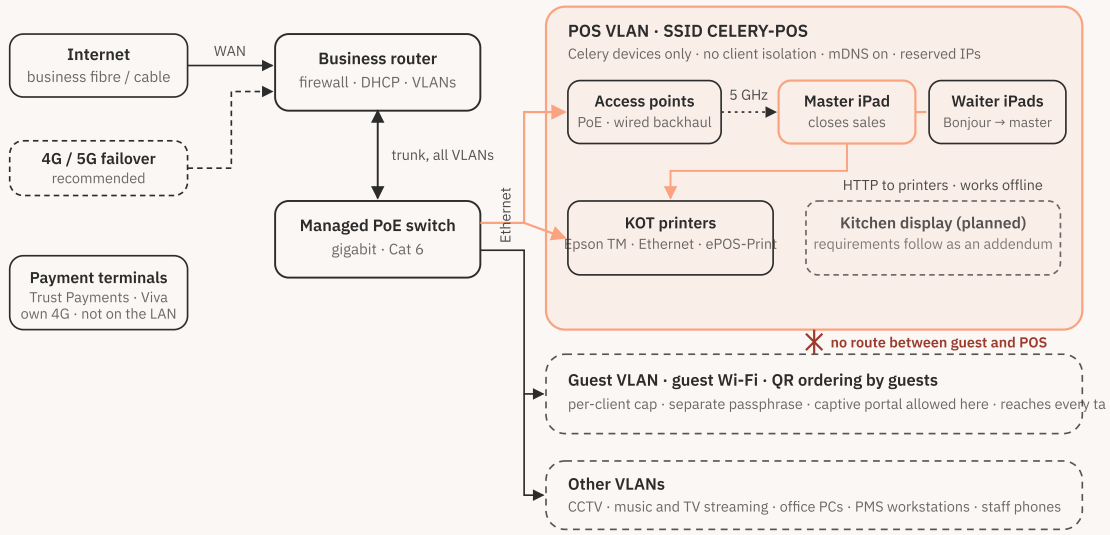
The local network links the iPads to each other and to the printers. Offline mode does not protect this layer. If the local network is weak, KOTs go missing while the internet is working perfectly, and that is where most "the POS is down" calls come from.

The master iPad

The iPad that closes sales is set as the **Master Device** in Celery's technical settings (this document calls it the master iPad). Waiter iPads find it over the local network using Bonjour, and every open table in the seating areas it owns runs through it. Most outlets have one master for all seating areas; a large or split outlet (indoor and terrace, beach and bar) may run one master per seating area, each placed where its area's Wi-Fi is strongest. Two masters must never own the same seating area.

CASE	SITUATION	WHAT KEEPS WORKING	WHAT STOPS
A	**Internet down, local network and master up**	The master and its waiter iPads keep trading; KOTs print; card payments go through on the terminal's own 4G with the amount keyed by hand. No time or volume limit.	Cloud reporting, online orders, delivery and PMS integrations wait until the line returns; the integrated payment flow pauses.
B	**Master asleep, rebooting or off Wi-Fi**	Waiter iPads can still finalise direct sales.	Open tables in the master's seating areas are locked on every waiter iPad until the master is back. There is no failover.
C	**One waiter iPad drops off Wi-Fi**	That iPad can finalise direct sales; the master can open and finish the bills it was working on.	That iPad is locked out of tables in areas it is not master of until it reconnects.
D	**Two masters own the same seating area**	Nothing while the network is up.	In an outage each master keeps its own copy of the same open bill. A configuration fault; the install-day check records the master map so it cannot happen quietly.

Case B is the sentence that justifies half of section 3: the master iPad's access point, power and settings are Required because when the master goes, every waiter iPad in its areas goes with it.



Reference topology. The apricot region is the only network Celery devices join. KOT printers are wired; the master iPad and waiter iPads use a dedicated 5 GHz SSID and find each other by Bonjour; payment terminals carry their own 4G and never touch the LAN; guests and everything else live on other VLANs with no route into the POS network.

BUILDINGS AND HEAT

Thick masonry, vaulted ceilings and split levels stop 5 GHz signal at the wall. Plan one access point per room or vault rather than one per floor, and treat terraces, pool decks and sunbed rows as their own zones with outdoor-rated access points. A router or switch in an unventilated store room drops links in summer heat in a way that looks exactly like a software fault; the comms cabinet needs air.

