

Product Update:

HostConcepts[®] Feature Deployment July 2019

HostConcepts[®]

We have a new feature enhancement for HostConcepts[®]. The feature is called **“OFFLINE MODE”**. This feature was created for our customers who find it useful to save data offline in case their Internet connection is disrupted.

The screenshot shows the Admin interface for JTECH an HME Company. The left sidebar contains navigation menus for Admin, Activity, Settings, and Help. The main content area is titled 'General' and includes sections for 'COMPANY INFO', 'CONTACTS', and 'SETTINGS'. A red arrow points to a new section at the bottom of the settings page, which contains the following text:

IMPORTANT: If enabled and your device experiences latency or connection problems, an alternate Wait List and Reservations List will be presented. If disabled and your device experiences latency or connections issues, the Wait List and Reservations List will be empty.

When server communication returns to normal, the original lists will be displayed.

Save Settings

*** The feature will be turned on by default.

Customers will have the option to turnoff by deselecting the boxes ***

“OFFLINE MODE” offers the ability to view the Waitlist and Reservation List when Host Concepts is down due to loss of connection.

Other important functions and benefits of **“OFFLINE MODE”**:

- Background screen will turn RED (Customers should immediately check their internet connection)
- Customers are now able to maintain their existing Wait List and Reservation List during connectivity issues (No more frustration of losing your guest list or your list of reservations)
- Guest names on the Wait List and Reservation List in **“OFFLINE MODE”** can only be highlighted to indicate that the guest has been seated, no-show or removed from list
- Wait List and Reservation List CANNOT be updated in **“OFFLINE MODE”**
- During **“OFFLINE MODE”** SMS is unavailable; Paging MAY be unavailable. Any changes that occurred during the offline will need to be manually updated once returning to online. This includes changes to the waitlist, reservations and table status updates
- All normal functionality will resume when Host Concepts connection to the internet is restored

The screenshot shows the 'Demo House' app interface. At the top, it displays 'Jan 28, 2019'. The main area is divided into three sections: 'Occupancy' (7%), 'Tools' (Manual Page, Reset Tables, Reset Shifts, Import HotSchedules), and 'Ratings' (a list of names). A red banner at the bottom reads 'Experiencing Connectivity Issues' and 'PLEASE CHECK YOUR INTERNET CONNECTION'. Below this, it states: 'Limited functionality available for Wait List and Reservations. Normal functionality will resume automatically when connectivity improves. (Tap here to dismiss this message)'. A vertical sidebar on the left contains icons for Staff, Book, Wait, and Tables.

This is the Initial screen in Offline

The screenshot shows the 'Wait' screen of the app. It features a list of three waitlist items: 'Linda' (5 minutes, 'Hello'), 'M. Anderson' (3 minutes, '888-555-1313'), and 'Testing User' (3 minutes, 'Test note'). Each item has a green download icon, a red '!!!' icon, a red arrow, a time, and a blue circle with a number. The background is a solid red color. On the right, there are sections for 'Primary', 'Upstairs', and 'Outside', each with a plus sign. At the bottom right, a red banner says 'Offline Mode'. A vertical sidebar on the left contains icons for Home, Staff, Book, Wait, and Tables.

This is the Waitlist screen in Offline

Pending

Time	Name	Status
1:15 PM	2 Rachel P. Requests booth	Download
2:30 PM	3 Ronald G.	Download
3:45 PM	5 Margaret Test notes	Download

Offline Mode

This is the Reservation screen in Offline

Now **Preview** **Next** **Preview** **Shifts**

Name	TT	CT	TN	CN
KRISTIN G.	1	2	0	0
SCOTT C.	0	0	0	0
Jennifer W.	0	0	0	0
BRIANNA S	0	0	0	0
Annette B.	1	5	0	0
ANTHONY	0	0	0	0

No Layout

10 servers No Layout

Switch

This is the Staff screen in Offline

All JTECH HostCocepts customers will have access to this feature. If you have questions, please contact anyone on the JTECH SUPPORT TEAM at: 800.925.8091.