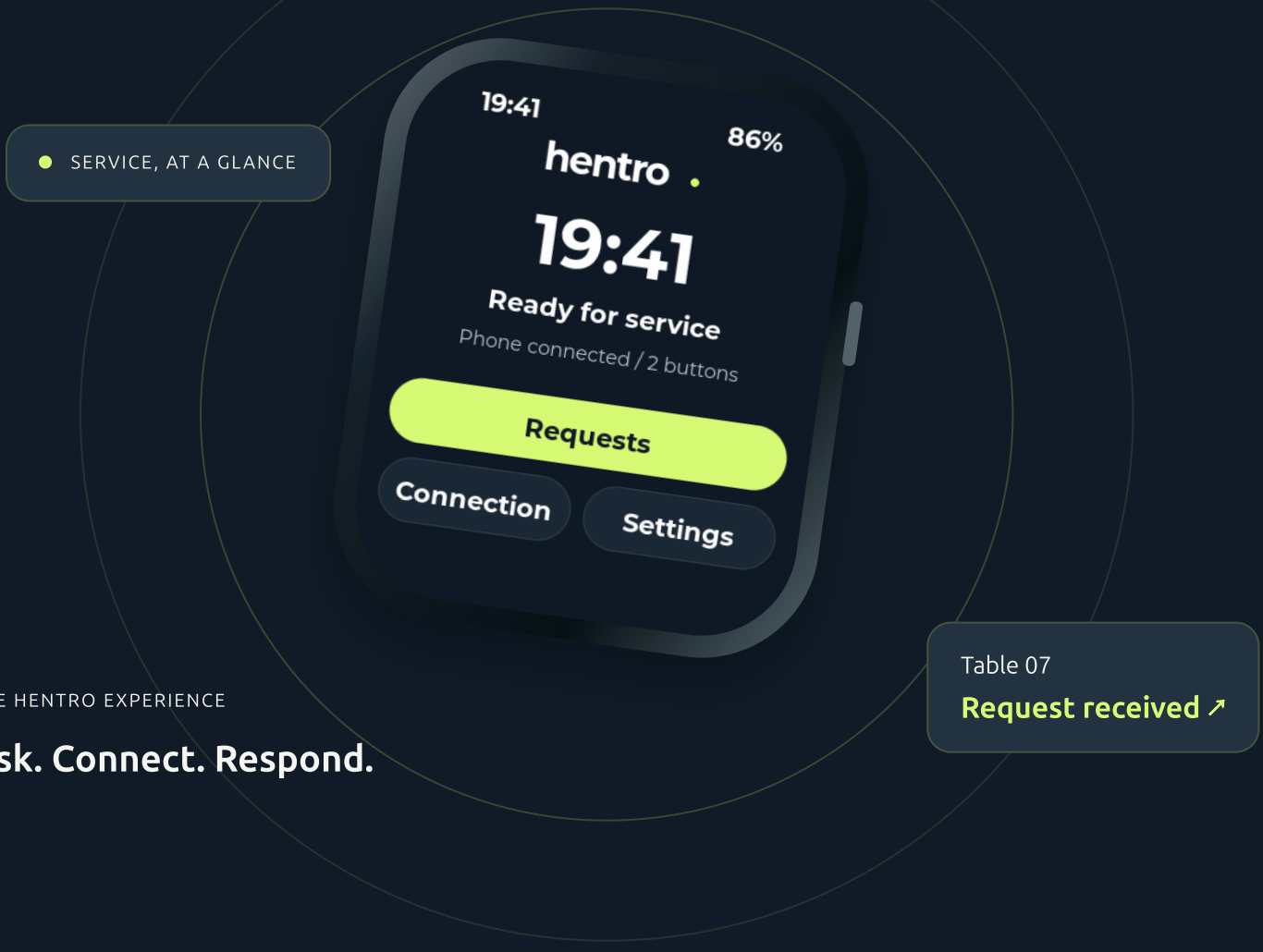
A MORE ATTENTIVE RESTAURANT STARTS HERE

Great hospitality. *Connected.*

From a guest's request to a team's response.
From the restaurant floor to the owner's view.