3 Requirements

Each requirement has an ID that the Site Readiness Form refers to. "Why it matters" is written for the operator: it says what breaks when the requirement is missed, and where it is drawn from a fault Celery has actually seen, it says so.

3.1 Internet connection

ID	LEVEL	REQUIREMENT	WHY IT MATTERS
WAN-01	REQUIRED	A fixed business line (fibre or cable) on a business contract, terminated in the comms cabinet where the router lives.	Business contracts carry service levels and a fault line that answers. Residential lines and shared building connections do not.
WAN-02	REQUIRED	Measured from an iPad on the POS network during trading hours: ≥ 20 Mbps down, ≥ 5 Mbps up, latency ≤ 60 ms to the outlet's Celery API address, packet loss ≤ 0.1 % over a sustained test. Recommended: 25 / 10 Mbps or better. Outlets running online ordering, delivery, a PMS link and guest QR ordering on the same line should budget well above the minimum.	Speed tests from the office PC on Ethernet prove nothing about the floor. Packet loss, not raw speed, is what makes payments and cloud sync fail intermittently. The floor is set at the smallest business line commonly sold; the other major POS vendors ask for the same or more.
WAN-03	RECOMMENDED	Automatic 4G/5G failover on the business router, using a business data SIM from a different operator than the fixed line.	Online orders, delivery and cloud sync keep flowing during a line fault. Card payments already have their own 4G. Failover must be automatic; nobody switches a SIM over mid-service.
WAN-04	REQUIRED	No captive portal, web proxy, content filter or TLS inspection anywhere on the path Celery devices use.	These intercept encrypted traffic and break certificate checks. Payments and cloud sync fail in ways that look random.

ID	LEVEL	REQUIREMENT	WHY IT MATTERS
WAN-05	NOT PERMITTED	Satellite, a consumer phone hotspot, or a neighbour's or landlord's shared Wi-Fi as the primary connection. Exception: temporary or mobile setups (events, food trucks, pop-ups, beach kiosks) on an approved 4G/5G router with Ethernet ports, agreed with Celery in writing.	Satellite latency and hotspot address-sharing both break the local printing path, and neither has a fault line the operator controls.

3.2 Router and firewall

ID	LEVEL	REQUIREMENT	WHY IT MATTERS
RTR-01	REQUIRED	A business-grade router/firewall owned by the operator is the gateway for the POS network. The ISP-supplied box is set to bridge mode, or serves only the business router with nothing else plugged into it. Suitable families: Ubiquiti UniFi, MikroTik, Cisco Meraki, Aruba Instant On, TP-Link Omada, Fortinet.	ISP boxes are built for a flat: they reboot on firmware pushes, rarely segment networks properly and their radios are not designed for a full room. The major POS vendors name business platforms such as UniFi for the same reason.
RTR-02	REQUIRED	DHCP on the POS VLAN with a reservation, by MAC address, for every printer and for the master iPad. Lease time ≥ 24 h. The reservation list is the IP plan handed over at go-live. Where the provider cannot reserve addresses, the printer is set to a manual address outside the DHCP pool instead. Never both: a printer with a manual address that the router also believes it is leasing ends in a conflict.	A printer's address is typed into Celery back office at install. If DHCP later hands it a different one, back office points at nothing and KOTs stop. That is the "printer not found after a router reboot or ISP box swap" fault Celery sees most often, and support cannot see the change remotely.
RTR-03	REQUIRED	Client isolation, AP isolation, peer-to-peer blocking and wireless isolation are off on the POS network. Devices on the POS VLAN can reach one another.	Waiter iPads reach the master iPad, and every iPad reaches the printers, as ordinary client-to-client traffic. Isolation features exist for guest networks; on the POS network they silently block both.

