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DEMONSTRATION PLAYBOOK · EDITION 1.9

Hospitality, connected.

Show how Hentro turns a simple request into coordinated service—and gives restaurant owners a live view of their operation.



Combined e-paper table stand and Wi-Fi wristband. Illustrative enclosure and advertising; no partnership implied.

Your opening line

“Imagine a guest asking for help without waving, a waiter knowing which table needs attention, and an owner seeing service progress from anywhere. That is Hentro.”

Make it real

Put a working wristband and table button in the visitor’s hands. Let them send the first request. Follow that same request through the wristband and live owner dashboard.

Updated 26 October 2026 · Wristband 0.4.28 · Stand 0.1.2 · Website 0.4.40. Product scenes are illustrations; use real hardware and live records.

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01 / THE FIVE-MINUTE LIVE DEMO

Let the audience trigger the experience.

A short demonstration is more convincing when the visitor creates the request and watches every step.

Before people arrive

Charge the wristbands, start test shifts and check the configured stand. Open the correct restaurant in /manage. Use training traffic only.

0:00–1:00 · Press, scan and ask

Press Show QR, scan within 30 seconds and open the table page. Send one call. No guest app or account is required.

1:00–2:00 · Feel the alert

Show the table number, request type and waiting age on the wristband. Let the visitor feel the vibration. Choose Later once and wait for the five-second reminder. Then accept on one wristband and check the other stops reminding.

2:00–3:30 · Complete and see

Serve the request and tap Complete. Show the live dashboard update. Explain that accepted work has an owner and completed work is recorded. The customer page shows only that page’s own live requests.

3:30–5:00 · Press and compare

Press the physical table button briefly. Accept and complete the call. Show the uploaded button entry separately from QR activity. Finish with daily charts and staff handover.

Use a training restaurant or agree the test with venue staff. Do not create unnoticed real calls. Clear or complete demo records afterward. Live visibility follows upload and dashboard refresh, not a zero-delay guarantee.

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02 / THE GUEST EXPERIENCE

A small gesture. A clear request.

Guests can ask for attention without interrupting the atmosphere of the restaurant.



Combined e-paper table stand and Wi-Fi wristband. Illustrative enclosure and advertising; no partnership implied.

Show the button

Press Show QR, scan the code and tap Open table page. Show menus, offers, discounts, bill request and feedback.

Explain the boundary

The code displays for 30 seconds. A single browser redeems it; the session lasts ten minutes and allows one service action.

Show safe repeat access

Reloading or expiry needs a new physical Show QR press. A login alone does not prove presence. Loyalty remains planned.

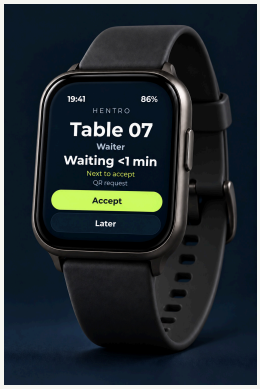
A bill request asks a waiter for the bill; it is not an in-browser payment system. Guests need internet for QR service. Configured table buttons offer a physical alternative.

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03 / THE WAITER EXPERIENCE

Feel the request. See the next action.

The wristband keeps service information close at hand while the waiter stays focused on guests.



Complete device illustration using the current request interface.

An alert that matters

The initial request vibration lasts 2.5 seconds. An unresolved, unclaimed request gives a two-second reminder every five seconds. Demonstrate Later, then Accept; confirmed acceptance stops reminders.

The longest wait stays visible

Table number, request type and waiting-time indicators help the team notice older unresolved requests. QR age and status come from authoritative server records; local button timing can be estimated when an exact timestamp is unavailable.

Clear responsibility

Accept a request, deliver the service and tap Complete. Demonstrate one waiter claiming a call and another receiver seeing it is handled by someone else. Do not present acceptance as simultaneous when network updates are still arriving.

Always the restaurant’s time

Wi-Fi provides internet clock synchronisation and the restaurant timezone. No phone gateway is needed during service. Show the clock alongside the manager’s timezone setting.

Use normal-sized, configured demo traffic. Table-button pairing and local radio coverage must be checked for all intended receivers.

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04 / THE PHYSICAL TABLE BUTTON

Press once. Bring the team into the loop.

A discreet table button offers service access for guests who prefer a physical interaction.



Combined e-paper table stand and Wi-Fi wristband. Illustrative enclosure and advertising; no partnership implied.

