



## **Frequently Asked Questions About the Best Ring POS Hardware and Technology**

### **Do I need to run network cables to each tablet?**

No network cabling is required, all tablets communicate via WiFi

### **Do I need strong WiFi for the tablets to work?**

Not necessarily. The tablets require WiFi to batch the sales and credit card transactions but will process transactions indefinitely without a WiFi connection. For high volume events, we recommend that you find a WiFi solution capable of connecting to each tablet at least on an hourly basis. For events accepting cashless payments, WiFi is required to distribute new wristband registrations

### **What happens if the WiFi goes down?**

The terminals will continue to process transactions – the customer and the operator will not see any delays or differences in the operation. Sales and credit card authorization requests will simply be stored on each tablet until the unit reconnects to a WiFi source.

### **What if it is physically impossible to provide WiFi for our event?**

Best Ring can assist and/or provide portable WiFi connections as an optional service.

### **Can the tablets connect via cellular service?**

No. We find that cellular connections can be inconsistent at events where there is a high density of people using mobile devices for social media, so the tablets connect to a secure WiFi source and from there to either a cellular or direct internet connection.

### **Can the system authorize credit cards or cashless in real time?**

Yes, and we recommend real time authorization for outlets that sell high dollar tickets. These outlets should plan to have high quality WiFi and internet connections. The system can run in a required real time mode, where credit transactions will only finalize when after an authorization is received, an auto batch mode which switches to batch mode if WiFi and/or internet connection is not available, and batch mode, which completes each transaction immediately as it is finalized for speed of service, then authorizes the card transactions in the background when WiFi is present.





**Does Best Ring accept chip enabled cards and/or Apple Pay?**

Yes, the Best Ring tablets detect and request chip card insertion for chip enabled cards. The system also accepts payments via Apple Pay.

**Do the tablets require power?**

The tablets have battery to run for short periods of time without power when charged in advance, but a power source is recommended for all day events.

**Can the End User provide their own tablets?**

No, the Best Ring tablet is designed with a durable case that includes both the magnetic stripe reader and the RFID scanner built in. These items are included in the daily or monthly tablet rental fee.

**What operating system does the tablet run?**

The Best Ring tablets run on the Android OS platform.

**What hardware is included in the tablet rental price?**

Each tablet rental includes a custom built tablet terminal that consists of an Android tablet with built in magnetic stripe reader (MSR), RFID reader, and tilt stand that attaches to the tablet casing; a four-piece fiberglass podium with tilt rails that serves as a cash till casing; and a five slot cash till.

**Can a Printer or Cash Drawer be attached and/or Rented?**

A receipt printer and cash drawer can be purchased separately but are not available for rental. Most special events and festivals do not require or use these devices due to the logistics and the environmental conditions. The POS software allows for customer signature of credit card transactions on the tablet screen for proof of purchase, and a customer can optionally be shown a screen to enter an e-mail address for a receipt.

**Frequently Asked Questions about the Software**

**Best Ring Mobile Point of Sale Software is designed to be resilient and fast, so that transactions can be processed quickly and accurately at all times during a festival and special event.**

**What platform does the software run?**

Best Ring is an Android application.





**Can Best Ring run on an iPad or other iOS devices?**

No, Best Ring has chosen to focus our efforts on the Android platform.

**How many preset buttons does the tablet display on each screen?**

Best Ring displays twenty- four (24) items per tab per menu, with multiples tabs available.

**How many menus does the system allow?**

Each client code can have up to thirty-two menus. (Note: Large events can have multiple client codes, so the system capacity for items and menus exceeds the needs for almost any event.)

**Can reporting be provided for each clerk, location, and/or event?**

Yes, all reports are stored in our cloud environment, are updated real time as connections allow, and can be accessed in multiple ways using any browser.

**Does the system support remote printers and/or kitchen video?**

Yes, in some operations remote printing works within the software. Please ask your representative for details.

**Will the system work for merchandise sales?**

Yes, of course. Most festivals and special events require a combination of open buttons and preset buttons on each menu, so our system accommodates both.

**How do the RFID wristbands work?**

The attendee must register a credit card to work with a RFID enabled wristband. For the best adoption of this technology by attendees, the wristbands should be provided to the end user in advance along with a web based URL link so that they can log in and do this before attending the event.

**Can attendees register their wristbands as they arrive at the event?**

Yes, this process is relatively simple and only requires that the attendee present the wristband to a designated tablet, swipe their assigned credit card, then enter some confirmation information such as an e-mail address and partial address associated with the credit card, and create a 4 digit PIN. Tablets must be allocated to run this specific application so should be requested separately as part of your quote. Registrations are then distributed to the tablets as they connect to WiFi, so a solid WiFi connection must be in place.





**Can RFID wristbands be “loaded” with tokens for sponsored items?**

Yes. The tablets will need to verify and reduce this balance as transactions occur, so this is only a solution where constant WiFi is available

Please feel free to ask your sales representative about any additional questions or details.