THE HENTRO EXPERIENCE

Ask. Connect. Respond.

Wi-Fi wristband · Staff browser · QR · Table button · Live analytics

PRODUCT & PARTNERSHIP BRIEF · v0.4.40

01 / WHY HENTRO

Keep the attention *on your guests.*

A request should be easy to make, clear to receive and simple to follow through.

The guest asks.
The team knows.
The owner sees.

01

For guests

Ask for service, request the bill or share private feedback from the table. A physical button offers another way to call.

02

For the team

Receive table-specific requests on the wrist. Accept responsibility and complete the task through a clear service flow.

03

For owners

See current work and review demand over time. Compare QR and uploaded table-button activity in one reporting workspace.

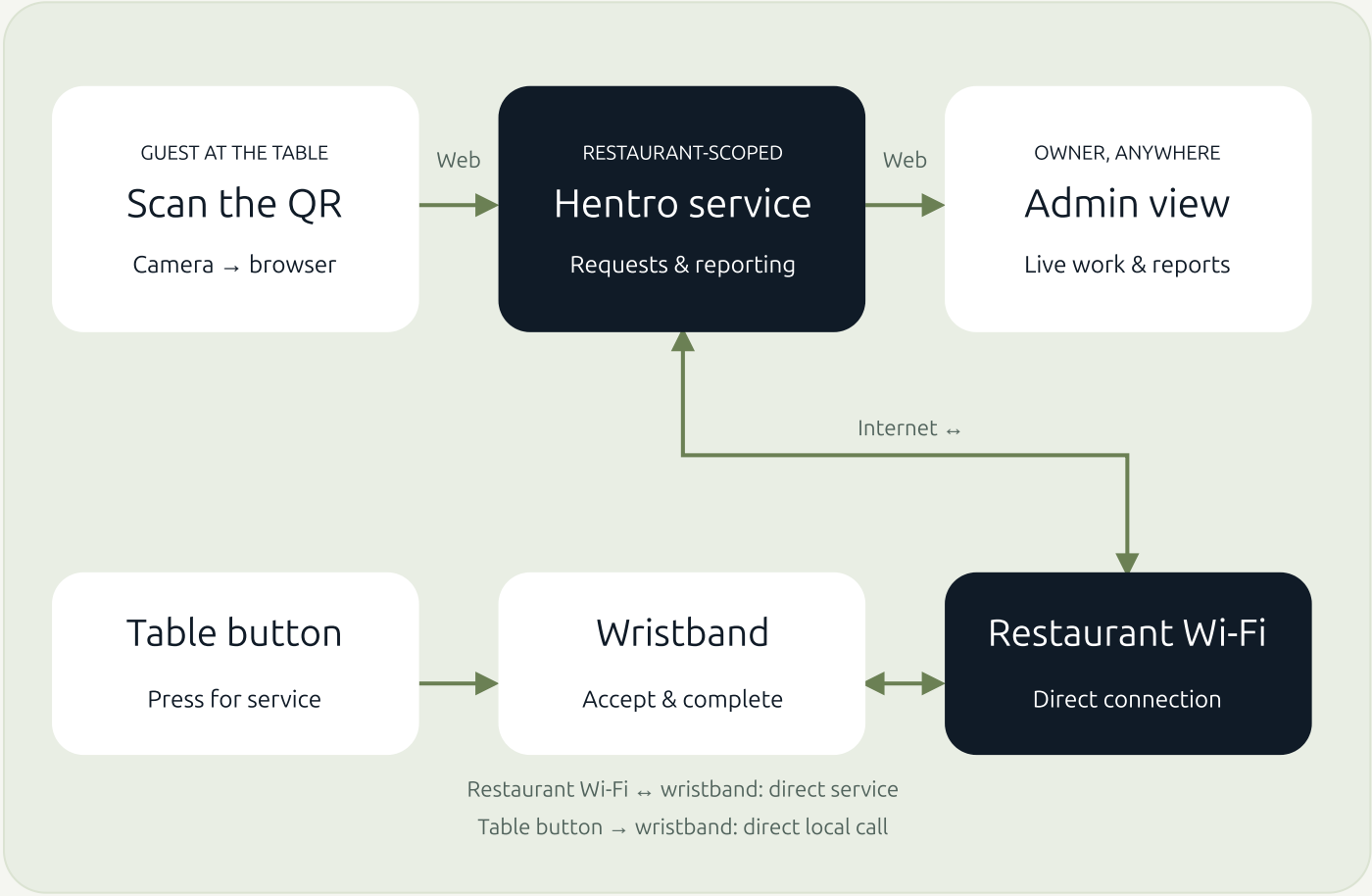
Technology that supports the human moment.

