

## iPad User Guide v1.5

### Introduction

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Welcome to the OpenTable Manager for iPad user guide and FAQ. Here you'll find instructions on how to use the features of the OpenTable Manager for iPad app, as well as tips on networking and updating software.

OpenTable Manager works in conjunction with your OpenTable system at the host stand. Using the app, you'll be able to add and modify reservations, seat parties, and status tables. Changes you make using the app will be reflected on your OpenTable system in real-time, and vice versa.

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#### FAQs

### How-To's

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#### Downloading the app

Search the App Store<sup>SM</sup> on your iPad to find "OpenTable Manager for iPad" from OpenTable, Inc. Make sure to download the "OpenTable Manager for iPad" app and not the "OpenTable for iPad" app, which is the app for diners, not restaurants. Your iPad must be running iOS 5.0 or higher in order to download the app. To upgrade iOS, see the FAQ at the bottom of this document.



OpenTable Manager for iPad has a brown logo:

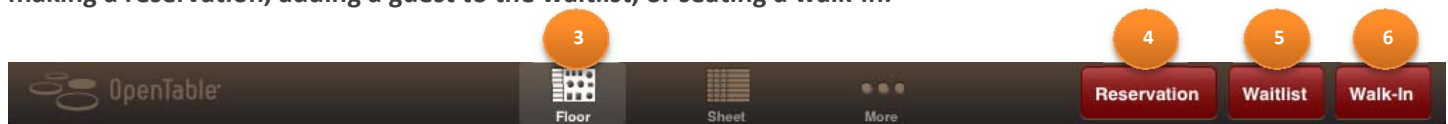
## Navigation

**Toolbar** – The toolbar is located at the top of the application and allows access to control date, shift, and time selections. It also displays the total cover count for the selected shift.



1. The date field will populate with the current date upon entering the application. Tapping the date field button will display a pop-up calendar box. Alternate dates can be selected from the pop-up calendar.
2. The shift field will populate with the current active or next dining shift upon entering the application. Tapping the shift field button will display a pop-up box with all shifts. Shifts can be selected by pressing on a shift within the pop-up box.

**Tab Bar** – The tab bar is located at the bottom of the application and allows access to control the view or initiate making a reservation, adding a guest to the waitlist, or seating a walk-in.



3. Floor view displays a visual representation of the restaurant's floor plan including tables and seats. Sheet view displays all reservations, waitlist, and walk-in parties by shift.
4. The **Reservation** button initiates entering a new reservation into the system.
5. The **Waitlist** button adds a new guest onto the waitlist.
6. The **Walk-In** button allows you to immediately seat a walk-in onto the floor.

**Floor View Tab** – When active, the floor view will enable additional tabs under the menu bar. Diners are listed and categorized on the left side panel in the Reservations and Waitlist tabs. Floor view options are displayed in the center and right side of the screen.



7. The Reservations tab lists all pending reservations for the date and shift selected.
8. The Waitlist tab lists pending diners without reservations. A red circle displays the number of parties currently on the waitlist. Tapping either Reservations or Waitlist will add the parties to the list below. Tapping them again will filter out those types.
9. If more than one floor layout is assigned to the shift, buttons will be present for each dining room. Tapping a room name will load the floor layout for the selected room.
10. The "7:00" icon enables showing/hiding parties assigned to each table for the current shift. The chair icon enables visual indicators representing the number of chairs at each table. The server icon enables visual indicators outlining the tables assigned to each server. Tapping any icon will toggle on/off the feature.

## Seating a party

### **Seating a reservation or waitlist party at a table**

1. Tap the reservation or waitlist party you'd like to seat in either the **Floor** view or the **Sheet** view.
2. Tap the **Seat** button in the details pop-up.
3. Seat the party at the pre-assigned table by tapping the one it was assigned to, or seat the party at another desired table by tapping that table on the floor plan.

**NOTE:** To seat a party on multiple tables, tap the **Multiple Tables** button and tap multiple tables on the floor plan to highlight them, then tap **Done** to seat the party on those tables.

### **Unseat a party after they've been seated**

1. Tap the table with the seated party that you'd like to change back.
2. Tap the **Status** box at the top of the details pop-up.
3. Tap the appropriate status in the Expected, In-House or Special categories to remove the party from the table and assign them the status.

### **Seating walk-ins**

1. Tap the **Walk-In** button on the bottom right corner of the app.
2. Pick the party size that the guests have arrived with and tap **Seat Now** to go directly into seating mode.
3. Alternatively you can enter in the last or first name of the guest being seated, or search for the guest from your database.

**NOTE:** If seating a party at new table causes an overlap, a pop-up message may appear informing you of the nature of that conflict if this message has been enabled on the OpenTable system. Any conflict message can be overridden.

