# Tech Bulletin: User Wifi Reconnect

This feature is intended to empower customers with touchless enabled to reconnect their own wifi without the need for a partner to visit.

1. Wifi gets disconnected

Customers will know their wifi is disconnected because their Touchless QR code will show with a "?" or the ingredients panel will show "internet failure".
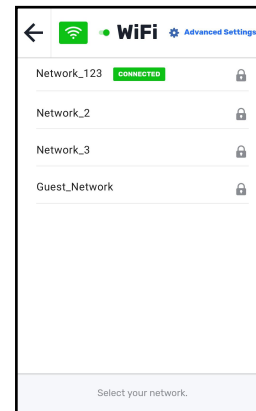
Note: If previously connected via ethernet or OptConnect, then there will be no blue button to 'Reconnect to Wifi', since wifi may not be the approved method of connection for this company. Instead user informed to contact their Bevi provider.
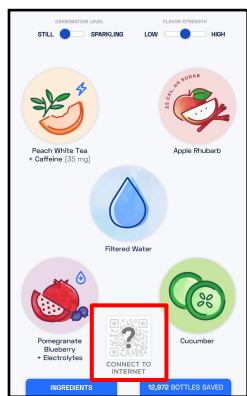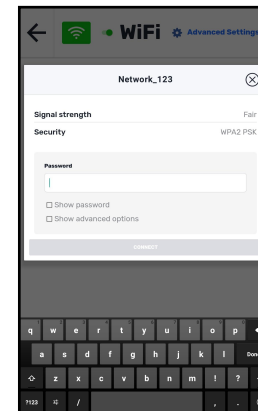

2. Wifi reselection and authentication
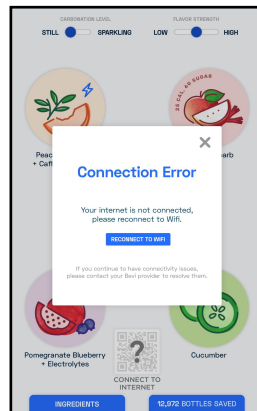
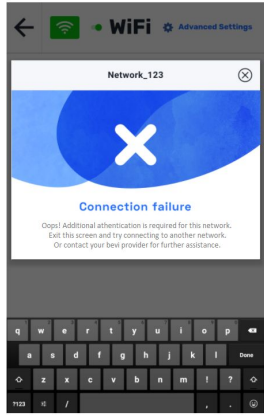User clicks on '?' and popup appears with "Reconnect to wifi" button.

User clicks "reconnect to wifi" button and are presented with the network options.

User clicks on the preferred wifi network and enters the password, if needed.

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Note: Captive Portals

IF the network has a required captive portal step, a popup will appear with an 'x' on it explaining to the user that further authentication is needed for this network and they can try another network or reach out to their Bevi provider for assistance.

To connect a network that requires captive portal authentication, the old method should still be used: Access Service Panel (Advanced > Show system UI > restart > launch browser > authentication > hide system UI).

3. Connection validation

After entering the authentication information, a popup should appear to validate that the connection is working correctly. The wifi picker screen should validate a green "connected" status.
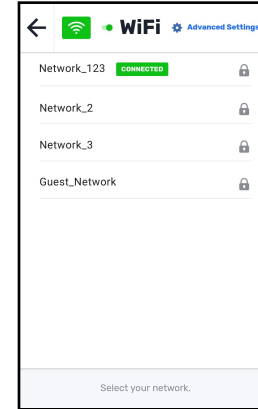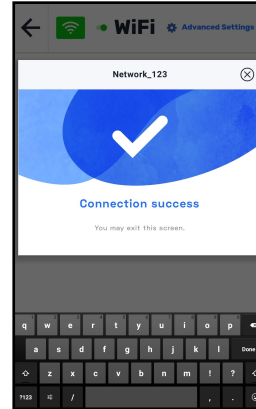
or
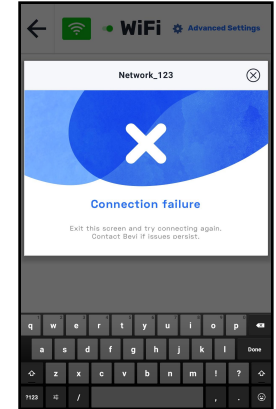
If there is an "x" on the screen, the user should try connecting to the same network again or try another network

Once connected, the user can hit "back" to get to the Dispense App again. User should wait for QR code to reappear. If the QR code does not appear, the user should call support.

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FAQS

What about machines that don't have touchless enabled?
This 'user connects to wifi' feature is only available currently if touchless is enabled. As a next phase, Bevi may also show this feature on non-touchless enabled machines.

What about machines that need connection and captive portal authentication during the install wizard?
This requires a reboot and the show/hide system UI steps with a captive portal for now.