Hentro is designed to help staff spend less attention finding requests and more attention delivering hospitality. Those benefits are goals to measure in restaurant pilots, not guaranteed performance claims.

02 / THE SYSTEM

Two ways to ask. *One connected experience.*

Restaurant Wi-Fi connects shared wristbands directly to Hentro. Set up each network once; staff sign in by name and PIN.



Connected service

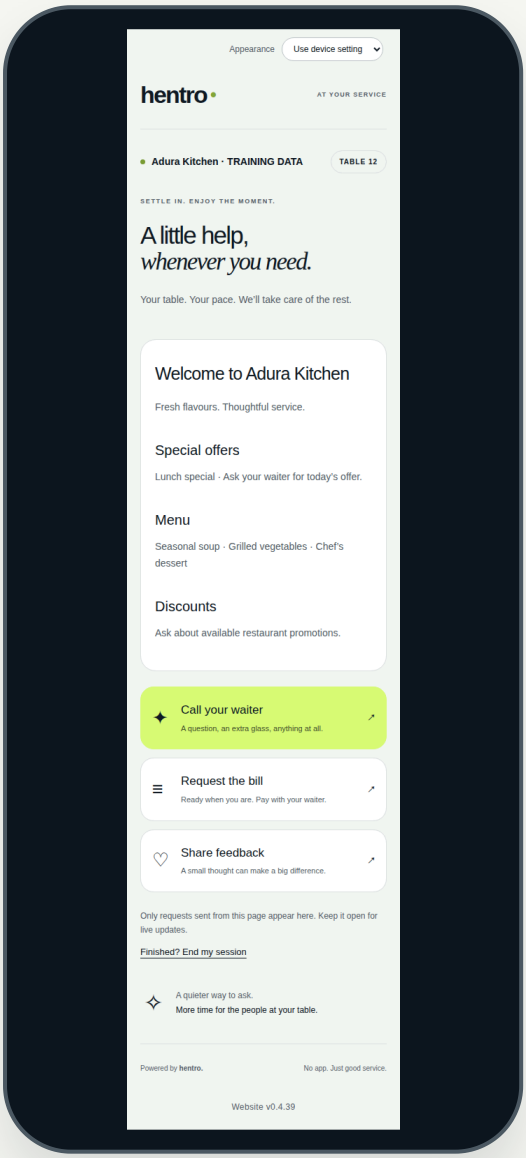
QR requests and remote reporting need internet. Each wristband connects directly to the restaurant network and keeps its Wi-Fi details between shifts.

Local continuity

Paired physical buttons can still call the wristband without a phone or internet. Their remote visibility follows a successful wristband upload.

03 / QR SERVICE

A little help.
Just a scan away.



Press Show QR. Scan. Explore the restaurant page.

1 **Scan at the table**

Press Show QR at the table, scan within 30 seconds and tap Open table page in your normal browser.

2 **Choose what they need**

Call for service, request the bill or send private feedback to the restaurant.

3 **Stay informed**

The page reflects the request's progress as the team responds. Bill requests bring the waiter; Hentro does not process payment.

Press Show QR for fresh access.