ID	LEVEL	REQUIREMENT	WHY IT MATTERS
RTR-04	REQUIRED	Multicast and mDNS (Bonjour) are permitted within the POS VLAN, and forwarded between the POS SSID and the wired POS ports where the wireless controller treats them separately.	Bonjour is how waiter iPads find the master iPad. Block it and every waiter iPad is locked to direct sales while showing full signal.
RTR-05	REQUIRED	One NAT layer between iPads and printers: every Celery device sits behind the same router. Printers on the ISP box with iPads on a second router (double NAT across devices) is not acceptable.	The other common cause of "printer not found". Everything looks connected; nothing can talk.
RTR-06	RECOMMENDED	UPnP off. Remote administration off or restricted to the IT provider's addresses. Default credentials changed; a copy of the admin credentials lodged with the operator, not with Celery.	The operator must be able to change provider without losing control of its own network.
RTR-07	REQUIRED	Firmware current at install and maintained by the IT provider on a schedule that avoids trading hours.	Auto-updates that reboot the gateway at 20:30 are indistinguishable from an outage.

3.3 Segmentation and hotel outlets

ID	LEVEL	REQUIREMENT	WHY IT MATTERS
SEG-01	REQUIRED	A dedicated POS VLAN with its own SSID carrying only Celery devices: the master iPad, waiter iPads, KOT printers, and the PC or Mac used for Celery back office. In Celery's own installer wording: the thermal printers must be connected by Ethernet to the same VLAN as the Wi-Fi network the iPads are connected to.	The major POS vendors require this without exception. It is the single change that most reduces support calls, because nothing else on the premises can slow, flood or misconfigure the POS, and printing never has to cross a firewall.
SEG-02	REQUIRED	Guest Wi-Fi on a separate VLAN and SSID with no route into the POS VLAN and its own passphrase or captive portal. Where the outlet offers QR ordering, the guest SSID must reach every table where a QR code is placed, and bandwidth is capped *per client* (a few Mbps each) rather than for the whole SSID.	Sixty phones on a Saturday night should never compete with the pass printer. But guest Wi-Fi is also the ordering channel: a guest who cannot load the menu does not order, so the cap protects the POS without starving the guest.

ID	LEVEL	REQUIREMENT	WHY IT MATTERS
SEG-03	REQUIRED	Staff personal devices, CCTV, music and TV streaming, digital signage, office PCs, and PMS workstations are kept off the POS VLAN.	Phones and streaming boxes on the POS network slowing service at peak is one of the four faults Celery sees most. One misbehaving camera recorder can saturate a switch.
SEG-04	RECOMMENDED	Where something must cross VLANs (an office printer for online orders, a back-office PC on the office network), open a specific, documented firewall rule rather than merging the networks.	Keeps the POS VLAN clean. The rule list is part of the handover.
SEG-05	NOT PERMITTED	Celery devices on the guest network, on an open network, or on any SSID whose passphrase is printed on a table card.	Anyone in the room could reach the printers and the master iPad. It is also the configuration that guest-network isolation features break first.
SEG-06	REQUIRED	**Hotel outlets.** Where the hotel's IT department is the IT provider, it provides a dedicated POS SSID and VLAN on the hotel's enterprise WLAN with: client isolation and peer-to-peer blocking off; multicast and mDNS forwarding on; DHCP reservations for the printers and the master iPad; no captive portal or web authentication on the POS SSID; WPA2 or WPA3-Personal; band steering off or split SSIDs; the POS VLAN tagged to the switch ports feeding the printers. Enterprise WLANs from Cisco, Aruba, Ruckus and their peers can do every item above. The list is written in their administrators' vocabulary so it can be handed over as is.	Hotel WLANs drop multicast and isolate clients by default, which is right for guests and fatal for Celery: with multicast off the waiter iPads never find the master, and the outlet opens with every table locked.

