

Advanced Handheld Hospitality Technology

WAITERPAD TECHNOLOGY OVERVIEW

System Profile

The WaiterPAD system is an advanced restaurant POS system that has been successfully deployed in 17 countries. The system uses both software and radio frequency (RF) technology to enable staff to wirelessly take and send orders, access menu information such as tasting notes and ingredients and update back office inventory in real time. This saves time, both for the venue and for the customer, which in turn increases efficiency and enhances profitability. Customers have experienced in excess of 10% improvement to the bottom line, annually, and a return on investment in 6 to 12 months.

The Components

- **Handheld.** The handheld device is specifically designed for demanding hospitality environments. With an integrated radio frequency transceiver, the handheld device can wirelessly communicate with one or more remote RF receivers. Built to be durable and unobtrusive, the device is protected by a padded black leather case that looks like a pad of paper to guests.
- **Remote RF Receiver.** This receiver captures signals from handheld devices and transmits information to the network controller. Remote RF receivers are ceiling mounted, in discrete housing, that are identical to security camera domes. For larger installations, multiple remote RF receivers are used to maximize system performance.
- **Network Controller.** This is the main “brain” of the RF network. The Network Controller is a high performance, reliable network appliance that formats and passes along information from the remote RF receivers to WaiterPOS touch screen terminals, printers and the back office PC. Each controller can power up to 5 remote receivers and multiple network controllers can be utilized as necessary.

The Technology

- The WaiterPAD wireless network technology was designed for 100% system uptime with no lost wireless data. WaiterPAD uses RF wireless spectrum in the standard Industrial, Scientific and Medical (ISM) band. More limited POS systems use handhelds with standard 2.4MHz Wi-Fi. This band is significantly more crowded and subject to interference and resulting performance degradation from industrial restaurant equipment, microwave ovens and cellular and cordless phones. WaiterPAD’s RF network eliminates interference from such devices, as well as local personal and business wireless LANs, resulting in more reliability, greater service and increased sales.
- The WaiterPAD system is secure. The system employs advanced encryption schemes which are



virtually impossible to compromise. Unlike a standard Wi-Fi network, there is no continuous open data flow. Small packets of data are sent to the receiver in one-way transmission bursts, making the capture of sensitive information highly improbable.

- The WaiterPAD RF network uses low power technology to deliver 16 to 20 hours average battery life from the WaiterPAD handhelds. Competitive systems using Wi-Fi only deliver 6 to 8 hours average battery life from smaller handhelds or require a much larger and bulky handheld to match battery life.
- The WaiterPAD technology provides long range wireless transmissions that more readily penetrate glass, brick and steel than higher frequency Wi-Fi technology. With ranges in excess of 300 feet, the WaiterPAD network requires fewer remote RF receivers to provide adequate coverage.
- The WaiterPAD system is scaleable. There is no limitation to the number of handheld units that can be in use at one time. The advantage of the low frequency, one-way transmission design is reduced network congestion. There is no need for resetting switches or employing additional LAN hardware for more handheld units.

About TriniTEQ Systems

TriniTEQ is a leader in providing tailored point of sale solutions to suit every hospitality environment. Our state of the art technology is based on thorough research and development ensuring that our products are the best in the business. For more information on WaiterPAD and other TriniTEQ products please visit www.triniteq.com.

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