# Stallholder connectivity tips

## Do you run a stall/ pop up stand?

Stallholders at markets, fairs, and pop-up events face unique connectivity challenges. Ensuring reliable connectivity is essential for processing payments, managing inventory, and engaging with customers.

This guide provides practical solutions to help stallholders maintain robust connectivity in various settings.

## Common issues

**Poor internet connectivity:** Weak or inconsistent internet signals, especially in remote or indoor event areas.
- Impact: Difficulty processing payments, accessing inventory, or using cloud-based systems.
- Solutions: Use mobile hotspots like Telstra Nighthawk, or a signal Cel-Fi booster to enhance weak signals, and consider satellite mobility internet for locations with lack of coverage/ congestion.

**Network congestion:** Overloaded networks due to high user density at events.
- Impact: Slower internet speeds and disrupted transactions.
- Solutions:  Use a dedicated mobile hotspot to avoid sharing public Wi-Fi. If mobile network is affected, use a satellite or fixed connection.

**Power supply issues:** Lack of reliable power sources to keep devices charged.
- Impact: Device shutdowns, unable to process transaction.
- Solutions: Carry high-capacity portable power banks or a small generator.

**Device malfunctions:** Technical issues with POS systems or card readers.
- Impact: Inability to process payments, leading to lost sales.
- Solutions: Regularly test and maintain all devices.  Bring backup devices.



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## Practical tips

**Test your setup**
- Test all devices and systems before the event.
- Verify internet connectivity at the location in advance if possible.

**Backup plans**
- Have a backup like cash.
- Bring spare devices and chargers.

**Regional Tech Hub
Small Business Connectivity Hub**

- **Providing tailored advice.**
- **A range of online resources.**

To find out how the RTH can assist you with free and independent advice, visit:
**www.regionaltechhub.org.au/smallbusiness**

### 3 KEY TAKEAWAYS

- **Be aware of poor connectivity or network congestion at large events.**

- **When booking an event, ask about any connectivity issues at prior events.**

- **Be prepared- bring spare payment devices and portable power supplies.**

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