One table, an unmistakable call

A short press raises a table-specific service call. The paired wristbands alert the team. Once a waiter accepts, the button receives acknowledgement and returns to sleep; do not promise an exact sleep time without checking that firmware's logs.

Designed around sleeping

The button uses deep sleep between presses. It does not stay continuously online like a phone. Demonstrate a press, acknowledgement and the end of its transmission activity.

Local service, cloud visibility

The physical call reaches paired wristbands locally. An on-shift Wi-Fi wristband uploads events for remote owner visibility. If internet is unavailable, local button service can continue; dashboard events arrive after upload.

Make the contrast visible

Send one QR call and one button call. Show that the owner can distinguish the two sources rather than confusing every request with a QR scan.

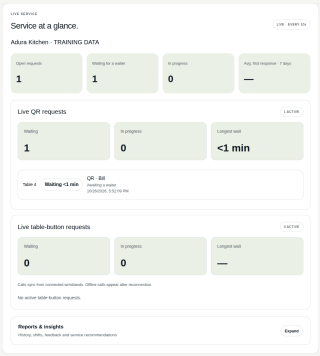
The combined stand uses BLE for calls and brief Wi-Fi visits for QR activation/content. Legacy button-only endurance figures do not apply to this stand. Measure whole-device use in the venue.

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05 / THE OWNER EXPERIENCE

Know what is happening—even away from the venue.

Open the restaurant workspace in a phone or computer browser with the owner account.



Representative training dashboard; show the actual live restaurant during the demo.

Live operations first

Show the open, waiting and in-progress queues. Expand Reports & insights without hiding live service.

Daily visuals that explain the shift

Show demand over time, service totals and first-response trends. Change the day or reporting period. Use the source filters to compare QR activity and table-button activity.

Staff and fleet at a glance

Show registered names and service attribution. Green staff means online and On shift. Separate Restaurant wristbands cards show online/available devices, battery, firmware and update eligibility, including devices with no waiter signed in.

Feedback and operational guidance

Open guest feedback and recorded recommendations. Explain what the data supports: demand patterns and recorded response times. Estimated guests come from QR visits and configured party-size assumptions; they are not a people counter.

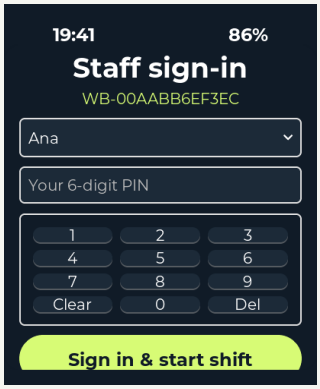
Dashboard refreshes about every ten seconds after device upload. Owner push notifications and AI briefings require configured services; show them only after delivery is verified.

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06 / SHARED WRISTBANDS & EASY ONBOARDING

Keep the network. Change the waiter.

A restaurant owns the wristbands; each waiter keeps their own identity. Staff can sign in from any suitable phone or directly on the wristband.



Staff selection and PIN sign-in on the wristband.

One-time restaurant preparation

The owner creates the restaurant, adds staff names and private six-digit PINs, and prepares the initial wristband connection. First-time network setup uses a phone browser. No dedicated gateway box or daily phone relay is required.

Start a shift in seconds

On the wristband open Connection → Sign in & start shift. Select your registered name and enter your PIN. Verify the displayed name and On shift. Alternatively, use the reusable restaurant staff link on any phone browser.

Remember Wi-Fi instead of retyping it

Saved restaurant Wi-Fi and paired buttons remain across waiter changes. Use Wi-Fi setup only when network details change; its network list offers nearby and previously saved networks.

Hand over professionally

Complete accepted button calls, then End shift and wait for Off shift confirmation. The next waiter signs in using their own name and PIN. After the shift, the waiter may manually choose Settings → Power off to conserve power.

An active wristband cannot simply be taken over by another waiter. A lost staff PIN can be reset by the manager. Ending a shift does not automatically power off the device. Successful PIN sign-in opens Connection. End shift requires confirmation; Keep working cancels.

Built for the rhythm of a restaurant.

Use the founder’s battery observations to explain the practical value—then relate endurance to the actual workload.

Up to 12 hours

Founder observed in earlier Wi-Fi tests; a later idle test reported about 10 hours.

