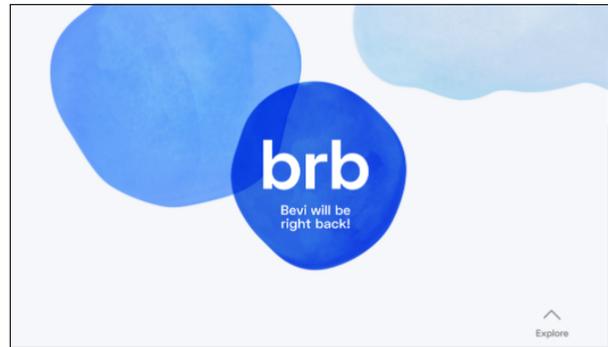
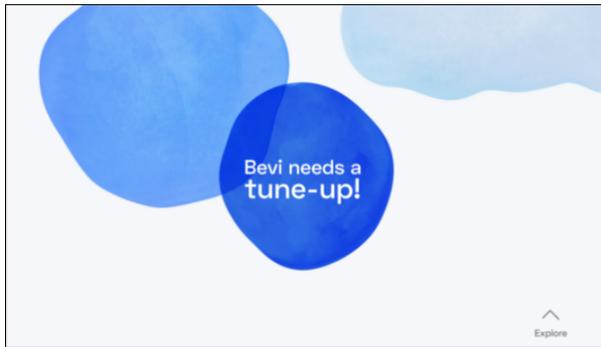


[Guide] Bevi Alert Center - USB Cable Disconnected



partners.bevi.co
support@bevi.co
866-704-2384

Brody Test 1.5...
SN: SW_RETROFIT_TEST_0100

BACK

Machine Alerts

ALERT	REPORTED	
 USB Cable Disconnected	2/21/23	TROUBLESHOOT ^



The USB cable connecting this tablet has either become disconnected or needs to be replaced.

To view the troubleshooting article, scan QR code or go to:
<https://jump.bevi.co/USB-cable-disconnected>

Machine State: Out of Order

Status: Not Started

[MARK RESOLVED](#)

VIEW RESOLVED v

Overview

Alerts presented by our Bevi machines give you insight on any current issue preventing the machine from performing at an optimal level. This machine alert will direct you on how to diagnose possible issues presented by a disconnected or bad USB connector, and how to troubleshoot and fix them.

Why does this alert happen?

This alert is specific to The Countertop and The Standup 1.0/1.5 machines. The touchscreen communicates with the control board via USB. If there is an issue with the USB connection between the touchscreen and control board, the machine will reboot up to 10 times to self resolve. If it does not resolve in this period the alert will reappear. Typical issues causing this are:

- USB needs to be reseated
- USB Cable needs to be replaced
- Control board needs to be replaced

Questions answered in this document:

- **How does a machine detect this issue?**
 - If the connector reading is coming back as false after a series of restarts, this alert will appear.

Tools Required:

- #2 Phillips screwdriver
- $\frac{3}{8}$ " wrench or adjustable wrench

Potential parts required if an issue is found:

- The Standup 1.0/1.5 (V1.x) USB Cable: 320-0004
- The Countertop (CT) Right Angle USB Cable: 510-0060
- The Standup 1.0 (V1) Control Board: 400-0004
- The Standup 1.5 (V1.5) & The Countertop (CT) Control Board: 400-0010

How to troubleshoot The Standup 1.0 / 1.5:

1. Reseat the USB connection between the tablet and the computer board.
 - a. Try to reseat the connection first to see if the connector just came loose.
 - b. Try swapping the cables if the first step does not work to see if it's a cable issue.
 - c. If both the above do not work, inspect the connector on the control board.
Check if the connector is loose or damaged.

2. Open the door.
3. Remove the back cover of the electronics box
 - a. Remove the 4 wingnuts or $\frac{3}{8}$ " nuts that secure the cover



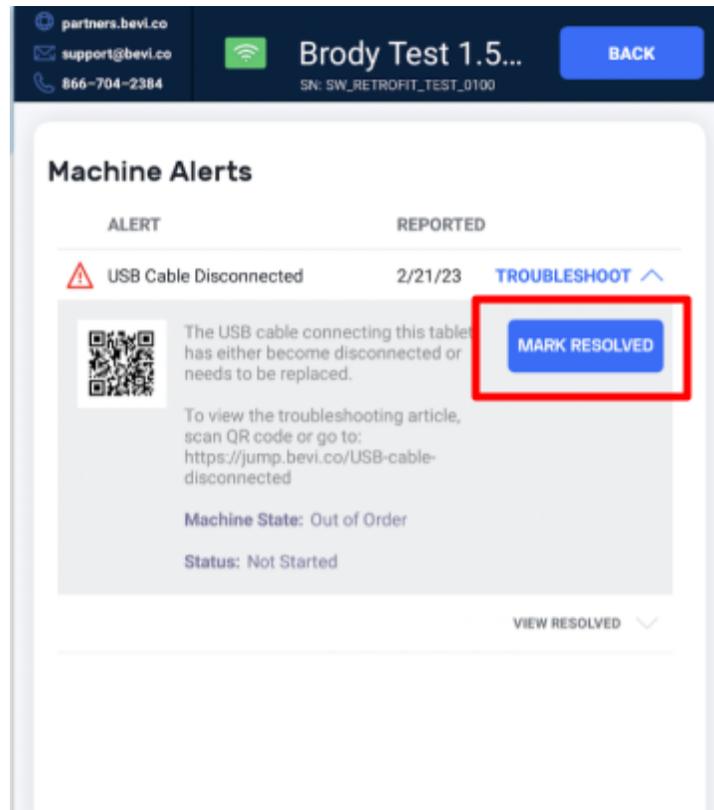
4. Locate and reseal the USB cable.
 - a. Gently disconnect the Micro USB cable from the Control board
 - i. Inspect the cable for any damage.
 - b. Reconnect the Micro USB to the control board, ensuring it is fully seated into the board connector.
 - c. Repeat the same procedure for the USB-A end of the cable connected to the touchscreen.



5. Turn off and on the machine.
6. Once the machine has restarted, enter the service panel.
7. Press the “Advanced” tab located at the top right corner of the Service Panel
 - a. Check to see if the board is now connected.
 - i. If reseating the cable resolved the issue, you should see “Board Connected: **“true”**”



- b. If you see “Board Connected: true”, then the touchscreen is communicating with the board, and you can clear the alert.
- c. After clearing the alert, reinstall the back panel on the electronics box.



- d. If you see “Board Connected: **false**”:
 - i. Repeat the previous steps, inspecting both ends of the USB cable for any damage, bending, etc.
- e. If after repeating those steps, the board is still not connected, then replace the USB Cable.
8. If replacing the USB cable has still not resolved the issue, you will likely need to replace the control board.
 - a. Contact Bevi Support at **866-704-2384**, or email support@bevi.co for **assistance**.

How to troubleshoot The Countertop:

While the procedure above is similar to what we will ask you to do for The Countertop, due to the nature of taking apart the head unit, please call our support team to help walk you through reseating the USB cables.



Rev. (11/04/2022)