### **Moving a seated party to a new table**

1. Tap the table with the seated party you'd like to move on the Floor view.
2. Tap the **Move** button in the details pop-up.
3. Tap the table you'd like to move the party to seat the party at that table.
4. In order to move a party to multiple tables, tap the **Multiple Tables** button and tap multiple tables to highlight them, then tap **Done** to seat the party at the selected tables.

### **Changing a party's status**

Statuses define the current state of a reservation or seated party, such as cancelled, partially arrived, entrée or done. Using party statuses during the shift will help restaurant staff manage tables as well as throughput more effectively.

### **Change the status for a reservation or waitlist party**

1. Tap the reservation or waitlist party you'd like to status in either the **Floor** view or the **Sheet** view.
2. Tap the **Status** box at the top of the details pop-up.
3. Tap the status you'd like to assign to the reservation by tapping it in the list.

### **Change the status for a seated party**

1. In the **Floor** view, tap the table on the floor plan with the seated party whose status you'd like to change.
2. Tap the **Status** box at the top of the details pop-up.
3. Tap the status you'd like to assign to the reservation by tapping it in the list.
4. **TIP:** Having trouble selecting tables on the floor? You can pinch and zoom with two fingers on the floor plan to reach smaller tables.

### **Making a reservation**

Add a new reservation to the system at any time by tapping the red **Reservation** button on the bottom right corner of the app.

1. Pick the date that the guest would like to come in using the calendar.
2. Select the time and party size they have requested.
3. The app will return the requested time in the middle and to its left and right will be alternate times available within a 2 hour window before/after the desired time. Alternatively, Manager blocked tables which are available will appear on the bottom of the search results. Tap any time slot result to select it for the booking.
4. Search for the guest from your database by typing in their last name, first name, or phone number. Tap any name to proceed to the final step. If a guest cannot be found in your database, tap **Add as New** to add the guest as a new entry into your database.

5. On the final screen, fill in any additional details like the initials of the person the reservation was Booked By. Tap **Save Reservation** in the upper right corner to complete the booking process. A confirmation will appear when the reservation has been successfully booked.

### **Adding parties to the waitlist**

Add a new waitlist party to the system at any time by tapping the red **Waitlist** button on the bottom right corner of the app.

1. Select the party size the guests have arrived with and whether you'd like to add them in the All Arrived or Partially Arrived status. A table number will appear in the Table field when the next available table which can accommodate that party size has been found.
2. The app will update the quoted wait time based on the next available table. If an alternative table has been requested, you can overwrite the suggested table number and the system will update the quote time. The estimated seating time will then display the current time plus the quoted time to give you an estimate as to when the guest will actually be sat based on currently turn times and table availability. If no availability can be found to accommodate that party, the Table field will be blank and "(No Suggestion)" will be displayed in red. Any system estimated quote time can be overridden by picking a new time from the dropdown list.
3. Type in at least a Last or First Name for the guest, as well as an optional phone number. Alternatively you can search for the guest from your database.
4. Tap **Add to Waitlist** in the upper right corner to add the guest to the waitlist.

### **Editing reservation and waitlist party details**

Reservations and waitlist parties can be edited to update information like contact details or notes and codes. Making updates to data on your iPad will also update that information on the OpenTable system in real-time.

**NOTE:** If you have reservation change confirmation emails configured on the OpenTable system, any changes to reservation time or party size on the iPad will result in a confirmation email being sent to the guests from the OpenTable system if those reservations were booked online. Changes to reservations made at the restaurant (phone reservations) will not send emails to the guest.

#### **Edit the details of a reservation or waitlist entry**

1. Tap the reservation or waitlist entry you'd like to edit.
2. In the details pop-up, tap the **Edit** button.
3. Tap within the text box of the field you'd like to edit to pull up the on-screen keyboard and to make changes to it. Or, you can tap the arrows on either side of the time and party size fields to adjust them up or down.
4. Once you've made the desired changes, tap the **Save Reservation** button to apply them.

### **Viewing server sections and cover counts**

1. Tap the server icon on the top right corner of the floor view.
2. Tap the View Sections switch to the **ON** position to display server assignments on the floor plan.
3. In the list of servers that pops up when you tap the server icon, you can see how many covers each server currently has seated in their section, as well as the total covers each server has assigned to their section during the shift.

## **iPad Tips**

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### **Updating your iPad operating system and OpenTable Manager for iPad app**

From time to time, the OpenTable Manager app and your iPad's operating system, iOS, will have updates released. Upgrading this software will allow you to take advantage of any bug fixes, performance improvements, or added features that may come with an update.

In order to check for and install updates to iOS, plug your iPad to an electrical outlet, go to Settings > General > Software Update. You will be notified if an update is available. You can then proceed to download and install those updates to update your iPad to the latest version.

