

Active Network, Event—Lead Retrieval System

Frequently Asked Questions for Exhibitors

How do exhibitors order devices at events?

Exhibitors must complete the order form on their confirmation email (received after completing event registration) to order devices and/or printers.

What equipment is included in the rental fee?

Each rental comes with a Blackberry device and cradle. Printers are also available for rent for an additional cost.

When and where do I get my device?

You can collect your device(s) from the service desk onsite during setup where you and your team will receive a brief demonstration of the device and its features.

What do I do with my device when the show floor hours end?

When breakdown commences, please return the device(s) to the service counter where they were collected at the start of the event.

How do I scan?

You and your team will receive a full demonstration of the device when you pick it at the event. The device is easy to use, and simply requires pulling an attached trigger to activate the barcode reader. This enables the device to read the attendee's badge barcode, and for those details to display on the screen.

Can I edit my answers and notes on the device after I have scanned someone?

Yes. You have the ability to go back and edit the answers and notes you have for a particular scan, at any point during the event.

If cellular service is down, how will I know my data went through?

All data is sent in real time. In the event of limited connectivity devices can work offline, then batch data and sync updates immediately once back in range. Devices have redundant data storage including Blackberry memory and SD card, which provides some failover in the event of loss of internet connectivity and device damage.

Will my information stay on the Blackberry once the event is over?

No. The device data is cleared completely after each show. Your data is then stored on a secure database.

How can I access my data?

Data is stored on a secure database, and is retrievable via a web portal login (password protected on Swiftium servers). It is available up to 90 days post event; thereafter the data is archived and retrievable upon request directly to Professional Services.

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Do I have to order power?

No, the devices are battery operated. In the event that you need to charge the device, a scanning sled will be provided.

How long do the batteries last?

Depends on how much scanning is done and how often you are using the Blackberry to view and edit leads. Through normal usage, and shutting the device off each night, power should last 2-3 days.

Is Internet accessible from the device?

The Blackberry's only allow for scanning badges, and are therefore not equipped with a data plan or Internet access.

What if I need onsite help?

There will be a trained person on-site to address any problems with the device should arise.

Are printers available?

Yes. For an additional cost of \$50, you can rent a printer to print from your Blackberry device. Printers come with two rolls of paper.

Where is this program offered?

The devices are available in the United States.

What are the payment options?

Payment is by credit card. Specific accommodations can be determined between Professional Services and the Event Organizer.