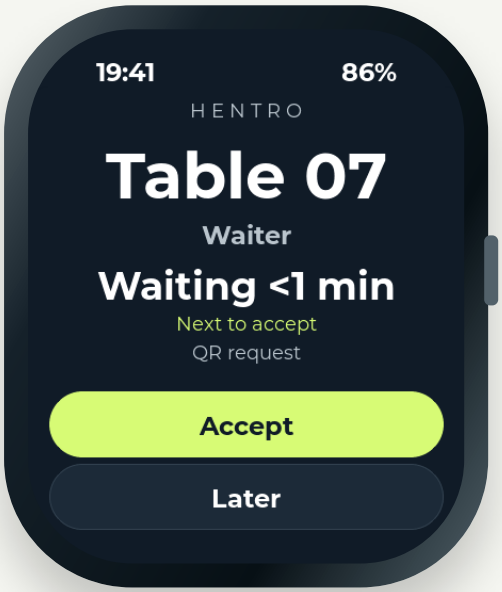
The code displays for 30 seconds. Tap Open table page to redeem it once. The session lasts ten minutes and allows one service action. Reload or expiry requires a new code from the stand.

Representative guest interface. Venue names, table numbers and example activity shown in this brochure are demonstration data.

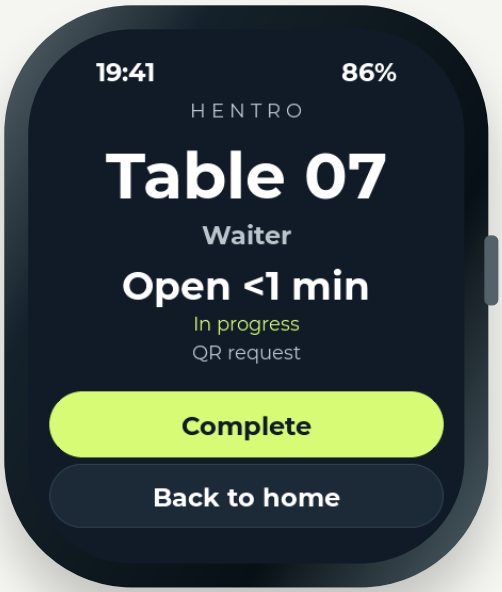
04 / THE WRISTBAND

Clarity.
Right on the wrist.

A focused service interface gives the team a table number, request type and a clear next action.



01 RECEIVE & ACCEPT



02 SERVE & COMPLETE

A

Feel the request

Unaccepted requests remind staff with vibration. Initial alerts last 2.5 seconds; two-second reminders repeat every five seconds until acceptance.

B

Know who is responding

QR claims are confirmed by the service. Local button acceptance is shared with nearby paired wristbands so peers can see “Accepted by another”.

C

Stay focused

The display turns off after about 10 seconds of inactivity. Request reception continues; display-off is not deep sleep.

Representative firmware interfaces. Request source distinguishes a guest QR request from a physical table-button call. Radio coverage and delivery need validation in each venue.