3.4 Wi-Fi

ID	LEVEL	REQUIREMENT	WHY IT MATTERS
WIFI-01	REQUIRED	Business-grade access points, ceiling or wall mounted, each with a wired (Ethernet) connection back to the switch and powered over PoE. The router's built-in radio may serve as the only access point solely in a single-room outlet where every service point is within about 10 m line of sight of it.	Consumer routers are designed for a flat. Access points placed for coverage, not for where a power socket happened to be, are the difference between a waiter iPad that works at table 14 and one that does not.
WIFI-02	REQUIRED	Coverage: signal of −65 dBm or stronger at every service point on the band the iPads use: every table, the master iPad, each bar station, the pass, terrace, pool deck and sunbed row where waiter iPads are used. Measured with an iPad with the outlet at or near capacity, or with the walk test repeated at the first full service.	Drop-outs on terraces, pool decks and far tables are the most frequent network fault Celery sees. The major POS vendors set their own floors between −67 and −65 dBm. Bodies absorb signal: a reading taken in an empty room at 10:00 is not the reading at 21:00.
WIFI-03	REQUIRED	WPA2-Personal (AES/CCMP) at minimum, WPA3 where every POS device supports it. A unique passphrase not shared with any other SSID. No WEP, no TKIP, no open SSID.	WEP and TKIP are broken and also disable modern speeds on many access points. Sharing the passphrase with staff Wi-Fi puts every phone on the POS network within a week.
WIFI-04	REQUIRED	iPads on 5 GHz. A 2.4 GHz SSID only for devices that cannot use 5 GHz. If band steering causes drop-outs, publish two SSIDs (for example CELERY-POS-5G and CELERY-POS-2G) rather than one steered SSID. 2.4 GHz on channels 1, 6 or 11 at 20 MHz only; 5 GHz at 20 or 40 MHz in dense areas. Non-overlapping channels between neighbouring access points.	5 GHz carries far less interference from neighbouring premises, Bluetooth and kitchen equipment. Wide channels in a busy street corrode reliability for a speed the POS never needs.

ID	LEVEL	REQUIREMENT	WHY IT MATTERS
WIFI-05	RECOMMENDED	Fast roaming (802.11r/k/v) enabled where all access points support it; minimum-RSSI or roaming assistance tuned so waiter iPads hand off between access points without stalling; minimum data rate raised so distant, slow clients do not drag the cell down.	A waiter walking from the terrace to the bar should not lose the order on the way. Sticky clients are the usual cause.
WIFI-06	REQUIRED	Access point count planned from a coverage survey or heat map: at least one access point per service zone, and outdoor-rated access points for terraces, pool and beach areas.	Outdoor service is where waiter iPads and QR ordering at the sunbeds earn their keep, and where indoor access points fail first.
WIFI-07	NOT PERMITTED	Wireless mesh or wireless backhaul, plug-in range extenders, Ethernet-over-mains (powerline) adapters, or consumer mesh kits anywhere on the path Celery devices use.	The major POS vendors list missing and delayed kitchen tickets as the direct result of extenders and powerline, and advise against them. They add a hop that drops packets exactly when the room is full.
WIFI-08	REQUIRED	The access point serving the master iPad's position is the best-placed one in the outlet: wired backhaul, powered from the UPS-backed PoE switch, positioned for the counter first. Where an outlet runs one master per seating area, each master sits under the access point covering its own area.	The master iPad runs on Wi-Fi in almost every outlet and is a single point of failure for every waiter iPad in its areas (section 2, case B). Its access point is therefore the one that must not fail.

3.5 Cabling and switching

ID	LEVEL	REQUIREMENT	WHY IT MATTERS
LAN-01	REQUIRED	Every receipt, kitchen and bar printer connected by Ethernet. Celery supports Ethernet printers only; no Wi-Fi or Bluetooth printers of any kind. Cash drawers kick from the receipt printer's drawer port and need no network of their own.	A wired printer prints. The major POS vendors all say the same in different words.

ID	LEVEL	REQUIREMENT	WHY IT MATTERS
LAN-02	REQUIRED	Structured cabling in Cat 6 (Cat 5e minimum), terminated to TIA/EIA-568B, permanent link no longer than 90 m, tested, labelled at both ends, and terminated on a patch panel in a cabinet or rack. A wall outlet at every fixed device position.	Untested, unlabelled cable is where install days are lost. Some of the major POS vendors will not complete an install on cable below Cat 5e, and specify Cat 6 for final runs.
LAN-03	REQUIRED	A gigabit, VLAN-capable (managed) switch with a PoE budget (802.3af/at) that covers every access point with headroom. Spanning tree enabled. Small unmanaged gigabit switches are acceptable only as leaf switches inside the POS VLAN, for example feeding two printers under a bar.	VLANs (3.3) need a managed switch. Loops from a stray patch lead take a whole floor down; spanning tree stops that.
LAN-04	RECOMMENDED	An Ethernet outlet and a mains socket at every position where a kitchen display screen is planned, so the outlet is cabled for that integration when it is released.	Pulling cable into a working kitchen later costs more than a spare drop today.
LAN-05	REQUIRED	Kitchen runs routed away from heat, grease and wash-down; printers on a shelf or bracket, not on the pass floor; no cable across a walkway or through a door hinge.	Kitchen printers die of grease and heat, not of age. A cable under the pass mat is cut within a month.
LAN-06	NOT PERMITTED	Daisy-chained consumer switches, powerline adapters, flat or untested cable runs, or unlabelled patching.	Each one is a fault waiting for a Saturday, and none can be diagnosed remotely.

