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# [Guide] How to connect a Bevi 2.0 that is offline

## Overview

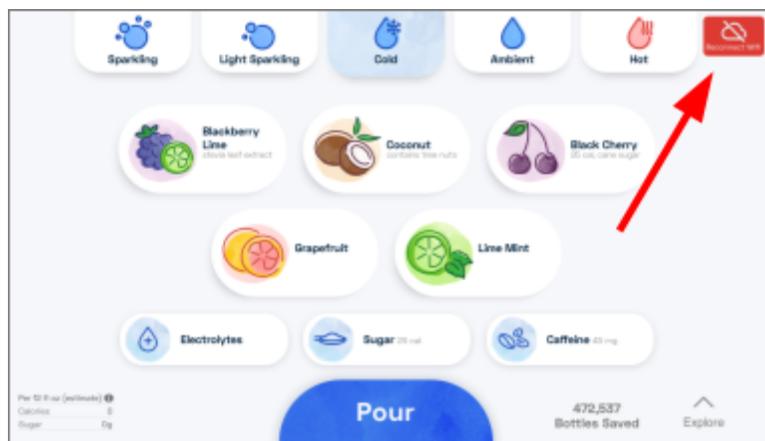
With the October 2022 release of our software we are introducing a better and easier way for you - or your users to connect their Bevi. Offline machines will now display a “Reconnect WiFi” alert in the top right corner of the screen. This will allow an end user to quickly and easily access the WiFi picket to reconnect to a network.

## Why do I need to connect my Bevi?

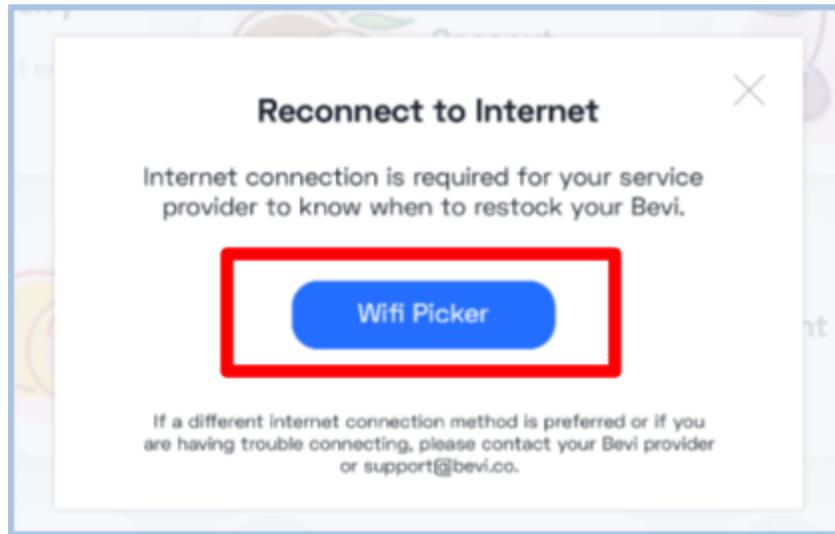
All Bevi’s should be connected via Internet, Cellular or Ethernet connectivity options. Connecting your Bevi ensures that your machine can receive our latest and greatest software updates including Touchless dispense, and most recently the ability to mix flavors. Without proper connectivity these machines cannot deliver the most up to date user experience and cannot deliver usage, or maintenance data back to your office.

## Reconnection Steps

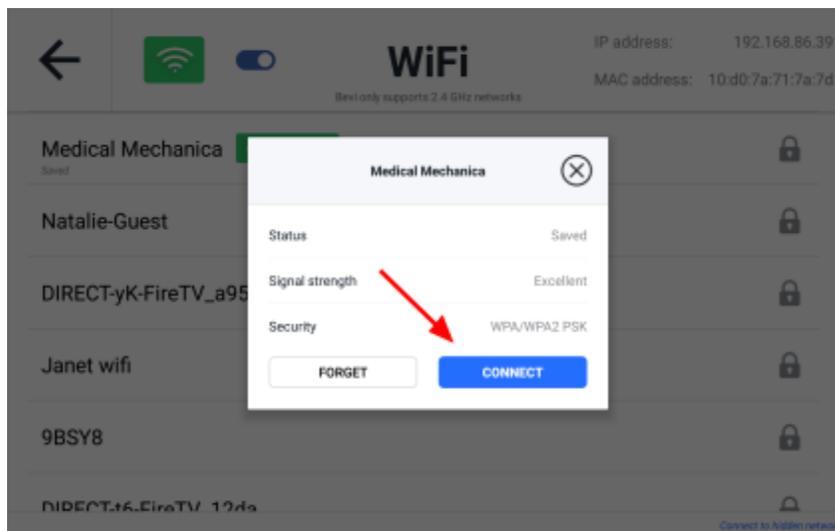
1. When the machine is offline you will see a red cloud icon in the upper right corner of the dispense screen.
  - a. This offline alert will not affect the use of the machine