05 / SHARED WRISTBAND & STAFF SIGN-IN

A connected shift. *A synchronised clock.*

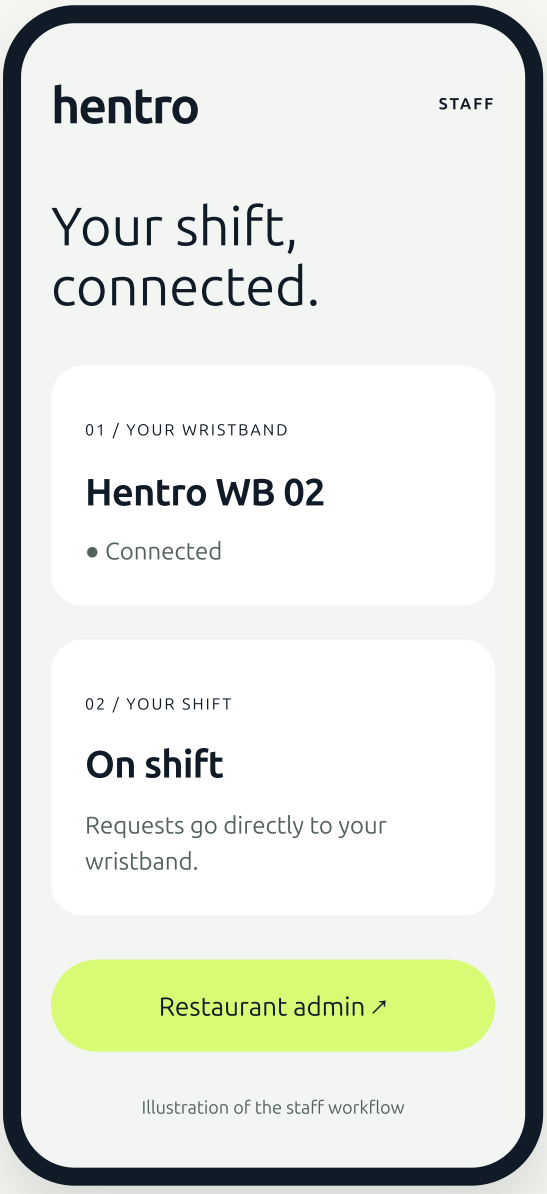


Illustration of the staff workflow

1 **Choose your name**

The manager registers each waiter with a private six-digit PIN. Sign in on any available restaurant wristband, or use the staff page in any phone browser.

2 **Start the shift on your wrist**

Choose your name, check the PIN and start the shift. The wristband receives requests directly through Wi-Fi; the phone can be put away.

3 **Share without repeating setup**

Confirm End shift before handing over; Keep working cancels an accidental tap. The next waiter signs in with their own PIN. Wi-Fi and table-button pairing remain saved. Staff choose Power off manually after service.

Time, set automatically.

Wi-Fi internet time sets the wristband clock. Hentro supplies the restaurant timezone, keeping request waiting times and service records consistent.

Check the restaurant timezone in the owner workspace.

Staff and owners use separate authenticated browser views. Both iPhone and Android browsers support restaurant setup and staff sign-in.

06 / PHYSICAL TABLE BUTTONS

A simple press. *A direct connection.*



Conceptual product rendering; it illustrates the interaction, not a certified final enclosure.

01

Service without a screen

A paired table button sends a direct local call to the wristband. Guests do not need a phone to use this channel.

02

Designed to rest between calls

The button deep-sleeps while idle and wakes on a press. Active exchanges are bounded. Battery lifetime depends on the complete hardware and actual use; a multi-year claim has not been validated.

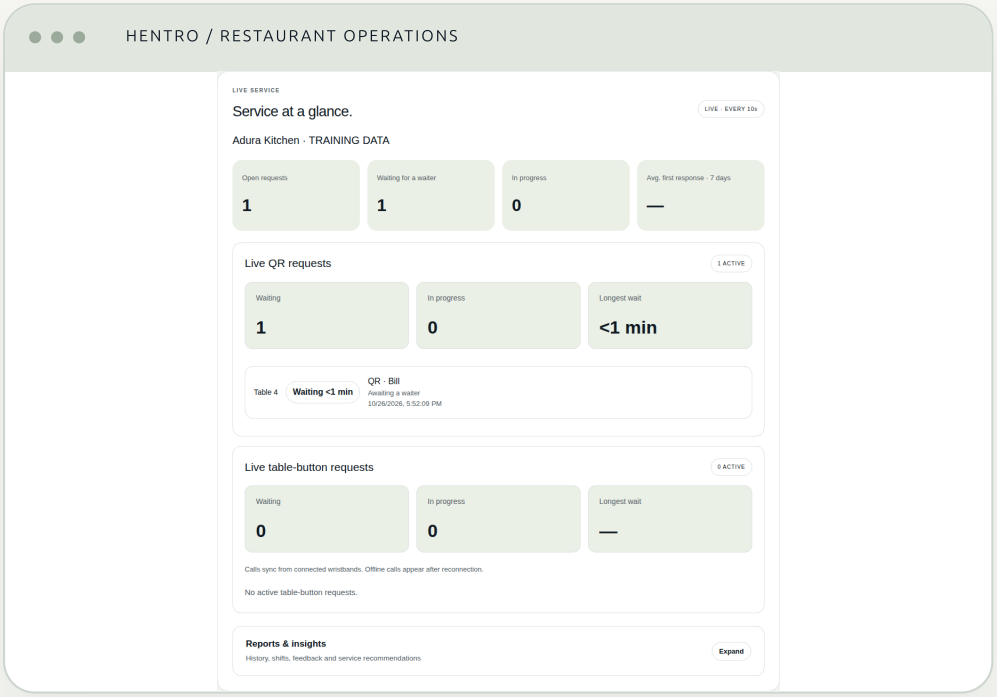
Local first. Visible remotely when connected.