3.6 Power and resilience

ID	LEVEL	REQUIREMENT	WHY IT MATTERS
PWR-01	REQUIRED	Router, firewall and core switch (and through PoE, the access points) on a UPS rated for at least 15 minutes, on a socket not shared with kitchen or bar equipment.	A power blip mid-service taking the network down is one of the four faults Celery sees most. A UPS turns a two-minute blink into nothing; without one every device reboots and the master iPad comes back before the printers do.

ID	LEVEL	REQUIREMENT	WHY IT MATTERS
PWR-02	RECOMMENDED	Printers on surge protection; the pass printer on the UPS as well.	Thermal printers are the most surge-sensitive device on the network and the one whose loss is felt first.
PWR-03	REQUIRED	The master iPad is permanently on mains or a powered dock. Waiter iPads follow a charging plan so no device drops below 20 % mid-service. For multi-outlet groups, one spare configured receipt printer kept boxed at head office.	A master iPad that dies of battery locks every waiter iPad in its areas. A dead printer is the other outage no network design prevents.
PWR-04	REQUIRED	The comms cabinet is ventilated, lockable or in a staff-only area, above cellar flood level, labelled, and carries a printed copy of the IP plan and SSID details inside the door.	When something fails at 22:00 the person in front of the cabinet is a manager, not an engineer. Labels and a printed plan are what let Celery's support talk them through it.

3.7 Firewall rules

ID	LEVEL	REQUIREMENT	WHY IT MATTERS
FW-01	REQUIRED	Outbound HTTPS (TCP 443) from the POS VLAN is unrestricted. Where the IT provider insists on an allowlist, it must include at least: • the outlet's Celery API, {client}-api.azurewebsites.net, and its Back Office, {client}-management.celeryhq.eu (the outlet's own names are on the Celery quote) • Apple services for iPadOS updates, the App Store and push notifications: TCP 443 generally, plus TCP 5223 to 17.0.0.0/8 for push, per Apple's enterprise network guidance • the payment providers' cloud endpoints (Trust Payments, Viva Wallet) • each integration in use (Wolt, Xero, Sage, MEWS, Amadeus, MarketMan, Reserve with Google) Outbound UDP 123 (NTP). DNS from the router or a public resolver; no captive DNS. Nothing inbound.	Time and certificates are what make encrypted payments work. A device with the wrong clock is a device that cannot pay. An allowlist that misses one host fails quietly: KOTs still print because that is local, while cloud sync and online orders fall behind.

ID	LEVEL	REQUIREMENT	WHY IT MATTERS
FW-02	REQUIRED	Inside the POS VLAN, no filtering between Celery devices. Printing uses Epson ePOS-Print over HTTP, `TCP 80` from the iPads to each printer (`TCP 443` only where SSL has been enabled on the printer). Discovery of the master iPad uses mDNS, `UDP 5353`. Table sharing between the iPads is ordinary client-to-client TCP.	This is the path a KOT takes and the path a waiter iPad takes to the master. Anything in the way is a missing KOT or a locked table.
FW-03	NOT PERMITTED	TLS inspection, transparent proxies, captive portals or content filters on the POS VLAN.	They replace certificates and break the trust chain that payments and cloud sync depend on. They belong on the guest network, if anywhere.