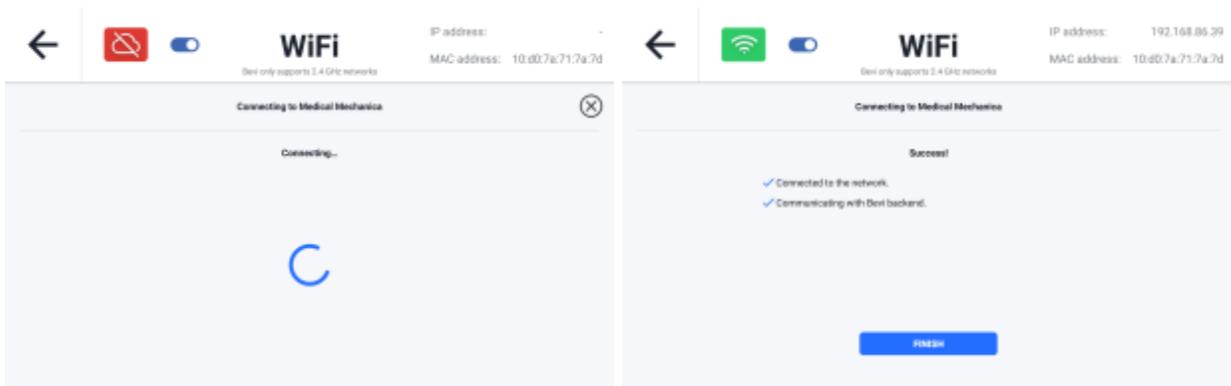
2. Touch on the red “Reconnect WiFi” icon
  - a. This will show a popup menu that will allow you to easily access the WiFi picker
3. Touch on the “WiFi Picker” button
  - a. This will bring you directly to the WiFi Picker to reconnect to a network



4. In the wifi picker, locate the network you want to connect to  
**NOTE: At this time Standup 2.0 Bevi's can only work on 2.4GHz networks and will NOT display 5GHz networks.**
5. Select your network from the list displayed in the WiFi picker, and press “Connect”

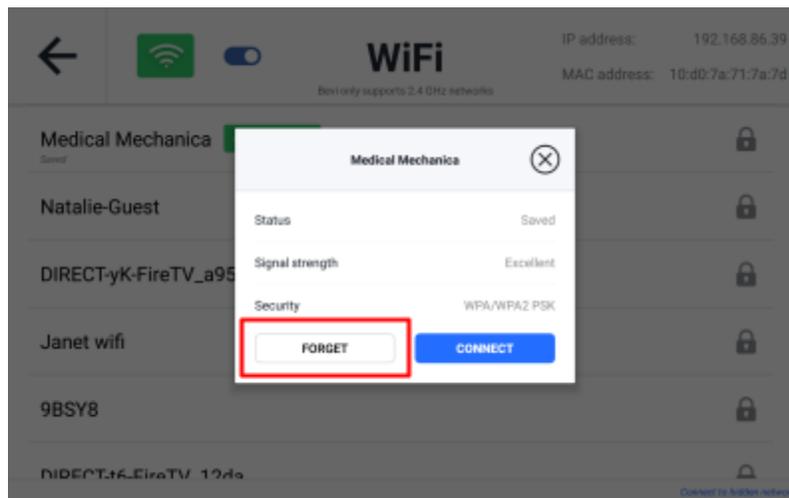


- a. The Bevi will try to reconnect to your network
- b. If the Bevi is able to connect, you will see a Success message indicating that the Bevi is connected to the network, and communicating with the Bevi Dashboard.
- c. There will also now be a GREEN wifi icon in the upper left corner.