On-shift wristbands upload button events directly over restaurant Wi-Fi. Stable call identifiers prevent repeated reports from being counted as new calls. Offline events can arrive later; the dashboard labels their source separately.

07 / REMOTE ADMINISTRATION

Your restaurant. *Within view.*

Owners use the authenticated browser workspace to see operations without being on the restaurant floor.



Actual dashboard interface with training data. Live operations appear first. Reports and setup tools expand when needed; the screenshot uses local training data.

01

See what needs attention

Review waiting and in-progress work, table numbers and connected staff and wristbands. The dashboard refreshes approximately every 10 seconds while open.

02

Keep each restaurant distinct

Every restaurant has a unique ID, its own tables, enrollment and reporting workspace. Administration requires authenticated owner access; an ID alone does not grant entry.

“Live” means recent operational visibility.

Connectivity and successful uploads determine what is visible. Interrupted updates are marked; local calls cannot appear remotely before they are uploaded.

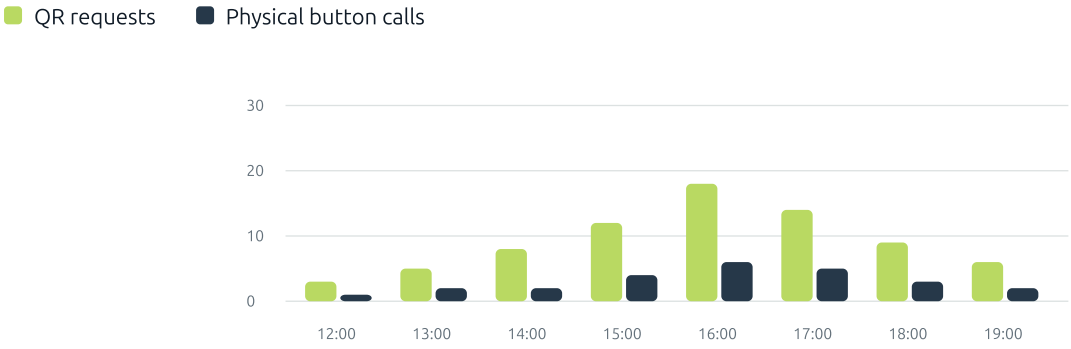
08 / INSIGHT FROM OPERATIONS

See the pattern. *Ask better questions.*

Turn recorded service activity into a clearer view of demand, response and completion.

When does service demand rise?

ILLUSTRATIVE DATA



Illustrative comparison, not restaurant results or a forecast. The product's source filters let owners inspect QR and uploaded button activity separately.

01

Hourly & daily demand

Use bars to understand when requests arrive. Choose today, yesterday, the last seven days or a particular restaurant-local date.

02

First-response trends

Review time to recorded acceptance, alongside waiting, in-progress and served counts. Unknown button timestamps are excluded from response averages.

03

Guest activity, with context

Estimated guests use QR visits × the configured average party size. This is an estimate, not measured footfall. Feedback and team breakdowns remain QR-scoped.

04

Recommendations & AI

Measured activity supports operational suggestions. AI briefings require provider activation and sufficient request history; they are a decision aid, not an automatic staff ranking.

09 / OWNER NOTIFICATIONS

Awareness, *beyond the dashboard.*

The Android notification integration is designed to keep owners informed when requests arrive or continue waiting.

hentro
ILLUSTRATIVE ALERT

New customer request

Table 07 · QR request

hentro
WAITING REMINDER

Request still waiting

Table 12 · Physical button

01

Choose the alerts

Enable new-request alerts, waiting reminders or both for the selected restaurant.