3.8 Device settings

ID	LEVEL	REQUIREMENT	WHY IT MATTERS
DEV-01	REQUIRED	**iPads.** Supported models: iPad 9th generation, iPad mini 6th generation, iPad Air 4th and 5th generation, iPad Pro 3rd and 5th generation (M1), or newer. iPadOS: the previous major release, and the latest major release from 30 days after Apple releases it (Terms, section 4.4); no public betas. Updates scheduled outside trading hours. On every iPad: **Auto-Lock set to Never**; staff instructed never to lock the iPad or minimise the Celery app; on the POS SSID, **Private Wi-Fi Address off**, Auto-Join on, Low Data Mode off. Bluetooth on where SocketScan S720 scanners are used.	Private Wi-Fi Address randomises the iPad's hardware address, so DHCP reservations stop matching after a rejoin. A locked or minimised app on the master iPad is case B in section 2. Updates that land at 19:45 take the counter with them.
DEV-02	REQUIRED	**Printers.** Every printer has a reserved (or manual) address recorded in the IP plan and a label on the device showing its station name and address. ePOS-Print is enabled in the printer's web configuration (on by default on the TM-T88VII). Recommended: the printer's web-interface password is changed from the factory default at install and recorded with the IT provider.	"Which one is the bar printer?" should be answerable by reading the label, not by unplugging things. A printer on a factory password is configurable by anyone on the network.
DEV-03	RECOMMENDED	For groups with three or more outlets: Apple Business Manager with an MDM so iPads are supervised, receive the Wi-Fi profile automatically, run in single-app mode and can be wiped remotely. Celery neither requires nor supports a specific MDM; it has worked alongside Jamf.	Standardises every outlet, removes passphrase-sharing, and makes replacing a broken iPad a ten-minute job.

ID	LEVEL	REQUIREMENT	WHY IT MATTERS
DEV-04	REQUIRED	**Payment terminals** (Trust Payments, Viva Wallet) are cloud-integrated and run on their own 4G. They are not on the POS LAN and need no port or address on it. During an internet outage staff key the amount on the terminal and the payment is reconciled afterwards.	Keeps card payments independent of the outlet network entirely, which is why an internet outage does not stop the outlet taking cards.
DEV-05	REQUIRED	**Master iPad.** The iPad that closes sales, fixed at the counter, permanently powered, Auto-Lock Never, reserved IP, Private Wi-Fi Address off, set as Master Device by Celery at install and never swapped without Celery. Large or split outlets may run one master per seating area, each under the access point covering its area; never two masters for the same seating area.	When a master goes, every waiter iPad in its areas is locked to direct sales (section 2, case B). Two masters on one area produce two offline versions of the same bill (case D).
DEV-06	RECOMMENDED	**Kitchen display screens** are a forthcoming integration. Until its addendum is issued, cable an Ethernet outlet and a mains socket at each planned screen position (LAN-04) and keep a reserved address free for each.	The binding requirements will follow the integration; the cabling is cheaper to run now.

4 Readiness process and sign-off

Six stages, one gate. The gate is stage 4: Celery confirms the installation date once the evidence is in and reviewed. Everything before it is the IT provider's work; everything after it is Celery's.

1

Quote

This specification is attached to the quote as an annex, together with the Site Readiness Form. Celery supplies the device plan: how many iPads and printers, which iPad is the master (or which per seating area), and where each sits on the outlet's floor plan. The operator orders iPads to the supported list; printers from Celery or elsewhere. Off site, Celery prepares the outlet's environment and its access details.

CELERY · OPERATOR

2

Build

The outlet's IT provider designs and builds the network to section 3, asking Celery anything unclear before cable is pulled.

IT PROVIDER

3

Evidence

At least `10 working days` before the requested install date, the IT provider returns the signed Site Readiness Form (issued with the quote) with: speed-test screenshots from an iPad on the POS SSID, one during trading if the outlet is live; signal readings per zone; the IP plan with the reservations for printers and master iPad; the VLAN and SSID summary; a photo of the labelled cabinet.

IT PROVIDER

4

Review and confirm

Celery's onboarding lead reviews within `3 working days` and either confirms the install date or returns a list of open items by ID. Any deviation Celery accepts is written on the form and signed.

CELERY · THE GATE

5

Install day

Celery installs the iPads and printers, enters the printer addresses in back office, sets the master, and verifies against Appendix A. If a Required item signed as met is found unmet, Celery may pause or reschedule; the wasted visit is charged at the booked on-site rate in Schedule 1 of the CeleryHQ Terms & Conditions (celeryhq.eu/terms), with a four-hour minimum.

