Before you start: what you need to work with Mordia

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This is everything you need. If something is missing, message us on WhatsApp (+34 633 61 90 77) and we will tell you how to sort it out; most things need no purchase at all.

1. Devices and connection

What	Requirement	Notes
For service	An **Android 8.0 or higher** tablet or phone (direct printing and «See the demo» need Android 9 or higher), or any computer, tablet or phone with a browser: **Chrome or Edge 90+, Safari on iOS 14+, Firefox 90+**	With a browser there is nothing to install.
Wifi	Stable wifi in the venue, including the kitchen if it has a screen	
Backup	A 4G router with a data SIM is **recommended**	If your fibre internet goes down, service keeps running.

Each person signs in with their own PIN; the fixed tablet at the bar is set up as the «venue terminal» during installation.

2. Receipt and kitchen-ticket printer

If you print kitchen tickets or bar receipts, there are three ways to do it:

- **Star with CloudPRNT:** the printer checks Mordia by itself over the internet, with no tablet or computer in between.
- **Any network ESC/POS thermal printer, with the Mordia Bridge:** a Raspberry Pi or the till PC connects it to Mordia.
- **Network ESC/POS thermal printer, straight from the Android app** (port 9100). This option is still at demo stage.

The last two need this rule:

> **Thermal, 80 mm, with ESC/POS, connected by network cable (RJ45, Ethernet) or wifi, port 9100, on the same network as the tablet and with a fixed IP.**

58 mm paper is coming soon. Set the fixed IP on the router or on the printer itself: if it changes, you need to save it again under Settings → Printers.

We cannot list every printer in existence, but almost any thermal receipt printer with a network port meets the rule. To help you see where you stand, we group them in three levels.

Tested by us (we have printed with them against Mordia)

- Right now, none carries this label: the first real test is in November. They are added here one by one, after the test.

Compatible by specification (the manufacturer documents ESC/POS over the network; we test yours with you before the installation counts as done)

- **Epson**: TM-T20 (III/IV) with Ethernet, TM-T88 with Ethernet, TM-m30 (II/III).
- **Bixolon** with Ethernet (SRP-350/330).
- **Star** with CloudPRNT (mC-Print3, TSP143IV), or in ESC/POS mode. Note: some models ship in Star's own mode and need switching; we do it during installation.
- **Clones with a network (LAN) port**: Xprinter, HPRT, Munbyn, Approx, iggual, Premier, PcCom and similar. Careful: many of these models **also** exist as USB-only versions; check yours has the RJ45 port.

Not compatible

- **USB-only** or **Bluetooth-only** printers (they do not talk over the network).
- **Impact** (dot-matrix) printers, such as the Epson TM-U220: we do not support them.
- An Epson TM-T20III «USB + serial» with no network port is no good either; the one that works is the Ethernet version (with «L» or «-E» in the model name).

Not sure yours qualifies? Send us a photo of the label on the back by WhatsApp.

If you have no printer: we tell you which one to buy for your case. We do not sell them and are not paid for recommending one.

Security: the printer sits only on the venue's own network; it is never exposed to the outside.

3. Information and accounts you send us

You upload them yourself through a link we send you. Please do not send us passwords, ID numbers or bank accounts.

What	What for	Format
Tax details: company name, tax ID (NIF), registered address, contact email	Receipts, invoices and the legal notice of your website	Text in a form
Menu	We load your dishes and prices	Photo or PDF; if you have a spreadsheet, uploaded to Google Sheets. You confirm allergens and prices: anything you do not confirm stays «to be confirmed»
Tables or floor plan	Bookings and floor	List of tables with seats, or a photo of the plan
Team and roles	Access and shifts	Name and role (manager, waiter, kitchen…)
Google profile	Reviews	Link to your profile
VeriFactu	Legal invoicing	Plans with a till (Service and above): we switch it on with you, with your written authorisation, during your set-up. It is in testing today
Stripe	Taking deposits or takeaway orders online	Only if you will use it. An account you create yourself (about 5 minutes) when the time comes

4. What we do, and how long it takes

- **We receive your menu and your complete details.**
- **Within 2 working days** we leave your venue **ready to try**: menu loaded, tables, booking page, team and access.
- **Training sessions** with your manager during the first week, at times that suit you.
- **Before switching on the till** we go through a short list together: VAT on your menu, a test cash-up and what to do if the internet drops.

The 2 days start when we have your menu and complete details, not from signing.

Message us on WhatsApp · See the plans (Spanish)