

## What is SkyTab?

SkyTab is a cutting-edge pay-at-the-table solution that combines state-of-the-art hardware with simple and intuitive software to deliver an exceptional experience for both restaurant servers and customers. SkyTab is fully integrated with the POS system for seamless operation.

## What features does SkyTab include?

- View a list of all restaurant checks or filter by server
- View check details
- Reorder existing items from the check (full ordering functionality coming soon)
- Guest-facing pay-at-the-table
  - Pay in full or split payment
  - Add tips
- Send e-receipts or print receipts with built-in printer
- Customer satisfaction survey with immediate manager notifications to facilitate guest engagement and avoid negative online reviews
- Email collection auto-populates the customer database in the Lighthouse Business Management System

## What are the benefits of SkyTab?

- Increase operational efficiency - Serve customers and turn tables faster by eliminating the need for your servers to walk back and forth to the POS system.
- Improve your online reputation - Prompt customers to rate their experience and alert management when a patron isn't satisfied.
- Build your marketing database - Collect customer email addresses to populate your marketing database and increase repeat business.
- Secure your payments - By utilizing EMV chip technology in combination with point-to-point encryption, you can ensure your payment data is protected.

## What payment types can be accepted through SkyTab?

SkyTab supports EMV chip cards, NFC mobile payments or contactless cards, and traditional swiped card transactions.

## Where do I access back-end settings for SkyTab?

SkyTab is fully integrated with the Lighthouse Business Management System, and that is where you can adjust various SkyTab settings. Adjustable settings include:

- Business logo
- Default tip percentages
- Manager alert threshold for customer ratings
- Manager phone number and email for rating alerts
- Additional customer information fields
- Ability to split payments

## Does SkyTab have a cellular connection if I am outside of Wi-Fi range?

Yes - SkyTab supports 4G connectivity for areas outside Wi-Fi coverage, including for delivery drivers, outside dining areas, and other scenarios.

## Can I use my existing Wi-Fi network?

Yes! Since all transactions processed with SkyTab utilize PCI-validated point-to-point encryption, any internet connection can be used. However, to ensure reliable performance, the connection should be at least fast enough to handle normal internet use without any lag.

**Who should I contact for assistance if I have any issues?**

You should contact your sales representative first. If you need additional assistance, you can call 866.374.8865 or email [Support@SkyTab.com](mailto:Support@SkyTab.com).

**What happens if a device breaks?**

Contact SkyTab support at 866.374.8865 or [Support@SkyTab.com](mailto:Support@SkyTab.com) and a replacement device will be provided at no charge (only shipping charges apply) as long as the damage was due to normal usage.

**How often should I charge my SkyTab devices?**

We recommend that you recharge your SkyTab devices daily, although they should hold a charge longer than that.

**Can I increase the default tip amount?**

Yes, all settings can be adjusted in Lighthouse.

**Can I put my logo on the receipt and screen?**

Yes, branding customization can be updated Lighthouse.

**How do I receive software updates on my SkyTab devices?**

Your SkyTab devices must be powered down to receive software updates, so we recommend shutting them off each night or at least once a week to ensure your software is up to date.