CELERY · IT PROVIDER ON CALL

6

Go-live

The form is countersigned by Celery. Accepted deviations are recorded as known risks and remain outside support until remedied. The IP plan, the master map and the SSID details go into the cabinet and into Celery's outlet record.

CELERY · OPERATOR

> WHY A SOFT GATE
>
> The major POS vendors will not install until a readiness checklist is complete, and some charge a fixed fee for a same-day cancellation caused by site readiness. Celery's onboarding is concierge by design, so the gate here is the signed form, not a refusal to turn up. The four-hour minimum exists only for the case where the form said "met" and the site says otherwise.

5 Support boundary

Celery supports Celery software. The network, the internet line and the hardware they run on are supported by the outlet's IT provider and its suppliers. In practice:

- **First-line triage is Celery's.** When an outlet calls, Celery's support establishes which side of the line the fault is on and says so plainly. "KOTs stopped printing from every iPad after the ISP swapped the router" is a network fault (RTR-02, RTR-05). "The waiter iPads are locked to direct sales" is the master iPad asleep or off Wi-Fi (DEV-05, WIFI-08). "KOTs print from two iPads but not the third" is usually that iPad (DEV-01, WIFI-02). "The order is placed but never appears in back office" is Celery's.
- **Network faults are referred, with the evidence.** Celery hands the IT provider what it found (which device, which address, what failed) so the provider is not starting from zero. Celery cannot see a changed printer address remotely; the printed IP plan and the labels are what make the call short.
- **Celery's 99.5 % availability target covers its cloud services only.** It is a target, not a commitment (Terms, section 3.6). It does not cover the outlet's local network or internet line, and accepted deviations on the Site Readiness Form are excluded until remedied.
- **Support channels.** Software support is by email to `success@inboundmuse-ltd.odoo.com`. Phone support on `+356 2168 8077` (10:00–17:00 Malta time, Monday to Friday) is for clients with a phone support plan. The 24/7 emergency mobile issued at onboarding is for faults that stop an outlet taking orders or payments; other calls to it are charged out of hours. All calls are recorded. Rates are in Schedule 1 of the CeleryHQ Terms & Conditions (celeryhq.eu/terms).
- **On-site time** is charged at the rates in Schedule 1 of the CeleryHQ Terms & Conditions (celeryhq.eu/terms). Celery does not install networks and does not hold the outlet's router or Wi-Fi credentials; it can, on request, spend time on site with the IT provider to reproduce a fault.

6 Preferred network partners (Malta)

Celery does not install networks. Operators without an IT provider, or whose provider has not built a hospitality POS network before, may engage one of the partners below. Celery has no referral agreement with either; they are listed because Celery trusts their work. Partners for other markets are added as those markets open. Celery can introduce you to a named contact at either.

Intertek	TwentyTwoSeven
interteklabs.com	twentytwoseven.com.mt
MikroTik specialists	Generalist IT provider
Complex setups: hotels, multi-outlet groups, large outdoor sites	Cost-effective for single outlets and straightforward setups

A

Install-day verification (Celery)

Run by Celery's onboarding lead before any training starts, with the IT provider reachable by phone. Record results on the outlet record. A failed Required item pauses the install until it is fixed or a deviation is accepted in writing.