02

Set the threshold

Waiting reminders can begin after 2, 5 or 10 minutes, and repeat no more often than every 5 minutes.

03

Check the current state

The app verifies the request's server status before displaying an alert, helping suppress stale pending notifications after acceptance.

ACTIVATION REQUIRED

Firebase integration built. Delivery activation pending.

The pilot needs Firebase setup and real-device delivery testing. Android permissions, Google Play services, internet and background scheduling affect delivery. Owner alerts are separate from wristband vibration reminders.

10 / SETUP & TRUST

Your venue. *Your workspace.*

A repeatable setup journey connects the restaurant, its tables and its team.

01 **Create the owner account**

Use dedicated Hentro credentials. Create the restaurant, choose its timezone and configure its table count.

02 **Prepare the guest touchpoints**

Register the combined stand to the correct table, configure Wi-Fi and test its Call waiter and Show QR buttons.

03 **Connect the team**

Register staff names and PINs. Configure each wristband's restaurant Wi-Fi once. Start a shift and verify direct request delivery.

04 **Add physical buttons**

Provision the correct table numbers and restaurant radio configuration, then pair and test the buttons. Physical provisioning remains an installer step.

05 **Rehearse the complete journey**

Create a request, accept it, complete it and verify the guest view and admin report. Verify that a fresh guest scan does not show a previous guest's requests.

Separate access, clear responsibility

Owner administration, staff PINs and wristband credentials serve different roles. Guest scans grant table-service access, not access to restaurant administration.

Guidance included

An illustrated setup guide supports restaurant onboarding. Start with a controlled pilot, train the team and check real radio coverage before wider use.

DEVICE CARE / SAVED WI-FI, SHIFTS & UPDATES

Ready for the next shift. *Easy to keep current.*

Restaurant-owned wristbands retain network settings while staff keep their own identity.

SAVED NETWORKS

Recovery without repeated setup

Up to four remembered networks. Home shows the current network. An available saved backup can be selected automatically after disconnection; observed recovery is about 20–30 seconds, depending on conditions.

SHIFT HANDOVER

A deliberate next step

Choose name and PIN; successful sign-in opens Connection with On shift. End shift asks for confirmation. The next waiter signs in without repeating Wi-Fi setup.

DEVICE UPDATES

Manager-selected Wi-Fi updates

The manager sees battery, availability and firmware for each wristband. End shift, charge to at least 30% and keep power/Wi-Fi stable. Choose Update firmware on an eligible card; older devices need one-time installer USB setup.

BATTERY CARE

Warnings before power-off

Firmware v0.4.28 warns at 10% and 5%. Below 3%, it shows Shutting down... for three seconds and powers off, including after startup. Valid charger power prevents or cancels shutdown.

A release with clear validation boundaries.

Pre-production firmware v0.4.28 / website v0.4.40. Physical low-battery shutdown, rollback and matched battery endurance remain field checks. Updates are offered per device; publishing does not force every restaurant to update.

11 / JOIN THE HENTRO JOURNEY

Build the next *service standard.*

Hentro brings a physical guest touchpoint, wearable staff workflow and restaurant reporting into one product direction.

A CONNECTED LEARNING LOOP

Guest needs → Team actions → Owner insight

Use service data to improve the experience, then measure what changes.

FOR RESTAURANTS

Shape the pilot

Bring real service routines, staff feedback and venue conditions. Help validate onboarding, request handling and the usefulness of the reporting.

FOR INVESTORS

Explore the platform thesis

Discuss the opportunity to connect restaurant service touchpoints. Review product differentiation, operational evidence, unit economics and the path from pilot to repeatable deployment.

FOR PARTNERS

Make rollout practical

Explore installation, device supply, staff training and support partnerships around a consistent restaurant experience.

FOR THE PILOT

Measure what matters

Evaluate request delivery, first response, missed calls, adoption, battery endurance and owner engagement. Establish a baseline before making improvement claims.