Explain the test context

“Earlier Wi-Fi tests reached 12 hours; our later idle test was about 10 hours.” Describe this as observed endurance under those conditions. New power-saving changes await a matched battery trial, not a guaranteed shift duration.

A low-maintenance table-button story

“The table button is designed to sleep between calls, with up to five years between recharges.” The five-year figure is founder-reported/expected endurance, not a five-year field-test result. Check the actual battery and deployment conditions before committing it in a customer contract.

Explain why workload matters

Screen brightness and usage, repeated five-second reminders, Wi-Fi signal, network retries, button press frequency and battery ageing all influence endurance. Validate a representative full shift at each pilot venue.

Show the habits that preserve power

Show the screen sleeping while requests still work. End the shift correctly. Power off manually between shifts when the waiter chooses. Never disable meaningful service reminders just to make a battery test look better.

Battery information supplied by the founder on 12 October 2026. USB-connected charging observations cannot independently measure unplugged endurance or prove multi-year battery life.

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DEVICE UPDATES

A fleet that stays current.

Show managers how to maintain restaurant-owned wristbands without repeating the daily staff setup.

First, show the fleet

Open Restaurant wristbands and point out availability, battery, installed firmware and staff identity. A device can be online without a waiter using it.

Explain a safe update

End its shift, close setup, charge to at least 30% and keep power/Wi-Fi stable. An eligible card highlights Update firmware. The manager chooses the device and confirms.

Follow the result

Show queued, downloading/verifying, restart and completion states. Leave at least 60 seconds after reboot for health confirmation and cloud contact. Verify the installed version before service.

Be clear about older devices

Enable Wi-Fi updates means a one-time installer USB bootstrap is needed. Preserve saved settings. Table buttons are separate and do not receive this Wi-Fi update.

Do not update a serving wristband during a live demo. Use a prepared training device or explain the controls. Physical rollback and interruption checks remain pilot validation tasks.

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NETWORK & BATTERY CARE

Simple recovery. Clear warnings.

Demonstrate the everyday protections without interrupting a real service shift.

Saved Wi-Fi follows the team

Show the current network on Home. Explain that up to four saved networks are retained. A previously saved, available backup can be selected automatically after disconnection; user tests observed about 20–30 seconds.

Feel the service reminder

The initial alert lasts 2.5 seconds. Unclaimed requests remind for two seconds every five seconds. Accepting stops reminders; Later leaves the request waiting.

Explain low battery responsibly

Firmware v0.4.28 warns at 10% and 5%. Below 3%, a three-second Shutting down... notice precedes power-off, including after startup. A valid charger prevents or cancels it. Do not drain or falsify a live device to demonstrate this.

Keep the handover deliberate

Successful PIN sign-in returns to Connection. End shift asks for confirmation; Keep working cancels. Power off remains a waiter choice after service, apart from critical-battery protection.

Charge before the demo. Battery-powered shutdown testing remains pending; do not claim a physical result or guaranteed 12-hour endurance from host tests.

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08 / CLOSE WITH AN INVITATION

Let them picture Hentro in their restaurant.

Turn the demonstration into a specific next conversation.

For restaurant owners

“Which service moments would you most want to make easier? Let’s run a real shift, train your team and measure what changes.” Invite a Porto pilot conversation and agree practical success criteria.

For waiters

“Would a clear wrist alert and table number help during your busiest service?” Ask about vibration strength, screen readability, waiting priorities and the handover routine.

For investors and partners

“We have a working product to demonstrate. We are raising €100,000 at a €2 million pre-money valuation to commercialise Hentro and target pilots with 25–40 Porto restaurants.” Pilot cohort and monthly subscription conversion remain targets, not signed traction.

Your closing line

“Hentro helps guests ask, teams respond and owners understand. Experience the live service loop, then help us shape the next stage.” Visit hentro.pt and service.hentro.pt/downloads.

After every demonstration

Complete or close genuine test records after checking with staff. End demonstration shifts. Check both wristbands for unresolved calls, clean devices, charge for the next session and collect structured feedback.

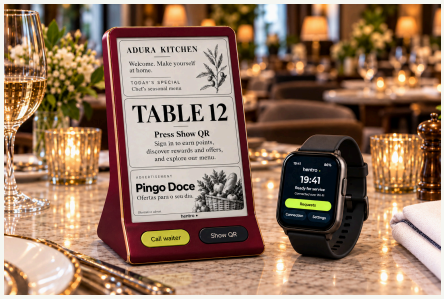
Presenter rule: demonstrate working features live. Label training data, illustrative scenes, projections, configured-but-unverified notifications and optional AI integrations accurately. Record any reliability failure rather than presenting it as solved.