STEP	CHECKS	HOW TO TEST	PASS
A-1	WAN-02	Speed test from a Celery iPad on the POS SSID, standing at the master iPad's position. Repeat once from the furthest service point.	Meets the WAN-02 figures at both points. Record the numbers.
A-2	WIFI-02 · WIFI-08	Walk every service point with an iPad and note the signal reading and the access point it is connected to. Confirm the master's access point is wired and on the UPS.	−65 dBm or stronger everywhere waiter iPads are used; no point served by an access point in another room when one is closer.
A-3	DEV-05 · DEV-01	Set the Master Device and record the master map (which iPad owns which seating areas). Confirm Auto-Lock Never, Private Wi-Fi Address off and Auto-Join on every iPad.	One master per seating area, none shared. Every iPad passes the settings check.
A-4	LAN-01 · DEV-02 · FW-02	Enter each printer's address in back office. From every iPad, print a test KOT to every printer. Confirm the printer's web password has been changed.	Every KOT arrives within a few seconds; no printer missing from any iPad.
A-5	WIFI-05 · RTR-04	Open a table on a waiter iPad and walk the full service route, including outdoor zones, then send it.	No disconnection, no stall, KOT prints once, table stays open on the master.
A-6	Offline · DEV-04	With the operator's agreement, unplug the WAN cable from the router. Take an order on a waiter iPad, print it, take a card payment on the terminal by keying the amount. Reconnect.	Orders and KOTs continue; the card goes through on the terminal's 4G; the queue syncs to the cloud within a minute of reconnection.
A-7	PWR-01	With the operator's agreement, switch off mains to the cabinet for two minutes.	Router, switch and access points stay up on the UPS; iPads stay connected; the master stays master.
A-8	SEG-02	Join the guest Wi-Fi on a phone: try to reach a printer's address, then open the QR menu from the furthest table and place a test order.	Printer unreachable; menu loads and the test order lands.
A-9	DEV-01	Where SocketScan S720 scanners are used, pair each with its iPad and scan a test item.	Scans register on the intended iPad.

STEP	CHECKS	HOW TO TEST	PASS
A-10	RTR-02 · DEV-02 · PWR-04	Compare the printed IP plan in the cabinet with the labels on every printer and with the router's reservation list.	All three agree.
A-11	Sign-off	Countersign the Site Readiness Form; list any accepted deviations as known risks; file the form, IP plan, master map and SSID details on the outlet record.	Form filed; operator has a copy.

B Glossary

KOT — Kitchen order ticket: the slip a kitchen or bar printer produces for each order. What most venues call a docket or kitchen ticket.

Outlet — A single trading location. A multi-outlet group has several, each with its own network and its own readiness form.

Station — A printing point in the kitchen or bar: grill station, cold station, bar station. Each has its own printer.

Master iPad — The iPad set as the Master Device in Celery's technical settings, usually the one that closes sales. It owns the open tables in its seating areas and keeps trading when the internet is down. Waiter iPads depend on it.

Waiter iPad — Any iPad that is not a master. Takes orders and finalises direct sales; needs the master to open or edit tables.

Direct sale — A sale closed without an open table (takeaway, bar sale). The one thing a waiter iPad can still do when it cannot reach its master.

ePOS-Print — Epson's printing interface over HTTP, enabled in the printer's web configuration. How Celery iPads send KOTs to printers.

VLAN — A virtual network inside the physical one. Devices on different VLANs cannot see each other unless the router allows it. How the POS is kept apart from guests, cameras and office PCs on the same cabling.

SSID — The Wi-Fi network name. One VLAN usually has one SSID; this document asks for a POS SSID that only Celery devices join.

RSSI / dBm — Signal strength as seen by the device, in decibel-milliwatts. Closer to zero is stronger: −55 dBm is excellent, −65 dBm is the reliable floor for POS, −75 dBm is where KOTs start going missing.

DHCP reservation — Telling the router to always give a particular device the same address. Printers and the master iPad need this so back office and the waiter iPads always find them.

Double NAT — Two routers each doing address translation, with devices split across them. The iPads on one side cannot reach the printers on the other.

Client isolation — A Wi-Fi setting that stops devices on the same network talking to each other. Right for guest Wi-Fi, fatal for POS.

Bonjour / mDNS	The protocol Apple devices use to find each other by name on the local network. How waiter iPads find the master iPad.
PoE	Power over Ethernet: the switch powers the access points through the network cable, so they can go where the signal is needed rather than where a socket is.
Backhaul	The link from an access point back to the switch. Wired backhaul is a cable; wireless backhaul (mesh) is another radio hop, which is why it is not permitted here.
Packet loss	The share of data that never arrives and has to be resent. Even small amounts cause intermittent printing and payment failures; some POS vendors put the unusable threshold as low as 0.06 %.
Latency	Round-trip delay to the cloud, in milliseconds. Affects how quickly cloud actions complete; irrelevant to local printing.
UPS	Uninterruptible power supply: a battery that keeps the network gear running through short power cuts.

CeleryHQ · celeryhq.eu · Document CHQ-NET-01 · v1.1 (public edition) · 26 October 2026

Read with the CeleryHQ Terms & Conditions (celeryhq.eu/terms), which prevail if the two differ.