To update the OpenTable Manager app to the latest release, go to App Store > Updates tab. Any updates to the app will be listed here and can be downloaded using your iTunes account.

### **Wi-Fi network security**

Because your OpenTable Manager app will be communicating with your OpenTable System at the host stand via Wi-Fi connection, it is important that you secure that network using a password and encryption\*.

There are a multitude of options when it comes to configuring your Wi-Fi network's security settings, and every wireless router will have a different way of accessing those settings. Please refer to your routers user documentation on how to set up security for your router.

A good resource for setting up a Wi-Fi network and security for use with your iPad is:  
<http://support.apple.com/kb/HT4199>

*\*Please review your OpenTable Client Agreement for information on using wireless networking and to ensure you understand the terms of the Agreement as they pertain to wireless networking.*

### **Wi-Fi connectivity**

The OpenTable application will notify you when your iPad loses its connection to your Wi-Fi network. When this happens, you'll see a message letting you know your iPad is trying to connect to your wireless network.

Low Wi-Fi signal strength or bandwidth can result in long response times when using the OpenTable Manager app. If you're experiencing lag when using the app, check the Wi-Fi icon on the upper left corner of your iPad screen. If you're only getting one or two bars of signal, your Wi-Fi signal is weak and may be slowing down the app's ability to communicate with the OpenTable system in your restaurant.

There are numerous causes of poor connectivity. These can range from interference from other wireless devices, to the physical location of your router. Information on how to troubleshoot network connectivity issues is often available from the manufacturer of your wireless router.

### **Enabling restrictions**

You can enable restrictions on your iPad in order to prevent access to specific features such as browsing the Internet or downloading apps.

1. On your iPad, go to Settings > General > Restrictions
2. In the Restrictions menu, tap the Enable Restrictions button at the top and enter a passcode that will be used to change restriction settings going forward.

**IMPORTANT:** If you forget or lose this passcode, you'll need to restore your iPad to regain access to restrictions. Your OpenTable data is stored on the OpenTable system so it won't be lost, but it's highly recommended that you back up your iPad before restoring. More info here:

<http://support.apple.com/kb/ht1414>

3. After you've chosen a passcode, you'll be able to choose which apps and features you want to restrict by toggling the selectors to **OFF**.

**NOTE:** Setting the Installing Apps option to **OFF**, will prevent users from downloading and installing new apps, but it will also prevent updating your OpenTable Manager app. In order to update your OpenTable Manager app, enter your passcode and turn Installing Apps back to **ON**.

4. Press the home button when you're done.

### **Apple iPad Resources**

Apple's iPad Support Site: <http://www.apple.com/support/ipad/>

Apple's iPad User Guide (PDF): [http://manuals.info.apple.com/en\\_US/iPad\\_User\\_Guide.pdf](http://manuals.info.apple.com/en_US/iPad_User_Guide.pdf)

## **FAQ**

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### **Where can I find more information on configuring my OpenTable system?**

Any information you don't find here in the FAQ may be available in the on-screen help of the OpenTable system at your host stand. To open the on-screen help on your OpenTable system press the F1 key on the keyboard.

### **Why aren't users prompted to enter passwords on the iPad, when I have special access rights configured on the OpenTable system?**

This release is meant for manager use, and the password prompts have been suppressed on the iPad. There are still warnings for table assignment conflicts, but a manager's password is not required to override the conflicts.

### **Why are some of the statuses disabled?**

Certain statuses aren't available until a party is seated. Statuses such as Entrée, Paid and Done become available for assignment once a party has been seated at a table.

### **How do you seat a party on a table on a different floor plan than the one I'm currently viewing?**

After tapping the Seat button in the details pop-up, you'll be in seating mode but can still tap the floor plan tabs above the floor plan window. To seat a party on a floor plan other than the one you're currently viewing, tap the desired floor plan while in seating mode and tap a table.

### **Can I connect to my OpenTable system while away from the restaurant?**

Yes, but in order to connect to your OpenTable system over the Internet you'll need to set up port forwarding on the router used by your OpenTable system. For instructions on how to set up port forwarding and for which ports you'll need, contact OpenTable support.

### **Do I need an Internet connection in order to use the OpenTable Manager app?**

OpenTable Manager needs to authenticate your license in order to log you in, so you'll need an active Internet connection when using the app. You can connect to your OpenTable system over the Internet (see previous question), but you'll generally see better performance when you're connected to the same local network as the OpenTable system itself.

### **Can I use 3G or 4G LTE on my iPad to connect to my OpenTable system?**

You can use any Internet connection to access your OpenTable system, however using 3G is not recommended due to the limited bandwidth it provides. 4G will yield better results. Using 3G can result in slower performance when interacting with the OpenTable system, so if you're using the app within the restaurant it's best to connect via a Wi-Fi network instead.