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PRODUCT ROADMAP / NOT YET AVAILABLE

A fresh QR. A more trusted table.

The working table-stand prototype combines Call waiter and Show QR with an e-paper display. Guests use their phone camera and browser. No customer app is required.



Illustrative combined table stand. Decorative QR; not a live service credential.

Press the Show QR button

The stand displays its cached code before connecting to Wi-Fi to activate it and prepare the next code. The QR stays on screen for 30 seconds, then the three home cards return. Display refresh still takes time.

One browser. One service action.

Tap Open table page to redeem the code once. The browser session lasts up to ten minutes and permits one call or bill request; feedback is separate. Reload or expiry requires pressing Show QR again. Camera previews do not create calls.

Loyalty with meaningful verification

Loyalty and referrals remain planned. A verified visit or purchase can qualify for rewards; scans, calls and account login alone must not award points or prove presence.

Keep service simple

Call waiter keeps the local button-to-wristband path. QR activation needs internet. E-paper retains the home cards and advert while electronics sleep; changed content syncs on wake.

Working prototype, not a qualified commercial deployment. One-use expiry reduces saved-link replay but cannot stop forwarding an unused live code. Validate radio coverage, refresh quality, power and venue operation before rollout. Printed legacy links do not provide dynamic-QR protection and are disabled for stand-enabled tables.

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GUEST ROADMAP / NOT LIVE TRANSACTIONS

More reasons to choose the restaurant.

Explain the planned guest journey without presenting points or promotions as working transactions.

Call, request the bill and share feedback · Service available

Press Show QR on a configured stand, scan and open the restaurant page for service and private feedback. The prototype uses single-use QR access with a ten-minute session.

Discover offers and favourite dishes · Prototype available

Managers publish menus, special offers, food images and discounts for the customer page. Popular-dish ratings remain planned.

Earn loyalty points · Planned

Join a restaurant’s optional loyalty programme and earn points for qualifying, verified visits or orders. Clear rules explain eligibility and when points become available.

Invite someone and earn a referral bonus · Planned

Share a restaurant invitation. A qualifying, verified order by the invited guest can unlock the stated referral bonus. An invite click, scan or duplicate order alone never earns points.

Product roadmap: loyalty, referrals, ratings, reward claims and personal visit history remain planned. Current private feedback and service requests remain available. Rewards require a qualifying verified event; a scan, call, positive rating or invite click is not enough.

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GUEST ROADMAP / NOT LIVE TRANSACTIONS

A relationship beyond one meal.

Optional browser accounts connect the guest to their own history and rewards.

Give feedback and ratings · Private feedback available · Ratings planned

Share a private service comment today. Planned dish and visit ratings will help guests choose, with verification, moderation and no points tied to a positive rating.

Claim a reward · Planned

See your points balance, eligible rewards, expiry and redemption history. A confirmed claim uses points once and gives the restaurant a clear record to honour.

Keep your restaurant visit history · Planned

An optional browser account can keep your verified visits, favourite dishes and reward history. Basic service remains available without joining loyalty.

A welcoming browser experience · Planned enhancements

No customer app to install. Clear language choices, readable menus and accessible controls will help guests of different ages and preferences; the physical call control remains a phone-free option.

Product roadmap: loyalty, referrals, ratings, reward claims and personal visit history remain planned. Current private feedback and service requests remain available. Rewards require a qualifying verified event; a scan, call, positive rating or invite click is not enough.

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MANAGER DEMO / STAFF TIME LOGS

Show the full staff shift.

Use a training restaurant: start a wristband shift, then open Manager → Team → Sign-in and sign-out history.

Start, serve, end

Refresh the log after sign-in. Complete test calls, end the shift, then refresh again to show the confirmed sign-out and elapsed time.

A useful operational record

Show the restaurant timezone, open/ended status, 7/30/90-day views and Export displayed logs. Load older pages to include more records.

Be precise about time

Phone logout and offline gaps do not end a shift. Elapsed time includes breaks. Tracking begins at deployment; pre-existing open shifts have no known start.

Start with a manageable pilot

Choose a few tables, connect wristbands to saved Wi-Fi, train the team and measure service reliability before expanding. Service does not require a POS integration.