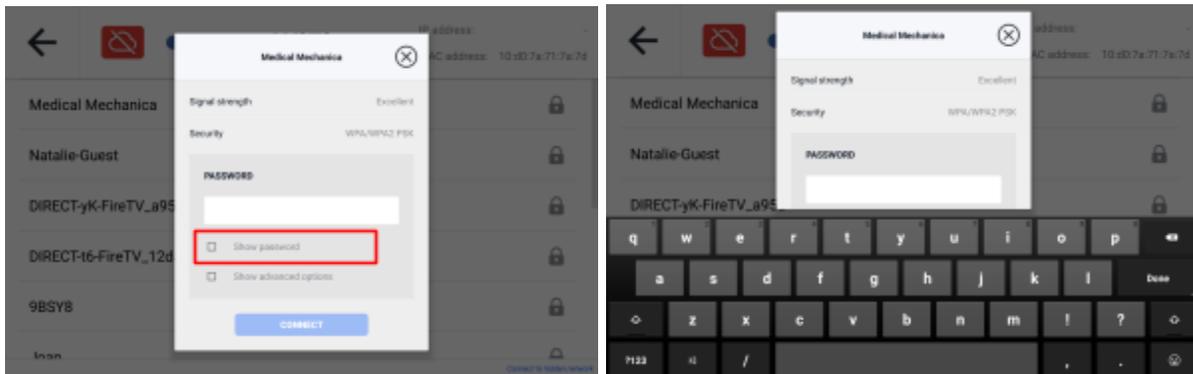


6. If Connection Failed

- a. Double check that the password is correct
- b. From the WiFi picker, select your network from the list again
- c. Forget the network
  - i. Select the network from the WiFi picker
  - ii. Forget the network



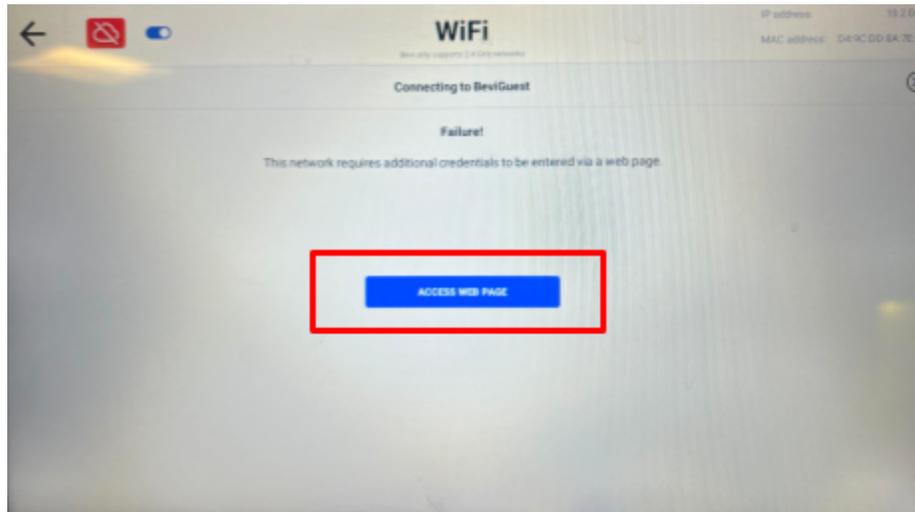
- d. Next, select your network again to enter password
- e. It is recommended that you check the “Show Password” box, this will help ensure there are no typos or errors in the password entered
- f. Type in the network password