Invitation to commercial and investment conversations. No customer traction, market size, revenue, valuation, ROI or independently verified performance figures are represented in this brochure.

12 / SEE IT IN ACTION

See the connection. *Experience the flow.*

A conference demonstration can make the complete service journey visible in minutes.

1 **Ask from the table**

Press Show QR on the demo stand and send one browser request. Demonstrate Call waiter as a separate source.

2 **Respond from the wrist**

Show the table number and request type. Accept on a wristband, deliver the service and complete the request.

3 **Show the owner's view**

Open the live board, then compare QR and uploaded button counts. Explain what the date and source filters reveal.

A clear view of today's product

Implemented in the pilot	Direct Wi-Fi wristbands; shared staff PIN sign-in; internet clock sync; QR pages; local buttons; owner accounts; live reports; daily charts; button event upload.
Requires activation	Firebase owner notifications and AI-provider briefings. Present these as configured demonstrations only after activation and verification.
Before wider rollout	Validate venue radio coverage, network continuity, battery use, release distribution, support and full end-to-end delivery.

Demonstration checklist: confirm public service access, internet, charged equipment, staff enrollment, clock sync and current firmware before the event. Keep illustrative charts clearly separate from live demo data.

THE NEXT CONVERSATION STARTS HERE

More present teams.
More visible service.
More human hospitality.

Let’s explore what connected service could look like in your restaurant.

01 **Experience a demonstration**
Follow a request from the table to the wristband.

02 **Explore a restaurant pilot**
Help shape Hentro around real service conditions.

03 **Discuss investment or partnership**
Build the next chapter of the product with us.

DISCOVER HENTRO

hentro.pt ↗

Restaurant workspace ↗

Scan to visit the Hentro website.
This is a discovery link, not a table-service QR.

Product snapshot: 5 October 2026 · Pilot edition. Product details were checked against the Hentro implementation and setup documentation. Screens show representative or training activity; diagrams, device frames, alert cards and sample charts are illustrative. Features requiring activation are identified in this document.

DYNAMIC QR / WORKING PROTOTYPE

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.



1

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.

2

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.

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.

DYNAMIC QR / WORKING PROTOTYPE

Loyalty with trust.

The account remembers the guest. A fresh QR authorizes the service request.

1

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.

2

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.

Designed to reduce misuse, not prove presence absolutely.

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.

GUEST PRODUCT ROADMAP / IN DEVELOPMENT

Guest discovery and loyalty

A planned browser experience, with optional loyalty and clear restaurant rules.

1

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.

2

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.

3

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.

4

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.

Loyalty, menus/offers, referrals, ratings, reward claims and personal history are not live transactions. No points for scans, calls, positive reviews or unverified invitations.

GUEST PRODUCT ROADMAP / IN DEVELOPMENT

Feedback, rewards and visit history

A planned browser experience, with optional loyalty and clear restaurant rules.

1

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.

2

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.

3

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.

4

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.

Loyalty, menus/offers, referrals, ratings, reward claims and personal history are not live transactions. No points for scans, calls, positive reviews or unverified invitations.

RESTAURANT OPERATIONS / WEBSITE 0.4.30

A clearer shift.
A practical first step.

Manager → Team records confirmed wristband sign-in/start and sign-out/end times, with timezone, elapsed time, 7/30/90-day views and CSV export.

1

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.

2

Know who is on shift

Manager → Team shows confirmed sign-in/start and sign-out/end times, open shifts, elapsed time and a CSV export. Phone sign-out and network loss do not end a wristband shift.

3

Give guests a reason to return

Planned restaurant-managed offers, fair loyalty rules and verified referral rewards connect discovery to a real visit or order. Avoid rewarding scans or asking for positive reviews.

4

Measure what works

Use current service history and response data alongside staff logs. Future programme reports should distinguish invitations, verified orders, points awarded and rewards claimed; revenue uplift must be measured.

Phone logout and network loss do not end a shift. Tracking starts at deployment; earlier active shifts have unknown starts. Elapsed shift time includes breaks. Other programme features remain planned.

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.

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.

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.

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.