The log is a working manager feature. Loyalty, offers, referral bonuses and rewards remain roadmap content; do not simulate them as completed purchases.

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DESIGN CONCEPTS / IN DEVELOPMENT

One device. A finish for your space.

Three luxury enclosure finishes show the same three-card Adura Kitchen interface: restaurant messages, fixed table information and an illustrative advert.



Matte black

Satin black housing with restrained gunmetal trim and a lime service button.



Pearl white

Warm pearl-white housing with refined champagne-gold trim.



Champagne gold

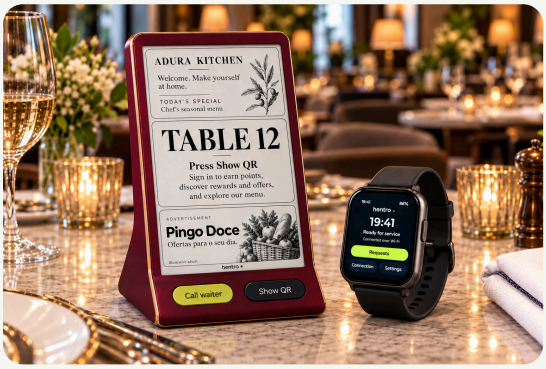
Brushed champagne-gold housing with subtle bronze detailing.

Illustrative designs, not available production hardware. The last message remains visible while electronics sleep; new manager messages require waking, connecting and refreshing. Loyalty and promotional features remain planned, not live transactions.

BUSINESS MODEL / AD NETWORK IN DEVELOPMENT

Service subscriptions. Network advertising.

Hentro’s planned business model combines restaurant subscriptions with advertising managed centrally by Hentro across table displays and customer browser pages.



Combined stand and Wi-Fi wristband concept. Example advertising; no brand partnership is claimed.

Restaurant subscriptions

Restaurants pay a recurring subscription for connected service, shared wristbands, manager visibility, reporting and ongoing platform support. Hardware and onboarding terms are priced separately once validated.

Hentro-managed advertising

Advertisers buy placements arranged by Hentro on e-paper table displays and customer pages. Restaurants do not need to upload each campaign. Prices, delivery measures and advertiser demand still require validation.

One campaign. Automatic distribution.

Hentro will schedule and distribute campaigns across restaurants using the platform. Customer pages fetch eligible campaigns online; table stands download updates during scheduled wakes or interactions and retain the advert while asleep.

Automatic delivery does not require continuous Wi-Fi. A sleeping stand keeps its last image; new content appears after it wakes, connects and refreshes. Physical service calls take priority.

Subscription and advertising revenue are proposed business streams. Prototype campaign publishing is available; pricing, advertiser demand and delivery measurement require validation. No commercial partnership or returns are claimed.

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THREE-CARD DISPLAY / IN DEVELOPMENT

Three cards. One clear experience.

The proposed Adura Kitchen interface separates restaurant messages and request status, a fixed table identity with Show QR instructions, and a clearly labelled Hentro-managed advert. Enclosure colours vary; this e-paper display remains black and white.



Pingo Doce · Burgundy



Continente · Matte black



EDP · Pearl white



NOS · Deep navy

Illustrative enclosure/advertising designs, not advertiser partnerships or production hardware. The combined dynamic-QR stand is a working prototype; loyalty and illustrated on-screen acceptance messages require further development.

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THREE-CARD DISPLAY / IN DEVELOPMENT

A finish for every setting.

Seven illustrative advertiser and enclosure combinations share the same three-card interface.



Super Bock · Bronze



idealista · Forest green



Hentro · Champagne gold

Illustrative enclosure/advertising designs, not advertiser partnerships or production hardware. The combined dynamic-QR stand is a working prototype; loyalty and illustrated on-screen acceptance messages require further development.

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THREE-CARD DISPLAY / IN DEVELOPMENT

A request you can follow.

The top card shows confirmed delivery, then waiting if no waiter has accepted after 15 seconds. Acceptance appears only after a real waiter response. Restore the daily message 30 seconds after acceptance; dismissing the message does not cancel a request. The middle table card and bottom advert remain visible.



Request sent



Waiting for acceptance



Accepted · on the way

Illustrative enclosure/advertising designs, not advertiser partnerships or production hardware. The combined dynamic-QR stand is a working prototype; loyalty and illustrated on-screen acceptance messages require further development.