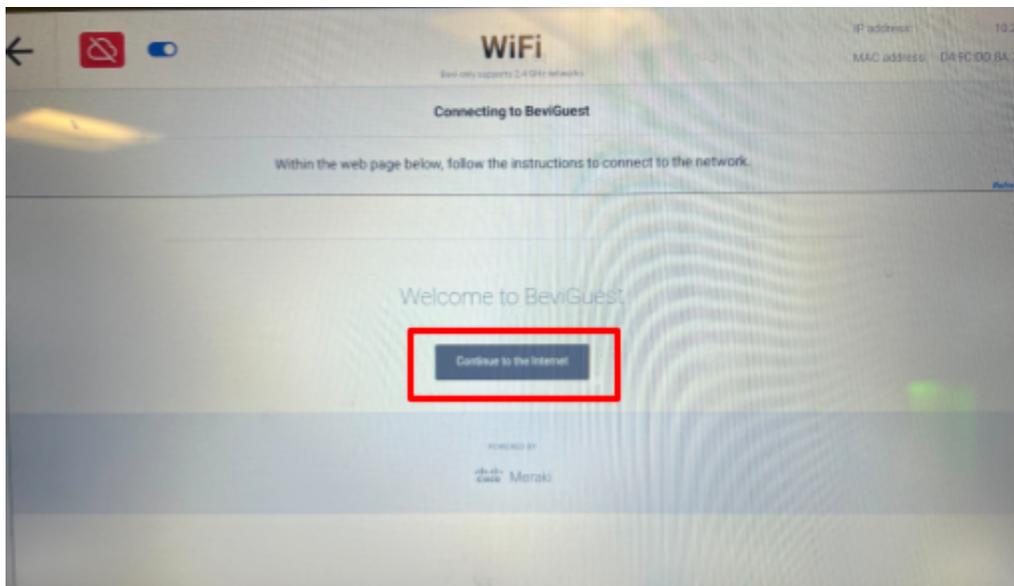
- 7. Once you have confirmed the password has been entered correctly, press “Connect”
  - a. If the Bevi is able to connect to the internet you will see a message that indicates that the Bevi successfully connected to the internet and the Bevi backend.

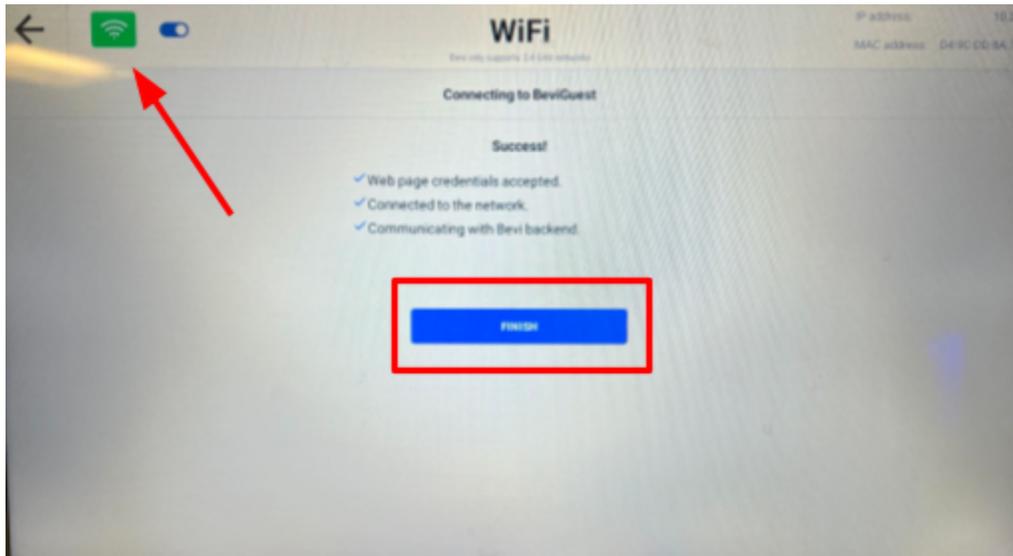


- 8. If you are using a guest or public WiFi network, additional steps may be required to successfully connect.
  - a. If connection fails when using a guest or public network, you may see a failure message indicating additional credentials are needed to be entered via a web page
  - b. Press “Access Web Page” to get to the additional login step.



9. This will open up a web page within the Bevi WiFi picker
  - a. Enter in any required login information to connect on the via the web page
  - b. There may be a username and password required, or just a button to continue to the internet.
  - c. If the Bevi connects, you should see a Success message indicating that the web page credentials were accepted, the Bevi has connected to the internet, and is communicating with the Bevi backend.
  - d. You will also now see a GREEN WiFi icon in the upper right corner
10. Touch Finish to exit back to the dispense screen





11. If you are still unable to connect to the internet, additional support may be required.
  - a. Contact your IT department to see if there are any issues with the network
  - b. Contact Bevi Support at 866-704-2384
  
12. If WiFi connectivity is not available
  - a. The Bevi can be connected via ethernet
  - b. Plug an ethernet cable into the back of the Bevi
  - c. Plug the ethernet cable into a working ethernet outlet
  - d. The Bevi will connect automatically
  
13. If neither Wifi nor ethernet connections are available.
  - a. Bevi 2.0 does have built in cellular capability
  - b. If the Bevi is unable to connect via WiFi or ethernet, it will fall back to cellular connection.

***Note: Cellular charges may apply***